



# RETAIL TECHNOLOGY SHOW

24-25 April 2024  
Olympia, London

OFFICIAL  
SHOW  
PREVIEW

## JOIN THE MAGIC

## HEADLINE SPEAKERS



REGISTER  
FREE  
TODAY

YOUR MAGIC TICKET TO THE GLOBAL RETAIL INDUSTRY AWAITS  
[WWW.RETAILTECHNOLOGYSHOW.COM](http://WWW.RETAILTECHNOLOGYSHOW.COM)

Featuring insight, inspiration and innovation:

♠ Discover latest solutions from **400+ suppliers** showcasing the new innovations to create meaningful customer experiences and drive huge returns for your business

♥ Hear the latest insight and analysis from the industry's sharpest thinkers, across **six key tracks** with **120+ experts** speaking on the hottest topics researched with the industry

♣ Unite and network with **12,000+ industry peers** through on-site features and events, including The BIG Retail Party - providing you with unrivalled networking opportunities

Join the conversation and follow us for updates | | | #RTS2024





# RETAIL TECHNOLOGY SHOW

24-25 April 2024  
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## THE UK'S FLAGSHIP RETAIL SHOW...

**The Retail Technology Show brings together the world's most innovative solution providers with leading retailers, hospitality and leisure professionals from across the UK and Europe.**

The pace of technology innovation within the entire retail space is going through a significant shift with the introduction of AI. Driven not just by the commercial and financial needs of the sector itself, but by the unknown power of what AI can deliver to the retail sector. It's hard to keep up, but we have you covered, and will give you that insight to future-proof your brand.

**The Retail Technology Show is the platform to navigate your future success through tech and digital innovation.** Offering you the perfect blend of leading suppliers and fresh disruptors; a stellar speaker line-up and conference programme. Combine this with unprecedented networking opportunities, lunches, parties and more...and you have two unmissable days for anyone in the retail community. This will be the most important retail event you will attend this year.

## MORE THAN JUST A SHOW...

Here you can see, feel, hear and touch the future of retail. Be the first to see the ideas as they land. You can try out the tech and meet the people who make it happen.

You'll come away energised and connected, with fresh ideas, better solutions and a new clarity to build a sustainable, future-proof omnichannel retail strategy.

Our conference programme has always been known for bringing together the industry's leaders and most influential voices. This year will be no exception. This will be the place to gain first-hand insight to shape your growth plans ahead.



## WHAT ARE YOUR PRIORITIES?

Designing new ways to engage with customers?  
Maximising LTV through loyalty? Exploring the realm of AI? Driving efficiency? Growing sales? Managing change?

**Retail Technology Show is your gateway to these goals.** Join the industry at retail's most important, exciting, and game-changing event. Do not miss your chance to attend for free. **Register for your Magic Ticket to retail today.**

**[WWW.RETAILTECHNOLOGYSHOW.COM](http://WWW.RETAILTECHNOLOGYSHOW.COM)**



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CONNECT: | | | #RTS2024



# WHAT'S ON

We've designed the **Retail Technology Show (RTS)** to maximise value and relevance for every visitor. Whether you're looking to build a robust and futureproof retail strategy, safeguard your commercial performance, take your brand forward or transform customer experience, you'll find the opportunities, contacts and content to meet your goals here.



## CONFERENCE PROGRAMME

Our leading conference programme will feature the latest insights from some of the industry's sharpest thinkers. Keep up-to-date with fast-moving industry trends and hear from the innovators driving things forward in retail - delivered through six key tracks, across three stages, over the two days.



## TECH TALKS

A series of bite-sized, inspirational talks looking at real life case studies to give you fresh inspiration and ideas.

## GAME-CHANGING TECH ON DISPLAY

Discover all the leading retail tech solution providers that will enable you to meet tomorrow's customers' demands and future-proof your business.

Over **400+** innovators will be exhibiting at the Retail Technology Show, ranging from established enterprise solutions to new disruptors and fast growth start-ups.

The Retail Technology Show will shine a light on the latest innovations fast-forwarding digital transformation across the full spectrum of your operations, including:

- ♠ TECH PROVIDERS SPANNING NEW ECOMMERCE CAPABILITIES
- ♥ GROUND-BREAKING SOLUTIONS POWERING PAYMENTS
- ♣ FUTURE-PROOFING SUPPLY CHAINS
- ♦ OPTIMISING OPERATIONS
- ♠ EMPOWERING YOUR RETAIL WORKFORCE OF THE FUTURE

See all this latest tech first-hand and discover the right solutions that will make the biggest impact for your business.



## NETWORKING OPPORTUNITIES - Unite and network with the industry

With thousands of retailers, suppliers and industry experts all in one place. The Retail Technology Show provides an unmatched networking opportunity for you to unite with the industry again.

**Don't miss Out!**





# DISCOVER THE NEW AN EYE ON INNOVATION

## eCommerce Pavilion

Curated by:

COMMERCE  
FUTURES

THE FUTURE OF COMMERCE

NEW for 2024, the eCommerce Pavilion will host an innovative selection of eCommerce tech solutions. Alongside this sits a great day of content on the 'Future of Commerce' content stage on DAY 1 (24th April 2024).

Commerce Futures is a prominent commerce community & events platform dedicated to providing commerce professionals with the latest insights, trends, and networking opportunities.

Join us to discover what's next in eCommerce tech.

## Business France



BUSINESSFRANCE

Experience the forefront of French retail where innovative start-ups and scale-ups are poised to revolutionize the global retail landscape. Join us as Business France proudly presents a curated selection of visionary start-ups, destined to shape the future of retail technology.



## DISCOVERY Zone

If you're looking for providers and solutions you haven't seen before then head to our Discovery Zone. You'll find suppliers under five years old, who have never exhibited before, with innovative solutions that will inspire you. These companies are likely to be new to the market, or new to the UK, so if you want to see something new and different head along and discover.



## MEET, SHARE, SHINE



RETAILERS  
LOUNGE



RECHARGE  
CAFÉ BAR



CHAMPAGNE  
BAR

## The RETAILERS Lounge

Sponsored by: **TOSHIBA**

Exclusively for retailers and brands, the lounge is the perfect retreat for relaxing and networking away from the busy show floor. Drop in, grab a coffee, network and plan for your next meeting or conference session.

## RECHARGE Café Bar

Sponsored by: **aptos**

Relax, refuel and recharge yourself here. The café bar also acts as a perfect meeting point within the show to make your connections over coffee, or maybe something a little bit stronger. Our lunchtime free networking drinks will be available on Day 2 of the show within the Recharge Cafe Bar.

## CHAMPAGNE Bar

Sponsored by: **pmc**

Need a break? Looking for a place to have a chat? The bar is open during show hours and will host the Innovation Award presentation at the end of the first day, during the BIG Retail Party.

## The VIEW

Sponsored by: **vista**

At RTS, we understand the power of a captivating view. Positioned on the gallery level, our space offers unparalleled panoramic views that redefine your coffee break. As you sip your coffee, the world of retail unfolds beneath you, a vibrant tableau of activity and innovation.

## Getting CONNECTED

with:



Your time is precious, so let's make sure you meet the right people to boost your business. Our new Event App helps you plan your visit in advance, connect you with exhibitors you want to meet, and provides essential information and tools right at your fingertips.

Available from three weeks before the show we will launch the visitor portal and app allowing you to:

- ♠ **PLAN YOUR AGENDA:** A scheduling tool with a searchable list of conference sessions, speakers, exhibitors and sponsors
- ♥ **GET CONNECTED:** Use the recommendations and messaging tools to engage with suppliers and partners to pre-schedule meetings at the show
- ♣ **Stay up-to-date:** Find out what is happening at the show at the touch of your fingertips



# SPECIAL SHOW EVENTS

## The London Store Tour

Tuesday 23rd April 2024

Apply to join a limited number of exclusive store tours around London the day before RTS.

See some of the latest and greatest retail stores in London, with the help of store expert and Top Retail Influencer, Ian Scott.



NEWSTORE

## Retail Media Networks Event

Tuesday 23rd April 2024

Join retailers, in-store experience and technology experts, brands and agencies at this full-day event focused entirely on what's widely considered the most important channel in the white-hot retail media network (RMN) ecosystem - the physical store.



pmc



THE BIG  
RETAIL  
PARTY

## YOUR INDUSTRY NETWORKING PARTY

DAY 1: Wednesday 24th April 2024. 16:00 - 18:00

Join us at the end of day one as we raise a glass to celebrate and champion the resilience of the retail industry.

Join your colleagues and peers in the central Champagne Bar - the perfect tonic to unwind after a successful first day attending the show. A fabulous informal networking opportunity over drinks, with live music, entertainment and awards ceremony.

## Accenture & UKG Executive WFM Roundtable

DAY 1: Wednesday 24th April 2024 14:30 - 15:15

This is a special opportunity to hear first-hand from your industry peers about their journeys to workforce optimization as well as discuss upcoming trends and challenges during the coming year.

accenture  
UKG

## Refuel Networking Brunch

DAY 2: Thursday 25th April 2024 12:00- 13:00

Join the Refuel Networking Brunch at the Recharge cafe bar sponsored by Aptos 10:30-11:30 with complimentary drinks and food. A great time to get revitalised for the day ahead and make the most of the last few hours of the show.

aptos



## Innovation Awards 2024 Ceremony

DAY 1: Wednesday 24th April 2024  
16:30 - 18:30

Join the industry as we will announce the overall winner of the Retail Technology Show Innovation Award 2024 during the BIG Retail Party.

This award is given to the most innovative product on display at the show as judged by an independent panel of retail leaders.

## Natwest Boxed & BCG Executive Roundtable

DAY 1: Wednesday 24th April 2024

NatWest and BCG will host an executive roundtable on Day 1 for a select group of senior retailers away from the busy show floor. Join NatWest Boxed and BCG for this exclusive lunch with expert speakers from the retail industry you won't want to miss!

BOXED  
BCG

## Retailer Lunches

Thursday 25th April 2024

A number of senior retailer lunches, specifically designed around you, will be hosted by our partners away from the hustle and bustle on the show floor. To be considered for an invitation please tick the relevant checkbox on the registration form.

mastercard  
BOXED  
BCG  
ZEBRA



# The Conference Programme

## INSPIRATION, FUTURE THINKING, and PRACTICAL ADVICE

Our conference programme features the latest insights from some of the industry's sharpest thinkers. Keep up-to-date with fast-moving industry trends and hear from the innovators driving things forward in retail.

From inspirational keynotes, retail experts, ground-breaking success stories, through to practical advice, the Retail Technology Show conference programme delivers invaluable ideas and practical takeaways, all designed to help enhance and improve your retail business.

Six key tracks cover our 2024 conference programme, across three stages, over two days - tackling the most pertinent issues and trends in the industry:



### AI, DATA & INNOVATION

Day 1 Track - WED 24 April | Location: Headline Theatre

SPONSORED BY: **aptos**

This essential track focuses on two of retail's hottest topics; AI and Data, whilst also looking at innovation through a retail lens.

You'll learn how embrace and make sense of AI and Gen AI for competitive advantage, how to drive engagement through immersive experiences and what retail innovation really looks like in 2024 for driving your business forward.

The track also looks at how innovation can be used to quickly scale an eCommerce brand, how a 175-year-old retailer can transform through embracing innovation and how to deliver competitive advantage by placing true insight at the core of your data strategy.



### THE FUTURE OF COMMERCE

Day 1 Track - WED 24 April | Location: Theatre A

SPONSORED BY: **Uber Direct**

Is the future of commerce exclusively digital? Almost certainly not. Yet some of the UK's largest retailers earn more revenue online than through their stores, and these two worlds are coming together fast - either by design or because consumers demand it.

The slow revolution in retail towards a blended offering is reaching some kind of end game currently, and our daytime conference will explore the component parts that we think will make up any successful digital business for a retailer who currently owns a store estate.



### CUSTOMER, MARKETING & LOYALTY

Day 1 Track - WED 24 April | Location: Theatre B

SPONSORED BY: **nuvei**

With the cost-of-living-crisis still hitting hard; customer engagement and loyalty are more essential than ever for retail.

In this crucial track you'll learn how to boost sales by taking personalisation to the next level, understand the role of social commerce in an ever-changing landscape and how to strengthen your loyalty strategy to drive market share in a price-sensitive environment.

You'll also find out how to drive customer adoption and engagement through loyalty scheme innovation, achieve optimal margins and growth using AI and customer-centric pricing and how to ensure your retail marketing plans are ready to capitalise on new medium-term opportunities.



### LEADERSHIP, ECONOMY & WORKFORCE

Day 2 Track - THURS 25 April | Location: Headline Theatre

SPONSORED BY: **aptos**

In a tough economy, effective leadership and workforce strategies are fundamental to a retailer's profits and market share.

This headline theatre track focuses on what great retail leadership looks like in 2024 and where is it headed, how to lead a workforce from one person to a thousand and how data can create value and boost workplace happiness.

You'll also learn what the economic outlook for the UK retail industry looks like for the remainder of 2024, how to use people-centric tech to transform frontline team productivity and how are retail leaders are responding to a highly challenging, unpredictable macro-economic environment.



### SUSTAINABILITY, SUPPLY CHAIN & DELIVERY

Day 2 Track - THURS 25 April | Location: Theatre A

SPONSORED BY: **Uber Direct**

In this engaging track you'll learn how the retail sector can collaborate to maximise sustainability within supply chains, how to simplify your sustainability strategy for maximum impact and how to reduce emissions and costs whilst increasing efficiency by embracing robot delivery.

You'll also learn how Pets at Home use new fulfilment capabilities to create the world's best omnichannel pet care business, how to service sustainability and transparency demands through digital product passports and which innovations in customer delivery will truly make retailers stand out from the crowd.



### LOSS PREVENTION, SECURITY & PAYMENTS

Day 2 Track - THURS 25 April | Location: Theatre B

SPONSORED BY: **nuvei**

With a steep rise in both store theft and cyber security breaches, this important track focuses on improving collaboration between police & retail partners to address the surge in crime, how retail loss prevention will develop by 2027 and how to rethink your cyber security initiatives for stronger protection.

In the crucial payments space, you'll learn how embedded finance is powering the future of retail payments, how payments can unlock purpose, loyalty and community impact, how new innovations are impacting the payments landscape and how retailers can maximise transactions in 2024 through a highly effective payment strategy.

## Transforming challenges INTO OPPORTUNITIES

The goal of our conference programme is to support you, as you develop your retail strategy, design new ways to engage with customers, manage change, and grow sales.

- ♠ Choose from over 50+ sessions and build a personalised agenda tailored to your needs
- ♥ Hear insight from 120+ of the industry's sharpest thinkers, retail heavyweights, innovators and market disruptors - people and companies that are really driving things forward in retail
- ◆ Gain technical and strategic know-how from leading retailers and technology providers on how to enhance customer experience, increase operational effectiveness and drive sales
- ♣ Evaluate new technologies and digital innovations, ask questions and get practical insights on business application and integration



# RTS KEYNOTE SPEAKERS



**SESSION:** IN CONVERSATION WITH DR NICK BEIGHTON, CEO MATCHES, CHAIRMAN SECRET SALES & FORMER CEO ASOS.COM  
**TRACK:** LEADERSHIP ECONOMY & WORKFORCE  
**HEADLINE THEATRE:** THURS 25 APRIL



**SESSION:** USING INNOVATION TO SCALE AN ECOMMERCE BRAND - THE LESSONS I KNOW TO BE TRUE, AND DOING IT ALL AGAIN, DIFFERENTLY  
**TRACK:** AI, DATA & INNOVATION  
**HEADLINE THEATRE:** WEDS 24 APRIL



**SESSION:** GENERATIVE AI: MAKING SENSE OF A MAJOR RETAIL OPPORTUNITY  
**TRACK:** AI, DATA & INNOVATION  
**HEADLINE THEATRE:** WEDS 24 APRIL

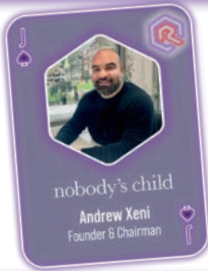


**SESSION:** LEADING A WORKFORCE - FROM ONE PERSON TO A THOUSAND  
**TRACK:** LEADERSHIP, ECONOMY & WORKFORCE  
**HEADLINE THEATRE:** THUR 25 APRIL

## INSPIRATIONAL SPEAKERS ALSO INCLUDE:



**SESSION:** DRIVING SALES & ENGAGEMENT THROUGH CREATING A TRULY IMMERSIVE IN-STORE EXPERIENCE FOR OMNICHANNEL SHOPPERS  
**TRACK:** AI, DATA & INNOVATION  
**HEADLINE THEATRE:** WEDS 24 APRIL



**SESSION:** SERVICING SUSTAINABILITY & TRANSPARENCY DEMANDS AT NOBODY'S CHILD THROUGH DIGITAL PRODUCT PASSPORTS  
**TRACK:** SUSTAINABILITY, SUPPLY CHAIN & DELIVERY  
**THEATRE A:** THURS 25 APRIL



**SESSION:** IN CONVERSATION WITH LUCAS LONDON, CEO & CO-FOUNDER, LICK  
**TRACK:** LEADERSHIP, ECONOMY & WORKFORCE  
**HEADLINE THEATRE:** THUR 25 APRIL



**SESSION:** BOOSTING SALES BY TAKING PERSONALISATION TO THE NEXT LEVEL  
**TRACK:** CUSTOMER, MARKETING & LOYALTY  
**THEATRE B:** WEDS 24 APRIL



**SESSION:** IN CONVERSATION WITH MELISSA SNAVER, CEO & FOUNDER, NOURISHED  
**TRACK:** AI, DATA & INNOVATION  
**HEADLINE THEATRE:** WEDS 24 APRIL



**SESSION:** EXAMINING SUSTAINABILITY PROGRESS WITHIN UK RETAIL & HOSPITALITY  
**TRACK:** SUSTAINABILITY, SUPPLY CHAIN & DELIVERY  
**THEATRE A:** THUR 25 APRIL



**SESSION:** EMBEDDED FINANCE: POWERING THE FUTURE OF RETAIL PAYMENTS AND CHECKOUT  
**TRACK:** LOSS PREVENTION, SECURITY & PAYMENTS  
**THEATRE B:** THUR 25 APRIL



**SESSION:** HOW SHOULD A 175-YEAR-OLD RETAILER APPROACH INNOVATION IN 2024 FOR EFFECTIVE DIGITAL TRANSFORMATION?  
**TRACK:** AI, DATA & INNOVATION  
**HEADLINE THEATRE:** WEDS 24 APRIL



**SESSION:** ASK THE TECHNOLOGY LEADER: WHAT DOES RETAIL INNOVATION LOOK LIKE IN 2024?  
**TRACK:** AI, DATA & INNOVATION  
**HEADLINE THEATRE:** WEDS 24 APRIL



**SESSION:** WHAT DOES GREAT RETAIL LEADERSHIP LOOK LIKE IN 2024 AND WHERE IS IT HEADED?  
**TRACK:** LEADERSHIP, ECONOMY & WORKFORCE  
**HEADLINE THEATRE:** THUR 25 APRIL



**SESSION:** KEYNOTE PANEL DISCUSSION: HOW ARE RETAIL LEADERS RESPONDING TO A HIGHLY CHALLENGING, UNPREDICTABLE MACRO-ECONOMIC ENVIRONMENT?  
**TRACK:** LEADERSHIP, ECONOMY & WORKFORCE  
**HEADLINE THEATRE:** THUR 25 APRIL



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**HEADLINE THEATRE:** WEDS 24 APRIL



# AGENDA HIGHLIGHTS

Day 1 | WEDNESDAY 24 APRIL

<b>HEADLINE THEATRE</b> SPONSORED BY: <b>aptos</b> <b>AI, DATA &amp; INNOVATION</b>	<b>THEATRE A</b> SPONSORED BY: <b>Uber Direct</b> <b>THE FUTURE OF COMMERCE</b> <small>Content to be provided by Commerce Futures</small>	<b>THEATRE B</b> SPONSORED BY: <b>nuvei</b> <b>CUSTOMER, MARKETING &amp; LOYALTY</b>	 <b>TOP PICKS:</b>
<b>HOSTED BY:</b> Kate Hardcastle MBE, The Customer Whisperer & Retail Broadcaster	<b>HOSTED BY:</b> Jamie Hancox, Founder, Commerce Futures	<b>HOSTED BY:</b> Miya Knights, Retail Technology Magazine Publisher, Author and Consultant	<b>KORE Wireless</b> Optimizing Retail Operations with Reliable Connectivity
Zaki Hassan, General Manager EMEA and APAC, Aptos Retail	Caroline Varga, Head of UK & Ireland, Uber Direct	Jasper Goeman, VP Sales Financial Services, Nuvei	
<b>OPENING KEYNOTE FIRESIDE CHAT:</b> Generative AI: Making Sense of a Major Retail Opportunity Dex Hunter-Torrice, Head of Global Communications & Marketing, Google DeepMind & Former Executive, Facebook and SpaceX	<b>OPENING KEYNOTE:</b> What Really Works in Online Luxury Gavin Williams, CDO Global Beauty, Creed	<b>OPENING KEYNOTE:</b> Using Innovation and Creativity To Acquire More Customers in a Downturned Market	
<b>PRESENTATION:</b> Driving Sales & Engagement Through Creating A Truly Immersive In-Store Experience For Omnichannel Shoppers Craig Ash, Managing Director UK & Ireland, Swarovski	<b>PRESENTATION</b> The Mysteries of the Shopping App James Reid, Chief Innovation Officer, All Saints	<b>FIRESIDE CHAT:</b> Boosting Sales by Taking Personalisation to the Next Level Janis Thomas, Managing Director, Look Fabulous Forever	<b>Workjam</b> What if You Could Boost Frontline Retail Efficiency? A Practical Guide to Operational Excellence for Enterprise Retailers
<b>FIRESIDE CHAT:</b> In Conversation with Melissa Snover, CEO & Founder, Nourished Melissa Snover, CEO & Founder, Nourished	<b>PANEL DISCUSSION</b> The Growth Panel	<b>PRESENTATION:</b> TikTok Shop: Understanding the Role of Social Commerce in an Ever-Changing Retail Marketing Landscape Fred Fishlock, FMCG Lead, TikTok Shop	
<b>KEYNOTE PANEL DISCUSSION:</b> Ask the Technology Leader: What Does Retail Innovation Look Like in 2024? Paul Sims, Chief Architect, Primark Nina Mimica, Chief Innovation Officer & Board Member, Studenac Market Simon Pakenham-Walsh, Chief Technology Officer, Sweaty Betty Ross Arnone, Head of Product Team, Tesco Labs (Tesco Innovation)	The Composable Conundrum Giles Smith, Head of Digital, Customer & Data Technology, Selfridges	<b>PANEL DISCUSSION:</b> Leveraging Customer Data & Personalisation for Enhanced Loyalty Cathy McCabe, CEO & Co-Founder, Proximity Camellia Spaczynska, Head of Retail Operations, Paul Smith	<b>Extenda Retail</b> Self-service: are you telling me we can boost sales AND reduce shrink?
<b>LUNCH &amp; NETWORKING</b>			<b>PMC</b> Retailing the Arsenal Way
Kate Hardcastle MBE, The Customer Whisperer & Retail Broadcaster	Jamie Hancox, Founder, Commerce Futures	Miya Knights, Retail Technology Magazine Publisher, Author and Consultant	
<b>AFTERNOON KEYNOTE:</b> Using Innovation to Scale An Ecommerce Brand - The Lessons I Know To Be True, and Doing It All Again, Differently Holly Tucker MBE, Founder, Holly & Co & Notonthehighstreet	<b>FIRESIDE CHAT:</b> Building Brand Advocacy in Online Lauren Hanifan, Co-Founder & Head of Branding, Snug	<b>AFTERNOON FIRESIDE CHAT:</b> Strengthening Your Loyalty Strategy to Drive Market Share in a Price-Sensitive Environment Jonathan Haywood, Director Digital, Loyalty, CRM, Transformation, Holland & Barrett	<b>Flip</b> Tired of wasting time and money? Learn how leading retailers are winning at employee engagement
<b>FIRESIDE CHAT:</b> How Should a 175-Year-Old Retailer Approach Innovation in 2024 for Effective Digital Transformation? Paula Bobbett, Chief Digital Officer, Boots UK	Ecommerce at Scale	<b>PRESENTATION:</b> Stonegate MixR App: Driving Customer Adoption & Engagement Through Loyalty Scheme Innovation James Metcalfe, Marketing Director, Stonegate Group Mike Jordan, CEO, Bink	
<b>PRESENTATION:</b> Delivering Competitive Advantage By Placing True Insight And Key Decision Making At The Core Of Your Data Strategy	<b>AFTERNOON KEYNOTE:</b> The Ecommerce Entrepreneur Frankie Thorogood, Founder, Pott'd Creations	<b>PRESENTATION:</b> Achieving Optimal Margins & Growth at Decathlon Using AI & Customer-Centric Pricing Strategies Philippe Rebelo, UK Data Science Director, Decathlon Jérôme Laurent, CEO, PricingHUB	<b>Invent Analytics</b> Profit-Optimising Retail Planning: How Can AI Supercharge Retail Profitability?
<b>KEYNOTE PANEL DISCUSSION:</b> Increasing Competitive Advantage by Embracing The AI Revolution John Bates, Technology Director, Morrisons Cassandra Bergsland, Director of Omnichannel, John Lewis & Partners Lynn Beattie, Director of Technology, B&Q Nikki Baird, Vice President of Strategy, Aptos Retail	<b>PANEL DISCUSSION</b> Reshaping eCommerce for the future - Raging Bull Nick Stragnell, Head of eCommerce and Digital Marketing - Raging Bull	<b>KEYNOTE PANEL DISCUSSION:</b> Ask The Marketing Expert: How Will Retail Marketing Develop By 2027? Justin Lodge, Chief Marketing Officer, Superdry plc Carl Boutet, Digital Marketing, Customer & Retail Innovation Lecturer, Asian Institute of Technology & McGill University Neil Dulake, Head of Retail - GCS, Google David McGrath, Chief Marketing & Membership Officer, The Channel Islands Co-operative Society Liz McNamara, Marketing Director, Get The Label	<b>GEBIT Solutions</b> Mobile Checkout Dynamics: Exploring Checkout Variety from Everyday to Emergency
Kate Hardcastle MBE, The Customer Whisperer & Retail Broadcaster	Jamie Hancox, Founder, Commerce Futures	Miya Knights, Retail Technology Magazine Publisher, Author and Consultant	<b>SLACE</b> WhatsApp - new playlist channel for retail media! Personalized to context and customer!





# AGENDA HIGHLIGHTS

Day 2 | THURSDAY 25 APRIL

HEADLINE THEATRE SPONSORED BY: <b>aptos</b> LEADERSHIP, ECONOMY & WORKFORCE	THEATRE A SPONSORED BY: <b>Uber Direct</b> SUSTAINABILITY, SUPPLY CHAIN & DELIVERY	THEATRE B SPONSORED BY: <b>nuvei</b> LOSS PREVENTION, SECURITY & PAYMENTS	<div></div> <b>TOP PICKS:</b>
HOSTED BY: Kate Hardcastle MBE, The Customer Whisperer & Retail Broadcaster	HOSTED BY: Natalie Berg, Retail Analyst & Founder, NBK Retail	HOSTED BY: Ian Scott, Director, Ian Scott Retail Consultancy	<div><b>Flood</b></div> <div>Real World Retailer ROI from Composable Unified Platforms</div>
Zaki Hassan, General Manager EMEA and APAC, Aptos Retail	Caroline Varga, Head of UK & Ireland, Uber Direct	Jasper Goeman, VP Sales Financial Services, Nuvei	
OPENING KEYNOTE FIRESIDE CHAT: In Conversation with Dr Nick Beighton, CEO Matches, Chairman Secret Sales & Former CEO ASOS.com Dr Nick Beighton, CEO Matches, Chairman Secret Sales & Former CEO ASOS.com Andrew Busby, Founder, Redline Retail & Strategy Lead, The Industrious (Interviewer)	OPENING FIRESIDE CHAT: How Can The Retail Sector Best Collaborate to Maximise Sustainability Within Supply Chains? Simon Finch, Supply Chain Director, Harrods	OPENING PRESENTATION: Improving Collaboration Between Police & Retail Partners to Address the Surge In Retail Crime & Protect Workers’ Superintendent Patrick Holdaway, Leader, National Business Crime Centre, City of London Police	
KEYNOTE PRESENTATION: Leading A Workforce – From One Person to a Thousand Nick Wheeler OBE, Founder, Chairman & Owner, Charles Tyrwhitt & NED, The White Company	PRESENTATION: Examining Sustainability Progress Within UK Retail & Hospitality Sophie Trueman, Managing Director UK & Ireland, Too Good to Go	FIRESIDE CHAT: How Will Retail Loss Prevention Develop By 2027? Corin Dennison, Director - Global Profit Protection /Risk, Adidas	
PRESENTATION: How Data Can Create Value and Boost Workplace Happiness Chris Brook-Carter, Chief Executive Officer, Retail Trust	FIRESIDE CHAT: Simplifying Your Sustainability Strategy for Maximum Impact, Differentiation & Competitive Advantage Millie Pearson, Chief Operations Officer , The Edit LDN	PRESENTATION: Rethinking Your Cyber Security Initiatives for Stronger Protection in the Face of Increased Threats & Breaches Paul Cooper, Director of Technology Operations, River Island	
FIRESIDE CHAT: What Does Great Retail Leadership Look Like in 2024 and Where is it Headed? Bob Neville, Managing Director-UK & ROI & Leader, Global Retail Excellence Programme, Clarks Interviewer: Helen Dickinson OBE, Chief Executive, BRC	PANEL DISCUSSION: ASDA Executives Will Discuss the Journey and Realised Benefits of Deploying Item-Level RFID Solutions to 450+ George Stores in the UK Nathan Jennings, Senior Director George Transformation, ASDA Kirsty Buxton, Senior Transformation Manager – RFID, ASDA Dean Frew, President, RFID Solutions Division, SML, RFID	PRESENTATION: Embedded Finance: Powering the Future Of Retail Payments and Checkout Josh Fabian-Miller, Managing Director of Credit, Currys Andy Ellis, CEO, NatWest Boxed	<div><b>MRI Software</b></div> <div>Navigating the retail landscape: Insights and Strategies for Growth</div>
LUNCH & NETWORKING			
Kate Hardcastle MBE, The Customer Whisperer & Retail Broadcaster	Natalie Berg, Retail Analyst & Founder, NBK Retail	Ian Scott, Director, Ian Scott Retail Consultancy	
AFTERNOON FIRESIDE CHAT: In Conversation with Lucas London, CEO & Co-Founder, Lick Lucas London, CEO & Co-Founder, Lick	AFTERNOON FIRESIDE CHAT: Reducing Emissions & Costs Whilst Increasing Efficiency by Embracing the Robot Delivery Opportunity Grace Wilkinson, Head of Online Last Mile & Customer Service, Co-op Group	AFTERNOON FIRESIDE CHAT: Re-imagining Payments at MGS For Ecommerce & Omnichannel Excellence Oliver Steeley, Head of Payments, Bank & Services, Marks & Spencer (interviewee) Rob Harper, Senior Director, PayPal (interviewer)	
PRESENTATION: What is the Economic Outlook for the UK Retail Industry for the Remainder of 2024? Richard Lim, CEO, Retail Economics	PRESENTATION: Using New Fulfilment Capabilities to Create The World’s Best Omnichannel Pet Care Business Joe Whitaker, Head of Digital Operations, Pets at Home Joe Till, Sales Director, OneStock	PANEL DISCUSSION: Adding Value to Your Customer Journey: How Payments Can Unlock Purpose, Loyalty and Community Impact Session Reserved For Pennies	
PRESENTATION: Using People-Centric Tech to Transform Frontline Team Experiences, Drive Workforce Productivity and Increase Engagement Raymond Hepburn, Employee Experience Partner, PureGym Brad Capon, Vice President UK & Northern Europe, YOOBIC	PRESENTATION: Servicing Sustainability & Transparency Demands at Nobody’s Child Through Digital Product Passports Andrew Xen, Founder & Chairman, Nobody’s Child	PRESENTATION: Grenades, Tanks, and Guns in Payments: A Look at The Innovation Landscape Chris Thompson, Director - Digital Payments, United Airlines Dr. Parag Shirnamé, Vice President - Client Relations (International & Retail), Aurus	<div><b>Marigold</b></div> <div>Are Loyalty Programs obsolete in a hyper-personalised world?</div>
KEYNOTE PANEL DISCUSSION: How Are Retail Leaders Responding to a Highly Challenging, Unpredictable Macro-Economic Environment? Katya Denike, Chief Product Officer, Holland & Barrett Chris Conway, E commerce Director, Co-op Food Catherine Luscombe, Global Technology Director, The Body Shop International Richard Lim, CEO, Retail Economics	KEYNOTE PANEL DISCUSSION: Which Innovations in Customer Delivery Will Make Retailers Stand Out From the Crowd & Drive Loyalty? Paul Cooper, Director of Technology Operations, River Island Rob Owst, Head of Home Delivery, B&Q Grace Wilkinson, Head of Online Last Mile & Customer Service, Co-op Group Caroline Varga, Head of UK & Ireland, Uber Direct	KEYNOTE PANEL DISCUSSION: How Can Retailers Maximise Transactions In 2024 Through An Effective Payment Strategy Jeannette Copeland, Technology Director, Ann Summers Aidan Connor, Digital Product & Data Director, Bulk Richard Surman, Head of Technology, Crew Clothing Jasper Goeman, VP Sales Financial Services, Nuvei	
Kate Hardcastle MBE, The Customer Whisperer & Retail Broadcaster	Natalie Berg, Retail Analyst & Founder, NBK Retail	Ian Scott, Director, Ian Scott Retail Consultancy	

# OUR RETAIL ADVISORY BOARD

Our Advisory Board provides invaluable guidance, expertise and insight into the current issues and challenges impacting the industry to ensure the Retail Technology Show delivers what the industry wants and needs from its leading exhibition.

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# RETAIL TECHNOLOGY SHOW

24-25 April 2024  
Olympia, London

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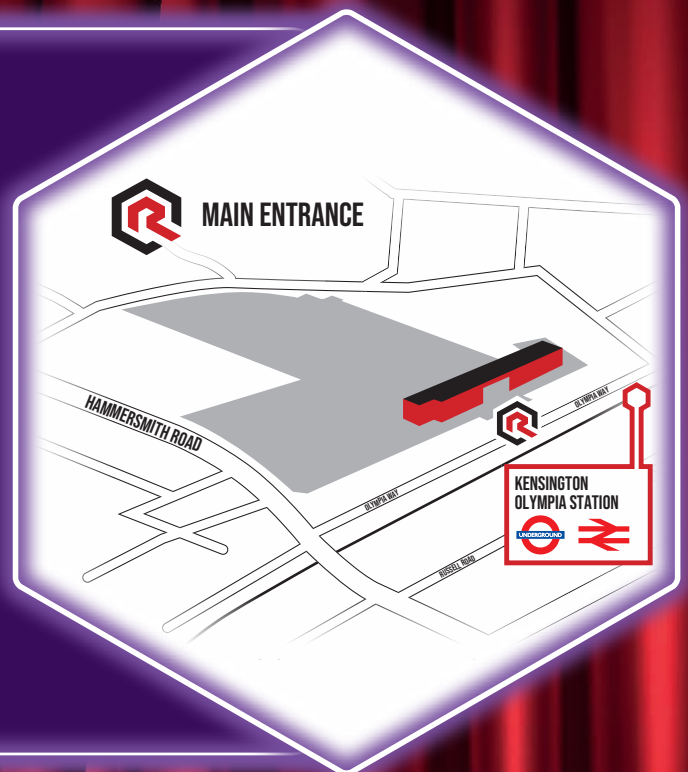
### OPENING TIMES:

**Day 1: Wednesday 24th April 2023 09:00 - 17:00**

**Day 2: Thursday 25th April 2023 09:00 - 16:30**

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