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New Chapter, New Rules: A NEW RETAIL

December 07-08, 2021 | Sahara Star Hotel Mumbai

Day- 1 (Tuesday, 7th December 2021)

09:30-09:40	Welcome Note by Reed Exhibitions India
09:40-10:00	Guest of Honor Address
10:00-10:25	Knowledge presentation
10:25-10:40	Mapic India's Chairman Welcome Keynote

10:40-11:40

Inaugural PANEL With Industry Powerhouse “Leaders Don't Wait For A New Normal, They Build It” - (RE)Writing The Rules Of New Retail

(This Session will bring together the Iconic Leaders of India to discuss challenging ideas, initiatives and future gateways for the benefit of the entire industry)

- Mapping out the hottest retail investments
- How brands are recalibrating fresh strategies for New Growth
- How to re-purpose the physical stores for better footfall and right economics
- Trending M&A in retail
- What's new in franchising models
- Collaboration between stakeholders
- New opportunities and challenges going ahead in next 5 years

11:40-12:15

Panel Discussion: Mopic India Special: Global Retail Trends 2021
Retail Dive With Global Leaders- Retailing In The New Reality and how to build the future leaders in retail

(This session will provide a comprehensive look at the current picture and future projections for the global economy and what this means for retail across the world. How the leaders are evolving, How the retailers and developers around the world are seizing the new opportunities and embracing the realities of accelerated change.

Delve into key discussion on the new emerging trends of retail in 2021 with Global Experts and)

- Future retail Leadership – Skills required to succeed
- Changing Work force strategies for the New Normal
- Catalyzing Growth And Revenue Opportunities in retail
- The possible scenarios for growth and recovery
- Sustainability Rules : Adopting a Culture of sustainability
- Addressing today's Health – Cautious conscious Consumer
- The need for speed, authenticity and partnerships in Building Big Retail Brands
- Latest reforms on ease of doing business
- Economic predictions for the retail industry - 2022.

12:15-12:50

Panel Discussion: View Of 2025 From The Lens Of 2021
Will Tier 2-3 Cities Drive The Next Wave Of Retail Growth?

Session Brief:

What makes these cities attractive for developers and retailers - Meet the key developers and retailers exploring the tier II & III cities)

Once the metros have been tapped, the question that often troubles a retailers and developers is - where to be next! Tier-2 and -3 cities are hotbeds for growth, opening up opportunities for retailers to expand. These markets have witnessed faster evolution in growth in disposable income, mobile internet, and support infrastructure. In addition, the impact of Covid-19 on retail activity has been less severe in small towns and cities

Highlights:

- Will Tier 2-3 cities will drive the next wave of retail growth?
- Why it makes sense for Indian retail to go tier 2/3/4
- The challenges and opportunities
- Ease of supply chain management
- Educational/industry hubs, Tourist towns

12:50-13:30

Panel Discussion: The Evolution Of Retail Model By Merging Online & Offline : - How To Do It Right For Survival, Revival And Success

Session Brief:

Throughout recent years, This has been talked a lot that growth of the online retail industry has impacted many brick-and-mortar retailers But in many cases, e-commerce is also complementing the retail industry by allowing it to have access to more customers beyond the boundaries of their shops. The onset of the Covid-19 pandemic added urgency to retailers to think about their traditional retail models. Unable to carry on as usual, even the staunchest holdouts have had to embrace online operations.

In this session, Industry Veterans will share their experiences and stories on how new retail models can boost your customer experience, bolster your reputation and encourage patrons to return to your physical store.

Highlights:

- Curating Next Generation Omni channel Experiences
- How retailers are leveraging e-commerce strategies to respond to shifts in consumer buying behaviour.
- Tips to optimise click-and-collect and other delivery models going forward
- How physical and e-commerce work in concert- Doing it right
- Why DNVB want to invest in traditional physical retail
- New Evolving formats for the pure players while e-commerce platforms contribute to increase in-store traffic
- Why Businesses Should Embrace eCommerce Diversification

13:30-14:30

Networking Lunch Break

14:30-14:40

10 minutes quick Yoga Session

14:40- 15:20

Panel Discussion: # Trending: Retail And The 15-Minute City - How Brands Can Take Advantage Of Mixed-Used Property Projects

Session Brief:

The concept of the 15-Minute City, where everything residents could want or need is within a short walk of their home, is an idea spurred on by the pandemic, Hence enhancing the experience of shopping by a concept of clubbing various activities along with shopping, such as sports, gaming parlous,

movie theatres, children's play area and so on, Retailing is witnessing conceptual transition and is now more experiential than transactional.

The session will have top experts from India top mixed used property projects to discuss and debate topics including how consumers (and retailers) will benefit, what the trend will mean for retailers and how brands can best take advantage of it.

Highlights:

- Future proofing the cities with the 15 minutes concepts
- How does it work and how do we retrofit into the existing urban landscape?
- Placemaking for an modern world
- Retail shops, restaurants, residential units, hotel rooms, entertainment, Leisure office space... what are the components of new mixed-use property development projects?
- Post-covid situation: Investment in mixed used projects
- New trends in Retail catalysing re- building of retail

15:20-16:00

Panel Discussion: The “vitamin-D” –DIGITAL Capsule for Retail Transformation by curating next generation omnichannel experience

Session Brief:

The shift of consumer spend toward e-commerce has been the major retail headline in 2020 and one of the main implications of this shift has been the enhanced role Omni channel has come to play for retailers. While the term "Omni channel" has been top of mind for nearly all retailers for the last ten years, dynamics in the retail industry in 2020 have forced retailers to think much more broadly and invest much more rapidly in their Omni channel capabilities.

These investments will pay off post-pandemic, leaving those that have been able to innovate and experiment in a stronger position.

Highlights:

- Standing out in the digital domain through data-driven decision making
- New Transformation in Omni channel Retail
- Omni Channel- No Longer just the BUZZWORD but the reality to survive
- Omni channel vs multichannel
- Learn the most significant innovations that will impact your strategy over the next years
- How retail organisations are using behavioural engineering to drive change in customer behaviour and how that impacts the bottom line
- How gamification has revolutionized customer journeys and bringing the innovations in Retail
- Tapping Into The Millennial & Gen-Z Mindshare

16:00-16:20

Fire Side Chat: : Luxury In India : The Way Forward

Session Brief:

India is one of the fastest growing luxury markets in the world, the Indian market has a lot of untapped potential, Growing middle class, multiplying millionaires, rapid urbanization, higher disposable incomes, favorable trade policies, burgeoning millennials and social media proliferation are the key drivers fueling the growth of the Indian luxury market. In the recent years, India's growing luxury potential has attracted several brands to the country.

Like other sectors, the Indian luxury landscape is undergoing a drastic shift and this sector has pivoted their business models to ensure immediate survival alongside long-term resilience and growth. In this session hear from the top luxury brands how they have resorted to new distribution channels, product line extensions and innovative services, altering product categories and repositioning themselves to rebound.

Highlights:

- How Luxury Brands Plan To Reconnect With Local Consumers In Post-Covid 2021
- A new era and a new look for luxury
- Impact of digitalization on Indian luxury
- Luxury Setting benchmarks by Going Green and sustainable
- How has luxury retail embraced technology and what will this change mean for the market?
- The importance of personalization & data
- Global luxury brands expansion strategy in India

16:20-17:00

Women Power Panel: "Behind The Leaders: Don't Play By The Rules, Make New Ones How Women Leaders Are Disrupting The Fashion Retail Sector In India?"

In this session of quirky, edgy and motivating talks, hear from the women leaders who decided to do things their way and what inspires them to keep going)

17:00-18:00

Out of the box corner: Stories from retail world that will inspire you to run your business better.
“Coffee with cover stories” : An exclusive session hosted by Renowned Retail Journalist with back to back quick chit chats with industry’s trend setters. Hear their successful stories and learn how they have done it right?

In this session of quirky, edgy and motivating talks, hear from the women leaders who decided to do things their way and what inspires them to keep going)

Story 1: Online Journey of Offline Retailer
Story 2: Roadmap to diversification
Story 3: Venturing into the digital world
Story 4: Local Brand going international

18:00

NETWORKING TEA BREAK

End of Day-1

Day- 2 (Wednesday, 8th December 2021)

10:00-10:50

Amalgamation Of India's Top Minds: Next Level CIO'S Insights

"Bringing Innovation To Life- How IT Leaders Are Transforming Retail Whilst Driving ROI On Their IT Spend?"

Session Brief:

In the past years, CIOs in retail acted with urgency to plug-in technology that transformed their organizations. E-commerce initiatives in the past years suddenly became essential, with special attention to AI-enabled personalization. Today's IT leaders must inherit the innovative insights to defend against tomorrow's threats but that comes with great cost also. This session is reserved for top Retail CIO's where they will not only share their great brand transformation stories but also explain how to drive value and ROI on their IT Spend which will help you decide the best way forward on the issues that keep your team on their toes and sometimes, you awake at night!

Highlights:

- How can today's Chief Information Officer (CIO) make the biggest impact on behalf of the entire organization?
- Transformation : NOW or NEVER- How To Avoid Becoming A Zombie Retailer
- Re-accessing the tech investment priorities to maximize ROI whilst still in post-pandemic recovery mode.
- Companies embracing change and innovation are building a Culture of Innovation
- How brands are leveraging technologies to reach the modern shoppers?
- Moving from Operations to Transformations
- Innovation at Large - How to build new business models in a corporate.
- Heighten consumer experiences via IoT, AI, Blockchain etc.
- SMAC effect (Social, Mobile, Analytics & Cloud)- Being the nexus of forces- How it is reshaping the CX.

10:50-11:35

Panel Discussion: Rebooting Food And Leisure: Setting The Architecture For India's Next Generation Social Retail Spaces

Session Brief:

The pandemic has brought turmoil in retail sector across the globe and Food and leisure sectors were at the frontline of the devastating impact of the Covid-19 pandemic. The session will

focus on the pain points of these two sectors and provide you positivity and optimism with new ideas and thoughts by industry experts about rebooting the food and leisure industry

Highlights:

- Leisure & retail: a new chapter
- Retail and place making
- The malls can no longer be purely about shopping
- Safe Shopping, Dining & Entertainment
- Leisure and Recreation
- The win-win strategy - Culture, live experiences, edutainment,... the best formats to bet on - How to meet new consumer expectations
- Physical emotions & entertainment to drive the recovery
- Current industry status and main challenges for India
- New models for new expectations - Foodtech, delivery, black kitchens... emerging & accelerated trends - Authenticity, local sourcing & production

11:35-12:30

Panel Discussion: The Shape Of Retail: Re-Tooling The Supply Chains For New Retail

Session Brief:

Retailers' supply-chain difficulties have largely arisen as big shifts in consumer behaviour and stepped-up health restrictions have rippled back through their operations. Stores, logistics systems, distribution facilities, and supplier networks weren't engineered for the rapid shifts in demand patterns we are seeing today. To adjust, retailers are retooling every aspect of their supply chains, from procurement to customer service. This session highlights how retailers are leveraging technology to adapt to and resolve industry challenges, as well as enhance their Omni channel fulfilment performance.

Highlights:

- Best practices for managing grocery retail supply chains
- Shifting supply chains dynamics
- New dynamics & new formats to meet new customer expectations
- Last-mile retail and delivery
- How Innovation can transform the entire supply chain for serve the customers in future
- How to go from automated warehouse logistics to a smart distribution center with industry
- AI, ML, IOT & Advance analytics applied to supply chain for enabling smart decision and saving vital costs.
- (Re)structuring retail chains to improve efficiency and increase your revenues
- De-Risk And Diversify supply chains by local sourcing

12:30-12:45

Talk Show - An Interview Style Session With Industry Experts Exploring Retail With Transit Oriented Development Opportunities- A Next Frontier In Retail Industry.

- Covid 19 Impact on TOD Projects and market
- TRANSIT-ORIENTED DEVELOPMENT AFTER COVID: WHAT'S NEXT?
- Keys to successful retail in a transit-oriented development
- REinvented: Transit-Oriented Retail Developments

12:45- 13:30

**New Retail: New Rules : New Marketing
CMO Insights: Understanding And Shaping New Consumer Behaviour In The Next Normal**

Session Brief:

In the current climate, standing out is not just a “nice to do”, but the only way to survive. To keep up with and perhaps even influence those changes, companies must leverage deep consumer insights,

We bring some of marketing's brightest minds together to discuss the new rules of marketing engagement, Drawing on the panel's extensive experience, we'll delve into new ideas how leading brands are using digital capabilities creatively to attract more customers and breathe life into their ad campaigns. Also will understand how creativity and technology impact retail and how brands can break down silos to help technology enable creativity and bring big ideas to life.

Highlights:

- The changing role of marketing in 2021
- The impact of changing consumer needs on marketing mix
- Innovations in marketing, Marketing for new retail formats
- Empathetic marketing, marketing for client retention...what next?
- Is Social media influencer marketing next mainstream advertising?
- How retailers can completely transform their relationship with the customer, today and tomorrow
- Marketing and customer loyalty
- DTC Approach and new marketing

13:30-14:30

Networking Lunch Break

14:30- 15:30

"The Changing Pace Of Payments" - The Next Decade Of Payment Innovation For Seamless Experience

Session Brief:

The world of retail payments has never changed so quickly. In the past few weeks, many trends we were already seeing in payments have accelerated exponentially as a result of the pandemic. The shift from in-store to online payments has been almost instantaneous; contactless transactions have soared; cash volumes have dropped drastically; automation at the POS has increased; and merchants are vying to leverage their payments arrangements to survive, and thrive, at this critical time. The payments world is transitioning to digital-first and there's no turning back.

In this session our experts will guide you through the key challenges and opportunities in payments today and in the future

Highlights:

- How do you achieve a customer-focused and agile retail payment strategy?
- Focusing on the shift to online transactions; the costs associated with that shift; the new customer demanding personalized experience; and the payments supply chain
- The trends shaping the payment landscape in 2021
- Contactless payment, mobile application, facial recognition... what else?
- Innovative payment solutions for digital world
- How Retailers Increase Sales & Attract Millennials With Financing Innovation
- How have COVID-19-related changes in consumer behavior influenced the payments landscape?
- What challenges are corporate clients facing due to the pandemic and what is the impact on B2B payments?
- What is the future of payments, and which changes will be sustaining?

15:30--16:30

The New Look of Fashion Retail: Embracing The Innovation To Accelerate The Future Of Fashion

Session Brief:

The crisis created by the coronavirus pandemic hit the fashion industry especially hard. The behaviors, preferences, and shifts in mindset that people have adopted during the pandemic will lead to permanent changes, including bifurcated spending,

accelerated adoption of e-commerce, and increased demand for purpose-driven brands, sustainable fashion, Change in working pattern, Demand of easy products etc. Hear from top fashion brands what they are doing today and what they are planning to do tomorrow.

Highlights:

- Sustainability and fashion
- Understanding the dynamics of changing fashion business models
- New trends disrupting the fashion industry
- How To Build A Pragmatic AI Roadmap That Drives Commerce Results
- Turning data into actions
- Innovation to reach customers in the last mile
- Leveraging retail and technology partnership
- CHANGING CONSUMER BEHAVIORS AND PREFERENCES
- How COVID-19 Is Nudging The Fashion Industry To Go Circular

14:30- 15:30

Exclusive Finale Power Panel: Candid conversation with India's inspiring CEO's : Tapping into the future of physical retail"

Session Brief:

Retailers no longer need prodigious fleets of stores in order to reach their shoppers. The coronavirus pandemic made this clearer than ever, Pandemic comes with leadership test, The urgency and pressure on CEO'S have been immense which required innovative thinking and bold initiatives.

Embracing the new model of stores doesn't mean rejecting the fundamentals of brick-and-mortar retail. Convenience, ease and good customer service are more critical than ever, how do the top CEO's see physical stores evolving? How can brands and retailers balance these basics with the new digital demands of consumers?

In this panel the conversations will unravel a lot more over a candid chat with the leading CXOs.

Highlights:

- Can we just call it retail now?
- Retail relevance: store isn't dead; it's just evolving.
- Why stores matter in ecommerce age
- The new formats in retail
- Why digital world need physical retail
- Skill management and workforce strategy in future
- Sustainability Rules : Adopting a Culture of Innovation
- Addressing the evolving customer behaviour
- Collaboration between retailer and developers for better experience

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