

# Mapic India Thought Leadership and Shopping Centre Awards

Thursday, 30th September 2021, Renaissance Hotel Mumbai

## Agenda

- |             |  |
|-------------|--|
| 15:00-15:30 | Registration                             |
| 15:30-16:00 | Networking High Tea                      |
| 16:00-16:15 | Show Begins! Welcome Note by MAPIC India |

16:15-17:00

### **Inaugural Leadership Power Panel: What's Next in Retail: How retailers and developers can stay ahead of an evolving industry**

#### Session Brief:

Real-time evolution in retail development is now the new status quo.

The important next steps for developers and retailers are understanding and adapting with the changes that e-commerce brings. Pandemic has shaken up the retail industry and now retail developers are facing a unique opportunity to think about bricks and mortar as more than a physical place where people do business. Retailer's storefront has an important role in defining their brand by making the shopping experience special for consumers and logistics simpler and more cost-effective.

(This session will provide a comprehensive look at the current picture and future projections for the retail industry. How the retailers and developers are seizing the new opportunities and embracing the realities of accelerated change.

Delve into key discussion on the new emerging trends of retail in 2022 with industry top retailers and developers)

- Future retail Leadership – How the retail leaders are evolving
- Retailers, Developers and New Collaborations
- Expand into Emerging Markets and Create New Channels
- Evolution of retail stores and emerging retail trends



- Changing Work force strategies for the New Normal
- Catalysing Growth And Revenue Opportunities in retail
- Addressing today's Health - Cautious conscious Consumer
- The need for speed, authenticity and partnerships in Building Big Retail Brands

**Moderator:** Anuj Puri, Chairman, Anarock Retail

**Speakers:**

- Vineet Gautam, CEO, Bestseller
- Amitabh Suri, Chief Executive Officer USPA, Arvind Brands Limited
- Pushkaraj Shenai, CEO, Lakme Lever
- Abhishek Bansal, Executive director, Pacific Malls
- Pushpa Bector, Executive Director, DLF
- Harsh Bansal, Owner, Unity Group
- Mukesh Kumar, CEO, Infiniti Malls
- Rajneesh Mahajan, CEO, Inorbit Mall

17:00-17:10

**Presentation: "Technology at the core of Retail - Five Tech Trends to Fortify, Extend & Reinvent"**

**Presenter-** Rajul Agarwal, Industry Lead Retail, Accenture Solutions Pvt. Ltd

17:10-17:55

**Retail Reboot : The New Era For Customer Experience - Embracing The Innovation To survive and thrive**

**Session Brief:**

The COVID-19 crisis has led to dramatic shifts in consumer behaviour. Retailers and developers will have to work hard to meet ever-evolving customer experience requirements in order to win and remain relevant. 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

- How retailer and developers can innovate to survive and thrive
- Disrupting Retail: Convenience, Experience & Personalisation in a New Era
- The new Era Curating Next Generation Omni channel Experiences
- Learn the most significant innovations that will impact your strategy over the next years
- Customer Centricity – The secret to success after pandemic
- Boom or Bust: How COVID-19 Transformed E-Commerce

**Moderator:** REHAN HUCK, VP Retail- The ILC Group, Co-founder & COO -Propel, Co-founder- Arklan

### Speakers:

- Sunil Nayak , CEO, Reliance Jewels
- C K Kumaravel , CEO, Natural Salon and Spa
- Kartikeya Singh, Director IT, Adidas
- Rajneet Kohli, President & Chief Business Officer, Domino's, Jubilant FoodWorks
- Surjit Rajpurohit – COO Amanora Mall
- Sanjay Vakharia, Co-Founder and CEO, Spykar
- Deepak Kapoor, CEO, Gulshan Homes

17:55-18:40

### Retailers Talk: The changing shape of retail space from retail properties to mixed-use property projects

Session Brief:

The new trend of retail -Mixed used property, 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 office, sports, gaming parlours, movie theatres, children's play area and so on. Retailing is witnessing conceptual transition and is now more experiential than transactional.

### Highlights

- New Trend- "Neighborhood mall that has it all", new destination, to mitigate risk
- How Brands Can Take Advantage Of Mixed-Used Property Projects.
- New trends in Retail catalysing re- building of retail
- How retailers are keeping up with the pace of changing retail by selecting best locations and new retail strategies
- Placemaking for an modern world
- Factors to consider when picking retail store locations
- Future of malls- One-stop lifestyle destination for the complete family
- Retailers expectations from the developers in the new normal



**Moderator:** Benu Sehgal, Retail Consultant, Gulshan Group

**Speakers:**

- Amit Dutta, CEO, Le Marche Retail,
- Monish Gujaral, Owner, Moti Mahal
- Sunil Menon, Chief Retail Expansion Officer, Lenskart
- Mohit Khattar, CEO, Baskin Robbins (Graviss Foods Pvt. Ltd.)
- Pramod Arora, chief Growth and strategy Officer, PVR
- Kamal Khushlani, Founder, Credo Brands (Mufti)

18:40-19:00

**National Retailers Meet -Keynote Session :  
The New Retail Game: Emerging Trends in Retail**

(Engage with One to one candid conversation with Mr. Damodar Mall, CEO- Grocery , Reliance Retail and session moderated by Mr. Anuj Puri , Chairman, Anarock Retail )

19:00-20:00

National Retailers Meet in pre-award cocktail

20:00-20:45

MAPIC India awards for Shopping Centres















20:45 onwards

Cocktails & Dinner

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Participants

