

## WEDNESDAY SEPTEMBER 27TH

Il Centro, Via Luraghi, 11 Arese, Milano (Shopping Mall)

12:00pm	<b>Arrivals, Light Lunch and Coffee</b>
12.30pm	<b>Welcome, Introductions, Agenda Overview &amp; Meeting Expectations</b> <i>John Fonteijn, Chair, ECR Community Shrink &amp; OSA Group</i>
1:00pm	<b>Shopping Mall Overview – CEO, Il Centro Shopping Mall</b>  Overview of the Shopping Mall operation, the data and their approaches to the risk challenges that they need to manage on a daily and regular basis from thieves to terrorism.
1:20pm	<b>Store Visit Briefings – Colin Peacock</b>  With exclusive access behind the scenes to stores inside and outside the shopping mall, the group will get a chance to learn how these stores amplify risk, de-risk the returns process and keep inventories accurate.
1:30pm	<b>Walk or Transit to Stores and then visits</b>
4:30pm	<b>Return from Store Visits and Coffee</b>
4.45pm	<b>Store Visits Review – Facilitated by Colin Peacock</b>  Groups to swap notes and prepare feedback to the stores, what inspired them? What ideas could they reapply to their organisation and what loss prevention ideas could they give to the store they visited?
6:00pm	<b>Close and Transit to Hotel</b>
7:30pm	<b>Cocktails and Network Dinner</b>

## THURSDAY, SEPTEMBER 28<sup>TH</sup>

Università Cattolica del Sacro Cuore, Largo Gemelli 1, 20123 MILANO (Italy)

7.30 am	Depart from the Hub Hotel for the University
8.30 am	Coffee and Light Breakfast
8:45 am	Day 1 (Store Visits) Recap and Day 2 Agenda Overview - <i>John Fonteijn</i>
9.00 am	<p><b>Understanding the most significant causes of shrink:</b> <i>Martin Speed, River Island</i></p> <p>Promoting the value of linear regression analysis, Martin in this session will share the insights that can be found in the data and the impact on shrink of being able to act on those key findings.</p>
9.20 am	<p><b>Round Table 1 – Facilitated by Professor Adrian Beck</b></p> <ul style="list-style-type: none"> <li>How is your organization using regression modelling to direct you to the most significant causes of shrink?</li> <li>What value does / could this approach bring to your organization and its impact on shrink?</li> </ul>
9.45 am	Coffee
10.00 am	<p><b>Store Managers – John Fonteijn, Aholddelhaize</b></p> <p>While there is much shrink that can and should be removed upstream and away from the stores by the merchants, supply chain, replenishment and store design teams, there is still a critical role for the store manager to play. In this session, John will use interviews with store managers to bring to life the challenges of engaging store managers and set up the round table discussions.</p>
10.30 am	<b>Round Table 2 – Facilitated by Professor Adrian Beck</b>
10.45 am	Coffee break
11:00 am	<p><b>Improving On-Shelf Availability (OSA) – A Manufacturer View – Gyongyi Hidasi, Procter &amp; Gamble</b></p> <p>In this session, Gyongyi will share how P&amp;G see OSA in the context of their corporate objectives, their approaches to measure and define the benefits of improving OSA, their approach to problem understanding and to developing retailer interventions and to bring it to life, will share real world retailer / P&amp;G case studies,</p>
11.30 am	<p><b>Round Table 3 – Facilitated by Professor Adrian Beck</b></p> <ul style="list-style-type: none"> <li>How does your organization deliver improvements in OSA?</li> <li>What can be the role of retailers and / or vendors in improving your OSA?</li> </ul>
11:45 pm	<p><b>Winning the fight against Retail and Cyber Crime in Italy – TBC</b></p> <p>In this session, we will learn the latest thinking from Italy on preventing losses from retail and cyber-crime.</p>

12.30pm	Lunch
1.00pm	Letter from America – what’s “hot” in loss prevention in USA? <i>Walter Palmer, RILA</i>
1.15pm	<p><b>Returns Research Presentation - Dr Regina Frei, University of Portsmouth</b></p> <p>With data from four retail case studies and responses from 20+ phone interviews, the academics will share their findings on how omni-channel retailers are managing returns, the way this process can go wrong and reveal their findings as to the true cost of a return.</p>
1.45pm	<p><b>Round Table 4: Facilitated by Dr Regina Frei</b></p> <ul style="list-style-type: none"> <li>How do these findings match your understanding of the process and problems at your organization?</li> <li>How could you use this research in your organization to help reduce the cost of a return?</li> </ul>
2.15pm	Coffee
2.30pm	<p><b>The Thin End of the Wedge - Alastair Francis, Tesco UK (TBC)</b></p> <p>Winning loss prevention teams need to invest and be at the forefront of new technology developments to stay ahead of those who seek, with relentless ingenuity and an insatiable appetite, to steal from their organization. The technologies they invest behind though can bring considerable advantage to the rest of the organization, from marketing, to customer service, to store design and more. In this presentation, Alastair will provide an insight into the technologies that Tesco are considering and their vision for a more connected network of technologies that can multiply the impact of anyone alone. Specifically in this presentation he will bring these points to life by sharing the latest thinking on the use of finger print scanning and feature / facial recognition to prevent loss and unlock additional benefits in the rest of the organization.</p>
3.30pm	<p><b>Round Table 5: Facilitated by Professor Adrian Beck</b></p> <ul style="list-style-type: none"> <li>How does the Tesco approach differ or look the same as your approach?</li> <li>What inspired you about the Tesco vision and what inputs would you give back to Alastair?</li> </ul>
3.30pm	<p><b>Wrap Up – Colin Peacock</b></p> <ul style="list-style-type: none"> <li>Where are we on the Research Projects? – Self Scan, RFID, Maturity Model and Inventory Accuracy</li> <li>Update on governance and membership</li> <li>Next meetings – UK N&amp;M’s – Oct 5<sup>th</sup>, Feature Recognition – Nov 14<sup>th</sup>, Food Waste – Nov 30<sup>th</sup></li> <li>2018 Meetings – Feb 7<sup>th</sup> &amp; 8<sup>th</sup> 2018 – Paris</li> <li>What inspired you about the Tesco vision and what inputs would you give back to Alastair?</li> </ul>
3.45pm	Expectations Review, Next Steps and Goodbyes...
4.00pm	Close

### **Getting there [Il Central]**

Follow link in the below, the nearest airport is Malpensa but Linate is also more or less the same distance.

<https://www.centroilcentro.it/come-arrivare.php>

### **Getting home [from the University]**

The university has a downtown location, and Linate Airport is a 35 minute journey (6.5 miles) – the journey to Malpensa Airport is just under an hour.

<http://www.ucsc.it/>

### **Hotel and Logistics**

We have organized a special rate at the Hub Hotel, this is near the Il Centro Shopping Mall. We have arranged a coach for the evening dinner from this hotel leaving at 7.30pm. There will also be a coach to Milan central and the University of Milan at 7.00am [to avoid the traffic]

The rate negotiated is €79. When you write or email or phone the hotel, please quote “ECR” and this should enable the special discount rate.

We strongly urge you to book this hotel as this will be the location from which the transit will leave for dinner on Wednesday night and to the University on Thursday morning.

### **THE HUB MILANO**

Via Privata Polonia, 10

20157 - Milano

Tel : +39 02 78627000

Fax : +39 02 78627070

E-mail : [booking@thehubhotel.com](mailto:booking@thehubhotel.com)

Skype: booking.the.Hub.Hotel

Web site : [www.thehubhotel.com](http://www.thehubhotel.com)



Informativa sul trattamento dei dati personali e diritto di opposizione

**For those staying for Friday or the weekend.**

There are many interesting sights and stores to see in Milan, including the Coop Future Store.



**Coop – Future Store**

Via Friedrich Von Hayek, 4 Milano

<https://newsroom.accenture.com/news/supermarket-of-the-future-opens-its-doors-coop-italia-and-accenture-reinvent-the-grocery-shopping-experience.htm>