ECR Community
Shrinkage & On-shelf
Availability Group

WEDNESDAY FEBRUARY 7TH SES-imagotag Offices | 55 Place Nelson Mandela | CS 60106 - 92024 Nanterre CEDEX, Paris	
12:00pm	**Arrivals, Light Lunch and Coffee at the SES Imagotag Offices**
12.30pm	**Welcome, Agenda Overview & Meeting Expectations,** *John Fonteijn, Aholdelhaize*
1:00pm	**Introduction to the French Retail Sector and Hot Topics,** *Emilie Chalvignac,Institut du Commerce (ECR France)* In this opening session, Emilie will introduce her organization, provide an overview of the French retail sector, the key trends and the current research projects, including a preview of the findings from a groundbreaking new study on the stubborn problem of shelf out of stocks.
1:30pm	**Welcome and SES Imagotag Overview,** *Guillaume Portier VP Marketing, SES Imagotag* Our hosts, SES-imagotag are the No.1 global company in the high-potential technological sector of the digital transformation of physical commerce. In this session, Guillaume will welcome the group to his offices, introduce his team, their capability and their growth strategies.
2.00pm	**Store Visit Briefings,** *Colin Peacock, ECR Community Shrink & OSA Group* There will be three locations for the store visits. The first group will visit either a traditional Darty (electronics), Bio C Bio, (organic, grocery), Monoprix (grocery) or an Intermarche (grocery) store. The second group will visit "Click & Collect" stores and the final group will make a visit to selected stores in the new and ultra-modern downtown Paris shopping centre. http://forumdeshalles.com/stores
2:15pm	**Transit to the Stores**
4.30pm	**Return from the Stores and Coffee**
4.45pm	**Store Visits Review,** *facilitated by Colin Peacock, ECR Community Shrink & OSA Group* The groups to swap notes and prepare to share their ☺ and ☹ feedback from the visits, through the lenses of 1) new ways of shopping, self-checkout, mobile POS, omni-channel, returns, etc. 2) Inventory record accuracy and 3) Risk amplification. Specifically, they will be asked to share what they saw or heard that inspired them? What ideas could they [steal and] reapply to their organization and finally, what ideas could they give back to the stores they visited?
5.30pm	**RFID Research Findings –** *Professor Adrian Beck, University of Leicester* In this final session of the day, Adrian will share the findings from an ECR and GS1 study of ten retail companies who have rolled out RFID to their stores and who together use over 1.8 billion RFID tags a year. The findings detail how they convince the board to resource an RFID project, their learnings from the pilots and then the deployment to stores, and critically, how each built and proved a positive return on investment, achieving sales lifts in the range of 1.5%-5.5%.
6:00pm	**Close and Transit to Hotel**
7:30pm	**Cocktails and Network Dinner @**

Institut du COMMERCE PARTAGE & PROSPECTIVE   **RGIS**   **Checkpoint®**   **OLIVER WYMAN**

THURSDAY, FEBRUARY 8TH
SES-imagotag Offices | 55 Place Nelson Mandela | CS 60106 - 92024 Nanterre CEDEX, Paris

8.00am	**Coffee and Light Breakfast**
8:15am	**Day 1 (Store Visits) Recap and Day 2 Agenda Overview -** *John Fonteijn*
8.30am	**What's HOT?** *Professor Adrian Beck, University of Leicester* In a new feature for our 2018 working group meetings, we are creating an open session that can be the opportunity for delegates to share with each other and with the group as a whole the really hot issues that are "keeping them awake at night". No preparation, just remember to recall your nightmares, and be prepared to share with the group. Our aim is to document and keep a record of these hot issues, to either park them and revisit at the next group meeting, or brainstorm and discover means and ways to help everyone sleep better, for example via benchmarking or commissioning new research.
9.30am	**Introducing the European Loss Prevention Innovation Challenge – "Sharks Tank"** *Jeremy Basset, Founder, CO-CUBED* In 2018, the ECR Community Shrink & OSA Group will partner with <u>CO-CUBED</u> to begin a search for innovative responses to both the stubborn and the emerging retail loss problems from start-ups and the existing vendor community. In this session, Jeremy will introduce the company he founded, share lessons learnt from the Unilever Foundry and outline the process and timeline for the Challenge.
10.00am	**Coffee**
10.15am	**Buy Online, Collect and Return to Store** *Prof Lisa Jack and Sally-Ann Krzyzaniak, University of Portsmouth* *The benefits, barriers and performance metrics of Reverse Supply Chains* "Click & Collect" returns are one of the big challenges of omni-channel retailing. The University of Portsmouth has carried out research with member companies of the ECR community to identify the challenges and opportunities presented by better understanding the management of product returns in this environment. This session will cover the challenge of improving accounting for returns, the concept of customer service within the returns environment and the risks and opportunities for sustainability in returns processes.
10.45am	**Round Table Discussion** How do these findings compare to your own organizations experiences with the management of returns to the store from an online sale? What can you reapply from this research to your organization? How could the findings from this research be made more accessible and easier to reapply in your organization?

Institut du COMMERCE
PARTAGE & PROSPECTIVE

RGIS

Checkpoint

OLIVER WYMAN

11.15am	Coffee break
11:30pm	**Case Study – Building a Digital Loss Prevention Capability -** Keith White, SVP, Loss Prevention, The Gap Inc In this very interactive session lead by Keith, he will detail his organisations e-commerce loss prevention journey, illustrating the problems, the key measures and the core competencies needed to manage the problem while at the same time not killing e-commerce sales.
12.00pm	**Round Table Discussion** What has been your organizations experience to date at defining and then grappling with the problem of e-commerce loss, and the risk of lost sales? Did you determine and then put a number on the "size of the problem" in a way that became relevant for top managers? What were the new skills, techniques and technologies you had to acquire to become a credible and valued capability that delivered a positive return on investment? Finally, what ideas can you reapply from the Gap case study, and what ideas can you give back to Keith?
12.30pm	Lunch
1:15pm	**Data Analytics for Retail Loss Management** – *Emmanuel Ladoux, Principal, Oliver Wyman Labs* In this session, Emmanuel, will borrow from his deep experience in the Consumer Goods sector and his detailed knowledge of advanced data analytics to share with the working group what he has concluded should be the first and the top five use cases for data analytics needed to effectively manage the problems of retail loss, out of stocks, food waste, unknown loss / shrink, damages, markdowns, etc.
1.45pm	**Round Table Discussion** How does the assessment of the top five use cases from Emmanuel match your current use of data analytics? What can you reapply from the presentation of Emmanuel?
2.15pm	Coffee
2.30pm	**Inventory Accuracy – Does it matter?** *Professor Aris Syntetos, Cardiff Business School* There is a growing body of evidence to suggest that retailers inventory records are significantly inaccurate. But does inventory accuracy matter? And if so, how much? And would the required interventions to improve accuracy pay out? This research aims to quantify the impact of improved accuracy on sales (and following that, the necessary interventions to tackle the problem). It involves 3 Universities and 8 major Retailers across Europe and the preliminary results are presented in this event in Paris.
3.15pm	**Round Table Discussion** How do these findings fit with your own organization's assessment of inventory record accuracy and the impact of wrong records? What can you reapply from the presentation of Aris? What do you need from the next phase of the work with the Universities for this research to be more relevant, accessible and practical?
3.45pm	**Wrap Up, Date of Next Meetings, Expectations Review, Next Steps and Goodbyes…**
4.00pm	**Close**

Institut du COMMERCE
PARTAGE & PROSPECTIVE
RGIS
Checkpoint
OLIVER WYMAN

Logistics – Getting there……

Our hosts, SES Imagotag, are located in Nanterre, on the outskirts of Paris, north west of the centre.

https://goo.gl/maps/RM3XZUbpr5L2
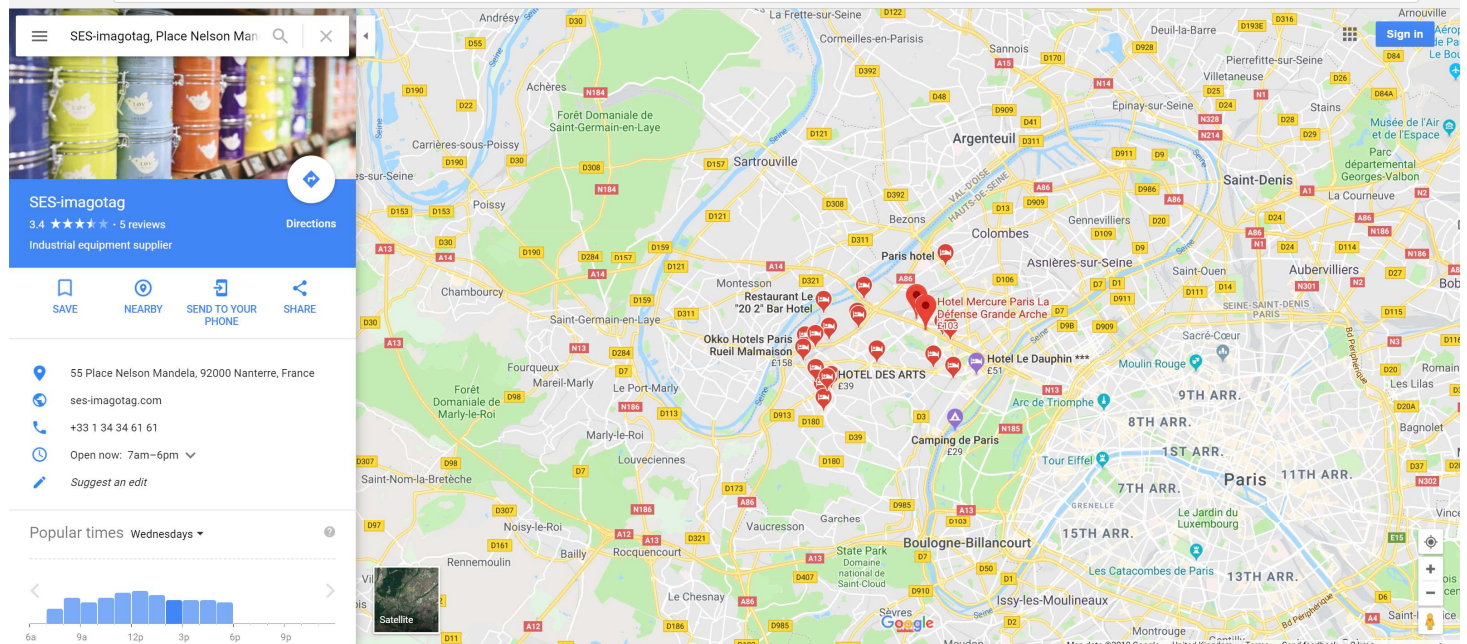
The airports, Orly and Charles De Gaulle are each about 30-40 mins from the SES office. Gare du Nord is the same 30-40 minutes ride by either road or rail. The nearest rail stations are Defence or Nanterre University

Logistics – Staying over

There are multiple hotels in walking distance. A group booking is being planned for the Mercure Paris La Defense Grand Arche

Getting back

The meeting will close at 4pm, taxis can be ordered for those that need to get to the airports. Suggestion for those taking the trains, to take the train to the train! The transit to the airports or rail stations is 30-40 minutes, so please plan for flights or trains that leave after 6pm on February 8th or better still, stay the weekend.

Dinner, and speaker bio details to follow