WEDNESDAY SEPTEMBER 27TH
THE HUB HOTEL MILANO - Via Privata Polonia, 10- 20157 Milano

12:00pm	**Arrivals, Light Lunch and Coffee at the Hub Hotel**
12.30pm	**Welcome, Introductions, Agenda Overview & Meeting Expectations** *John Fonteijn, Chair, ECR Community Shrink & OSA Group*
1:00pm	**Shopping Mall Overview – CEO, Il Centro Shopping Mall** 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	**Store Visit Briefings – Colin Peacock** 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	**Transit to Stores and then visits**
4:30pm	**Return to Hub Hotel from Store Visits and Coffee**
4.45pm	**Store Visits Review** – *Facilitated by Colin Peacock* 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	**Close and Transit to Hotel**
7:30pm	**Cocktails and Network Dinner @** **La taverna dei golosi " - CORSO SEMPIONE, 12 MILANO** www.tavernadeigolosi.com **(15 mins from Hub Hotel)**

THURSDAY, SEPTEMBER 28TH Università Cattolica del Sacro Cuore, Largo Gemelli 1, 20123 MILANO (Italy)	
7.30am	**Depart from the Hub Hotel for the University**
8.30am	**Coffee and Light Breakfast**
8:45am	**Day 1 (Store Visits) Recap and Day 2 Agenda Overview** - *John Fonteijn*
9.00am	***Using predictive analysis to tackle shrink and manage risk:*** *Marco Dugato, Università Cattolica Sacro Cuore and Martin Speed, River Island* In this engaging opening session, the two speakers will zoom in on the power of digging deep into the data to prevent crime and reduce shrink. The first speaker, Marco, will share using Italian data on crime against the retail sector, how the analysis of repeat victimization and the characteristics of the contextual factors around the stores can predict the locations and stores at the highest risk. Some real examples will be provided. The second speaker, Martin, will share how his analysis suggests that shrink can be managed best by focusing NOT on the stores which have lost the most in the previous stock take, but by focussing on the stores that will lose most at their next stock take if you don't act quickly. Identifying the stores with the greatest risk of increasing their stock loss gives the opportunity to intervene to prevent the loss escalating.
9.45am	**Round Table 1 –** *Facilitated by Professor Adrian Beck* • *How is your organization using regression modelling and other data analysis to predict risk and shrink?* • *What value does / could do these approaches bring to your organization and its impact on shrink?* • *What do you see as the future uses of data science in your organizations / how are you building capability in this area?*
10.15am	**Coffee**
10.30am	**Store Managers –** *John Fonteijn, Aholddelhaize* 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.
11.00am	**Round Table 2 –** *Facilitated by Professor Adrian Beck*
11.30am	**Coffee break**
11:45pm	**Preventing organised crime infiltration in retail** – *Michele Riccardi, Università Cattolica Sacro Cuore* In Italy the infiltration of organised crime in the legitimate economy is widespread across all economic sectors, and affect, in a different way, suppliers, partners, counterparts. This presentation will discuss what segments of the retail supply-chain are most exposed to this risk, by providing figures and data on the basis of Transcrime-Università Cattolica research in this field. It will show a range of risk assessment models, red-flag indicators and datasets which have been developed to identify, assess and prevent this risk at operational level

ECR Community
Shrinkage & On-shelf
Availability Group

12.30pm	Lunch
1.15pm	**Letter from America – what's "hot" in loss prevention in USA?** *Walter Palmer, RILA*
1:25pm	**Improving On-Shelf Availability (OSA) – A Manufacturer View –** *Gyongyi Hidasi, Procter & Gamble* In this session, Gyongyi will share how P&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&G case studies,
1.50pm	**Round Table 3 –** *Facilitated by Professor Adrian Beck* • *How does your organization deliver improvements in OSA?* • *What can be the role of retailers and / or vendors in improving your OSA?*
2.15pm	**Coffee**
2.30pm	**Multi-Channel Returns: –** *Regina Frei* In this closing session, Regina will provide an interim update on the key findings from the four case study retailers and facilitate a round table discussion on the learnings so far and for the group to reflect on their own practice, sharing what they see as their strengths, challenges and opportunities in terms of multi-channel returns
3.15pm	**2017 Work Plan Review – Colin Peacock** • Update on the Research Projects? – Self Scan, RFID, Maturity Model and Inventory Accuracy • Update on governance and membership • Next meetings – UK N&M's – Oct 5th, Feature Recognition – Nov 14th, Food Waste – Nov 30th • 2018 Meetings – Feb 7th & 8th 2018 – Paris
3.45pm	**Wrap Up, Expectations Review, Next Steps and Goodbyes…**
4.00pm	**Close**

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Getting there [Hub Hotel)

The nearest airport is just about Malpensa but Linate is also more or less the same distance. You should aim to be at the Hub Hotel, where we have a meeting room booked with a light lunch organised. This will be our base for the Store Visit briefings and where we will return for a review of the finds after the store visits. The address is below.

THE HUB MILANO - Via Privata Polonia, 10- 20157 Milano: www.thehubhotel.com

We will visit stores in Shopping Mall, the detail is https://www.centroilcentro.it/come-arrivare.php

Getting home [from the University)

On the morning a transit will leave the Hub Hotel to take the group to the university where we have a large meeting room booked with a light breakfast. 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 7.30am [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

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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

SPEAKERS

Martin Speed, River Island

Martin combines a wealth of commercial loss prevention experience with academic insight. He is the Safety and Loss Programs Manager for River Island where he uses analysis of the data to identify where resources are needed most, to guide programs and to measure their success.

His retail experience was built up as LP Data Mining manager at New Look, as Risk Department Central Operations Manager for Phones4U and as Security Department Information Manager for Dixons Stores Group. Also, as Assistant Director at the British Retail Consortium he instigated their first Retail Crime Survey; and as a consultant he has worked on large scale research projects for both private and public sector clients including the UK Ministry of Justice and the Sentencing Advisory Panel. A graduate of University College London, he has an MSc in Crime Risk Management from the School of Management at Cranfield, and a Criminology PhD from Surrey University.

Marco Dugato, Università Cattolica Sacro Cuore – Crime&tech

Marco Dugato is Adjunct Professor of Methods and Techniques for Criminological Research at Università del Sacro Cuore of Milan and Senior Researcher at Transcrime (Joint Research Centre on Transnational Crime, www.transcrime.it). His main areas of expertise are analysis and management of quantitative and qualitative data with an in-depth knowledge of spatial analysis techniques. His main research fields are: crime mapping and predictive policing; crime and criminal justice statistics; spatial risk assessment; measurement of illicit markets and organized crime activities. He collaborated and coordinated several research project at both national and international level. Since 2015 is Administrator and founding partner of the spinoff Crime&tech (www.crimetech.it).

Michele Riccardi, Università Cattolica Sacro Cuore – Crime&tech

Michele Riccardi is senior researcher at Transcrime (www.transcrime.it), research centre of the Università Cattolica Sacro Cuore, Adjunct professor of Business Economics and administrator of Crime&tech, spin-off company of Transcrime-Università Cattolica (www.crimetech.it). His research focuses on organised and financial crime, money laundering, criminal infiltration in the legal economy and business continuity risks. He has been coordinating several national and international research projects on such as projects IARM, MORE, OCP, EBOCS. He is member of the ARO – Asset Recovery Offices Platform of the EU Commission, DG Home Affairs and of the EU CEPOL – European Police College – Money laundering working group. He has been involved as expert in the Italian ML/TF national risk assessment and in the FATF mutual evaluation of the Italian AML/CTF system. He got a MSc in Accounting & Financial Economics with Distinction at the University of Essex, UK (2008) and a MA in International Relations with Distinction at the Università Cattolica del Sacro Cuore, Italy (2006).

CRIME&TECH (www.crimetech.it)

Crime&tech srl is the spin-off company of Università Cattolica del Sacro Cuore – Transcrime, Joint Research Centre on Transnational Crime (www.transcrime.it). Crime&tech develops and applies the research produced by Transcrime and translates it into technologies for private and public institutions to better investigate, assess and prevent security and crime risks (e.g. organised crime, property crime, economic crime). Crime&tech has developed a specific expertise in the design of risk indicators, risk assessment models and risk maps cooperating with organisations such as UNODC, UNICRI, EU Commission, EU Parliament, Europol, Italian Ministry of Interior, Ministry of Justice, the Australian Crime Commission, customs and law enforcement authorities, chambers of commerce, the banking sector and the private sector