

Developments in Retail Mobile Scanning Technologies: Understanding the Potential Impact on Shrinkage & Loss Prevention

A Free One-Day Conference sponsored by the Economic and Social Research Council

Monday 8th June 2015

College Court Conference Centre, University of Leicester, Leicester

Background

- Shrinkage is estimated to be a \$235 billion global problem with retailers spending a further \$46 billion trying to solve the problem.
- Mobile scanning technologies are becoming an increasingly common sight in retailing with customers being encouraged to use devices provided either by the retailer or their own mobile computing devices to undertake their shopping journey.
- How to manage and control the risks associated with mobile scanning technologies is becoming a critical challenge to loss prevention practitioners.

Purpose

This unique workshop will provide:

- Access to the latest academic research on mobile scanning technologies and shrinkage.
- Retailer case studies on the benefits, business results and challenges of introducing mobile scanning technologies.
- The views of product protection providers on how they intend to respond to the challenges presented by mobile scanning technologies.
- The opportunity to learn from others on how to minimise the risk of mobile scanning technologies negatively impacting upon shrinkage.

Outline Programme

- New developments in mobile scanning technologies.
- The perceived benefits and risks associated with introducing mobile scanning technologies.
- How to amplify risk in a mobile retail world.
- Retailer experiences of introducing and managing mobile scanning.
- Understanding how current product protection technologies will operate in a mobile retail world.

Intended Audience

- Loss Prevention Practitioners • Retail Operations Teams • Store Design Teams
- Mobile Scanning Technology Developers • Loss Prevention Technology Providers

Please Note Places are Strictly Limited

This is an event generously sponsored by the Economic and Social Research Council.

For registration at this free event please contact either:

Professor Adrian Beck at: ba@le.ac.uk or Dr Matt Hopkins at: mh330@le.ac.uk



Conference Agenda

- 09:30 *Coffee and Registration*
- 10:00 **Welcome**
- 10:10 **The ESRC Retail Sector Initiative**
Bruce Jackson, ESRC Senior Knowledge Exchange Manager
- 10:25 **Understanding the Impact of Mobile Scanning Technologies on Shrinkage and Loss Prevention**
Professor Adrian Beck and Dr Matt Hopkins, University of Leicester
- 11:15 **Open Forum**
- 11:25 *Refreshment Break*
- 11:45 **The Challenges of Delivering Mobile Scanning Technologies**
Anthony Duffy, Delivery Manager, Digital Experience, Sainsbury's
- 12:15 **Utilising Mobile Scanning Technologies: Building a Business Case**
Luc Cooman, Director of Health, Safety and Risk Management, Carrefour Belgium
- 12:45 **Open Forum**
- 13:00 *Lunch*
- 14:00 **Current Approaches to Amplifying Risk in Retailing**
Professor Adrian Beck and Dr Matt Hopkins, University of Leicester
- 14:20 **Developing Risk in Mobile Retailing: The Role of Registration and Audit**
Patrick Onions, Retail Innovation Project Manager, Asda
- 14:50 **Delivering Product Protection in a Mobile Retail World**
Neil Matthews, VP Global Product Management, Checkpoint Systems
- 15:20 **Future Directions in Amplifying Risk in a Mobile World**
Professor Adrian Beck and Dr Matt Hopkins, University of Leicester
- 15:50 **Open Forum**
- 16:00 *Close and Afternoon Tea*