

## STORE 2017 Draft Agenda

May 30-31, Toronto Congress Centre, Toronto, ON

DRAFT 25 – April 13, 2017

Time	STORE DAY 1 - Tuesday May 30, 2017	Sponsor Details
7:00 – 8:30 am	<p><b>BREAKFAST &amp; NETWORKING HALL OPEN</b> <i>Networking Hall</i></p>	
8:30 – 8:40 am	<p><b>Conference Opening &amp; Welcome Remarks</b></p> <p><b>Diane J. Brisebois</b> President &amp; CEO, Retail Council of Canada</p> <p><b>&amp;</b></p> <p><b>Kevin Graff</b> President Graff Retail TV</p>	
8:40 – 9:10 am	<p><b>Insightful, Exciting and Humbling Lessons To Drive Organizational Change</b></p> <p>We are living in the most disruptive years in the history of retail. Rapidly changing customer expectations, choice, channels, analytics, AI, loyalty, distribution &amp; digital marketplaces are guiding retail evolution. In this session, Duncan Fulton, President of FGL Sports, and one of the industry's youngest and most disruptive leaders will describe what it takes to lead wholesale organizational change in an legacy environment, to evolve and prepare for the new world of retail.</p> <p><b>Duncan Fulton</b>, President , FGL Sports</p>	
9:10 – 9:40 am	<p><b>Cultivating Leadership and Innovation</b></p> <p>With it's acquisition of RONA in 2016, Lowes has become Canada's Largest Hardware Chain. However, the competitive forces that digital has brought to traditional hardware retail means that Lowes and RONA must continue to evolve and innovate. How can one of retail's most traditional of segments evolve? Virtual and augmented reality have brought new creative ways to engage with the "do it yourself" consumer. One example is Lowe's recently announced Holoroom How To, an on-demand virtual reality skills clinic and the latest iteration of Lowe's Innovation Labs' Holoroom experience, their immersive design and visualization tool. In this session, Sylvain Prud'homme will digital is evolving the traditional hardware retail experience, and what the future holds for Canada's largest Hardware Retailer.</p> <p><b>Sylvain Prud'homme</b>, President &amp; CEO, Lowe's Canada</p>	
9:40 – 9:45 am	<p><b>FAST FIVE – CN Rail : Helping Retailers Connect the Dots</b></p>	<p>\$\$\$ CN Rail</p>
9:45 – 10:15 am	<p><b>Bricks and Clicks: The Future is Total Retail</b></p> <p>Every retailer who offers both physical and digital retail wants to achieve a truly omni-channel experience, but how do you break down traditional retail silos to stay ahead of the game? By focusing on people and customer experience. Best Buy, one of the world's most iconic electronic retailers, has streamlined their digital strategy, improved their customer service through the Internet of things, and simply refused to segment customers or the business into channels. But what about the organizational component? How do you inspire a workforce of</p>	

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	<p>over 11,000 to move forward in a changing retail environment? Kamy Scarlett, Senior Vice President, Retail &amp; Chief Human Resources Officer and Thierry Hay-Sabourin, Senior Vice President, eCommerce of Best Buy Canada will co-present how they built Best Buy's Clicks and Bricks Strategy by bringing vertical business lines together, and the role that it plays in driving their people, customers and business strategy forward.</p> <p><b>Kamy Scarlett</b> Senior Vice President, Retail and Chief Human Resources Officer Best Buy Canada Ltd. &amp; <b>Thierry Hay-Sabourin</b> Senior Vice President, eCommerce Best Buy Canada Ltd.</p>	
10:15 – 10:20 am	<p><b>FAST FIVE - The State of Retail: Merchant Insights from the 2017 American Express Retail Report</b></p> <p>Digital innovations have fundamentally changed consumer expectations, and retailers now need to adapt their sales, engagement and growth strategies to meet the needs of the 'anytime-anywhere' consumer. Join Kerri-Ann Santaguida, Vice President &amp; General Manager, Merchant Services, American Express Canada for a unique look at the current state of retail in Canada through a discussion of the 2017 results of the American Express Retail Insights report with a focus on digital trends and payment innovations.</p> <p><b>Kerri-Ann Santaguida</b>, Vice President and General Manager, Merchant Services Canada American Express</p>	\$\$\$ AMEX
10:20 – 10:50 am	<p><b>NETWORKING BREAK &amp; NETWORKING HALL OPEN</b> <i>Networking Hall</i></p>	
10:50 – 11:30 am	<p><b>AM CONCURRENT SESSIONS</b></p> <p><b>STORE OPERATIONS</b></p> <p><b>Store Operations Roundtable : Adapting Your Team to The Phigital Store</b></p> <p>Technology has helped traditional bricks and mortar retailers keep pace with eCommerce. However, retailers that have flooded their stores with technology now face the challenge of ensuring that their employees know not just how to use it, but how to maximize what's available to improve service and sales. In this session, retail leaders come together to discuss the opportunities and challenges of the digital tools that retail stores have today.</p> <p><b>Kevin Graff</b>, President, Graff Retail TV <b>Jordan Ekers</b>, Chief Customer Officer &amp; Co-Founder, Nudge Rewards</p> <p><b>MARKETING</b></p> <p><b>The Digitization of Retail</b></p>	\$\$\$

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	<p>Digitization means different things to different retailers and different departments within a retail organization. Regardless of what it means to you, it's happening everywhere. In this session Monique Duquette, National Lead, Customer Experience and Marketing, SAS Canada will present how global brands are approaching digitization in different ways, whether that's in Marketing, Merchandising, Assortment or the Supply Chain. Monique will then sit down with Frederic Lecoq, Vice President Marketing &amp; eCommerce at Golf Town, to discuss the true impact of the digital evolution on retail today.</p> <p><b>Monique Duquette</b>, National Lead, Customer Experience and Marketing, SAS Canada  <b>Frederic Lecoq</b>, Vice President, Marketing &amp; eCommerce, Golf Town</p> <p><b>DIGITAL &amp; MOBILE RETAIL</b></p> <p><b>Machine Learning: Using Advanced Analytics to Personalize the Customer Experience</b></p> <p>The traditional model of customer segmentation no longer hits the mark for retailers. Simply targeting consumers based on demographic data or purchase history is not enough in today's complex world of highly personalized omni-channel retailing. Consumers make purchases that don't always align with their typical buying behavior and retailers who cannot incorporate that data may miss out on sales.</p> <p>The age of digital transformation has brought innovative technologies that integrate machine learning to tailor pricing and promotion. These new tools offer a deeper understanding of the customer. With a more complex picture of the consumer, retailers can better predict purchasing behavior, optimize pricing, and personalize the experience.</p> <p><b>Dave Rodgeron, Retail Industry Leader, Microsoft Canada</b></p> <p><b>MERCHANT &amp; SUPPLY CHAIN</b></p> <p><b>The Merchant's Roundtable : When Brands Open Retail Stores</b></p> <p>Brands are opening their own physical stores, creating tension among some multi-brand retailers. The trend towards a hybrid model, where brands continue to sell their product wholesale to retailers while also opening brick-and-mortar stores as well as selling online, is on the rise. How does this new hybrid approach affect the relationship between the brands that open their own stores, and the retailers that already sell their product? How can retailers and brands work together in this multiple path to purchase world?</p> <p><b>Craig Patterson</b>, Retail Insider</p>	<p><b>Microsoft</b></p> <p><b>\$\$\$</b>  <b>SAS</b>  <b>Canada</b></p> <p><b>\$\$\$</b>  <b>Microsoft</b></p> <p><b>\$\$\$</b>  <b>CN Rail</b></p>
<p>11:30 am - 1:00pm</p>	<p><b>LUNCH &amp; NETWORKING</b></p> <p><b>Lunch &amp; Learn Session Opportunities</b></p>	

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	<p><b>12:00 – 12:20 pm – BDO</b></p> <p><b>We just Signed a Big Cheque for a New System -- Now What? Successful Strategies for Adding New Retail Technologies to Your Business</b></p> <p>The digital evolution has brought with it an ocean of new tools and systems that help retailers understand their customers, promote their brand intelligently, move product more efficiently and improve their service and experience. But, how does implementing a new tool impact your existing systems &amp; what risks are there to your business? In this session, Eric Matusiak, Partner, IT Solutions at BDO Canada LLP will take you through a step by step approach to successfully implementing new retail technologies.</p> <p><b>Eric Matusiak</b>, Partner, IT Solutions at BDO Canada LLP</p> <p><b>12:00 – 12:20 pm – Flexity Financial</b></p> <p><b>The Evolution of POS Financing for The Modern Consumer</b></p> <p>The notion of providing financing at the point-of-sale (POS) isn't new. Many large retailers have offered this in some way, usually through white label credit cards managed in the backend by large financial institutions. The traditional method, however, has been cumbersome. Outdated paper-based applications, long approval times, low approvals, and the burden of training sales staff have relegated POS financing as a nice-to-have versus a must have. However, like in all sectors, advances in technology and a shifting marketplace have completely redefined POS financing as a sales tool. Progressive retailers across North America are experiencing a significant increase in sales by giving customers another attractive payment option. In this session, Flexity Financial will provide a retail case study demonstrating how to use POS financing to improve the in-store experience and grow sales.</p> <p><b>Peter Kalen</b>, Chief Executive Officer, Flexity Financial</p> <p><b>12:20 – 12:40 pm – Inpixon</b></p> <p><b>5 ways to modernize the Retail Experience with Indoor Positioning Analytics</b></p> <p>Evolve or perish is the choice we face in the retail industry today. When store closings, business consolidations, and bankruptcies are all so common in the news, one must ask: how grim is the situation; or, more importantly, what lessons can be learned so the retail industry can gear up to reverse this trend? How do we provide a stellar in-store customer experience? What steps can we take today to utilize the emerging technologies while building the foundation for tomorrow's retail landscape? Please join Inpixon CEO, Nadir Ali as he discusses 5 ways to start the retail landscape of tomorrow, today.</p> <p><b>Nadir Ali</b>, CEO, Inpixon</p> <p><b>12:20 – 12:40 pm –</b></p>	
<p>11:50 am – 12:50 pm</p>	<p><b>RCC Board AGM</b> <i>Café 1020</i></p>	
<p>1:00 – 1:40 pm</p>	<p><b>PM CONCURRENT SESSIONS</b></p> <p><b>STORE OPERATIONS</b></p>	

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	<p><b>The Future of Operations: The Transaction Behaviour of the Anytime, Anywhere Consumer</b></p> <p>Is your business prepared to deliver results in a world where today's 'anytime-anywhere' consumers are increasingly looking for seamless shopping experiences across online and mobile? From mobile pay in-store to embedded payment options online, now is the time to assess and upgrade your payment model. Consumer transactions are no longer simply about securing a payment; they're about speed, personalization, convenience and empowering operations to maintain a competitive advantage. Join Simona Salter, Vice President of Client Management, Merchant Services for American Express Canada, for an in-depth discussion of merchant insights derived from the 2017 Retail Insights Report alongside consumer behaviour trends and customer spend data to learn about the importance of integrating payments into your operational framework.</p> <p><b>Simona Salter</b>, Vice President, Client Management, Merchant Services, American Express</p> <p><b>MARKETING</b></p> <p><b>The Next Generation of a Successful Local Marketing Strategy.</b></p> <p>In today's world of digital clutter &amp; declining foot traffic, many retailers have learned that the best campaigns to draw traffic into their stores are local, targeted, direct &amp; personalized. However, many retailers don't realize that there are tools available that can provide fantastic messaging to their local community. In this session, solution providers and retailers will come together to discuss the latest &amp; greatest ways retailers are successfully working with both new technologies and local stakeholders to provide digital &amp; social marketing to local communities.</p> <p><b>Steve Buors</b>, Re-Shift Media <b>David Druker</b>, President, The UPS Store <b>Sean Snyder</b>, President, Engagement Agents <b>James Connell</b>, Vice President, eCommerce &amp; Marketing, Roots</p> <p><b>MOBILE, DIGITAL &amp; E-COMMERCE</b></p> <p><b>e-Commrece CIO Roundtable: Keeping Up with Digital Consumer Demand</b></p> <p>If you haven't noticed, digital innovation has changed retail forever, and the demands of the digital consumer has been the key source of disruption for retailers of all sizes, shapes, and assortments. In this session leading Retail CIO's and e-Commerce executives will discuss the increasing demands of the digital consumer, and the real impact this demand is having on e &amp; m-commerce platforms, operations &amp; execution.</p> <p><b>Roundtable Participants</b> Michael Eubanks, Senior Vice President &amp; CIO, LCBO Graham Hillier, Vice President &amp; GMM, Costco Tara Conway, VP of eCommerce, The Source</p> <p><b>MERCHANT &amp; SUPPLY CHAIN</b></p>	<p><b>\$\$\$</b> <b>AMEX</b></p> <p><b>CONTRA \$</b> <b>Reshift</b></p> <p><b>\$\$\$</b> <b>CN Rail</b></p>
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	<p><b>The Great Debate : Driving Collaboration Amid Complexity in the Buy-Move-Sell Cycle</b></p> <p>Retailers face an increasingly difficult task of managing multiple relationships, commitments and accountabilities in their end to end supply chain. In particular, participants at all points of the buy-move-sell process struggle to drive accountability and progress in an environment where the players have already made multiple complex commitments and arrangements with others in the same space. Add to this the demands of today’s consumer - speed, convenience and a low price and you have the makings of conflicting priorities and challenges on margins.</p> <p>Considering this increasingly challenging environment, this session will provide tangible insights into Joint Business Planning. Key drivers associated with the commercial, strategic and operational components will be reviewed along with best practices for avoiding the pitfalls of a transnational relationship between stakeholders.</p> <p><b>James McKay, Founder &amp; President, The AVLECA Group</b></p>	
<p>1:40 – 2:10 pm</p>	<p><b>NETWORKING BREAK &amp; NETWORKING HALL OPEN</b> <i>Networking Hall</i></p>	
<p>2:10 – 2:50 pm</p>	<p><b>The Future of Retail Disruption</b></p> <p>Why does retail disruption occur? In this session, Dragon’s Den “Dragon” and co-founder of Snap by Groupon, Michelle Romanow will discuss why Disruption continues to occur within retail today. Michelle will then sit down with retail disruptors to talk about their business models, why they work, and why disruption will continue in retail for the foreseeable future.</p> <p><b>Session Host</b> Michelle Romanow, CBC’s Dragon’s Den “Dragon” Co-Founder, Snap by Groupon</p> <p><b>Retail Disruptors</b> Nicole Tapscott, General Manager, Casper Canada Deborak Poole, General Manager, Wayfair Canada Ben Zifkin, Founder &amp; CEO, HUBBA</p>	
<p>2:50 – 2:55 pm</p>	<p><b>FAST FIVE - SweetIQ</b></p>	
<p>2:55 – 3:35 pm</p>	<p><b>The Truth About Digital Consumers</b></p> <p>KPMG conducted a global study on consumer behaviours, preferences and attitudes related to online shopping. Over 18,000 consumers around the world were surveyed and the results were analyzed by KPMG to uncover the real truth: how do they shop online, why do they shop online and what do they expect from their online experience? The results and analysis was fascinating and insightful.</p> <p>In this session, Willy Kruh (Global and Canadian Chair of KPMG’s Consumer Markets practice), will take an unapologetic look at the online consumers’ behaviour and he will share tangible consumer insights for retailers to use to improve their approach towards winning and retaining consumers online.</p>	<p><b>\$\$\$</b> <b>KPMG</b></p>

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	<p><b>Willy Kruh</b> Partner, Global Chair Consumer Markets, Partner-in-Charge High Growth Markets KPMG LLP</p>	
3:35 – 4:15 pm	<p><b>Why Retail Is Getting 'The Experience' Wrong</b></p> <p>Many retailers have a misconception of how truly remarkable customer experiences are conceived. Most retailers assume customer experience is an aesthetic concept, focusing on how stores and websites look and feel. Or, they think a great experience simply means great customer service. In this session, Retail Prophet Founder Doug Stephens will explain how truly fantastic experiences evolve from the re-invention of every aspect of the customer journey, creating a truly unique experience that is multi-layered, personalized and impactful.</p> <p><b>Doug Stephens</b>, Founder, Retail Prophet Bonobos Cirque Du Soliel</p>	<p><b>\$\$\$</b> Salesforce</p>
4:15 pm	<p><b>DAY ONE CLOSING REMARKS</b> <i>Main Session Hall</i></p>	
4:15 – 5:30 pm	<p><b>VIP Reception</b> <i>Café 1020</i></p>	
4:30 – 5:30 pm	<p><b>STORE Conference &amp; ERA Awards Combined Networking Reception</b> <i>Networking Hall</i></p>	
5:30 – 8:30 pm	<p><b>Excellence in Retailing Awards Gala</b></p> <p>Each year, Retail Council of Canada recognizes the best of the best in the retail industry at the Excellence in Retailing Awards gala! This is your opportunity to recognize your team's hard work and shine amongst industry peers.</p> <p><b>Host</b> Ben Mulroney,</p>	
<p><b>STORE DAY 2 - Wednesday, May 31, 2017</b></p>		
7:30 – 8:30 am	<p><b>BUFFET BREAKFAST &amp; NETWORKING HALL OPEN</b> <i>Networking Hall</i></p>	
7:30 am – 8:30am	<p><b>Scholarship Winners' Breakfast</b> <i>Café 1020</i></p>	
8:20 – 8:30 am	<p><b>Day 2 Welcome Remarks</b></p> <p><b>Kevin Graff</b> President Graff Retail TV</p>	
8:30 – 9:00 am	<p><b>Global Forces, Times of Change, and the Influence on Retail</b></p> <p>It's no secret, the world has changed. Technological, evolving consumerism, and political disruption have all worked together to change the climate for retail as we know it. Even with retail going through such dramatic changes, even more is on the horizon. In this session Matt Shay, president of the National Retail Federation will discuss the global forces that have changed the world as we know it, and how these forces are working together to re-shape retail.</p>	

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	<p><b>Matt Shay</b>, President, National Retail Federation</p>	
9:00 – 9:40 - am	<p><b>THE HACKER WAY : Building a Culture of Retail Innovation</b></p> <p>With over 1000 apps submitted every day to iOS and Android, another 1000 new ideas and products are ready to take on Brands that we think are established players. With the small fast now eating the large slow, the level of retail disruption has shifted the average life expectancy of a Fortune 500 company from 67 to 15 years, and forced many industries to re-think what it means to be relevant and successful with today’s fickle consumers. Facebook’s Erin Elofson outlines the dynamics causing this disruption, and suggests ways in which a company can adopt a Hacker mentality when it comes to an organization’s culture, products, and marketing innovations. Erin then sits down with progressive retail leaders to discuss the true value of innovation when growing and evolving a retail brand.</p> <p><b>Erin Elofson</b>, Head of Retail, Telecom &amp; Financial Services, Facebook Canada  <b>Jim Gabel</b>, President &amp; CEO, Roots Canada Ltd.  <b>Rebecca McKillican</b>, President &amp; CEO, Well.ca</p>	
9:40 – 10:20 am	<p><b>Retail Entrepreneurs – The New Frontier – The New Competition</b></p> <p>In this session, meet and hear from the entrepreneurs who are the new competition – eating away at traditional retail’s market share. Innovative new retail formats, often launched by young/hip entrepreneurs, seem to have a quicker road to success today than ever before. The entrepreneurs behind new retail formats are original, motivated and energized by the fast pace of change and they are obsessed with customer-centricity. Join us as this group of retail visionaries discusses why businesses with disruptive &amp; creative new ideas are so vitally important to retail, why they are so successful and why they have such a strong devoted customer base.</p> <p><b>Moderator</b>  <b>Linda Montalbano</b>, Co-Founder, Graff Retail</p> <p><b>Retail Entrepreneurs</b>  <b>Jen Lee Koss</b> Co-Founder, BRIKA  <b>Kristen Wood</b> Co-Founder, THE TEN SPOT  <b>Kristy Wieber</b> Co-Founder, Rent Frock Repeat  <b>Melissa Austria</b> Co-Founder, GotStyle  <b>Kate Ross LeBlanc</b> Co-Founder, Saje Natural Wellness</p>	
10:20 – 10:50 am	<p><b>The Competitive Advantage of Advanced Analytics and AI</b></p> <p>With the exponential growth of digital commerce, many retailers were forced to “go global” overnight. At the same time, the Canadian retail landscape has polarized with the growth of the discount and luxury segments. To survive, brands either compete on price or with an exceptional and unique Omnichannel experience by leveraging advanced analytics and artificial intelligence to create a competitive advantage.</p>	

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	<p>In this session Jennifer Lee, Partner, National Retail Leader and Consumer Analytics Leader will review Deloitte’s Omnichannel Customer Experience Index of 200 retailers in 14 categories. Jennifer will highlight best practices for implementing an Omnichannel strategy, and what Canadian retailers should invest in to compete against formidable international competition.</p> <p><b>Jennifer Lee</b>, Partner, National Retail Leader and Consumer Analytics Practice Leader Deloitte LLP</p>	
<p>10:50 – 11:20 am</p>	<p><b>NETWORKING BREAK &amp; EXHIBITS OPEN</b> <i>Networking Hall</i></p>	
<p>11:20 am 12:00 pm</p>	<p><b>MORNING CONCURRENT SESSIONS</b></p> <p><b>STORE OPERATIONS</b></p> <p><b>What is Great Customer Service? The Value of Human Interaction in a Digital World</b></p> <p>In today’s digital world, retailers understand that traditional bricks and mortar retail is no longer just about product, but it’s also about the experience. Retailers have invested millions to re-invent traditional stores, incorporating interactive digital displays, mobile engagement &amp; in-store analytics that help merge the online and in-store worlds together into an OMNI experience. However, have retailers forgotten about human service? In this session, co-founders of SUREMESUR, an innovative pure omni-channel custom men’s clothing retailer will discuss the value of the human interaction, and it’s role in today’s digital retail world.</p> <p><b>Vincent and Frank Thériault</b> Co-Founders, Surmesur</p> <p><b>MARKETING</b></p> <p><b>Mastering The Four Forces of Retail Evolution</b></p> <p>The increasing importance of the omni experience, the growth of off-price retailers, the influx of international fashion houses, and brick-and-mortar disruption are all observable repercussions of the rapidly evolving retail landscape. But what is driving this evolution? What factors are responsible for creating the fierce competition and rapid changes evident in the Canadian retail landscape? Don Unser, The NPD Group’s global retail expert, will talk about the angle shift in consumer behaviour, and explain how lifestyle changes are driving the retail evolution.</p> <p><b>Don Unser</b>, Retail President, Retail Business Group, The NPD Group <b>Mark Haar</b>, Canadian Technology Industry Analyst <b>Matthew Teeple</b>, Canadian Sports Industry Analyst <b>Michelle Liem</b>, Canadian Toy Industry Analyst <b>Tamara Szames</b>, Canadian Fashion &amp; Footwear Industry Analyst</p> <p><b>DIGITAL &amp; MOBILE</b></p> <p><b>eCommerce Grocery Innovation Roundtable</b></p>	<p><b>\$\$\$</b> <b>NPD Group</b></p>

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	<p>What used to be known as “the last hurdle for eCommerce”, Grocery is now driving eCommerce innovation, both in customer experience and service excellence. In this session, CPG research experts, retailers &amp; shopping centre representatives come together to discuss whats next for eCommerce grocery fulfillment, technologies that are continuing to push the envelope, and evolving consumer demands that are re-shaping how retailers deliver grocery products to their customers.</p> <p><b>Speakers</b>  <b>Carman Allison</b>, VP Consumer Insights, North America, Nielsen  <b>Egil Moller Nielsen</b>, SVP &amp; Head of Business, SmartCentres (Penguin Fresh)  <b>Steve Quentin</b>, Longo’s / Grocery Gateway  <b>Erin Young</b>, Well.ca</p> <p><b>MERCHANT &amp; SUPPLY CHAIN</b></p> <p><b>The OMNI Experience X Factor : How to Manage The Last Mile</b></p> <p>It’s the biggest challenge facing retailers who want to offer fantastic OMNI-Channel Experience to their customers; what fulfillment strategy is efficient, cost affective, and provides the best possible customer experience? This question has caused many sleepless nights for retailers, but at the same time constantly evolving consumer demend has forged tremendous enginuti and innovation. In this session, leaders in last mile execution will come together to discuss what works, and what doesn’t when it comes to completing the last step in the customer journey.</p> <p><b>Gary Newbury</b>, OMNI-Channel / Supply Chain Expert  <b>Rod Hart</b>, GM Parcels &amp; eCommerce Market Development, Canada Post</p>	<p><b>\$\$\$</b>  <b>CN Rail</b></p>
<p>12:00 – 1:15pm</p>	<p><b>LUNCH &amp; NETWORKING</b></p> <p><b>Lunch &amp; Learn Session</b></p>	
<p>1:15 pm</p>	<p><b>EXHIBIT FLOOR CLOSED</b></p>	
<p>1:15 – 1:20 pm</p>	<p><b>FAST FIVE - Metroland</b></p>	
<p>1:20 – 1:50 pm</p>	<p><b>Food: The Last Frontier for E-Commerce</b></p> <p>Today, at more than \$100 billion in sales, food represents the largest retail category in Canada. However, it still owns the lowest penetration in e-commerce sales. Traditional fears about fresh food fragility, delivery time and service have held up e-commerce growth in this sector. However, this is changing dramatically. In this session, Peter Van Stolk, CEO of Spud.com will talk about the opportunities in this emerging market. Peter will also share insights from developing a unique, competitive and service oriented ecommerce delivery model and the challenges around solving the last mile.</p> <p><b>Peter Von Stolk</b> , CEO, Spud.ca</p>	

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<p>1:50 – 2:20 pm</p>	<p><b>Evolution of the Bricks &amp; Mortar Experience : A Grocer’s Perspective</b></p> <p>Armed with new technologies, the option &amp; convenience of eCommerce, and shifting personal needs and aspirations, consumers are seeking entirely new solutions from physical grocery stores. As a result, traditional strengths, such as location or product variety, are declining in importance, while the value of experiences and connections is rising. The very definitions of convenience and value are evolving. In this session, senior retail grocery leaders come together to discuss the evolution of the traditional grocery experience, how modern formats are adapting to consumer demand &amp; competing in today’s digital world.</p> <p><b>Moderator</b> <b>Ted Salter</b>, Ernst &amp; Young</p> <p><b>Roundtable Participants</b> <b>Jeff York</b>, Co-CEO, Farmboy <b>Carmen Fortino</b>, Executive Vice Present &amp; Ontario Division Head, Metro</p>	<p><b>\$\$\$</b> <b>Ernst &amp; Young</b></p>
<p>2:20 – 3:00 pm</p>	<p><b>eCommerce Innovation &amp; the Digital Consumer : A Global Perspective</b></p> <p><b>Willy Kruh</b> Partner, Global Chair Consumer Markets, Partner-in-Charge High Growth Markets KPMG LLP Or// Kurt Salmon / CCRRC</p>	
<p>3:15 pm</p>	<p><b>Conference Closing Remarks</b></p> <p><b>Diane J. Brisebois</b> President &amp; CEO <b>Retail Council of Canada</b></p>	
<p>4:00 – 5:00 pm</p>	<p><b>Grand Prix Cocktail Reception</b> <i>Ballroom Foyer</i></p>	
<p>5:00 – 8:30 pm</p>	<p><b>Grand Prix Awards Gala</b> <i>Main Session Hall</i></p> <p>Now in its 24<sup>th</sup> year, the Canadian Grand Prix New Product Awards™ is an annual program that celebrates new products in 32 food, non-food and private-label categories. This awards program provides a unique opportunity for entrants to showcase their new products to a jury of industry experts and to be recognized by their peers.</p> <p>The Canadian Grand Prix New Product Awards™ encourage new product development and innovation – which are vital to the continued growth of Canada’s consumer products industry.</p> <p><b>Host</b> <b>Ben Mulroney</b></p>	