



SRI LANKA RETAIL FORUM 2019

The Retail Revolution

26th & 27th
November 2019
Oak Room,
Cinnamon Grand, Colombo

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SRI LANKA RETAIL
FORUM



SRI LANKA RETAILERS' ASSOCIATION
Driving Retail Excellence

The Retail Revolution

SRI LANKA RETAIL FORUM 2019

Sri Lanka's retail industry comes together to understand the revolutionary trends occurring in retail, both globally and locally at its premier knowledge event, the Sri Lanka Retail Forum 2019.

The event hosted for the third consecutive year will focus on the consumer experience, channels and supply chains, navigating through technology buzz and strategies that retailers can adopt in navigating through a crisis. The Forum will delve deeper into the theme of the Retail Revolution, providing solutions to current burning issues in the industry, share innovative best practices and forge collaborations.

The event will feature top 20 global and local experts who will provide cutting-edge insights on global retail trends to Sri Lankan retailers. It is a great opportunity to learn from best practices of industry leaders and get inspired to adapt and adopt locally, and identify key turning points that Sri Lankan retailers must latch on to and key pain points that need to be tackled. It would be an important opportunity for networking and collaboration in the retail industry.

Day 01: 26th November 2019

Networking followed by Cocktails

18:00 hrs

Arrival of guests

18:30 hrs

Welcome Remarks

Mr. Sidath Kodikara

President, Sri Lanka Retailers' Association

Introduction

Mr. Murali Prakash

Chairman, Sri Lanka Retail Forum



Day 02: 27th November 2019

09:00 hrs

Inaugural Session

10:00 hrs

Welcome Remarks

Mr. Sidath Kodikara

President, Sri Lanka Retailers' Association

Introduction

Mr. Murali Prakash

Chairman, Sri Lanka Retail Forum

Address by the Chief Guest

Keynote Address



10:00 hrs

Session 01: Shaping Your Promise: Channels & Supply Chains

11:20 hrs

The promise you offer the customer is delivered through your channels and supply chains. In this context it is important that retailers understand how this will evolve in terms of speed, models and service levels. How do you develop these so it is future-proof?

Speakers

Mr. Dayan Jayasuriya
Engagement Manager, McKinsey & Company

Mr. Sarinda Unamboowe
CEO/Managing Director, MAS Kreeda



Panelists

Mr. Suren Kannangara
CEO, Affno (Pvt) Ltd

Mr. Jagath Pathirane
Director / CEO, Expolanka Freight



Moderator

Ms. Kamaya Perera
Partner, KPMG



11:20 hrs

Coffee Break

11:35 hrs

11:35 hrs

Session 02: Re-defining the Customer Experience

13:15 hrs

Most retailers have to balance catering to a younger customer while balancing an ageing demographic. While balancing these consumer segments, retailers are expected to be relevant, innovative and maintain their standards in customer care. How can retailers ensure that there is healthy engagement, customer expectations are met resulting in repeat orders and avoidance in customer shifting to other channels or retailers.

Speakers

Ms. Marion Van Der Krogt
Founder and Consultant, Speaking Of Customers

Mr. Pete Fullard
Founder & CEO, Upskill People Ltd

Mr. Ruchi Gunewardena
Managing Director, Brand Finance /
CEO, Sting Consultants



Panelists

Mr. Chamira Jayasinghe
CEO & Founder, Aramic Digital



Moderator

Ms. Sandra De Zoysa
Group Chief Customer Officer, Dialog Axiata



13:15 hrs

Lunch Break

14:15 hrs

14:15 hrs

15:40 hrs

Session 03: Navigation through Buzz

This session will focus on the practical side of implementing technology based solutions. It will also explore the role of technology in shaping the future of retail, moving beyond the hype to understand the opportunities available in particular for brick and motor stores.

Speakers

Mr. Christophe Renoul

Sales Director, Malherbe Paris

Mr. Ran Yaron

Sales Director, Retail Sensing Ltd

Mr. Thanveer Siddique

Chief Operating Officer, Pyramid Wilmar (Pvt) Ltd



Panelists

Mr. Selwyn Chiu

General Manager, Colombo City Centre



Moderator

Mr. Firaz Markar

Digital Strategy Consultant, Stax



15:40 hrs

16:00 hrs

Coffee Break

16:00 hrs

17:30 hrs

Session 04: What do retailers do in a crisis?

Retailers are constantly faced with challenges and most often than not exposed to crises. The crises could be varied but resulting from either domestic or international shocks. An effective crisis management response could be the difference between continuation of a business or it having to close shop. How does the modern retailer prepare their organization to face these shocks? How can you turn around your business from an ongoing crisis? The session will try to answer some of these question and more as we hear from international speakers who will share their experiences from the markets they operate in.

Panelists

Mr. Steven Ng

President, Malaysian Optometry Association and
Council Member of Malaysian Retailers Association (MRA)

Mr. Fabrice Cavalie

Managing Director, Nestle Lanka

Mr. Carl Cruz

Chairman, Unilever Sri Lanka

Mr. Chatrchai Tuongratanaphan

Executive Director, Thai Retailers Association



Moderator

Mr. Asoka Peiris

Former CEO, Singer Sri Lanka



17:30 hrs

Close of Forum / Refreshments



SRI LANKA RETAILERS' ASSOCIATION

The Sri Lanka Retailers' Association (SLRA) was established in 2015 with the intention of being the apex body for organized retailing in Sri Lanka and with an ambitious vision of 'Achieving Retail Excellence' by being the 'Voice of the Retail industry in Sri Lanka'. The Association represents leading retailers in Sri Lanka as members from diverse retail sectors such as FMCG, Clothing, Fashion & Jewelry, Household & Consumer Durables, Footwear & Accessories, E-Commerce, Entertainment & QSR and Healthcare & Wellness.

SLRA's purpose is to develop a forum where the retailers could work together to improve standards of the retail industry. The SLRA will also focus on improving consumer experience and service in all facets of retailing. In addition, the SLRA will also engage with the government in all matters impacting retailers in Sri Lanka. The SLRA aims to be inclusive in its approach.

The objective of this Association is to improve the standard of retailing in Sri Lanka in an inclusive manner by leveraging the resources of the Organized Retail industry. SLRA also aims to facilitate the growth of the retail industry through innovation and best sharing of global best practices.

The SLRA operates under the aegis of the Ceylon Chamber of Commerce.

SRI LANKA RETAIL FORUM

THE KEY TAKEAWAYS FROM THIS PREMIER KNOWLEDGE EVENT OF SLRA:

- Enhance your knowledge of the new and emerging trends in the retail industry.
- Map out new strategies for your industry.
- Cutting-edge insights on global retail trends to Sri Lankan retailers.
- Best practices of industry leaders get inspired to adapt and adopt locally.
- Identify key turning points that Sri Lankan retailers must latch on to and key pain points that need to be tackled.
- An important opportunity for networking and collaboration in the retail industry.

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Direct Tel: _____ Mobile Tel: _____

Direct Fax: _____ Central Fax: _____

E-mail: _____

I wish to participate in the Sri Lanka Retail Forum and
enclose herewith a cheque*/cash for

Rs.

* Cheque to be in favour of "The Ceylon Chamber of Commerce"

Cheque No:

Bank:

Signature:

Closing date for registration: 20th November 2019

(For additional applications, please photocopy)

Thank you for your response.

The Chamber Secretariat will contact you soon, with complete details.

LOCAL PARTICIPANTS

Single Participant (SLRA Member Company)

@ LKR 12,500/-

Single Participant (non-Member Company)

@ LKR 15,000/-

For 5 or more participants

@ LKR 12,000/-

For 10 or more participants

@ LKR 11,000/-

For 15 or more participants

@ LKR 10,000/-

Please send this form duly completed to:



The Sri Lanka Retailers' Association
C/o. The Ceylon Chamber of Commerce
50 Navam Mawatha, Colombo 2, Sri Lanka
E-mail - niroshini@chamber.lk

Contact:

Niroshini | Satheesha

Tel: 11- 5588852 | 11- 5588882

E-mail: niroshini@chamber.lk | events@chamber.lk

Hotline - 077 7 372 700



SRI LANKA RETAILERS' ASSOCIATION

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