



SRI LANKA RETAIL FORUM 2025



RETAIL REIMAGINED

WHERE AI MEETS THE HUMAN EDGE

23RD OCT.

9AM - 5PM

SHANGRI-LA COLOMBO

SRI LANKA RETAIL FORUM 2025

RETAIL REIMAGINED: WHERE AI MEETS THE HUMAN EDGE

Sri Lanka's retail leaders, innovators, and visionaries come together once again at the nation's premier retail knowledge event – the Sri Lanka Retail Forum 2025.

With the theme "Retail Reimagined: Where AI Meets the Human Edge", this year's forum explores how technology, data, and human creativity can merge to shape the future of retail.

Focusing on global and local shifts, the Forum will uncover how artificial intelligence, digital transformation, and evolving consumer expectations are redefining retail. It will provide answers to the most pressing challenges facing the industry today, highlight innovative best practices, and showcase strategies to unlock new growth opportunities.

Featuring international and Sri Lankan thought leaders, the objective of the Forum is to deliver cutting-edge insights on retail's future, inspire bold thinking, and guide Sri Lankan retailers in adapting to disruptive change. It is a unique opportunity for networking, collaboration, and learning as the retail sector prepares for a new era where technology and human ingenuity together drive success.



WELCOME SPEECH

MR. INFIYAZ ALI

President of SLRA

09:05 AM - 09:15 AM (10)

Intro to SLRA



CHIEF GUEST ADDRESS

DR. HANS WIJESURIYA

Chief Advisor to the President on
Digital Economy, Sri Lanka

09:15 AM - 09:35 AM (20)

Chief Guest Address



KEYNOTE ADDRESS

SATYENDRA KHARE

Head – Strategic & Emerging
Partnerships and Distribution
Ecosystem (India & SAARC), Google

09:35 AM - 10:20 AM (45)

Inf "ai"nite Possibilities



SPEAKER SESSION 1

MURTAZA JAFFERJEE

Chairman – Advocata Institute

10:20 AM - 11:05 AM (45)

From Stability to Sustainability:
Driving Growth Through Structural
Transformation

TEA BREAK

11:05 AM - 11:25 AM (20)

LEADING THE FUTURE OF RETAIL

This session will bring together top retail CEOs and CXOs to examine how leadership must evolve in an era where AI, innovation, and human creativity redefine customer experiences and operational excellence.

Discussion Points: Strategic leadership in a tech-driven world, balancing human intuition with AI-powered insights, reimagining the role of physical and digital channels, navigating economic uncertainty, and preparing organizations for a customer-first, data-driven future.



SPEAKER SESSION 2

BHANUKA HARISCHANDRA
Founder/CEO of Surge Global

11:25 AM - 12:10 PM (45)
Data & Retail



SPEAKER SESSION 3

PAUL ALEXANDAR
Chief Executive Officer |
Beyond : Putting Data to Work

12:10 PM - 12:55 PM (45)
Beyond the Hype: Building Retail's
Data Foundations for AI Success

LUNCH

12:55 PM - 01:55 PM (60)



TECHTALK
OMAK TECHNOLOGIES

1:55 PM - 02:10 PM (15)
AI Applications in
Retail Technology

PANEL DISCUSSION



Panelists
DR. ROHANTHA ATHUKORALA
President, Clootrack -
Sri Lanka, Maldives and Pakistan



SABRINA ESUFALLY
Managing Director -
Hemas Consumer Cluster



AHMED IRFAN
Futureworks at Twinery -
Innovations by MAS Director

02:10 PM - 02:55 PM (45)
Where AI Meets the
Human Edge:
Future of Retail Leadership



Moderator
CRYSTAL NATHAN
Pepper Cube Consultants Pvt Ltd
Chief Insights Officer

DATA TO LOYALTY: WINNING THE DIGITAL CONSUMER

This session will focus on how marketing and digital leaders can transform data into meaningful customer experiences, driving loyalty and long-term value in an AI-powered era.

Discussion Points: Harnessing consumer data responsibly, personalization at scale, AI-driven marketing strategies, building digital trust, loyalty innovations, and the balance between automation and authentic human connection.



SPEAKER SESSION 4
DILINI JAYASURIYA
Chief Research Officer –
Breakthrough
Business Intelligence

02:55 PM - 03:40 PM (45)
Winning the Human Mind
in the Age of AI

RETAIL WITHOUT LIMITS: EXPANDING HORIZONS

This session will explore how Sri Lankan retailers can break boundaries by leveraging AI, digital platforms, and global best practices to create limitless opportunities for growth.

Discussion Points: Omnichannel innovation, borderless e-commerce, retail's role in global value chains, future-ready supply chains, sustainability as a growth driver, and how Sri Lanka can position itself as a regional retail hub.



SPEAKER SESSION 5
DR. ROMESH RANAWANA
Group Chief Analytics
& AI Officer - Dialog

03:40 PM - 04:25 PM (45)
AI That Sells – Price.
Personalize. Perform.



TECHTALK
NCINGA

04:25 PM - 04:30 PM (05)
The Age of Agents - How AgentAI
is revolutionising the Industry



VOTE OF THANKS
KUMAR DE SILVA
Vice President, SLRA

04:30 PM - 05:00 PM (30)

NETWORKING HIGH TEA

05:00 PM - 05:30 PM (30)
Networking – Tea & Coffee

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BE PART OF RETAIL'S MOST FUTURE-FOCUSED PLATFORM

Retail Forum 2025 is more than an event, it's a movement toward smarter, more human-centered commerce.

As a sponsor, you will not only gain powerful visibility among Sri Lanka's most influential retail and tech leaders, but also help shape the conversations that define the next chapter of our industry.

We invite you to align your brand with progress, purpose, and possibility.

LET'S REIMAGINE RETAIL-TOGETHER.



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