



SLRA
SRI LANKA RETAILERS'
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Driving Retail Excellence

SRI LANKA RETAIL **FORUM** **2026** **RETAIL WITHOUT** **BOUNDARIES**

Building the Next Growth Engine



Thursday, 10th Sep 2026



From 8:45 AM to 4:30 PM



Lumina Ballroom Cinnamon Life Colombo

Organized by

Sri Lanka Retailers' Association



011 558 8892 | 011 558 8852



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SPEAKERS

KEYNOTE SPEAKER

Economy & Growth

Soumya Dwibedi

Partner, Deloitte Touche
Tohmatsu India LLP



Productivity & Performance

Dr. Roshan Perera

Consultant, Centre for
Poverty Analysis



Customer, Brand & CX

Hansa Wongsiripitack

Senior Vice President,
The 1, Central Group



Future Retail & Loyalty

Dr. Asanga Ranasinghe

Director of Postgraduate
Institute of Management, USJ



Technology Spotlight

Clehan Pulle

Group Director/CEO/Co-Founder
Finetech Consultancy (Pvt) Ltd.



Growth Playbook

Mahesh Wijewardene

Group Managing Director of
Singer (Sri Lanka) PLC.



Future Outlook

Dilupa Pathirana

Chief Executive Officer
Barista Coffee Lanka (Pvt) Ltd.

PANELISTS

Panel Discussion

Tech & Future Retail

MODERATOR



Crystal Nathan
Chief Insights Officer/
Executive Director,
PepperCube Consultants



Avanthie De Zoysa
General Manager
Marketing & Leasing,
Havelockcity Mall



Nalin Karunaratne
Director / Chief
Executive Officer,
Ceylon Biscuits Limited



Priantha Fernando
Chief Executive Officer,
The hotels Association
of Sri Lanka (THASL)



Dr. Romesh Ranawana
Group Chief Analytics &
AI Officer,
Dialog Axiata PLC

AGENDA

TIME	SESSION	SPEAKER LEAD	TOPIC AND KEY MESSAGES OUTLINE
8:45 AM - 8:50 AM	National Anthem of Sri Lanka	-	-
8:50 AM	Curtain Raiser	-	-
8:51 AM - 8:55 AM	Official Opening & Event Briefing	-	-
8:55 AM - 9:05 AM	Ceremonial Lighting of the Oil Lamp / Group Photo	-	-
9:05 AM - 9:10 AM	Welcome Speech	Mr. Infiyaz Ali President of Sri Lanka Retailers Association	-
9:10 AM - 9:20 AM	Chief Guest Address	Mr. Krishan Balendra Chairperson, Ceylon Chamber of Commerce	Macroeconomic perspectives and national policy vision for trade, commerce, and retail growth in Sri Lanka.
9:20 AM - 10:00 AM	Speaker 1 Keynote Speaker (Economy & Growth)	Soumya Dwibedi Partner, Deloitte Touche Tohmatsu India LLP	Keynote: Retail as a growth engine. Regional and global shifts in GTM strategy, business transformation, and structural shifts needed for Sri Lanka's retail expansion.
10:00 AM - 10:40 AM	Speaker 2 (Productivity & Performance)	Dr. (Mrs) Roshan Perera Consultant, Centre for Poverty Analysis	Productivity & performance-related economic brief. Tackling operational bottlenecks, driving efficiency, and fiscal policies affecting retail sector growth.
10:40 AM - 11:10 AM	Tea Break & Networking (Networking Track)	-	-

11:10 AM - 11:50 AM	Speaker 3 (Customer, Brand & CX)	Dr. Asanga Ranasinghe Director of Postgraduate Institute of Management, University of Sri Jayawardenapura	Customer experience, brand leadership, and building trust and loyalty at scale. Strategic playbooks for winning through authentic human connections.
11:50 AM - 12:30 PM	Speaker 4 (Future Retail & Loyalty)	Hansa Wongsiripitack Senior Vice President , The 1, Central Group	Case Study: The 1 Loyalty Platform – Redefining Loyalty into Enduring Relationships Through a 360-Degree Customer Ecosystem.”
12:30 – 12.50 PM	Tech Talk (Technology Spotlight)	Clehan Pulle Group Director / Group CEO / Co-Founder: Finetech Consultancy (Pvt) Ltd.	AI-enabled customer service: automated call handling, digital support queues, and cloud solutions boosting service productivity and lowering operations costs.
12.50– 02.00 PM	Lunch & Networking (Networking Track)	-	-
2.00 – 2. 40 PM	Panel Discussion (Tech & Future Retail)	Moderator Ms. Crystal Nathan Chief Insights Officer/ Executive Director, PepperCube Consultants Panelists: Ms. Avanthie De Zoysa General Manager Marketing & Leasing , Havelockcity Mall Mr. Nalin Karunaratne Director / Chief Executive Officer, Ceylon Biscuits Limited Mr. Priantha Fernando Chief Executive Officer , The hotels Association of Sri Lanka (THASL) Dr. Romesh Ranawana Group Chief Analytics & AI Officer, Dialog Axiata PLC	Practitioner panel: how AI, big data, and phygital customer journeys have fundamentally transformed retail business models, supply chains, and customer interactions. Followed by Audience Q &A

2.40 – 3.20 PM	Speaker 5 (Growth Playbook)	Mahesh Wijewardene Group Managing Director of Singer (Sri Lanka) PLC.	Singer's transformation playbook: category expansion, retail execution models, brand modernization, and key strategies to remain highly relevant in a fluctuating economy.
3:20 – 4. 10 PM	Speaker 6 (Future Outlook)	Dilupa Pathirana Chief Executive Officer · Barista Coffee Lanka (Pvt) Ltd	Barista's growth story: experience-led retail models, aggressive brand building, customer experience (CX) metrics, franchise strategy, and the future of specialty coffee retail.
4:00 – 4:15 PM	Vote of Thanks & Closing (Closing Track)	Kumar de Silva (VP, SLRA / CEO, SPAR SL)	Acknowledging Title and Category partners, organizing committee recognition, and official forum closing remarks.
4:15 – 4:30 PM	Networking Tea (Closing Track)	-	Final networking coffee and tea service. Exhibition hall closes at 4:30 PM.

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