



19th September 2018

DUSSELDORF 2018 CONFERENCE AGENDA

Supporting retail risk and loss prevention globally

Esprit Arena, Düsseldorf

08:45-09:15	REGISTRATION – TEA & COFFEE SERVED
09:15-09:30	Chair's opening address. <i>Alexander Berger</i> , CEO & Co-Founder Smart Data Deutschland.
09:30-10:00	Presentation: A fresh look at an 'old' retail problem – shrinkage. <i>Robert Kilian</i> , Managing Partner, Deutsche Risikoberatung.
10:00-10:30	Presentation: Sensormatic Shrink Index – exploring retailers' shrink patterns and protection tactics. <i>Christopher Suff</i> , Regional Director, Tyco Retail Solutions.
10:30-11:00	NETWORKING BREAK – TEA & COFFEE SERVED
11:00-11:30	Presentation: Retail risk and shopping centers – a 'joined up' strategy. <i>Erik Engstrand</i> , CEO, Safe Shopping Centers.
11:30-12:00	Presentation: How lone working adds to your profitability and increases staff retention. <i>Paul Hammond</i> , European Sales Director, SoloProtect.
12:00-12:30	Presentation: Retail Week of Action – get involved in the fight against retail fraud! <i>Debbie Grant</i> , Senior Policy Lead, Fraud Strategy & Criminal Disruption, Visa.
12:30-13:30	LUNCH
13:30-14:30	MEET THE EXPERTS: dynamic networking session. A fast-paced roundtable session where delegates get to consult with experts and confer with their peers.
14:30-15:00	Presentation: The road to resilience – exploiting digitalisation to safeguard your operations, revenue and reputation. <i>Omeed Mosavat</i> , Business Development Manager, DHL Resilience360.
15:00-15:30	NETWORKING BREAK – TEA & COFFEE SERVED
15:30-16:00	Presentation: Artificial intelligence and ecommerce return fraud prevention. <i>Jerry Boersma</i> , Chief Software Architect, Appriss Retail.
16:00-16:30	Presentation: Strong customer authentication – it's coming, ready or not! <i>Paul Rodgers</i> , Chairman, Vendorcom & Panel Member, Payments Systems Regulator.
16:30	Chair's summary and closing remarks. <i>Alexander Berger</i> , CEO & Co-Founder Smart Data Deutschland.
16:30	CONFERENCE ENDS – QUESTIONS AND FURTHER DISCUSSIONS AT THE BAR.



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