



7th February 2019

MELBOURNE 2019 CONFERENCE AGENDA

Supporting retail risk and loss prevention globally

Bayview Eden Melbourne

MORNING AGENDA

08:45-09:15	REGISTRATION – TEA & COFFEE SERVED
09:15-09:30	Chair's Opening Address. <i>Paul Bessant</i> , Founder, Retail Knowledge.
09:30-09:50	Presentation: The future of Profit Protection – a personal perspective. <i>Mark Boyd</i> , Head of Profit Protection, Next Athleisure. This year's Loss Prevention Director of the Year shares a personal perspective on the industry. In a changing retail landscape, Mark will look at the following themes: structure; wins and losses so far; the challenges now, and moving forward; opportunities for Profit Protection in the wider business.
09:50-10:10	Live interview: Commander Stuart Bateson & Elisa Browning. <i>Elisa Browning</i> , Commercial Risk Specialist at The Cotton On Group interviews <i>Commander Stuart Bateson</i> of Victoria Police Australia.
10:10-10:30	Presentation: Retail and hospitality – what can we learn from each other? <i>Steve Wilkinson</i> , Head of Investigations, EMEA & global lead, human trafficking investigations, Marriott International. With a background in security leadership at London's Harrods store and now at Marriott International Steve has a great perspective on the challenges faced by both retail and hospitality. In his presentation he will look briefly at a range of issues with his 'retail' and his 'hospitality' hats on!
10:30-11:00	NETWORKING BREAK – TEA & COFFEE SERVED
11:00-11:20	Presentation: How to thrive in a changing retail market – what are the enduring principles? <i>Joe Haynie</i> , Sensormatic Solutions General Manager, Asia Pacific Region, Johnson Controls. Increasingly sophisticated consumer behaviour is accelerating change in the retail industry. Those who are unable to adapt quickly enough lose market share and can shrink or die. So embracing and managing change doesn't interfere with our work... it IS our work.
11:20-11:55	ROUND TABLE DISCUSSIONS: SESSION 1 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<i>Mark Boyd</i> , Head of Profit Protection, Next Athleisure: The future of Profit Protection: what does it mean to you?
2	<i>Commander Stuart Bateson</i> , Victoria Police: Police/retailer collaboration: bring your questions to the table!
3	<i>Steve Wilkinson</i> , Head of Investigations, EMEA & global lead, human trafficking, Marriott International: Retail and hospitality – what can we learn from each other?
4	<i>Steve Schenk</i> , Sales Director Inventory Intelligence ANZ, Tyco Retail Solutions: How RFID supports Omni Channel excellence.
11:55-12:30	ROUND TABLE DISCUSSIONS: SESSION 2 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<i>Freya Hunter</i> , Beam Wallet: What does the future of retail look like? and, more importantly, how do we get there?
2	<i>Robert Bodill</i> , Founder, Jacloc and Concept Tag (Aus & NZ): Capital Expenditure Model – how to calculate ROI to win budget approval.
3	<i>Doug Pobjoy</i> , Retail Futurist and IT Business Analyst: Inventory integrity – the cornerstone of modern retailing.
4	<i>Carlos Testa</i> , General Manager APAC, Emailage: Finding balance – Strong Authentication vs Customer Experience.
12:30-13:30	LUNCH



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AFTERNOON AGENDA

13:30-13:50	<p>Presentation: From transactions to identities – how online fraud prevention is shifting. <i>Amanda Chan</i>, APAC Business Development, Forter Asia Pacific.</p>
13:50-14:10	<p>Presentation: Collaborate better to combat ecommerce fraud and disputes. <i>Brett Small</i>, Regional Director, Asia Pacific, Ethoca. Brett will discuss how merchants and issuers can better collaborate to combat various forms of ecommerce fraud and disputes, stem the tide of growing false declines and create an exceptional customer experience.</p>
14:10-14:30	<p>Presentation: Behavioural detection techniques and how to apply them in retail Loss Prevention. <i>John Matus</i>, International Behaviour Detection Training Expert and Director, bTAQ Consulting. John will demonstrate how the application of Behaviour Detection techniques, working closely with advances in technology around CCTV analytics and facial recognition, can significantly impact on retail risk.</p>
14:30-15:00	<p>NETWORKING BREAK – TEA & COFFEE SERVED</p>
15:00-15:20	<p>Presentation: Building collaboration in the eRisk sphere. <i>Terri Keevers</i>, Fraud Control Officer, Accent Group Ltd. Responsible for eCommerce fraud control and prevention across 14 branded online stores, Terri will be looking at how her role has evolved and highlighting the effectiveness of having a sole team focussed on this area of risk.</p>
15:25-15:55	<p>ROUND TABLE DISCUSSIONS: SESSION 1 – DELEGATES CAN CHOOSE FROM THE FOLLOWING THREE DISCUSSIONS</p>
1	<p><i>Terri Keevers</i>, Fraud Control Officer, Accent Group Ltd: Collaboration in the eRisk sphere starts here: bring your ideas to the table!</p>
2	<p><i>John Matus</i>, International Behaviour Detection Training Expert, bTAQ Consulting: How to apply Behaviour Detection techniques in your business.</p>
3	<p><i>Shala Zailani</i>, Sales & Strategic Partnerships Manager, Forter Asia Pacific: Fraud Attack Index – a look at the bigger picture.</p>
16:00-16:30	<p>ROUND TABLE DISCUSSIONS: SESSION 2 – DELEGATES CAN CHOOSE FROM THE FOLLOWING TWO DISCUSSIONS</p>
1	<p><i>Mushtaque Rahmat</i>, Supply Chain Manager, Dr+ Group: Supply chain risk – managing increasing complexity.</p>
2	<p><i>Brett Small</i>, Regional Director, Asia Pacific, Ethoca: Collaborate better to combat ecommerce fraud and disputes.</p>
3	<p>(TBC)</p>
16:30	<p>Chair's summary and closing remarks. <i>Paul Bessant</i>, Founder, Retail Knowledge.</p>
16:40	<p>CONFERENCE ENDS – QUESTIONS AND FURTHER DISCUSSIONS AT THE BAR.</p>



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