



2nd April 2020

LONDON 2020 CONFERENCE AGENDA

Supporting retail risk and loss prevention globally

Novotel, London West, Hammersmith

CONFERENCE AGENDAS



Global sponsors **Sensormatic**  
by Johnson Controls

Retail Risk European Partner  **APPRISS**  
RETAIL

# RETAIL RISK THEATRE

08:45-09:10	REGISTRATION – TEA & COFFEE SERVED
09:10-09:20	<b>Chair's opening address.</b> <i>Peter Page</i> – MENA-based Group Loss Prevention Manager.
09:20-09:50	<b>Presentation: The disruptive future of Retail.</b> <i>Tony D'Onofrio</i> – CEO, TD Insights.
CONFERENCE DIVIDES	
09:50-10:10	<b>Presentation: How Boots' asset protection is mitigating risk and increasing compliance with Prescriptive Analytics.</b> <i>Yonatan Olsha</i> – Director of Global Sales, Zebra Analytics.
10:10-10:20	<b>E FRISK Presentation: Results of the Annual Distribution Centre Survey – revealed!</b> <i>Steve Teatum</i> – Group Head of Loss Prevention, Next.
10:20-10:50	NETWORKING BREAK – TEA & COFFEE SERVED
10:50-11:10	<b>Presentation: Exploring the use of RFID in the context of omni-channel.</b> <i>Stephen Howells</i> – Director, Business Development & RFID Solutions, Northern Europe, Checkpoint Systems.
11:10-11:30	<b>Presentation: A briefing from the National Business Crime Centre.</b> <i>Patrick Holdaway</i> – National Business Crime Centre.
11:30-11:55	RETAIL RISK ROUND TABLE DISCUSSIONS: SESSION 1 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<i>Yonatan Olsha</i> – Director of Global Sales, Zebra Analytics: <b>It takes an army – using AI to win the battle against waste, shrink, and operational inefficiencies.</b>
2	<i>Michelle Douglas</i> – National Retail Risk Manager, River Island: <b>Addressing the increasing levels of verbal and physical abuse in the work place.</b>
3	<i>Steven Smith</i> – Managing Director, Sterling EMEA: <b>How to use emerging technology to mitigate the risk of a bad hire.</b>
4	<i>Tony D'Onofrio</i> – CEO, TD Insights: <b>The disruptive future of Retail Loss Prevention.</b>
11:55-12:20	RETAIL RISK ROUND TABLE DISCUSSIONS: SESSION 2 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<b>E FRISK</b> <i>Ed Whitehead</i> – Managing Director, EMEA, Signifyd: <b>Round 2 – Is SCA really here and how can retailers embrace the change?</b>
2	<i>Enrico Montagnino</i> – Head Of Business Unit, EMEA, Anyvision: <b>Use AI to reduce retail losses.</b>
3	<i>Stephen Howells</i> – Director, Business Development & RFID Solutions, Northern Europe, Checkpoint Systems: <b>Exploring the use of RFID in the context of omni-channel.</b>
4	<i>Patrick Holdaway</i> – National Business Crime Centre: <b>National Business Crime Centre: consultation.</b>
12:20-13:20	LUNCH
13:20-13:50	<b>Presentation: The 'Retail Apocalypse'. It's not the beginning of the end, it's the end of the beginning:</b> <i>Pat Kelly</i> – Principal, Alive Retail.
13:50-14:10	<b>Presentation: Do LP teams need data scientists?</b> <i>Martin Speed</i> – Safety and Loss Programs Manager, River Island.
14:10-14:30	<b>Presentation: Too difficult to deal with? Mental ill-health in the workplace.</b> <i>Terry Streater</i> – Director, Oakwood Training & <i>Fiona Powell</i> – Senior Associate, Specialist Employment Lawyer, Freeth.
14:30-15:00	NETWORKING BREAK – TEA & COFFEE SERVED
15:00-15:20	<b>Presentation:</b> TBA.
15:20-15:50	RETAIL RISK ROUND TABLE DISCUSSIONS: SESSION 3 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<i>Terry Streater</i> – Director, Oakwood Training & <i>Fiona Powell</i> – Senior Associate, Specialist Employment Lawyer, Freeth: <b>Managing employees with mental ill-health – a practical guide.</b>
2	<b>E FRISK</b> <i>Leandro Oliveira</i> – VP of Business Development for Western Europe and Latin America, Nethone: <b>Moving from rules to AI without taking a risk: how to use positive customer experience to help lower false positives.</b>
3	<i>Michael Chambers</i> – Global Senior Risk Manager: <b>How I have reduced our shrink figure at All Saints.</b>
4	<i>Pat Kelly</i> – Principal, Alive Retail: <b>How the game will change in Retail Risk Management in the brave new world.</b>
15:50	<b>Chair's closing message.</b> <i>Peter Page</i> – MENA-based Group Loss Prevention Manager.

# eRISK THEATRE

09:50-10:00	<b>Chair's opening address.</b> <i>Gary Tattersall</i> – Managing Director Europe – RFKeeper.
10:00-10:20	<b>Presentation: Are you fulfilling your security 'duty of care' to your staff?</b> <i>Chris Phillips</i> – CEO and Founder, The International Protect and Prepare Security Office.
10:20-10:50	NETWORKING BREAK – TEA & COFFEE SERVED
10:50-11:10	<b>E FRISK Presentation: No longer Just a buzzword – why Machine Learning is key for profitable fraud management &amp; Loss Prevention.</b> <i>Michal Milner</i> – Business Development Manager, Riskified.
11:10-11:30	<b>E FRISK Presentation: Keeping retail safe and secure: the cybersecurity and privacy angles.</b> <i>Antonis Patrikios</i> – Partner, Dentons' Global Privacy and Cybersecurity Group.
11:30-11:55	ROUND TABLE DISCUSSIONS: SESSION 1 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<b>E FRISK</b> <i>Michal Milner</i> – Business Development Manager, Riskified: <b>The European eCommerce fraud landscape: future proofing your operation.</b>
2	<i>Guy Thorne</i> – Sales Director, UK & Ireland: <b>Delivering a personal experience in an automated world.</b>
3	<i>Helen Clayton</i> – Corporate Crime & Security Manager, Sainsbury's: <b>Armed Robbery.</b>
4	<i>Kenny Long</i> – UK Business Development Lead, Facial Recognition, Digital Barriers: <b>Safer cities: facial recognition and live streaming.</b>
11:55-12:20	ROUND TABLE DISCUSSIONS: SESSION 2 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<i>Colin Brown</i> – Head of Fraud, Stonegate Pub Company & <i>Alan Grocott</i> – UK/EU Instructor, Wicklander-Zulawski Interviewing Courses: <b>Shining a light on fraud and internal theft within the largest pub chain in the world.</b>
2	<i>Gareth Skinner</i> – Head of Operational Risk, G4S Cash Solutions: <b>Ensuring staff safety in a Cash Management process.</b>
3	<i>Chris Phillips</i> – CEO and Founder, The International Protect and Prepare Security Office: <b>Are you fulfilling your security 'duty of care' to your staff?</b>
4	<b>E FRISK</b> <i>Brendan Abbott</i> – Head of Retail, Travel and Leisure, Experian: <b>Increase sales through digital fraud prevention.</b>
12:20-13:20	LUNCH
13:20-13:50	<b>E FRISK eRisk panel discussion: How to stay up to speed with tackling fraud in the fast-evolving world of digital retail.</b> <b>Panelists:</b> <i>Andy Wainwright</i> – Loss Prevention Manager, Next Directory, Next; <i>John Low</i> – Head of Risk, Game Retail; <i>Jason Hatley</i> – Senior Manager Data Compromise, VISA; <i>Antonis Patrikios</i> – Partner, Dentons UK and Middle East.
13:50-14:10	<b>Presentation: How climate change is a risk to the bottom line.</b> <i>Ellie Mulholland</i> – Climate Risk Governance Team, Minter Ellison & Executive Director, Commonwealth Climate and Law initiative.
14:10-14:30	<b>Presentation: Developing a 'Security Minded Communications' strategy at The O2.</b> <i>Paul Williams</i> – Senior Security Manager, The O2.
14:30-15:00	NETWORKING BREAK – TEA & COFFEE SERVED
15:00-15:20	<b>Panel discussion: Best practice through engagement</b> – led by <i>Sarah Cork</i> – Operations Director, Interserve. <b>Panelists:</b> <i>Robert Green</i> – SIA Investigations Officer, embedded with The National Counter Terrorism Security Office (NaCTSO); <i>Louise Kadege</i> – Managing Director, Oris.
15:20-15:50	eRISK ROUND TABLE DISCUSSIONS: SESSION 3 – DELEGATES CAN CHOOSE FROM THE FOLLOWING FOUR DISCUSSIONS
1	<b>E FRISK</b> <i>Shahar Levy</i> – Head Of Analytics, Fraugster: <b>How to measure the success of fraud prevention tools.</b>
2	<i>Paul Williams</i> – Senior Security Manager, The O2: <b>Developing a 'Security Minded Communications' strategy at The O2.</b>
3	<i>Sarah Cork</i> – Operations Director, Interserve: <b>What will Security look like in ten years' time?</b>
4	<i>Ellie Mulholland</i> – Climate Risk Governance Team, Minter Ellison & Executive Director, Commonwealth Climate and Law initiative: <b>Climate change: addressing the risks to your bottom line.</b>
15:50	<b>Chair's closing message.</b> <i>Gary Tattersall</i> – Managing Director Europe – RFKeeper.



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