



INDIA RETAIL FORUM 2010

CONFERENCE • EXHIBITION • AWARDS

September 28 – 29, 2010 | Mumbai | India

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Industry Partners



Conference Theme: GET THE POWER

Agenda

Day One, 28th Sep '10, Tuesday

08:30 onwards Registration & Breakfast

09:30 – 10:00 Walk Through IRF 2010 Highlights

Plenary: Inaugural Session

Ball Room

10:00 – 12:30 Opening Session

Conference Opening by IRF Anchors:

Shivnath Thukral, Group president, Corporate Branding and Strategic Initiatives, Essar, (Former Group Business Editor, NDTV)

Anish Trivedi, Chairman and MD, Banyan Tree Communications

Jayant Kochar, Jayant Kochar, MD, Go Fish Retail Solutions

Welcome Address

B S Nagesh, Chairman, IRF '09 & Vice Chairman, Shoppers Stop

Bijou Kurien, Chairman, IRF '10 & President and Chief Executive, Reliance Retail - Lifestyle

Prelude to CEOs Conclaves & IRF Power Tracks

Vikram Bakshi, MD, McDonald's (North & East India)

Opening Presentations

Retail: Driver of Economic Growth

Ireena Vittal, Principal, Mckinsey & Co

Cash and Carry in India: A Win-Win for All?

Raj Jain, President, Wal-Mart India and MD & CEO, Bharti Wal-Mart

12:00– 13:30

CII Conclave

By Confederation of Indian Industry

FDI in Retail

Imperatives of Indian retail and the requirement of significant investment to transform the retail market.

Anchor:

Thomas Varghese, Chairman, CII National Committee on Retail and CEO, Aditya Birla Retail

Panel:

Kishore Biyani, Founder & CEO, Future Group

Nivedita Rao, Partner, Amarchand Mangaldas

S Sivakumar, Chief Executive, Agri Business, ITC

Raj Jain, President, Wal-Mart India and MD & CEO, Bharti Wal-Mart

B S Nagesh, Vice Chairman, Shoppers Stop

Bijou Kurien, Chairman, IRF '10 & President and Chief Executive, Reliance Retail – Lifestyle

Vikram Bakshi, MD, McDonald's (North & East India)

Ireena Vittal, Principal, Mckinsey & Co

Front Seat Observer:

Sanjay Puri, President, Alliance for US India Business (AUSIB), USA

**13.30 – 14.30
Conference
Lounge****Lunch Workshop: Let's talk Future: Supply Chain & Retail**

For Zara or Walmart 'Supply Chain' is the business. What's the Future Retail Story in India?

Rakesh Biyani, CEO, Future Retail

Anshuman Singh, CEO, Future Supply Chain Solutions

14:30 – 18:00**Concurrent Industry Conclaves**

14:30 – 15:30	Ball Room	Retail Theater
	<p>Franchising: The Future of Retailing in India</p> <p>Chair: C.Y. Pal, Chairman, Franchising Association of India (FAI)</p> <p>Panel: Sanjeev Mohanty, MD, Benetton India Rajeev Manchanda, Director, Inventure India Rajan Malhotra, President, Retail Strategy, Future Group Pramod Khera, ED, Repro India Shailesh Chaturvedi, ED & CEO, Arvind Murjani Brands, (Tommy Hilfiger Apparel business) Megha Poddar - Director Siyaram Silk Mills Shankar Subramanian, Retail Director, Nokia India Preeti Mehta, Sr. Partner, Kanga & Company Naveen Rakhecha, CEO South Asia, Cartridge World Ajay Shah, Retail Head, J K Tyres</p>	<p>Embedding Customer Loyalty into a Retail Business</p> <p>Lead Speaker: Richard Cuthbertson, Director, Research, Oxford Inst of Retail Management, University of Oxford, U.K.</p> <p>Panel: Pramod Arora, Group President, PVR Sanjay Gupta, COO, vCustomer Kunal Bahl, CEO, Jasper (SnapDeal.com) Swarndeeep Singh, MD, Logic ERP Solution Ajay Kelkar, Co-Founder & COO, Hansa Cequity Niraj Jaipuria, Founder, Director – BIRetail Dipayan Chakravorty, Head Analytics, IRIS TEG</p>
15.30 – 17.00	Conference Lounge	
	<p>IBM Retail Intelligence Conclave</p> <p>Anchor: Shivnath Thukral</p> <p>Lead: Prof. K. Sudhir, Professor of marketing & Director of the Yale China India Consumer Insights (CICI) Program, Yale School of Management, USA</p> <p>Steven Winningham, Executive Consultant, IBM Global Business Services, USA</p> <p>Special Invitee: Richard Cuthbertson, Director, Research, Oxford Inst of Retail Management, University of Oxford, U.K</p> <p>Participants: B S Nagesh, Vice Chairman, Shoppers Stop Bijou Kurien, President and Chief Executive, Reliance Retail – Lifestyle Raj Jain, President, Wal-Mart India and MD & CEO, Bharti Wal-Mart Kishore Biyani, Founder & CEO, Future Group Darshan Mehta, President & CEO Reliance Brands Thomas Varghese, CEO, Aditya Birla Retail Govind Shrikhande, MD, Shoppers Stop Niren Chaudhary, MD, Indian Subcontinent, Yum! Himanshu Chakrawarti, COO, Landmark (Trent) S Sivakumar, Chief Executive, Agri Business, ITC Vikram Bakshi, MD, McDonald's (North & East India) Ramanathan Hariharan, Group Director, Landmark Pramod Arora, Group President, PVR K. Dasaratharaman, President, Specialty Retail Businesses, Spencer's Vinay Nadkarni, CEO, Globus</p>	<p>Mark Ashman, CEO, Hypercity Retail Sanjeev Mohanty, MD, Benetton India Shailesh Chaturvedi, ED & CEO, Arvind Murjani Brands, (Tommy Hilfiger Apparel Business) Shankar Subramanian, Retail Director, Nokia India Shashindra Nath Mishra, COO, Oxford Bookstore Srikant Gokhale, CEO, Essar Telecom Retail Sanjay Kapoor, MD, Genesis Luxury Subroto Mukherjee, COO, Baskin Robbins - SAARC Hiten Parekh, ED, @home, Nil Kamal Kabir Lumba, MD, Lifestyle International Martin Jones, CEO, Marks and Spencer India Ajit Joshi, CEO & MD, Infiniti Retail Arun Mahajan, MD, Style Spa Arun Sirdeshmukh, CEO, Reliance Trends Deepinder Kapany, Business Head - Reliance TimeOut Farah Malik Bhanji, ED, Metro Shoes Gaurav Mahajan, COO, Westside Gaurav Poddar, Director, Siyaram silk Mills Nitish Tipnis, President, eZone Pawan Singh Gandok, Founder & CEO, Lite Bite Foods Mahesh Shah, CEO, Home Town Mandeep Singh Wadhwa, MD, Seasons Furnishings Manoj Chandra, VP, Marketing, Bata India Rajiv Handa, Director & CEO, Welspun Retail Rishab Soni, MD, Sports Station Sahil Malik, MD, Da Milano Sanjay Karwa, CEO, Planet M Retail Sudhir Pai, VP & Head, Hamleys (India) Sushanto Dey, MD, Sreeleathers Vasanth Kumar, ED, Max Retail A S Chadha, Modern Trade Head, Nestle India Radha Chadha</p>

15.30 – 17.00	Retail Design Conclave	
Retail Theater	<p>Anchors: Nicola Evoli, CIO, Grottini, Italy Darren Bush, Director Bowman Riley Architects, UK</p> <p>Panel: Lewis Allen, Director, Environments, Portland Design, UK Colin Beaton, Founder & MD, Limelight Creative Services, UAE</p>	<p>Moin Mir, Dev. Director, Fitch India William Griffith, Region 3 Design, HK Nick Kyriacos, MD, Bentel Associates, SA Roshan Gurung, Div. Director, Benoy Glyn Phillips, Regional Director, India, Dalziel and Pow Wasim Khan, Director, Lemon Design Ajay Shah, Founder, Ajay Shah Design Studio Christiaan Rikkers, MD, JosdeVries, Netherlands</p>

17.00 – 18.00	Ball Room	Retail Theater
	<p>Food Services: NRAI Conclave</p> <p>Getting the F&B Mix & Mall Zoning Right - Key issues and learnings</p> <p>Anchors: Samir Kuckreja, President, National Restaurant Association of India and CEO & MD, Nirula's Pawan Gandhok, CEO, Litebite Foods</p> <p>Panel: Niren Chaudhary, MD, Indian Subcontinent, Yum! Vikram Bakshi, MD, McDonald's (North & East India) Subroto Mukherjee, COO, Baskin Robbins - SAARC Gaurav Ahuja, COO, Red Ginger Hospitality</p>	<p>Customer Retailing Experience</p> <p>Key Drivers for Creating 'Customer Retailing Experience'</p> <p>Anchor: Mohit Oberoi, CEO, Polaris Retail</p> <p>Shankar Subramanian, Retail Director, Nokia India Srikant Gokhale, CEO, Essar Telecom Retail Sudesh Agarwal, VP, IT, Landmark Group Meheriar Patel, Head, IT, Globus Sudhir Pai, VP & Head, Hamleys (India) Ram Iyer, COO, The Collective David Arambhan, Country Head – Retail Solutions, NEC India Sanjiv Gupta, Director, GKB Lens Nirav Adalja, President, Gitanjali Lifestyle</p>

18.00– 19:00
Retail Theater

Consumer Electronics Conclave

Lead: Ajit Joshi, CEO & MD, Infiniti Retail

Panel:
Pradeep Dhoot, President, Videocon Group
Ravinder Zutshi, Deputy MD, Samsung India
Srikant Gokhale, CEO, Essar Telecom
Nitish Tipnis, President, eZone

International Observer:
Kalendu Patel, President Asia - Enterprise EVP, Best Buy Co., Inc, USA

19:00 – 20:30
Ball Room

**The Evening of Retail Titans:
Retail Trends & Inspirations**

Do we win by following best practice or by taking the risk and daring to think differently?
Andy Campbell, Chief Brand Officer, Reliance Retail

Service is dead; Long live Differential
Brendan Dorrian, CEO, Global Retail Network, UK

2010 Eye on Retail
Bindu Sethi, Chief Strategy Planning Officer, Grey Asia Pacific

Emotional Drivers of Shopping
Simon Hathaway, Regional CEO Europe, Middle East, India and Africa, Saatchi & Saatchi X

Expert Q&A
Verity Evans, Creative Strategist, Venture Three, UK
Ross Haxton, Group Director, SCG London, UK

20:30– 23:00

Retailtainment, Cocktails & Dinner

DAY Two, 29th Sep '10, Wednesday

08:00 – 17:00

Concurrent Sessions

08:00 – 10:00	Retail Theater	Conference Lounge
Breakfast Meets	Regional Retailers Conclave Anchor: Amit Bagaria, Chairman & CEO, Asipac Grp Panel: Samir Sahni, Joint MD, Ritu Wears, Delhi Manohar Chatlani, MD, Favourite Shop, Bangalore Sandeep Agarwal, MD, Ratnadeep Supermarket, Hdbd Darpan Kapoor, Director Kapsons, Chandigarh Bhagirath Jalan, Director, Jalans, Banaras Dinesh Talera, MD, Mysore Saree Udyog, Sushanto Dey, MD, Sreeleathers, Kolkata Shambhav Chauhan, ED, Supremo Fashions, Ahmddb	Global Retail Network - Franchise Summit Lead: Brendan Dorrian, CEO, Global Retail Network, UK Anchor: Rajeev Manchanda, Director, Inventure India Panel: Claes H. Frederiksen, Export Director, I C Companys, Denmark Luc Poirier, EVP, Finance & Administration, La Vie En Rose, Canada Wolf Jochen Schulte-Hillen, Founder & CEO, SHSelection, Germany Richelle Eijkens, International Franchise Director, WE Fashion, The Netherlands Nirav Adalja, President, Gitanjali Lifestyle
10:00 – 11:30	Retail Theater Retail IT Conclave Profit Protection Anand Mehta, Director, Retail Vertical, Asia Pacific, Motorola, Enterprise Mobility Solutions Store Operational Efficiencies Anchor: Arun Gupta, Group CIO, K Raheja Corp & Shoppers Stop Panel: Samson Samuel, Head, SCM, Future Supply Chains Ramesh Jayaraman, MD. ADT India (Tyco) Ravi Mathur, CEO, GS1 India Rajkiran Kanagala, Head, BD, TCI Supply Chain Solutions Kumar Vembu, Founder & CEO GoFrugal Technologies Sveinn Aki Ludviksson, Sales Director, LS Retail, Iceland Shaleen Verma, Head, Delivery & Ops, Polaris Retail	Ball Room Leadership Conclave The Positive Leadership Approach Chair: Dr. Utho Creusen, Non-Executive Director and Chairman, M.video, Russia and Non-Executive Director, DSGinternational plc, UK Anchor: Prof. Dr. Bernd Hallier, MD, EHI Retail Institute & President, European Retail Academy, Germany Panel Sanjay Jog, Head HR, Future Group B.Venkataramana, Chief People Officer, Landmark Group India Ahtesham Siddiqui, VP, HR, Mahindra Retail Meera Harish, Head - Learning & Dev., Titan Industries Nihar Ranjan Ghosh, Sr. VP - HR, RPG Retail Anila Ratan, MD, IKH
11:30 - 12:30	Retail Theater Fashion & Lifestyle The Digital economy in the fashion business Are we ready to ride the bid wave? Lead: Sanjeev Mohanty, MD, Benetton India Panel: Ashish Dikshit, President, Madura Garments (Lifestyle Brands) Akhil Chaturvedi, Director, Provogue Martin Jones, CEO, Marks and Spencer India Rishi Vasudev, VP & Business Head, Arvind Lifestyle Brands Arun Sirdeshmukh, CEO, Reliance Trends Vasanth Kumar, ED, Max Retail Gaurav Poddar, Director, Siyaram Silk Mills Gaurav Mahajan, COO, Westside Anil Lakhani, ED, Gini and Jony	Ball Room Food & Grocery Navigate to Profitability in Food & Grocery Retail Winning ways of top retailers and what this means for India Lead: Nick Everitt, Head of Market Intelligence, IGD, UK Panel: Damodar Mall, Head, integrated food strategy, Future Group Ashutosh Chakradeo, Head-Buying, Merchandising & Supply Chain, HyperCity Sumit Chandana, Head Merchandising, FMCG, ABRL (More) DV Ramkumar, VP, Food & Agri, Spencer's Retail Sunil Sanklecha, Nuts 'n' Spices International Observer: Thomas Capune, Managing Partner, CSP Branded Goods Practics Gmbh & Co. KG

12:30- 13:30	Ball Room	Retail Theater
	<p>Home & Interiors</p> <p>The world of DIY - Successful Do It Yourself (DIY) concepts and developments around the world</p> <p>Lead: John W. Herbert, General Secretary, European Home Centre Retail Association (EDRA)</p> <p>Panel: Raj Kumar, President, Home Centre Mahesh Shah, CEO, Home Town (Future Group) Hiten Parekh, ED, @home, Nil Kamal Rajiv Handa, Director & CEO, Welspun Retail Arun Mahajan, MD, Style Spa Mandeep Singh Wadhwa, MD, Seasons Furnishings</p>	<p>Personal Accessories</p> <p>India : The Power of Two The rapid growth of the Indian economy and the changing attitudes of Indian consumers towards personal accessories</p> <p>Lead: Harish Bhat, COO, Titan</p> <p>Panel: Rahul Vira, CEO, Gili Vijay Jain, CEO, ORRA Sahil Malik, MD, Da Milano Ashok Minawala, MD, Danabhai Jewellers Srikant Gokhale, CEO, Essar Telecom Retail Niladri Mazumder, VP, Sales & Mktg, Seiko Watch India Sandeep Kulhalli, VP, Retail & Mktg, Tanishq Manishi Sanwal, GM (Indian sub-continent), LVMH Watch & Jewellery India Ronnie Talati, Business Head, Fastrack</p>

13:30- 14:30	Lunch Workshops	
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14:30- 15:30	Ball Room	Retail Theater
	<p>Leisure: Books, Music & Gifts etc</p> <p>The Impact of Technology on the Leisure Space Lead: K. Dasaratharaman, President , Specialty Retail Businesses, Spencer's</p> <p>Panel: Himanshu Chakrawarti, COO, Landmark (Trent) Sanjay Karwa, CEO, Planet M Retail Deepinder Kapany, Business Head - Reliance TimeOut Shashindra Nath Mishra, COO, Oxford Bookstore Sudhir Pai, VP & Head, Hamleys (India)</p>	<p>Shoes & Sportswear</p> <p>How to stimulate demand? - creating more reasons to shop more</p> <p>Lead: Manoj Chandra,VP, Bata India</p> <p>Panel: Sushanto Dey, MD, Sreeleathers Farah Malik Bhanji, ED, Metro Shoes Rishab Soni, MD, Sports Station Jonathan Torres, Director, Melvo, Germany</p>

15:30 – 16:30	Ball Room	Conference Lounge
	<p>Luxury Phase 2 In Luxury Retail : The Consumption Challenge</p> <p>Lead: Radha Chadha, Chadha Strategy Consulting, HK</p> <p>Anchor: Tarun Joshi, Director, Crew Republica Retail</p> <p>Panel: Rohan Vaziralli, Country Manager, Estee Lauder Dilip Kapur, Founder, Hidesign Sanjay Kapoor, MD, Genesis Luxury Shabnam Singhal, Director, Sirius D&E Pankaj Renjhen, Jt. MD (Retail), Jones Lang LaSalle Dharmendra Manwani, CEO, Jean-Claude Biguine India</p>	<p>Retail Marketing Strategy</p> <p>Chair: Prof P K Sinha Prof. Marketing & Chairperson, Centre for Retailing, IIM Ahmbd</p> <p>Anchors: Arvind Nagpal, Founder & CEO, TEG Business Solutions Vivek Kumar, MD, IRIS Retail</p> <p>Panel: K Ramakrishnan, President ,Marketing, Cafe Coffee Day Shankar Suryanarayan, CMO, Landmark Group Tarun Lal, COO Yum! Sandeep Gupta, President - Marketing, Seasons Furnishings Gaurav Bhuwan, Head – Marketing (Tanishq), Titan Industries Anurag Rajpal, VP, Apparel, Spencer's Retail Sanjeev Mehta, CEO, Shopworks Ajay Aggarwal, Chief Customer Experience Officer, Klisma Jeetendra Joshi, VP, Mktg, Reasoning Global eApplications Nirav Adalja, President, Gitanjali Lifestyle</p>

16:30 – 17:15
Ball Room

Private Equity in Retail

An Investor's View of Indian Retail Sector – Journey so far and the path ahead

Anchor: Harminder Sahni, MD, Wazir

Panel:

Naresh Malhotra, Operating Partner, Sequoia Capital
Kanwal Singh, MD, Helion Venture Partners
Rahul Mehta, Director, Argonaut Private Equity
Sameer Nayar, MD, Credit Suisse
Alekh Dalal, VP, The Carlyle Group

16:30 – 18:00	Ball Room	Conference Lounge
	<p>Shopping Centres Conclave</p> <p>Chair: S. Raghunandan, CEO, Prestige Retail Grp & Chairman Shopping Centre Association of India (SCAI) SCAI Conclave – Session 1</p> <p>Shopping Centre Development and role of Advisory</p> <p>Co Anchors: Ramanathan Hariharan, Group Director, Landmark, UAE Phil McArthur, SVP-India, Ivanhoe Cambridge Investment Advisory</p> <p>Observer: Sunil Biyani, Director, Future Group</p> <p>Panel: Anuj Puri, Chairman & Country Head, Jones Lang LaSalle Pranay Sinha, MD, Star Centres Anshul Jain, CEO, DTZ India Mark Burlton, Partner, Cross Border Retail, C&W Anshuman Magazine, MD-South Asia, CB Richard Ellis Amit Bagaria, Chairman & CEO, Asipac Grp. Rituraj Verma, National Director - Retail, Knight Frank (India) Tony Ward, Chief Leasing Officer, Beyond Squarefeet Advisory Ashwin Puri, CEO, Property Zone India</p> <p>SCAI Conclave – Session 2</p> <p>Challenges & Opportunities in Building Sustainable & Viable Shopping Centres in India</p> <p>Co Anchors: Dharmesh Jain, CMD, Nirmal Grp Nikhil Chaturvedi, MD, Prozone & Provogue</p> <p>Panel: Kishore Bhatija, MD, Inorbit Manish Kalani, MD, EWDL Grp Shishir Baijal, Managing Partner, Real Estate – Everstone Investment Advisors Arif Sheikh, President Retail, Advance India Projects Nayan Bheda, CMD, Neptune Group J P Biswas, VP Leasing & Marketing, Sheth Developers Ivan Koh, COO, DLF Pallavi More, VP, Growel's 101 Shrirang Sardar, Managing Partner, Sardar Group</p>	<p>Workshop - Merged Channel Retailing: Your Roadmap to Success</p> <p>Anchor: Navin Joshua, ED-Emerging markets, vCustomer</p> <p>Panel: Sanjay Gupta, COO, vCustomer Ashish Madhav, Director – Retail CoE, vCustomer Rajiv Prakash, CEO, Future ECommerce Manoj Chandra, VP- Marketing, Bata India Sudhir Pai, VP & Head, Hamleys (India) Sundeep Malhotra, CEO, HomeShop18 S Sriram, GM, Café Coffee Day Neeraj Bhalla, Director, Organised Retail, B2B and Alternate Channels, Whirlpool</p>

18:30 – 19:30
Retail Theater

Talk Show:
Shivnath Thukral one-on-one with Kishore Biyani

19:30 - 21:00
Retail Theater

RAI Conclave - Defining the Future - A Session with India's top Retail Majors

Anchors:
B S Nagesh, Chairman, Retailers Association of India and Vice Chairman, Shoppers Stop Ltd.
Vikram Bakshi, MD, McDonald's (North & East India)

Panel:
Thomas Varghese, CEO, Aditya Birla Retail
Vibha Paul Rishi, Director, Customer strategy, Future Group
Kabir Lumba, MD, Lifestyle International
Ajit Joshi, CEO & MD, Infiniti Retail
Milan Saini, MD, Cinapolis India

Audience Question Selectors:
Prof. K. Sudhir, Yale School of Management, USA
Richard Cuthbertson, Oxford Inst of Retail Management, University of Oxford, U.K
Kumar Rajagopalan, CEO, Retailers Association of India

Closing remarks: Bijou Kurien, Chairman, IRF '10

21:00 – 24:00
Ball Room

The Images Retail Awards
Followed by Celebrations: Cocktails & Dinner