



# INDIA RETAIL FORUM 2010

CONFERENCE • EXHIBITION • AWARDS

September 28 – 29, 2010 | Mumbai | India

[www.indiaretailforum.in](http://www.indiaretailforum.in)

Industry Partners



## Conference Theme: GET THE POWER

### Agenda

#### Day One, 28<sup>th</sup> Sep '10, Tuesday

08:30 onwards Registration & Breakfast

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

Plenary: Inaugural Session

10:00 – 12:30 Opening Session

##### Opening Address 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

##### Welcome Address

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

Bijou Kuriem, Chairman, IRF '10 & President and CEO, Reliance Lifestyle Holdings

##### 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

**Keynote:** Anand Sharma, Hon'ble Minister, Ministry of Commerce & Industry, Govt. of India\*

##### Panel:

Kishore Biyani, Founder & CEO, Future Group

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

Cyril Shroff, Amarchand Mangaldas

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

Bijou Kuriem, Chairman, IRF '10 & President and CEO, Reliance Lifestyle Holdings

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

Ireena Vittal, Principal, Mckinsey & Co

S Sivakumar, Chief Executive, Agri Business, ITC

R P Singh, Secretary, Department of Industrial Policy & Promotion

Ministry of Commerce & Industry, Govt. of India\*

##### International Observers:

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

13.30 – 14.30

Lunch Workshops

14:30 – 18:00

Concurrent Industry Conclaves

14:30 – 15:30	<b>Franchising</b>	<b>CRM</b>
	<p><b>Franchising: The Future of Retailing in India</b></p> <p><b>Chair:</b> C.Y. Pal, Chairman, Franchising Association of India (FAI)</p> <p><b>Panel:</b> Sanjeev Mohanty, MD, Benetton India BU Virag Joshi, Preident &amp; CEO, Devyani Int. Shailesh Chaturvedi, ED &amp; CEO, Arvind Murjani Brands, (Tommy Hilfiger Apparel business) Sadashiv Nayak, Joint CEO, Future Value Retail Anoop Sequeira, CEO, Brand Calculus (Booster Juice) Rajeev Manchanda, Director, Inventure India</p> <p><b>International Observers:</b> Wolf Jochen Schulte-Hillen, Founder &amp; CEO, SHSelection, Germany Richelle Eijkens, International Franchise Director, WE Fashion, The Netherlands Jim Crawford, Executive Director, The Global Retail Executive Council (GREC), USA</p>	<p><b>Embedding Customer Loyalty into a Retail Business</b></p> <p><b>Anchor:</b> Rajesh Balaraman, Partner, Diamond Consultants</p> <p><b>Lead Speaker:</b> <b>Richard Cuthbertson</b>, Director, Research, Oxford Inst of Retail Management, University of Oxford, U.K.</p> <p><b>Panel:</b> Satendra Aggarwal, CEO, Super Market Business, ABRL Vikas Prabhu, Head , IT, The Mobile Store Jay Lakhani, Head IT, Gini &amp; Jony Pramod Arora, Group President, PVR Sunil Mehta, CEO, Next Retail Sanjeev Mehta, CEO, Shopworks Gaurav Mahajan, COO, Westside Sanjeev Agrawal, Joint CEO, Future Value Retail Navin Joshua, ED-Emerging markets, vCustomer</p>
15.30 – 17.00	<b>Retail Intelligence Conclave - For Retail CEOs -Only by invitation</b>	<b>Design, Branding &amp; Communication</b>
	<p><b>Analytics in Retail</b></p> <p><b>Anchor:</b> Shivnath Thukral, Group president, Corporate Branding and Strategic Initiatives, Essar, (Former Group Business Editor, NDTV)</p> <p><b>Experts:</b> Prof. K. Sudhir, Professor of marketing &amp; Director of the Yale China India Consumer Insights (CICI) Program, Yale School of Management, USA <b>Steven Winningham</b> , Executive Consultant, IBM Global Business Services, USA</p> <p><b>Followed by Networking over High Tea</b></p>	<p><b>Panelists &amp; Participants:</b> Ross Haxton, Group Director, SCG London, UK Lewis Allen, Director, Environments, Portland Design, UK Colin Beaton, Founder and MD, Limelight Creative Services, UAE Glyn Phillips, Regional Director (India) Dalziel and Pow, UK Chris Lanksbury, Main Board Director/ Partner, Chapman Taylor, UK Christiaan Rikkers, MD, JosdeVries, Netherlands Nick Kyriacos, MD, Bentel Associates, SA Wasim Khan, Director, Lemon Design Roshan Gurung, Divisional Director, Benoy, UK David Blair, MD, Fitch, South Asia Nicola Evoli, CIO - Strategy International Sales, Grottini Retail Environments, Italy William Griffith, Region 3 Design, HK Simon Ainslie, Global VP, Retail &amp; Customer Marketing – Nokia</p>
17.00 – 18.00	<b>Food Services</b>	<b>CRE</b>
	<p><b>By National Restaurant Association of India (NRAI)</b></p> <p><b>Co Chair:</b> Samir Kuckreja, President, National Restaurant Association of India and CEO &amp; MD, Nirula's Vikram Bakshi, MD, McDonald's (North &amp; East India)</p> <p><b>Panel:</b> Niren Chaudhary, MD, Indian Subcontinent, Yum! Ajay Kaul, CEO, Domino's Pizza India Anjan Chatterjee, CMD, Speciality Restaurants Sanjay Coutinho, COO, Barista Lavazza Amit Agarwal, ED, Haldiram Pawan Gandhok, CEO, Litebite Foods Sunil Kapur, Chairman, Blue Foods Gaurav Ahuja, COO, Red Ginger Hospitality Vishal Nilchani, Director, BJB Group</p>	<p><b>Customer Retailing Experience</b></p> <p><b>Anchor:</b> Mohit Oberoi, CEO, Polaris Retail</p> <p>Ushir Bhatt, CEO, Future Knowledge Services Sudesh Agarwal, VP, IT, Landmark Group Ajay Aggarwal, CEO, Kalizma Swarndeeep Singh, MD, Logic ERP Solution David Arambhan, Country Head – Retail Solutions, NEC India Niraj Jaipuria, Director, Regional Sales-Asia Pacific, BIRetail Arvind Nagpal, Founder &amp; CEO, TEG Business Solutions Meheriar Patel, Head, IT, Globus Vishak Kumar, COO, More Hypermarkets Ram Iyer, COO, The Collective Ajay Kelkar, Co-Founder &amp; COO, Hansa Cequity</p>

<b>18:00– 19:00</b>	<b>Tea Talk Shows</b>
<b>19:00 – 20:30</b> <b>Plenary</b>	<b>The Evening of Retail Titans</b> <b>Retail Trends &amp; Inspirations</b>
	<b>2010 Eye on Retail</b> Bindu Sethi, Chief Strategy Planning Officer, Grey Asia Pacific
	<b>Emotional Drivers of Shopping</b> Simon Hathaway, Regional CEO Europe, Middle East, India and Africa, Saatchi & Saatchi X
<b>20:30– 23:00</b>	<b>Retailtainment, Cocktails &amp; Dinner</b>

## DAY Two, 29<sup>th</sup> Sep '10, Wednesday

### 08:00 – 17:00 Concurrent Sessions

<b>08:00 – 10:00</b> <b>Breakfast Meets</b>	<b>Regional Retailers Conclave</b>  <b>Anchor:</b> Amit Bagaria, Chairman & CEO, Asipac Grp.  <b>Panel:</b> Niyas KN, CIO, M K Retail Samir Sahni - Joint MD, Ritu Wears V PHarris, MD, Witco Nilesh Gupta, Managing Partner, Vijay Sales C.Vinod Hayagriv, MD, C Krishaniah Chetty and Sons Jitendra C Chauhan, CMD, Supreemo Fashion World Bhagirath Jalan, Director, Jalans Toby Alappat, ED, Varkeys	<b>Global Retail Network - Franchise Summit</b>  <b>Lead:</b> Brendan Dorrian, CEO, Global Retail Network, UK  <b>Panel:</b> Claes H. Frederiksen, Export Director, I C Companys, Denmark Luc Poirier, EVP, Finance & Administration, La Vie En Rose, Canada Simon Marshall, CEO, Fawaz AlHokair Group, Fashion Retail, Kingdom of Saudi Arabia
<b>10:00 – 11:30</b>	<b>SCM &amp; Profit Protection</b>  Anand Mehta, Director, Retail Vertical, Asia Pacific, Motorola, Enterprise Mobility Solutions  <b>Anchor:</b> Arun Gupta, Group CIO, K Raheja Corp & Shoppers Stop  <b>Panel:</b> Mark Ashman, CEO, Hypercity Samson Samuel, Head, SCM, Future Supply Chains Dharmesh Lamba, GM - Customer Management, South Asia - Checkpoint Systems India Ramesh Jayaraman, MD. ADT India (Tyco) Ravi Mathur, CEO, GS1 India Rajkiran Kanagala, Head, BD, TCI Supply Chain Solutions Dinesh Malpani CEO, Jubilant Retail Kumar Vembu, Founder & CEO GoFrugal Technologies Dilip Popat, Director, Global Retail Industry Principal, Microsoft	<b>Leadership Conclave</b>  <b>The Positive Leadership Approach</b>  Dr. Utho Creusen, Non-Executive Director and Chairman, M.video, Russia and Non-Executive Director, DSGinternational plc, UK  <b>Anchor:</b> Prof. Dr. Bernd Hallier, MD, EHI Retail Institute & President, European Retail Academy, Germany  <b>Indian Panel</b> Sanjay Jog, Head HR, Future Group K A Narayan, President, HR, Raymond B.Venkataramana, Chief People Officer, Landmark Group India Ahtesham Siddiqui, VP, HR, Mahindra Retail B.V.M. Rao, HR Head, Shopper's Stop Meera Harish, Head - Learning & Dev., Titan Industries P.K. Anand, VP, Trent Harshvendra Soin, Head HR, Fortis Mukul Rastogi, VP - HR, ITC LRBD Bijay Sahoo, Chief People Officer, Reliance Retail Nihar Ranjan Ghosh, Sr. VP - HR , RPG Retail

<b>11:30 - 12:30</b>	<b>Fashion &amp; Lifestyle</b>	<b>Food &amp; Grocery</b>
	<p><b>Service is dead; Long live Differential</b> Brendan Dorrian, CEO, Global Retail Network, UK</p> <p><b>Panel:</b> Chetan Shah, MD, Pepe India Ashish Dikshit, President, Madura Garments (Lifestyle Brands) Sanjeev Mohanty, MD, Benetton India BU J Suresh, CEO, Arvind Brands &amp; Retail Akhil Chaturvedi, Director, Provogue Martin Jones, CEO, Marks and Spencer India Prakash Lakhani, MD, Gini &amp; Jony Arun Sirdeshmukh, CEO, Reliance Trends Prasad Pabrekar, MD, Spykar Atul Chand, CE, Lifestyle Retailing Division, ITC Devasish Dutta, CEO, Gitanjali Lifestyle</p>	<p><b>Navigate to Profitability in Food &amp; Grocery Retail</b> Winning ways of top retailers and what this means for India</p> <p><b>Chair:</b> Nick Everitt, Head of Market Intelligence, IGD, UK</p> <p><b>Panel:</b> Damodar Mall, Head, integrated food strategy, Future Group Ashutosh Chakradeo, Head-Buying, Merchandising &amp; Supply Chain, HyperCity Yannick Douville, Director (Fresh), Carrefour India M S Rao, President, Heritage Foods (India) Shiv Murthy, COO, ABRL (More) DV Ramkumar, VP, Food &amp; Agri, Spencer's Retail Sunil Sanklecha, Nuts 'n' Spices BVK Raju, Partner, Q-Mart</p> <p><b>International Observer:</b> Thomas Capune, Managing Partner, CSP Branded Goods Practics Gmbh &amp; Co. KG</p>
<b>12:30- 13:30</b>	<b>Home &amp; Interiors</b>	<b>Jewellery, Watches &amp; Eyewear</b>
	<p><b>The world of DIY - Successful Do It Yourself (DIY) concepts and developments around the world</b></p> <p><b>Chair:</b> John W. Herbert, General Secretary, European Home Centre Retail Association (EDRA)</p> <p><b>Panel:</b> Nikhil Sen, Director, Rosebys Anil S. Mathur, COO, Godrej Interio Raj Kumar, President, Home Centre Mahesh Shah, CEO, Home Town (Future Group) Hiten Parekh, ED, @home, Nil Kamal Rajiv Handa, Director &amp; CEO, Welspun Retail Arun Mahajan, MD, Style Spa Mandeep Singh Wadhwa, MD, Seasons Furnishings</p>	<p><b>Lead:</b> Harish Bhat, COO, Titan</p> <p><b>Panel:</b> VD Wadhwa, MD &amp; CEO, Timex Group India Sanjiv Gupta, Director, GKB Lens Partha Datta Gupta, Country Head, Swatch Group India C.Vinod Hayagriv, MD, C Krishaniah Chetty and Sons Prasad Kapre, Co-Chairman, FICCI Gems and Jewellery sector Rahul Vira, CEO, Gili Vijay Jain, CEO, ORRA</p>
<b>13:30- 14:30</b>	<b>Lunch Workshops</b>	
<b>14:30- 15:30</b>	<b>Leisure: Books, Music &amp; Gifts, Stationery etc</b>	<b>Luxury</b>
	<p><b>Lead:</b> K. Dasaratharaman, President, Specialty Retail Businesses, Spencer's</p> <p><b>Panel:</b> Himanshu Chakrawarti, CEO, Landmark (Trent) C.B. Navalkar, CEO Crossword Bookstores Vijayant Chhabra, ED, Archies T S Ashwin, MD, Odyssey Sanjay Karwa, CEO, Planet M Retail Deepinder Kapany, Business Head - Reliance TimeOut Shashindra Nath Mishra, COO, Oxford Bookstore</p>	<p><b>Lead:</b> Radha Chadha, Chadha Strategy Consulting, HK</p> <p><b>Anchor:</b> Tarun Joshi, Director, Crew Republica Retail</p> <p><b>Panel:</b> Rohan Vaziralli, Country Manager, Estee Lauder Dilip Kapur, Founder, Hidesign Xavier Bertrand, MD, Chanel India Sanjay Kapoor, MD, Genesis Luxury Prasanjit Singh, CEO, DLF Restaurants (Zest) Shabnam Singhal, Director, Sirius D&amp;E</p>

<p><b>15:30 – 16:30</b></p>	<p><b>Consumer Electronics</b></p> <p><b>Lead:</b> Ajit Joshi, CEO &amp; MD, Infiniti Retail</p> <p><b>Panel:</b>  Ravindra Zutshi, Deputy MD, Samsung India  Saurabh Dhoot, Director, Videocon Industries  Amitabh Tiwari, National Sales Head, LG Consumer Electronics  Srikant Gokhale, CEO, Essar Telecom Retail  Neeraj Bhalla, Director – Sales, Whirlpool India  Alok Bharadwaj, Sr VP, Canon India  B. A. Srinivasa, Director, Viveks  Nitish Tipnis, President, eZone  Ajay Baijal, CEO, Reliance Digital</p> <p><b>International Observer:</b>  Kalendu Patel, President Asia - Enterprise EVP, Best Buy Co., Inc, USA</p>	<p><b>Shoes &amp; Accessories Conclave</b></p> <p><b>Lead:</b> Tarun Puri, MD, Nike India</p> <p><b>Panel:</b>  G Sankar, CEO, Reliance Footprint  Lalit Kishore, MD, Lotto India  Farah Malik Bhanji, ED, Metro Shoes  Rajiv Bajaj, CEO, Fila India  Rajiv Mehta, MD, Puma India  Rishab Soni, MD, Sports Station  Sahil Malik, MD, Da Milano  Manoj Chandra, VP, Bata India  Anupam Bansal, ED, Liberty  Inder Dev Singh Musafir, Director, M&amp;B Footwear  Jonathan Torres, Director, Melvo, Germany</p>
<p><b>16:30 – 18:00</b></p>	<p><b>Shopping Centres</b></p> <p><b>SCAI Conclave</b>  <b>Chair:</b> S. Raghunandan, CEO, Prestige Retail Grp &amp; Chairman Shopping Centre Association of India (SCAI)</p> <p><b>Shopping Centre Development and role of Advisory</b></p> <p><b>Co Anchors:</b>  Ramanathan Hariharan, Group Director, Landmark, UAE  Phil McArthur, SVP-India, Ivanhoe Cambridge Investment Advisory</p> <p><b>Panel:</b>  Anuj Puri, Chairman &amp; Country Head, Jones Lang LaSalle  Pranay Sinha, MD, Star Centres  Killian O'Higgins, CEO Asia Pacific, DTZ International Property Advisers  Mark Burlton, Partner, Cross Border Retail, C&amp;W Anshuman Magazine, MD-South Asia, CB Richard Ellis  Rituraj Verma, National Director - Retail, Knight Frank (India)  Susil S. Dunganwal, Founder, Beyond Squarefeet Advisory  Ashwin Puri, CEO, Priority Property Zone</p> <p><b>Challenges &amp; Opportunities in Building Sustainable &amp; Viable Shopping Centres in India</b></p> <p><b>Co Anchors:</b>  Dharmesh Jain, CMD, Nirmal Grp  Nikhil Chaturvedi, MD, Prozone &amp; Provogue</p> <p><b>Panel:</b>  Kishore Bhatija, MD, Inorbit  Raj Singh Gehlot, Chairman, Ambience Grp  Manish Kalani, MD, EWDL Grp  Shishir Baijal, CEO &amp; MD, Everstone Real Estate  Vikas Oberoi, MD, Oberoi Constructions  Arif Sheikh, President Retail, Advance India Projects  Nayan Bheda, CMD, Neptune Group  J P Biswas, VP Leasing &amp; Marketing, Sheth Developers  Manoj Motta, COO, SCAI</p>	<p><b>Concurrent Sessions</b></p> <hr/> <p><b>16:30 – 17:15</b></p> <p><b>Retail Marketing Strategy</b></p> <p><b>Lead:</b> Sunil Garga, Founding Partner, The Enterprise Genie(TEG), USA</p> <p><b>Panel:</b>  K Ramakrishnan, President ,Marketing, Cafe Coffee Day  Kumar Nitesh, Head, Flagship Stores, Bata India  Shankar Suryanarayan, CMO, Landmark Group  Tarun Lal, COO Yum!  Sandeep Gupta, President - Marketing, Seasons Furnishings  Sushil Grover, NSM, Whirlpool India  Gaurav Bhuvan, Head – Marketing (Tanishq), Titan Industries</p> <p><b>Observer:</b> Prof P.K.Sinha Professor of Marketing &amp; Chairperson, Centre for Retailing, IIM Ahmedabad</p> <hr/> <p><b>17:15 – 18:00</b></p> <p><b>Private Equity in Retail</b></p> <p><b>An Investor's View of Indian Retail Sector – Journey so far and the path ahead</b></p> <p><b>Anchor:</b> Harminder Sahni, MD, Wazir</p> <p><b>Panel:</b>  Sumir Chadha, MD, Sequoia Capital  Jacob Kurian, Partner, New Silk Route Advisors  Gopal Jain, Founder &amp; MD, Gaja Capital Partners  Devinjit Singh, MD, The Carlyle Group  Kanwal Singh, MD, Helion Venture Partners</p>

**16:30 – 18:00**      **Driving Multi Channel Retailing inevitable for the emerging retail markets**  
**Concurrent**      **Anchor:** Sanjay Gupta, COO, vCustomer  
**Workshop**

**Panel:**  
Rajeev Panjwani, CEO, Travel Food Services  
Manoj Chandra, VP, Bata India  
S Shriram, GM, Key Accounts, Cafe Coffee Day

**18:00 – 18:30**      **Tea Talk Shows**

**18:30 - 20:00**      **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.  
Raghu Pillai, President and CE; strategy and business development, Reliance Retail

**Panel:**  
Amit Burman, Vice Chairman, Dabur  
Govind Shrikhande, President & CEO, Shoppers Stop  
Rakesh Biyani, CEO, Future Retail  
Vikram Bakshi, MD, McDonald's (North & East India)  
Pranab Barua, CEO, (textiles and apparel), Adita Birla Nuvo  
Kabir Lumba, MD, Lifestyle International  
Vineet Kapila, CEO, Spencer's Retail  
Gwyn Sundhagul, CEO, Value Format Reliance Retail  
Vinay Nadkarni, CEO, Globus  
Mehul Choksi, CMD, Gitanjali Group  
Milan Saini, MD, Cinepolis India

**Key Takes:** Kumar Rajagopalan, CEO, Retailers Association of India

**20:00 – 23:00**      **The Images Retail Awards**  
**Followed by Celebrations: Cocktails & Dinner**

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**Venue:**

**Renaissance Mumbai Hotel & Convention Centre**  
#2 & 3B, Near Chinmayanand Ashram, Powai, 400087 Mumbai  
Ph: 022 66927777

For location please visit [http://maps.google.co.in/maps?rls=com.microsoft:en-us:IE-SearchBox&oe=&redir\\_esc=&um=1&ie=UTF-8&q=renaissance+convention+centre+powai&fb=1&gl=in&hq=renaissance+convention+centre&hnear=Powai,+Maharashtra&cid=0,0,6359180358711563271&ei=4F9yTKqWGZLWtQPfndDcCA&sa=X&oi=local\\_result&ct=image&resnum=1&ved=0CByQnwlwAA](http://maps.google.co.in/maps?rls=com.microsoft:en-us:IE-SearchBox&oe=&redir_esc=&um=1&ie=UTF-8&q=renaissance+convention+centre+powai&fb=1&gl=in&hq=renaissance+convention+centre&hnear=Powai,+Maharashtra&cid=0,0,6359180358711563271&ei=4F9yTKqWGZLWtQPfndDcCA&sa=X&oi=local_result&ct=image&resnum=1&ved=0CByQnwlwAA)

# Sessions, Speakers & Timings are subject to change  
# Participation of Ministers & Bureaucrats of Govt. of India is subject to their availability on the day of their session  
# Lunch will be served between 12.30 hrs till 15.30 hrs  
# Beverages, Cocktails & More! - through out the day  
# For Conference Queries Please Contact: Mohua Roy +91 9811513711, [mohua@imagesmultimedia.in](mailto:mohua@imagesmultimedia.in)