

TOWARDS A DYNAMIC AND
EVOLVING RETAIL SECTOR

**SRI LANKA
RETAIL FORUM
2018**

**REGISTER
NOW**

**17th-18th
October 2018**

The Cinnamon Grand Colombo

SRI LANKA RETAIL
FORUM



SRI LANKA RETAILERS' ASSOCIATION
Driving Retail Excellence

TOWARDS A DYNAMIC AND EVOLVING RETAIL SECTOR

SRI LANKA RETAIL FORUM 2018

Sri Lanka's retail industry comes together to identify new trends and map out new strategies at its premier knowledge event, the Sri Lanka Retail Forum 2018. Focusing on the emerging trends of retail both locally and globally, the innovations in retail operations as well as in consumer reach, the Forum will find answers to current burning issues in the industry, share innovative best practices and forge collaborations.

Featuring global and local experts, the objective of the Forum is to provide cutting-edge insights on global retail trends to Sri Lankan retailers, Learn from best practices of industry leaders and get inspired to adapt and adopt locally, and identify key turning points that Sri Lankan retailers must latch on to and key pain points that need to be tackled. It would be an important opportunity for networking and collaboration in the retail industry.

DAY 01

18:30 hrs

17th October 2018

Cocktails & Networking with Industry Leaders



Mr. Hussain Sadique

Chairman, Sri Lanka Retailers' Association

Hon. Ranil Wickremesinghe

Prime Minister of the Democratic Socialist Republic of Sri Lanka

Introduction

DAY 02

9.00 am

9.00 - 9.45 am

18th October 2018

Registration

Inaugural Session



Welcome Remarks

Mr. Charitha Subasinghe

Chairman, Organising Committee

Keynote Address

Mr. Abheek Singhi (BCG)

Senior Partner and Director, Boston Consulting Group

Chief Guest

Hon. Mangala Samaraweera

Minister of Finance and Mass Media

Guest of Honour

Mr. Krishan Balendra

Deputy Chairman, John Keells Holdings

Session 01

9.45 - 11.05 am

Reshaping Customer Engagement

Consumer trends are evolving in an environment where customization and curation to the individual is growing in popularity. As a retailer, understanding how to leverage on data to enhance the customer experience, mapping out the value chains and crafty of use of business strategy to influence behavior will be key. In this light, this session will explore the role of data analytics, learning from customer insights while improving the customer experience and buildings on new engagement channel through authenticity.



Presenter

Mr. Teeradet Dumrongbhalasitr
Senior Director, Dunnhumby

Presenter

Dr. Kumudu Gunasekera
Managing Director, Stax INC

Panelist

Ms. Sandra De Zoysa
Group Chief Customer Officer, Dialog Axiata

Moderater

Mr. Shamindra Kulamannage
Editor-in-Chief, Echelon Magazine

11.05 - 11.15

Tea Break

Session 02

11.15 - 13.05

Driving Tomorrow's Retail Today

Going beyond digital dynamism and the role of social media in driving retail, this session will delve into how organization can scale an effective digitation strategy in response to a dynamic and evolving industry and consumer. While retail locations and technology are transforming the industry, therein lies the opportunities for Sri Lanka's retail industry to innovate, integrate and position themselves to embrace the future of the store while understanding role of Tech.



Presenter

Mr. Bart van Dijk
Country Manager, Daraz Sri Lanka

Presenter

Ms. Jayomi Lokuliyana
CEO, Zmessenger (Pvt) Ltd

Panelist

Mr. Lahiru Pathmalal
CEO, Takas.lk

Moderater

Mr. Wasaam Ismail
General Manager, Loops

13.05 - 14.00

Lunch Break

Session 03

14.00 - 15.20

New Models Challenging Status-quo: Brands-Culture-Sustainability

Following on from the first two sessions prior to this and in order to drive most of the change discussed, current practices will need to be relooked, updated or changed accordingly. Working under the umbrella of the status quo, leaves significant room for complacency. The industry needs to relook at shifting the paradigm with sustainable winning models. The session will explore this while also discussing the need to build a competitive advantage through people and brands and what this will entail for the future retail workplace.



Presenter

Mr. Ashish Mishra
MD, Interbrand India

Presenter

Mr. Simon Wintels
Partner, McKinsey & Company

Panelist

Ms. Sharika Senanayake
Director Environmental Sustainability, MAS Holdings

Moderator

Mr. Nisthar Cassim
Chief Editor, Daily FT

15.20 - 15.30

Tea Break

Session 04

15.30 - 17.00

Where is Retail in the Region Heading?

Stronger economic growth in the region, investment from big consumer players in the world and increase connectivity in the region is changing Asia's retail landscape. This session will bring together experts from the region to talk about the region's retail spending, changing consumer preferences, and structural industry shifts that are taking place at present and are expected to have a future impact. How can the evolving nexus between tourism and retail be explored? These dynamics and trends could provide insights as to how the local outlook will shape.



Panelist

Mr. Kumar Rajagopalan
Chief Executive Officer, Retailers Association of India

Panelist

Mr. Alwyn Chong
Councilor, Singapore Retailers Association

Panelist

Malaysia Retailers' Association
Malaysia

Panelist

Mr. Komsan Kwunchaithunya
Vice President of Thai Retailers Association

Panelist

Mr. Ranjan De Silva
CEO Success Coach and Team Leadership Specialist,
leading the Sensei International operations in Asia.

Moderator

Mr. Shiran Fernando
Chief Economist, The Ceylon Chamber of Commerce



SRI LANKA RETAILERS' ASSOCIATION

The Sri Lanka Retailers' Association (SLRA) was established in 2015 with the intention of being the apex body for organized retailing in Sri Lanka and with an ambitious vision of 'Achieving Retail Excellence' by being the 'Voice of the Retail industry in Sri Lanka'. The Association represents leading retailers in Sri Lanka as members from diverse retail sectors such as FMCG, Clothing, Fashion & Jewelry, Household & Consumer Durables, Footwear & Accessories, E-Commerce, Entertainment & QSR and Healthcare & Wellness.

SLRA's purpose is to develop a forum where the retailers could work together to improve standards of the retail industry. The SLRA will also focus on improving consumer experience and service in all facets of retailing. In addition, the SLRA will also engage with the government in all matters impacting retailers in Sri Lanka. The SLRA aims to be inclusive in its approach.

The objective of this Association is to improve the standard of retailing in Sri Lanka in an inclusive manner by leveraging the resources of the Organized Retail industry. SLRA also aims to facilitate the growth of the retail industry through innovation and best sharing of global best practices.

The SLRA operates under the aegis of the Ceylon Chamber of Commerce.

SRI LANKA RETAIL FORUM

THE KEY TAKEAWAYS FROM THIS PREMIER KNOWLEDGE EVENT OF SLRA:

- ▶ Enhance your knowledge of the new and emerging trends in the retail industry.
- ▶ Map out new strategies for your industry.
- ▶ Cutting-edge insights on global retail trends to Sri Lankan retailers.
- ▶ Best practices of industry leaders get inspired to adapt and adopt locally.
- ▶ Identify key turning points that Sri Lankan retailers must latch on to and key pain points that need to be tackled.
- ▶ An important opportunity for networking and collaboration in the retail industry.

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Event Partners



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Accommodation



Cinnamon Grand Hotel ★★★★★

77, Galle Road, Colombo 03, Sri Lanka.
Tel: +94 11 243 7437 Fax: +94 11 244 9280

Deluxe Room
Single BB Twin/Double BB
USD 156 per room per night

Hotel Link: <http://www.cinnamonhotels.com/en/cinnamongrandcolombo/>



Cinnamon Lakeside Hotel ★★★★★

115, Sir Chittampalam A.Gardiner Mawatha,
Colombo 02, Sri Lanka.
Tel: +94 11 249 1000 Fax: +94 11 254 4211

Superior City view
Single BB Twin/Double BB
USD 120 per room per night

Hotel Link: <http://www.cinnamonhotels.com/en/cinnamonlakesidecolombo/>



The Kingsbury Hotel ★★★★★

48, Janadhipathi Mawatha, Colombo 01, Sri Lanka.
Tel: +94 11 242 1221 Fax: +94 11 243 7326

Superior
Single BB Twin/Double BB
USD 140 per room per night

Hotel Link: <https://www.thekingsburyhotel.com>



Mandarina Hotel ★★★★★

433, Galle Road, Colombo 03, Sri Lanka.
Tel: +94 112 550660

Standard
Single BB Twin/Double BB
USD 95 per room per night

Hotel Link: <http://www.mandarinacolombo.com>



Galadari Hotel, Colombo ★★★★★

64 Lotus Road, Colombo 1, Sri Lanka.
Tel: +94 11 2544 544

Standard
Single BB Twin/Double BB
USD 90 per room per night

Hotel Link: <http://www.galadarihotel.lk>



Ozo Hotel ★★★★★

36-38 Clifford Place, Colombo 04, Sri Lanka.
Tel: +94 11- 2 555 570

Standard
Single BB Twin/Double BB
USD 75 per room per night

Hotel Link: <https://www.ozohotels.com/colombo-srilanka/>

* Rooms are subjected to availability at the time of confirmation.

Arrival / Departure – Airport – Colombo / Colombo – Airport

Transfer from Airport – Colombo | Transfer from Colombo - Airport

The below rates could be used for day use if vehicles are required by clients during their stay in Colombo.

Vehicle	1-2 Pax	3-6 Pax	7-12 Pax	13-23 Pax	24-35 Pax
Car	\$ 43	-	-	-	-
Micro Van	-	\$ 48	-	-	-
Mini Coach	-	-	\$ 55	-	-
33-Seater Coach	-	-	-	\$ 118	-
Large Coach	-	-	-	-	\$ 135

* Rates are based on per vehicle one way based on Pax count

* Rates are based per Transfer, Arrival / Departure

Registration Form

Title: Prof/Dr/Mr/Mrs/Ms: _____

First Name: _____

Last Name: _____

Job Title: _____

Company Name: _____

Company Address: _____

Direct Tel: _____ Mobile Tel: _____

Direct Fax: _____ Central Fax: _____

E-mail: _____

I confirm my participation in the Sri Lanka Retail Forum and
enclose herewith a cheque* / cash for

Rs.

*** Cheque to be in favour of "The Ceylon Chamber of Commerce"**

Cheque No:

Bank:

Signature:

Please send this duly completed from to:



The Sri Lanka Retailers' Association
C/o. The Ceylon Chamber of Commerce
50, Navam Mawatha, Colombo 2, Sri Lanka.
E-mail - events@chamber.lk | niroshini@chamber.lk

**KEEP
THE DATE FREE
AND
REGISTER
EARLY**

Cost of Participation
USD 120

Closing date for registration: 12th October 2018

For Details Contact:

Niroshini | Sriyani

Tel: 11- 5588852 | 11- 5588877 | 11- 5588830

E-mail: niroshini@chamber.lk | events@chamber.lk



SRI LANKA RETAILERS' ASSOCIATION

SECRETARIAT:

C/o. The Ceylon Chamber of Commerce
50, Navam Mawatha, Colombo 02, Sri Lanka.

Tel: +94 11 5588881 | 5588852

Fax: +94 11 2449352 | 2437477

E-mail: niroshini@chamber.lk | events@chamber.lk



The
**Ceylon
Chamber of
Commerce**

Registration Form

Title: Prof/Dr/Mr/Mrs/Ms: _____

First Name: _____

Last Name: _____

Job Title: _____

Company Name: _____

Company Address: _____

Direct Tel: _____ Mobile Tel: _____

Direct Fax: _____ Central Fax: _____

E-mail: _____

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AND
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EARLY**

Cost of Participation

Members of SLRA
Rs. 12,500/-

Non - Members
Rs. 15,000/-

I confirm my participation in the Sri Lanka Retail Forum and
enclose herewith a cheque* / cash for

Rs.

*** Cheque to be in favour of "The Ceylon Chamber of Commerce"**

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