

THINK Again



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TRANSFORM

30 JUL
- 1 AUG
2024

CAPE
TOWN
ICC

PROGRAMME

Masters of Ceremonies: Gugulethu Mfuphi

TUESDAY, 30 JULY 2024

10:00 – 17:00 Registration & Info Desk

12:30 – 14:30 Networking Lunch

14:00 – 21:00 Exhibition Open

SESSION 1 (15:00 - 17:00)

15:00	Congress Opens	Gugulethu Mfuphi MC
15:15	SACSC Welcome	Vuso Majija SACSC President
15:30	Rethink and Unlearn The world is always changing, and requires leaders to be able to see and act differently. We have a problem! Our experience, expertise and education all cause us to have filters and a bias for the status quo. Our brains are wired for confirmation bias, and not for change or new ideas. We need to develop strategic imagination. This keynote explores what it means to "rethink and unlearn" and why those who do will have a competitive advantage in the next few years.	Graeme Codrington Futurist, Speaker, Author, Scenario Planner, Board Advisor
16:20	Inspire, Innovate & Transform. Bring Your "A" Game. Developing and sustaining high performance teams requires goal-focused individuals, with complimentary skills who collaborate, innovate and produce superior results. Shared goals, shared leadership, collaboration, clear role expectations, early conflict resolution, accountability and trust among its members is essential. You can be a Leader! Inspire, innovate and transform to be the best you can be, personally and professionally.	Jacques Nienaber Rugby Union Coach Head Coach Leinster
17:00 – 21:00	Cocktail Party	

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WEDNESDAY, 31 JULY 2024

07:00 – 16:30 Registration & Info Desk

07:00 – 17:30 Exhibition Open

Halls 6 & 7

SESSION 2 (09:00 - 11:45)

09:00	Welcome Day 2	Gugulethu Mfuphi MC
09:15	A New Beginning With elections successfully out of the way, and with markets and the currency seemingly improving, SA can now focus on rebuilding key institutions and getting growth going. However, both here and abroad, interest rates remain high, and inflation tricky. There are two wars raging, and we still have US elections to get through. So what then can investors expect from the rest of this year, and the next?	Jeremy Gardiner Director NINETY ONE
10:10	Collective Individualism - Sustainably Relevant Through Participation Discover how co-creation, strategic design, and the speed of transformation converge in the dynamic landscape of retail environments. Join us as we delve into the fascinating world of experience spaces, where individuality merges with collective experience to shape vibrant spaces that resonate with diverse audiences worldwide. Discover how the pursuit of individual expression is redefining the essence of modern retail environments, creating dynamic hubs that celebrate both uniqueness and unity.	Jurgen Gaiser Interior Designer/ Managing Partner BLOCHER PARTNERS (International Speaker) Erik Schimkat Design Strategist/ Managing Partner BLOCHER PARTNERS (International Speaker)
11:00	The Changing Roles of Stores With digital commerce evolving and a complex customer emerging, the roles of physical stores are changing all around the world. This presentation will examine how customer and ecommerce trends are driving positive change in physical retail and how the best brands are thinking beyond simply selling in physical stores, including the most remarkable examples of these trends from across the globe.	Jack Stratten Head of Trends INSIDER TRENDS (International Speaker)
11:40 – 13:00	Lunch	Halls 6 & 7

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SESSION 3 (13:00 - 14:25)

13:05	<p>Revolutionizing Retail: Generative AI Unleashed</p> <p>Join us in this dynamic session as we delve into the transformative power of Generative AI and in the retail landscape. From personalized product recommendations to demand forecasting and beyond, discover how these cutting-edge technologies are reshaping customer experiences, optimizing operations, and driving business growth. We'll explore real-world use cases, benefits, and implementation challenges, equipping you with actionable insights to stay ahead in the ever-evolving retail industry. Don't miss this opportunity to unlock the future of retail with GenAI and LLMs!</p>	<p>ShiSh Shridhar Global Lead for Retail MICROSOFT FOR STARTUPS (International Speaker)</p>
13:45	<p>Disrupt or Be Disrupted: The Key Trends Reshaping Retail</p> <p>A powerful combination of forces is disrupting retail. The digital revolution, consumer behaviour change, geopolitical tensions, economic pressures and the lasting impact of the pandemic are transforming the retail landscape globally. To survive this new reality, retail leaders must take radical steps to refocus or completely transform business models. AlixPartners' 2024 Disruption Index found that 50% of retail executives expect significant change to their business model in 2024 – the highest of all 10 industries surveyed. Digging deeper into this stat, we've developed insights into the disruptors reshaping the industry, and examine what retailers and shopping centre owners can learn from the companies leading the way.</p>	<p>Matt Clark Partner & Managing Director, Head of Retail EMEA ALIXPARTNERS (International Speaker)</p> <p>Malcolm Horne Group CEO BROLL PROPERTY GROUP</p> <p>Mike Coppin Director & Co-Owner FOOD LOVER'S MARKET</p>
14:25 – 15:15	Refreshment break	Halls 6 & 7

SESSION 4 (15:15 - 16:30)

15:15	<p>In Conversation with Local Fashion Visionary: Tshepo Mohlala</p> <p>You can start a business and put your whole soul into it but if you don't surround yourself with the right people it won't work. Hear how Tshepo Mohlala shares his insights on building a "dependent" brand.</p>	<p>Tshepo Mohlala Creative Founder & Director TSHEPO JEANS</p>
15:45	<p>Mall-ball! Retail Banking Data and the Quest for the Perfect Game</p> <p>Data driven decision making has become a buzzword. Retail leasing has used data in decision making for a while, but how do we think differently about data and the value we extract from it and how can we better collaborate with partners to unlock wins for all the players in the game? Attacq and Nedbank have teamed up to play to win. This has allowed the Attacq Retail Property Management teams to make accurate leasing decisions, reduce the risk of new tenant failures, identify interesting new tenants and eliminate individual biases.</p>	<p>Josephine Baliah Executive: Data Commercialisation NEDBANK</p> <p>Michael Clampett Asset & Property Management Executive ATTACQ</p>
16:15	Wrap Up Day 2 (additional networking time)	
18:30 – 22:00	Offsite Social Event	Time Out Market V&A Waterfront

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THURSDAY, 1 AUGUST 2024

07:00 - 09:00 Registration and Info desk

08:00 - 14:00 Exhibition Open

Halls 6 & 7

SESSION 5 (09:15 - 11:10)

 09:15 **Welcome Day 3 / Recap Day 2**
Gugulethu Mfuphi
 MC

 09:30 **Retailing in a Post Digital World**

The foundational elements that have traditionally underpinned the retail industry are currently undergoing a transformative shift. The term 'point of sale' is becoming an anachronism as the transactional facet of retail disperses into the digital ether, rendering it decentralized and increasingly ethereal. The conventional B2B and B2C frameworks are evolving towards a B2AI paradigm, heralding an era where AI-to-AI exchanges could become commonplace. This session is dedicated to redefining the core of retail, aiming to construct a new, universally applicable framework. Attendees will embark on an enlightening journey that is set to defy entrenched norms and provide them with forward-thinking principles essential for navigating the complex landscape of the post-digital age with clarity and purpose.

Giuseppe Stigliano
 Professor of Retail
 Marketing & Innovation
 Global CEO
 SPRING STUDIOS
 (International Speaker)

 10:20 **Why Retail Needs to Rethink and Reshape to Win with the Modern Shopper**

In recent years, almost every aspect of retail has changed and evolved, with industry experts proclaiming that "the retail sector has experienced as much disruption in the past five years as it has in the previous 25". This thought provoking session will explore globally emerging retail trends, showcasing how technology is reshaping shopper expectations and experiences in this modern era of retail. Attendees will gain valuable insights into the transformation occurring, with real world examples from best in class retailers. Prepare to harness the signals for retail change and discover how open-minded retail businesses, are inspiring, innovating and transforming to 'win' with the modern shopper.

Sharon Yourell Lawlor
 Managing Director
 THINK PLAN DO
 CONSULTING
 Top Retail Influencer 2024
 RETHINK Retail
 (International Speaker)

 11:10 - 12:30 **Brunch**

Halls 6 & 7

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SESSION 6 (12:30 - 15:00)

12:30	<p>Leading the Charge for DTC South African Brands through Product Innovation, Customer Connection and an Aggressive Growth Strategy</p> <p>Freedom of Movement has grown from strength to strength since founded in 2013 and now boasts a footprint of 26 stores in South Africa and a large online footprint. Léan will share some highlights of their 11 year journey, their partnership with Siya Kolisi, as well as some snippets of what the future looks like for FOM in the DTC retail space in South Africa and abroad.</p>	<p>Léan Boezaart Co-founder & CEO FREEDOM OF MOVEMENT</p>
13:10	<p>A Story of Storms & Trends</p> <p>The linear customer journey is no more. Today, no retailer can survive by 'playing shop': instead of sales-driven business models, forward-thinking retailers and brands explore entirely new models and partnerships. New collaboration. Why? Because the future came early: the 'transition twenties' bring radically different consumer behaviour, changing commerce into discovery and stores into human-to-human connection centres. From virtual AI influencers to circular design hubs, learn and get inspired by how the world's most innovative retail concepts adapt to the changing face of retail - and so can you.</p>	<p>Jorg Snoeck International Keynote Speaker & Captain of Retail (International Speaker)</p>
13:55	<p>Think Again</p> <p>Unlock the secret to driving innovation and boosting performance. Get ready to challenge the status quo, embrace change, and empower your team with fresh, groundbreaking ideas. Discover how to leverage diverse perspectives and align your innovations with your company's core values. This is your chance to transform your organization into a future-ready leader. Don't miss out - rethink your approach and revolutionize your business!</p>	<p>Vusi Thembekwayo Speaker Investor Leader</p>
14:45	<p>Congress Wrap Up</p>	
15:00	<p>Congress Ends</p>	