SACSC
South African Council of Shopping Centres

MOMENTUM

THE YELLOW BRICK ROAD TO RETAIL'S FUTURE

DRAFT PROGRAMME

SACSC ANNUAL CONGRESS | **DURBAN ICC**
19-21 OCT 2026

19 OCT MONDAY

10h00 – 17h00 Registration & Info Desk

14h30 – 20h30 Exhibition Open

10h30 – 12h30 Delegate Bag Collection*

Retail Tours — 07h15 – 13h00

Retail Tours (Gateway Theatre of Shopping, Oceans Mall & Westown Square) (Registration for tour delegates at 06h30)

Speed Networking Lunch — 13h00 - 14h00

Connections create momentum. Step into into a fast-paced networking experience designed to spark meaningful conversations. Meet fellow delegates from across the retail property industry, exchange fresh ideas, uncover new opportunities, and expand your professional network in an engaging, speed networking lunch on the go.

*Delegate bags not collected by 12:30 can be collected from 17:30 onwards.

Session 1 — 14h45 – 17h30

14h45	**Congress Opens**	Gugulethu Mfuphi Master of Ceremonies
15h00	SACSC Welcome	Muhammad Paruk SACSC President
15h15	**After the War** 2026 has been an unnecessarily turbulent year. It started so well, inflation was low, and rate cuts and growth were on the way. And then came the war. Oil rocketed, putting pressure on inflation, interest rates and growth. This should have been a short war, but it's getting longer. And the global economy's performance for the rest of the year depends on it. Where is South Africa in all of this?	Jeremy Gardiner Director, Ninety One
16h10	**South Africa Wins Gold on the Global Retail Stage** Team Braai-nary, comprising four BSc Property Studies students representing University of Cape Town, represented South Africa for the first time at the Future Retail Challenge, at the World Retail Congress 2026 in Berlin. Responding to a global brief focused on reimagining the role of the physical store in an AI-driven retail world, and one of seven teams / countries represented, South Africa ultimately took the win and brought home the GOLD.	Jamian Wiese BSc (Hons) Property Studies, UCT Mbalenhle Mokwena BSc Property Studies, UCT Senzwa Gum BSc (Hons) Property Studies, UCT Tumelo Magwane BSc (Hons) Property Studies, UCT
16h50	**South Africa's Epic Overtake** The shopping centre as we know it is dying – not from neglect, but from obsolescence. Consumers no longer need malls. And with agentic AI now shopping, comparing, and buying on their behalf, that need will only erode further. The centre's original promise — convenience and selection under one roof – has been handed to a smartphone. The centre of the future is not a shopping centre. It's the centre of something entirely new. Something better. Join renowned retail futurist Doug Stephens as he lays out a bold vision for what comes next.	Doug Stephens Business Futurist | Retail Expert / Founder & CEO, Retail Prophet

Networking Cocktail Party — 17h30 – 20h00

Durban ICC

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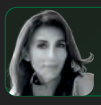
Session 2

09h15 – 12h00

09h15	**Welcome Day 2**	
09h30	**Connection is Everything** 'Toto. I don't think we're in Kansas anymore'. Retail has changed as has the modern consumer. Connecting with them through authenticity, empathy, intimacy and community are key if we are to survive the tornado of disruption that continues to dominate the retail landscape. Put on your glittery red shoes as we take an adventure through the values of the modern consumer and how retail can avoid the fate of the wicked witch...	Ken Hughes Customer Experience Strategist
10h15	**Momentum Is Built, Not Found: Designing the Future of Retail Through Culture, Community, and Co-Creation** In today's retail landscape, success is driven by relevance and strong community connections. As consumer expectations evolve, retail has become a destination for engagement, participation, and belonging. Melissa Gonzalez draws on global retail and experiential design insights to show how culture, community, and co-creation are shaping the future of retail. Delegates will gain practical strategies to create engaging retail environments, strengthen customer loyalty, foster meaningful partnerships, and embrace continuous learning to remain competitive in a rapidly changing marketplace.	 Melissa Gonzalez Retail Strategist | Principal, MG2 Advisory | Founder, The Lionesque Group
11h15	**The Future of Customer Experience: From Sensory Merchandising to Sensory Accessibility** This keynote explores how environments influence the way people shop, navigate, engage, and experience space. Drawing on global examples of sensory merchandising, customer experience, neuroscience, and accessibility, Joe and Meg demonstrate how lighting, sound, touch, spatial design, and other sensory elements shape perception, behaviour, and emotional connection. Combining complementary expertise, they provide practical insights into creating memorable, inclusive, and engaging environments that enhance customer experience, reduce barriers, strengthen connections, and support business objectives.	Joe Baer Founder and CEO, ZenGenius Meg Lefeld Director of Business Development, ZenGenius
12h00	**Lunch**	

Session 3

13h15 – 14h45

13h15	**The Longevity Racetrack: Seizing the Opportunities in Retail & Real Estate** Longevity science is emerging as one of the greatest business opportunities of our time, transforming how leaders, retailers and property owners prepare for the future. As people live longer, healthier lives, ageing consumers are driving demand for wellness, convenience, community and meaningful experiences. Retail destinations are evolving into lifestyle ecosystems that integrate healthcare, hospitality and wellbeing, creating new opportunities for innovation and growth. At the same time, executives must invest in their own longevity to sustain performance and lead effectively. Organisations that embrace these shifts early will be best positioned to thrive in the rapidly expanding longevity economy.	Dr Catherine Davies Medical Doctor, Lecturer, Author
13h50	**From Township Hustle to Retail Innovative Brand** In this inspiring solo presentation, Lesego Gumede shares the journey of building Sneaker Cleanic from a carport into a growing retail service brand. His story reflects the true meaning of momentum: starting with limited resources, using innovation to solve real customer problems, building community trust, and turning setbacks into fuel for growth. Through the lens of courage, heart and strategy, Lesego will take the audience through the realities of township entrepreneurship, the lessons behind building a customer-focused retail business, and the mindset needed to keep moving forward. This is a story of hope, transformation and proving that powerful retail brands can be built from anywhere.	Lesego Gumede Founder, Sneaker Cleanic
14h15	**Brand, Purpose and Growth: The GalxBoy Journey** From a bold vision born in South Africa to one of the country's most recognisable streetwear brands, GalxBoy has redefined what it means to build a brand with purpose, culture and ambition. Join us for an engaging conversation with Kegomoditswe Sethosa, CEO of GalxBoy, as he shares the story behind the brand's remarkable rise, the challenges of scaling a proudly local business, and the mindset required to stay relevant in an ever-changing retail landscape.	Kegomoditswe Sethosa CEO, GalxBoy
14h45	**Refreshment break**	

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Session 4

15h30 – 16h45

15h30

Behind the Curtain: What 200,000 Independent Businesses Reveal About the Future of Retail.

Every day, more than 200,000 independent South African businesses trade on Yoco, and every tap adds to a stream of data that has always been too large to read. What AI has changed is access. Fed with the right context, it can turn that flood into something closer to a reliable truth - and further from an overwhelming stream of numbers. This session unpacks Yoco's shift from payments company to AI company, what the data says about the health of independent retail, and why the context still comes from the shop floor.

Ronald Makomba

Special Projects Lead, YOCO

16h00

Meet the Future

Get up close and personal with the future in conversation with South Africa's Gen Z shoppers. Discover the brands they are discovering, what they are looking for in a retail experience and what they wish they could find but haven't yet. Expect to smash your stereotypes and replace your blindspots with spotlights on targeted insights.

Dali Tembo

Co-Founder,
The Culture Foundry Co.

16h40 **Day 2 Wrap up**

Offsite social event

18h30 – 22h30

Gateway Theatre of Shopping

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21 OCT WEDNESDAY

Session 5

09h00 – 11h00

09h00	**Welcome Day 3**	
09h15	**Malls: A Vital Pit-stop for SA's Consumer Class!** The work we do focuses on the 'consumer class' of South Africa, i.e. the 14 million adults living in 'taxpaying households' that earn more than R10K per month. They take home, and spend, more than 85% of formal income in the country. My presentation will give an overview of who exactly these people are, how the segment has grown and shifted in the recent past, how they are doing financially, what their hopes and dreams are, what the major consumer trends are that shape their lives and, of course, where mall and mall culture fits into their aspirant lives. When you know all of that, it's a lot easier to work out what they want their pot of gold to look like at the end of the rainbow!	Brandon de Kock Director of Storytelling, BrandMapp
09h50	**Innovation That Scales, A Changing Retail Landscape** Discover how a groundbreaking South African retail concept is redefining convenience, affordability and sustainability through smart refill technology. By combining digital innovation, circular economy principles and strategic collaboration, this model is reducing plastic waste while expanding access to essential goods for underserved communities. Explore how scalable innovation can deliver measurable commercial, environmental and social impact – and why circular retail is fast becoming a blueprint for the future.	Eben de Jongh Founder & CEO, Sonke Retail & SKUBU
10h25	**The Next Scoop: Creating a New Retail Brand** What happens when an established retailer steps outside its comfort zone? The Yogiberry story explores opportunity, innovation, collaboration and the journey from concept to standalone stores.	Bradley Marshall Marketing Executive, Pedros Bernard Muneri Operations Executive, Pedros
11h00	**Brunch**	

Session 6

12h15 – 14h00

12h15	**Survive to Thrive!** What does it take to win a race and what can shopping centres learn from a winning race team? From understanding your "fans" and partners to maximising performance, navigating complex rules, building high-performing teams and delivering an experience that keeps people coming back, this presentation draws powerful parallels between motorsport and retail. Discover why, in both worlds, staying ahead isn't about simply surviving the race - it's about having what it takes to thrive.	Paul Simpson CEO, Retail Property Strategies Stephen Simpson Multi-award-winning International Racing Driver
13h00	**Champions Know How To Create Momentum** They adapt, recover, push boundaries and perform under pressure. Discover the lessons from elite sport that translate into stronger leadership, stronger teams and business momentum.	Chad le Clos Olympic, World and Commonwealth Swimming Champion Cheslin Kolbe International Rugby Star Gerda Steyn Olympian and Comrades Marathon Winner
13h45	**Congress wrap up**	
14h00	**Congress close**	