

the retail evolution

A Sunshine Coast Business Council Conference

Wednesday 30 May 2018

2:00 - 6:15pm ~ Maroochy RSL

"We have brought together a group of excellent speakers who will provide their views on what is driving the evolution of the retail industry. They represent different sectors and likely will have different perspective but all have extensive knowledge and experience to share. We believe this is a conference NOT to miss."

Sandy Zubrinich, Chair SCBC

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SUNSHINE COAST
Business Council 
one vision, one voice

program

Whilst the evolution in retailing has been apparent for a decade, the speed of change is accelerating and expected to continue at a fast pace. Internet and ecommerce has driven the change. Technology has, and still is, changing consumer behavior and the way we shop. The way we use technology has changed the instore shopper experience. Information and convenience is critical to time poor shoppers.

The focus is on the customer and finding new ways to deliver the product they want, when they want it and how they want it - whether online or instore. Customers are tech-savvy and they expect their shopping experience to be so as well.

- 2.00pm** Arrival, registration and afternoon tea
- 2.20pm** Welcome and introduction to the Conference
Ms Sandy Zubrinich, Chair Sunshine Coast Business Council
- 2.30pm** Retail on the Sunshine Coast
Mr Mike Shadforth, Managing Director, Ray White North Coast Central
- 2.45pm** The Retail Evolution – Time, Touch and Technology
Prof Gary Mortimer, Associate Professor, Business School, QUT
- 3.15 pm** Expert Insights in a changing world
Mr Martin Lakos, Divisional Director, Macquarie Wealth Management
- 3.45pm** The future of bricks-and-mortar retailing
Mr Gary Horwitz, Managing Director Retail - Investment Management, Lendlease
- 4.15pm** Digital disruption, transformation and the customer experience
Mr Jonathon Ingle, Manager, EY Advisory
- 4.45pm** Panel Discussion – all key speakers
On-line retailing: a reality, an opportunity and a threat?
Introduced and moderated by Aaron Blackman, Founder & CEO, Retail Express
- 5.25pm** Close of conference
Ms Sandy Zubrinich, Chair, Sunshine Coast Business Council
- 5.30pm** Refreshments to 6.15pm in the foyer

conference and booking details

VENUE

Events Centre, 1st floor, Maroochy RSL, Memorial Drive, Maroochydore

PARKING

Free parking is available in the multi-storey carpark opposite the Maroochy RSL.

TICKETS

Book Online with credit card through Trybooking.com follow the link to www.trybooking.com/370417

PRICING

\$88.00 per person Early Bird up to 30/4/2018

\$99.00 per person after 30/4/2018

\$660.00 Corporate Tables of 8 up to 21/5/2018
(names of guests to be provided)

BOOKINGS CLOSE

5:00pm Wednesday 23rd May 2018

BENEFITS

The conference ticket includes attendance at all sessions, afternoon tea and drinks at the conclusion.

NEED HELP?

For further information, please contact Event Manager, Kerrie Bryant-Adams on info@scbusinesscouncil.com.au

MC

Bill Darby

Director
Rumba Beach Resort



Bill Darby has called the Sunshine Coast home for 25 years. Having established himself with a career in real estate and project marketing, Bill ventured into the tourism sector in 2009 and opened Caloundra's first and only five-star hotel, Rumba Beach Resort.

Bill has a keen interest in destination marketing, philanthropy and community engagement. From 2010 he's contributed to growing Caloundra's Chamber of Commerce to one of the region's strongest business advocacy groups and has served on various government taskforces & tourism boards. In 2013, Bill represented small business in developing the Sunshine Coast's current Regional Economic Development Strategy.

He is currently on the board of Visit Sunshine Coast and is a member of Sunshine Coast Business Council.

Bill is an MBA graduate from USC and remains a member of its Foundation Board. He is a regular columnist who enjoys good politics and is always prepared to take up the fight to support worthwhile local issues.

SPEAKER

Michael Shadforth

Managing Director
Ray White North Coast Central



“Retailing on the Sunshine Coast has a very bright future. Our network of small villages offer a range of unique retail experiences and as the population growth continues, there is a desire for a greater range of retail options. I believe this will be one of our biggest and most successful sectors over the next 10 years.”

Michael Shadforth is Managing Director and Agent for one of the most successful Ray White Commercial branches in Australia. He is well established within the business community working as Chairman of the Sunshine Coast Chambers Alliance, President of Caloundra Chamber of Commerce Committee and as Chairman of Caloundra Red Shield Appeal.

This involvement makes Michael one of the most connected businesspeople on the Sunshine Coast, working with large-asset owners and small businesses in a range of scenarios from helping new business strategically located on the Sunshine Coast, to those Sunshine Coast businesses looking to expand beyond the Coast.

Having an in-depth knowledge of the Sunshine Coast retail property market, Michael’s opinion is regularly sought out by investors, developers, the media and various government bodies. He has become well-known for his creation of live market intelligence programs and his in-depth understanding of demographic drivers, and in harnessing the latest trends and developments in sales and marketing to ensure his business success.

SPEAKER

Professor Gary Mortimer

Associate Professor
Business School, QUT



“Just as Uber has disrupted the Taxi industry and Airbnb has impacted on the accommodation sector, retail is facing its own disruptions. Last year, we saw the collapse of many leading retail brands and 2018 isn’t looking any better. In a period of increased competition, increasing business costs and the entry of international players, how can small business adapt and survive?”

Associate Professor Gary Mortimer is Australia’s leading retail expert and is a regular commentator across television news and print media. Linking commercial expertise with academic knowledge, he remains deeply connected to business through industry presentations, commercial research and consultancies.

Prior to joining QUT in 2010, Gary spent over 20 years working with Australia’s largest retailers in various management and operational roles. He is an active researcher in the areas of retail and consumer behaviour.

Associate Professor Mortimer has published nearly 70 articles, including academic manuscripts, conference papers, industry reports and white papers in relation to shopping behaviour, mobile banking adoption, perceived risk and consumer education.

Gary’s presentation will introduce emerging retail trends that small business owners may adopt and leverage.

SPEAKER

Martin Lakos

Divisional Director

Macquarie Wealth Management



“The retail landscape is changing which will require businesses to adapt if they are to survive.”

Martin Lakos has been one of Macquarie’s leading media spokespeople for more than 12 years. He is a regular economic and market commentator on the ABC (TV and radio), Channel 7, Sky Business, CNBC and Bloomberg.

Known for his ability to clearly explain complex economic issues and market trends, Martin is passionate about a broad spectrum of issues and can confidently address an extensive range of topics – from big picture macroeconomics and current trends, to interest rates, investor strategy and what’s happening in key global markets.

Having literally grown up in the finance industry where he worked for school holiday pocket money, Martin has always been fascinated by the economy and investment markets. His financial career spans more than 35 years, having started on the Australian Stock Exchange trading floor in 1979 and he has held roles in Macquarie since 1994, including heading up the Asia institutional sales desk. He was appointed a Division Director of Macquarie Wealth Management in 2006.

He frequently gives presentations at conferences around Australia, providing a personalised approach to the key issues facing a specific industry group or business. When he is not addressing conferences or the media, Martin is advising clients on a full range of investments, portfolio construction and management, including both income and growth focused strategies.

He also devotes his spare time to not-for-profit groups and is a board member for The George Gregan Foundation. He spent nine years on the Juvenile Diabetes Foundation corporate fund raising committee with three as chairman and has emceed at the Gala Ball event.

Martin’s presentation will be broad based themes covering:

- Global macro outlook
- Australian macro outlook
- Disruption and changing consumer behaviour
- The influence of millennials and their spending habits

SPEAKER

Gary Horwitz

Managing Director Retail - Investment Management
Lendlease



“Technology and disruption are to be embraced however keeping the customer at the forefront of every decision is paramount to success.”

Gary has over 30 years’ experience in the retail industry. His passion for developing distinct retail destinations and enhancing public spaces, drives Gary to achieve strong returns to asset owners. Gary leads initiatives that enhance place-making and social sustainability across Lendlease’s retail asset management and urban regeneration portfolios.

During his time at Lendlease, Gary has consulted on various retail projects, and led multiple development and retail teams. He has successfully created unique retail precincts including award winning Lakeside Joondalup and Darling Quarter. Gary successfully managed the retail development bids on the Barangaroo and RNA Showgrounds projects and was instrumental in the vision and delivery of Melbourne’s greenfield regional shopping centre site, Craigieburn Central.

Over the past two years Gary has led the retail and ground plane component during the delivery of Australia’s largest Urban Generation project, Barangaroo South, a \$6 billion development. Opened fully leased with over 90 retailers it has captured the hearts and minds of commercial tenants, visitors and tourists to the precinct. Current redevelopment projects include newly opened Macarthur Square and Sunshine Plaza due for completion late 2018.

Prior to joining Lendlease, Gary was a successful retailer, having been part of the Australian retail landscape for over 20 years, as Founder and Director of popular homewares/food retail concept Bayswiss – which grew to a national chain of 30 stores.

Lendlease manages and develops retail assets across the globe with current assets under management in excess of \$10b.

Gary will lead us through Lendlease’s local and international expertise on how to successfully harness the constantly changing environment of retail. He will take us on a journey of how experiential retail, coupled with place creation, are key to the future of retail. Gary will also cover off key global retail drivers.

SPEAKER

Jonathon Ingle

Manager
EY Advisory



“Digital has enabled a mega-trend of our generation – transforming how everything is done. The way consumers discover and purchase products has forever changed; businesses must adapt or become irrelevant.”

Jonathon Ingle is part of Brisbane’s EY’s Advisory – Performance Improvement practice. An experienced supply chain and operations professional with senior leadership experience in Retail, FMCG, Agri, Food, Distribution and Manufacturing sectors.

Jonathon has worked with household retail names including Super Retail Group and Lorna Jane where he used his wide industry experience and emerging technology to design better solutions and improve business performance. Recently Jonathon has been engaged by a major international retailer to design a future state incorporating emerging technology to enhance their customer experience.

Jonathon’s presentation will touch on:

- Global/local trends in consumer activity
- Changing customer expectations and impact on: Service promise and Retail workforces
- In store tech – current status and future investment plans
- Future trends in retail tech
- Emerging customer 5 – 10+ years (Gen Z)

PANEL MODERATOR

Aaron Blackman

Founder & CEO
Retail Express



*“Creating **omni-channel** experiences that are effortless for consumers takes a lot of effort! Alongside traditional skillsets, every retailer now needs to be capable of organising massive volumes of data (customers, inventory etc) and using this to drive intelligent decisions and operations. A challenge for small and large operators alike.”*

Aaron is an IT Entrepreneur - the Founder & CEO of Retail Express, an international software company servicing the retail sector.

With his early career starting in product marketing where he worked for various global computer companies; he started his first online business in 2003, which later expanded into a multi-store retail business. Having sold that business in 2006, he then bootstrapped Retail Express as a software start-up; now a highly successful international software company with over 4000 customers, and the market leader in cloud-based retail management software.

Retail Express was established more than a decade ago by Aaron to solve the inherent limitations he was facing with operating software as a growing Australian retailer. Working in consultation with hundreds of other retailers, he pioneered the world's first cloud retail platform. To date Retail Express has helped drive over \$20B in Australian retail sales and it's industry expertise remains second-to-none.

With millions invested in R&D and deep partnerships within the local industry, Retail Express goes beyond just POS (Point of Sale) transforming the entire retail supply chain. Retailers get access to a single platform to optimise their sales & service, inventory & logistics, marketing & loyalty and business intelligence practices across all of their bricks-and-mortar and online stores.