

TOP RETAIL INFLUENCERS' MUST SEE LINEUP FOR RETAIL TECHNOLOGY SHOW

Kick-off Retail Technology Show 2023 by visiting some of the world's most innovative stores. Here are a few of our local favorites:

- **Lush Oxford Street**
175-179 Oxford St, London W1D 2JS, United Kingdom
- **The LEGO Store**
3 Swiss Ct, London W1D 6AP, United Kingdom
- **Fortnum & Mason**
181 Piccadilly, St. James's, London W1A 1ER, United Kingdom
- **Allbirds**
121-123 Long Acre, London WC2E 9PA, United Kingdom
- **Primark**
14-28 Oxford St, London W1D 1AU, United Kingdom
- **Liberty London**
Regent St., Carnaby, London W1B 5AH, United Kingdom

WEDNESDAY

THEATRE B

Achieving A Deeper Understanding Of The Metaverse And What It Really Means For Your Retail Business

Discover how the metaverse can impact your business. Learn about its opportunities, use cases, and threats. Evaluate whether it's a brand experience layer, transactional opportunity, new channel, or a shift in lifestyle. Prepare to enter the metaverse authentically and tie it back to the customer journey. Overcome key barriers to entry and predict how it will develop over the next three years. Understand its impact on retail marketing, revenue, and entertainment.

09:40 - 10:10 // 26. Apr 2023

HEADLINE THEATRE

Fireside Chat Interview: How Can Retail Leaders Ensure Their Workforce Can Truly Perform At Their Highest Level?

Discover the secrets of high performance with our podcast guests. Learn how to perform at your best and what retailers can learn from the sports world. Find out how to define high performance in retail and which retailers inspire us the most. Explore how to cultivate a high-performance culture and ensure your workforce has the right mindset. Learn about the journey of high performance and how to avoid common mistakes. Plus, discover how high performance will evolve over the next three years and what retailers can do to prepare.

10:50 - 11:20 // 26. Apr 2023

THEATRE A

Driving Competitive Advantage Through In-Store Experience

Learn how to create delightful experiences for your shoppers. Learn how to leverage your brand's DNA to drive meaningful experiences and gain a competitive advantage. Drive engagement and wallet share by offering immersive experiences in your stores. Assess which store technologies will delight customers and offer a return on investment. Establish best practices and measure the quality of your in-store customer experience.

1:45 - 2:15 // 26. Apr 2023

THEATRE A

Unlocking The Value Of Your Data To Drive Real Insight And Customer Loyalty

Learn how retailers can harness data to improve the customer proposition and add business value. Discover how to combine all your data for a deeper understanding of your customers. Find out how to use data effectively for personalization and customer experience. Move from data management to achieving real insights for intelligent decision-making. Explore how far retailers should go to clean their data and assess its vulnerability. Discover simple steps to build up customer data platforms more efficiently. Plus, learn which technologies offer the best ROI when managing your data.

15:05 - 15:50 // 26. Apr 2023

THURSDAY

THEATRE A

Fireside Chat Interview: Evaluating How To Minimise The Impact Of Returns To The Omnichannel Retailer

Discover the latest trends in customer returns and how to create an excellent returns policy. Learn how to weigh up whether to charge for returns and prevent returns abuse. Find out how to communicate your returns strategy to customers and collaborate with delivery partners to minimize costs. Reduce the environmental impact of returns and reach sustainability goals in a cost-effective manner. Manage returns from an omnichannel perspective and explore new technologies to reduce returns. Plus, learn how to set up an effective network to expedite returns and refunds.

10:20 - 10:40 // 27. Apr 2023

THEATRE B

Social Purpose is Good For Business – Unpacking The S Of ESG Within Your Payments and Checkout Strategy

Learn how retailers are responding to ESG demands in 2023 and how this has developed over the last three years of disruption and the current cost of living crisis. Discover what an effective social purpose strategy looks like for a retailer and what organizations are doing in this space, and find out why retailers should approach social purpose within their payments and checkout strategy. Explore how micro-donations enablement fits into businesses' social purpose agenda and its impact on communities, customers, and workforce. Plus, discover how social purpose will evolve over the next three years within retail payments and checkout and what retailers can do to prepare.

10:50 - 11:20 // 27. Apr 2023

THEATRE A

Sustainability Beyond Carbon Footprint: How A Positive Socio-Economic Impact Can Increase A Retailer or Brand's Perceived Value

Join RETHINK Retail's Head of Partnerships & Global Strategy, Paula Macaggi, and other industry experts as they explore how retailers and brands are making a positive impact in their communities. Learn about the methods and metrics they use to evaluate the success of their initiatives as well as effective ways to communicate sustainability initiatives to consumers. Plus, uncover the importance of social impact to consumers and what factors determine their willingness to pay a premium price for socially responsible products.

11:30 - 12:00 // 27. Apr 2023

HEADLINE THEATRE

Merging The Online And Store Experience Through Using Live Video To Engage With Store Colleagues And Drive Sales

Learn how to augment eCommerce with the human touch to drive customer experience and smart methods to retrain store colleagues to advise and demonstrate products over live video technology. Understand how to use the endless aisle in a bricks-and-mortar setting to increase sales opportunities as well as how to overcome technical challenges to ensure a smooth service. Plus, predict how technology will develop to capitalize on future opportunities.

11:30 - 12:00 // 27. Apr 2023



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