

RETAIL SUPPLY CHAIN & FULFILMENT SUMMIT NSW

LEVERAGING INNOVATION FOR MORE RESILIENT SUPPLY CHAINS

THURSDAY SEPTEMBER 11TH, 2025

DOLTONE HOUSE - DARLING ISLAND, SYDNEY



SPEAKERS



SUNTORY
OCEANIA

Ian Roberts

Chief Supply Chain Officer




Fantastic Furniture

Gavin Watson

Chief Supply Chain Officer



 **standard chartered**

Storm Dalati

Chief Operating Officer, Supply Chain & Strategic Change



R. M. WILLIAMS
EST. 1932, AUSTRALIA

Natalie Wood

Chief Merchandise Officer



GIORGIO ARMANI

Jonathon Keene

Head of Merchandise Planning



BEC + BRIDGE

Courtney Danks

Head of Merchandise Planning

KEY TOPICS

- Balancing business needs & stakeholder perspectives to drive supply chain resilience
- Driving continuous improvement in supply chain & operations through effective leadership strategies
- Aligning retail strategy & merchandise planning to support Smarter decision-making

WHO WILL ATTEND?

- Heads of Supply Chain
- Heads of Logistics
- Heads of Demand & Merchandise Planning
- Heads of Warehouse Management
- Heads of Operations
- Heads of Fulfilment

SUMMIT AGENDA

THURSDAY, 11TH SEPTEMBER

8:30 REGISTRATION, COFFEE & NETWORKING

9:00 WELCOME REMARKS FROM CHAIRPERSON

9:10AM ATTENDEE SPOTLIGHT

Sharing key challenges & considerations approaching towards 2025 peak retail season

9:30 PANEL DISCUSSION: BALANCING BUSINESS NEEDS & STAKEHOLDER PERSPECTIVES TO DRIVE SUPPLY CHAIN RESILIENCE

- Navigating cost pressures & disruptions in the current market to support wider business objectives
- Sharing effective stakeholder engagement strategies on a supply chain transformation journey
- Building a future-fit supply chain roadmap on a business continuity journey

Ian Robertson, Chief Supply Chain Officer, Suntory Oceania

Gavin Watson, Chief Supply Chain Officer, Fantastic Furniture

Storm Dalati, Chief Operating Officer, Supply Chain & Strategic Change, Standard Chartered Bank

Shyam Bajracharya, Chief Operating Officer, Instichu

10:10 CASE STUDY: RETAIL SUPPLY CHAIN SUSTAINABILITY

10:40 MORNING TEA & NETWORKING

11:00 PANEL DISCUSSION: DRIVING CONTINUOUS IMPROVEMENT IN SUPPLY CHAIN & OPERATIONS THROUGH EFFECTIVE LEADERSHIP STRATEGIES

- Prioritising efficiency in fulfilment, warehousing & logistics to support operational excellence goals
- Measuring the effectiveness of technology & automation in achieving productivity targets
- Developing workforce capabilities & skills in line with future industry innovation in fulfilment, warehousing & logistics

Kelly Hunt, Head of Operations, BABYBOO Fashion

Yelitza Guerra, Global Head of Operations & Technology, Rhino Rack, Clarus Adventure

Malay Shah, Head of Supply Chain, The Iconic

Atif Mahmood, Head of Supply Chain, Oxford Shop

Tracey Fulton, Supply Chain Manager, Nespresso

11:40 CASE STUDY: THE FUTURE OF RETAIL E-COMMERCE

12:20 LUNCH & NETWORKING



1:00 INTERACTIVE WORKSHOPS

1:40 PANEL DISCUSSION: ALIGNING RETAIL STRATEGY & MERCHANDISE PLANNING TO SUPPORT SMARTER DECISION-MAKING

- Understanding how external pressures are impacting the planning teams in 2025
- Defining what a good retail merchandise planning strategy looks like
- Upskilling planners to become more adaptable to shifting trends & changes in consumer behavior
- Using actionable insights & data to support the rest of the business
- Promoting brand resilience, stock efficiency and customer loyalty with stronger collaboration between marketing & retail & planning teams

Natalie Wood, Chief Merchandise Officer, R.M Williams

James Giess, Chief Product Officer, Jaycar

Jonathon Keene, Head of Merchandise, Giorgio Armani

Courtney Danks, Head of Merchandise Planning, Bec + Bridge

2:20 PRESENTATION: FUTURE-PROOFING RETAIL SUPPLY CHAIN WITH AUTOMATION

2:50 AFTERNOON TEA & NETWORKING

3:10 KEYNOTE: RETAIL SUPPLY CHAINS OF 2050 - UNDERSTANDING TOMORROW'S CUSTOMER TODAY

- Next Gen Supply Chains and what will change
- Sharing predictions on supply chain innovation
- Network design blueprint for maximum optimisation

James Lisica, Global Supply Chain Futurist

4:00 CLOSING REMARKS

4:10 NETWORKING DRINKS

5:00 EVENT END