

Retail Supply Chain Fulfilment Summit NSW 2025

11 September 2025  Doltone House Darling Island, Sydney

FEATURED SPEAKERS



Ian Roberts
Chief Supply Chain Officer

SUNTORY
OCEANIA



Storm Dalati
Chief Operating Officer, Supply Chain & Strategic Change



Gavin Watson
Chief Supply Chain Officer



Courtney Danks
Head of Merchandise Planning

BEC + BRIDGE



Natalie Wood
Chief Merchandise Officer

R. M. WILLIAMS
EST. 1932. AUSTRALIA



Jonathon Keene
Head of Merchandise Planning

GIORGIO ARMANI

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



Understanding the needs of tomorrow's customer today

WHO WILL ATTEND

Heads of Supply Chain

Heads of Planning

Heads of Operations

Heads of Distribution & Warehousing

Heads of Fulfilment & Last Mile Logistics

AGENDA 11th of September

8:30AM REGISTRATION & REFRESHMENTS

9:00AM WELCOME REMARKS

ATTENDEE SPOTLIGHT

Sharing key challenges & considerations approaching towards 2025 peak retail season

9:30AM C-SUITE OPENING PANEL

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 whilst managing increasing costs

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

Shyam Bajracharya, Chief Operating Officer, Instichu

10:10AM CASE STUDY

Driving Sustainable Fashion & Retail Supply Chains: Digital Collaboration & Transparency

Graham Jones, Sales Director, ANZ, Centric Software

10:40AM MORNING TEA & NETWORKING

11:00AM DEEP DIVE:

Infusing positive continuous improvement practices in retail and supply chain management

Arun Mandapaka, Head of Distribution & Logistics, Protective Industrial Products

11:20AM 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

12:00PM CASE STUDY

Exploring the Future of Retail E-Commerce in the constantly changing consumer landscape

12:30PM LUNCH & NETWORKING

1:10PM INTERACTIVE WORKSHOPS

- Agility through Supply Chain Planning: Navigating Demand Shifts in Retail Market Headwinds
- How relevant is data in modern supply chain decision making?
- Effectively managing warehouse automation in a retail supply chain setting
- Using AI in demand & merchandise planning to support actionable decision-making
- Building supply chain resilience through advanced demand planning strategies
- Future-proofing your supply chain: harnessing automation to drive agility, resilience, and growth

1:50PM 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 Electronics

Jonathon Keene, Head of Merchandise, Giorgio Armani

Courtney Danks, Head of Merchandise Planning, Bec + Bridge

2:20PM CASE STUDY

Key Insights from Customer Journey - The future of DC Automation & Robotics

2:50PM AFTERNOON TEA & NETWORKING

3:10PM KEYNOTE PRESENTATION

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 & Digital Transformation Strategist

3:40PM CLOSING REMARKS

4:40PM NETWORKING DRINKS

4:40PM EVENT CONCLUDES