

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

8:30AM REGISTRATION & REFRESHMENTS

9:00AM WELCOME REMARKS

9:10AM 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 Roberts, 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

Leveraging AI for Digital Collaboration & Transparency

Graham Jones, Sales Director, ANZ, Centric Software

10:40AM MORNING TEA & NETWORKING

11:10AM DEEP DIVE:

Infusing positive continuous improvement practices in retail and supply chain management

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

11:30AM 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

12:10PM CASE STUDY

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

12:40PM LUNCH & NETWORKING

1:20PM 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

2:00PM 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

2:40PM CASE STUDY

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

3:10PM AFTERNOON TEA & NETWORKING

3:30PM 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

4:00PM

CLOSING REMARKS FOLLOWED BY NETWORKING DRINKS

5:00PM EVENT CONCLUDES