



**TRB** The Retail Bulletin **2016**  
**INTERNATIONAL**  
**EXPANSION**  
**21 APRIL 2016**

**21 April 2016**  
**Cavendish Conference Centre**  
**22 Duchess Mews**  
**London W1G 9DT**

Organised by

**TRB** The Retail Bulletin

[www.theretailbulletin.com](http://www.theretailbulletin.com)

**Conference information**

Dear Delegate,

All of us at Retail Bulletin would like to welcome you to the International Expansion Summit. We hope you have an informative and inspiring day.

Expanding into overseas markets can certainly be challenging, but, if approached in the correct manner the rewards can be great.

Our research has shown that companies which are most successful in entering international markets are those which minimise risk and go to market as quickly as possible, but still remain agile in order to manage local variations and fast-changing markets.

Today our panel of leading international expansion experts from the retail sector will share with you their experiences of how they achieved this and give their recommendations for developing a strong multichannel strategy that delivers success.

Topics covered will range from global opportunities for retailers, emerging markets, logistics and how to localise a business to comply with the regulatory environment, to financing, developing strategic partnerships, and routes to market. And of course there will be case studies and panel discussions where speakers will reveal their own unique success factors.

The day is designed to be as interactive as possible, with time for delegates to debate and discuss the issues so please feel free to ask questions and share your thoughts and opinions throughout the day. There will also be an opportunity to network in the coffee and lunch breaks, and also at the end of the day.

We would like to thank our speakers for giving up their time to come and share their knowledge with us, and also our valued sponsors who have all helped to make the day possible.

Finally, we would like to thank you for making time to come and join us today. We would love to hear your thoughts on the conference at the end of the day so would be grateful if you could remember to complete our short feedback questionnaire before you leave.

Have a great day.

**Claire Knott**  
**The Retail Bulletin**  
**Conference Director.**

To facilitate interaction, we have set up the following hash tag on twitter: #TRBinternat You may have to manually search for Wi-Fi on your mobile device. If so, please use auditorium 1 or 2 and the following password: 12345cav

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**08.45 REGISTRATION AND NETWORKING**

**09.15 Chair's welcome and opening comments**  
**Neil Tunbridge, Advisory Board, IORMA**

**09.25 Analysts' Economic Overview Debate: Emerging trends and economic evaluation of the international market**

This session will discuss what UK retailers will need to know about the state of the markets when taking those first steps overseas, to help you answer such questions as:

- What are the market challenges and risks associated with emerging markets e.g. FX
- How to approach those regions that are politically inhibited e.g. Africa and Latin America
- What challenges do we face outside of Europe?
- How to prioritise new international markets and the practicalities of entering
- What are the success factors for market entry in key global retail hotspots

**Jon Copestake, Chief Retail & Consumer Goods Analyst, Economist Intelligence Unit**

**John Davison, Managing Partner & Vice President - Retail & CPG, Gartner**

**Anna Tokarz, Senior Banker, European Bank for Reconstruction and Development (EBRD)**

**10.10 The future of cash - earth's most popular payment mechanism**

The retail technology world is awash with innovation in the payment space under a variety of brands and guises. As retailers consider and execute on their international expansion plans, both global technological possibilities and local realities of how consumers transact must be carefully considered. When managed properly, cash can bring new opportunities to your overall retail payments proposition and improve competitiveness.

- Why cash enjoys a continued status as an important payment choice across the world
- How cash - although subject to very local and national factors - shares common, global characteristics
- Optimise your retail cash chain through four key principles: authenticate, secure, automate and accelerate
- Delivering significant benefits to the bottom line and enrich your international expansion plan

**Sion Roberts, EVP Global Retail, Glory Global Solutions**

**10.40 Retail Case Study: Implementing your brand delivery strategy to maximise engagement and optimise the customer journey**

- Seamlessly integrating the online and instore experience to meet customer expectations of your brand
- How do you replicate brand delivery to accelerate international retail growth?
- The importance of being brand rather than channel focused - thinking like a customer
- The role of the physical store - is it the most important element of the overall proposition?
- Clearly defining policy and principles to achieve effective brand delivery in multiple global markets
- Engaging the hearts and minds within to embed best practice learning quickly, consistently and effectively
- Providing staff in all markets (retail-owned and franchise) with effective retail/VM communications for increasing capability and driving brand performance

**Samantha Welsby, Former Head of Store Support, O2**

**Karl McKeever, Retail Consultant, Visual Thinking**

**11.10 NETWORKING COFFEE BREAK**

**11.35 Retail Case Study: 'Thinking globally, acting locally' - understanding why localisation is crucial Centralising vs localising**

- Identifying critical areas of localisation based on market differences and customer demographics
- How do you make the most of local markets?
- Should you invest in the infrastructure locally?
- The need to spend time on the ground - working with local retailers in each region
- Finding suitable local partners to take the risk
- Balancing consistency with localisation and expansion
- eCommerce - what do you need to do to localise your offer?

**Helen Barnish, Head of International Development, Hamleys of London**

**12.05 Panel Discussion: Building a successful and resilient global eCommerce strategy**

This session will discuss why no single eCommerce strategy can work across all regions but requires flexibility. Get it right and eCommerce can help retailers open up new sales and revenue opportunities via digital platforms in overseas markets.

Topics for discussion will include:

- How do you approach eCommerce 'region-by-region' - what are the barriers?
- eCommerce - how does it differ by markets?
- Expanding internationally through digital channels
- Top tips for pure play overseas - does one website do it all?

- eCommerce as a growth driver and a brand builder
- Cross-border eCommerce - making a successful market entry
- Update on international cross-border ecommerce platform - launched May 2015

**James Storie-Pugh, Head of Ecommerce - LamaLoLi, Global Brands Group**

**Natalie Kathleen, CEO & Co-Founder, The JIBS Life**

**Maddy Turley, former Head of International, Wiggle**

**Edward Donald, Omnichannel / eCommerce Retail Consultant, UKTI**

**Julian Wallis, Head of Sales - UK&I, Ingenico ePayments**

*This is an open Q&A discussion - bring your questions to us before the event or tweet them #TRBinternat*

12:50

#### LUNCH AND NETWORKING

13:50

#### Panel Discussion: What will international franchising strategy look like In 2025 - will it die out if it doesn't evolve?

- Implementing key strategies to help you grow your international franchise business
- The challenge of linking the 'franchise' and the 'owned' businesses
- Building strong partnerships and sharing international best practice
- Driving franchise profits through effective country choices
- How attractive is the offer to the franchisee - is bricks and mortar alone attractive?
- What criteria do franchisors and franchisees use when selecting a partner?
- What does international omnichannel mean for franchisees?
- How to become a nimble 'franchise' business
- Re-evaluating the traditional 'cost plus' model

**Gordon Drakes, Senior Associate - Brand Development, Field Fisher**

**Cheryl Clifford, Head of International, Hobbs**

**Louis de Bourgoing, International Director, WHSmith**

**Lee Braid, International Franchise Manager, M&Co**

**Chris Kelly, Vice President - International, Yankee Candle**

*This is an open Q&A discussion - bring your questions to us before the event or tweet them #TRBinternat*

14:35

#### Retail Case Study: How to stay true to your brand and replicate - as you expand globally

- The importance of being true to your brand
- The importance of building brand awareness
- Replicating the model whilst tuning into new markets
- How T2 stepped out of its domestic market and into the Northern Hemisphere

**Darren Williams, International Retail Director, T2 Tea**

15:05

#### NETWORKING TEA BREAK

15:30

#### Adding services at the point of interaction

In this presentation Epson will explore the market conditions and commercial issues driving the need to mobilise staff, increase customer interaction and cost-effectively deliver digital services at the point of engagement.

- What customers are telling us - commercial drivers and market conditions
- Moving from 'Function' based architecture to 'Services' based architecture
- De-cluttering the point of sale and reducing hardware dependency
- Assisted selling - mPos
- Utilising customers' own devices
- Trends towards cloud-based solutions
- Maintaining future flexibility to add new services
- Avoiding heavy back-end investment

**David Spratt, Head of Business Systems Sales, Epson UK Ltd**

16:00

#### Retail Case Study: Aldi and Lidl - standard bearers of successful internationalisation

- Deep dive into their business model and strategies - global learnings
- How limited SKU counts, private label proposition, highly efficient supply chains and store estates work to attract shoppers everywhere they trade
- Translating the business model, what are their success factors:
  - what do they do instore that works i.e. less products = easier for the shopper = price competitive
  - high quality and price aggressive - why this model works everywhere
  - organising the whole business according to two principles - less stock + less staff and an effective supply chain - how many suppliers do you need?

**Daniel Lucht, Global Research Director, ResearchFarm**

16:30

#### Chair's summary and closing remarks

#### DRINKS & NETWORKING

# Speaker Profiles



**Cheryl Clifford, Head of International, Hobbs**

Cheryl Clifford is Head of International for Hobbs Ltd, where she is responsible for leading Hobbs' international development and expansion. Her remit includes ensuring successful delivery of Hobbs-international strategy by optimising all channels and maintaining brand integrity in all markets. Cheryl's retail career prior to Hobbs has taken her to South East Asia, the Middle East and Australasia where she

has held a range of International positions for Mothercare & Early Learning Centre, Laura Ashley and Debenhams.



**Louis de Bourgoing, International Director, WHSmith**

Louis de Bourgoing is International Director at WHSmith, the leading worldwide news, books and convenience retailer. Listed in the London Stock Exchange, WH Smith has over 1200 stores in 20 countries operating in airports, stations, hospitals, malls and high street locations. WH Smith is active in more than 50 airports including London, Dublin, Copenhagen, Stockholm, Abu Dhabi, Doha, Mumbai,

Delhi, Kuala Lumpur, Shanghai, Bali, Sydney and Melbourne. Before joining WH Smith in 2010, Louis was COO of Lagardere Services for 20 years overseeing mainly their Asian, Pacific and North American operations.



**Darren Williams, International Retail Director, T2 Tea**

Darren Williams is the International Retail Director at T2, which was launched in Australia in 1996, where it now has an iconic and loyal following - Darren is charged with rolling out the retailer across the UK, USA and mainland Europe. He has experience across multiple genre of the retail industry, including leading the Argos business in London, and heading up the expansion of the Hotel Chocolat retail business

between 2009-2014. Darren has spent his entire career in the retail industry, having joined the Radio Rentals chain as a Christmas temp at the age of 17. He then moved onto fashion retail for many years, followed by the launch of Orange Retail, where he quickly progressed to his first Area Management role. He is committed to delivering world class levels of customer engagement in any business he works in, and has played a key or lead role in many progressive service success stories. Darren is also a keen supporter of the Retail Trust charity, and is currently Chairman of their annual fundraiser for the 2017 event.



**Chris Kelly, Vice President - International, Yankee Candle**

Chris Kelly is Vice President of International Brand-Marketing, Product & Retail Development for the Yankee Candle Company, a Division of Jarden Corporation. Chris is Canadian with a strong background in retail and brand development, having prior brand retail assignments at Hallmark Cards, Timberland, Champion Athletic and Nestle. He has been challenged with and is responsible for the initial

development of Yankee Candle-s international retail expansion strategy, through franchising, with a primary focus on EMEA and APAC regions. Yankee Candle has a highly successful network of +600 corporately managed stores in North America, and considers retail expansion internationally through a well-managed franchise network as a natural extension of this already established channel strategy.



**Helen Barnish, Head of International Development, Hamleys of London**

Helen Barnish is Head of International Development at Hamleys, joining in 2011 with the remit to expand Hamleys internationally through key strategic partners from the 5 stores trading in 3 markets at that time. Since then, Hamleys has contracted franchise partners in a further 18 markets across Europe, Middle East/Africa, Asia and Central America, and is currently trading 72 stores globally, with plans to

reach 100 by the end of 2017. New markets planned to open this year will include China, Colombia, Nigeria and Kazakhstan. Helen has specialised in retail franchising, operations and international development for the past 30 years working with brands including House of Fraser, Clarks Shoes, The Body Shop and Nokia.



**Lee Braid, International Franchise Manager, M&Co**

Lee Braid has been working in international franchise for over 15 years, and has been with M&Co since May 2011 to set-up and grow the international department as the company has expanded its international reach. M&Co, formerly known as Mackays, is one of the largest privately owned fashion retailers in the UK. It now operates over 300 stores including 22

international franchise stores in markets such as the UAE, Qatar, Bahrain, Bulgaria, Malta, Saudi Arabia, Kuwait, Pakistan, Libya and Oman.



**Natalie Kathleen, CEO & Co-Founder, The JIBS Life**

Natalie Kathleen is the CEO and Founding Partner of The JIBS Life footwear brand, where she leads the global manufacturing and distribution strategies. This is the second company she has launched in the US fashion accessories market. She grew her first brand, Sienna Ray & Co Handbags, from an independent start-up in Vancouver (Canada), to an international presence by utilising her creative director background

to build a brand demanding the exposure required to bridge multiple marketplaces. Natalie has 12 years experience building strong relationships with factories globally including USA, Brazil, and China. Her expertise in fashion wholesale, e-commerce and manufacturing has aligned her as strategic advisor to various luxury brands based in her home of New York City, as well as a delegate for national programmes such as Accessories Council of USA.



**Maddy Turley, Former Head of International, Wiggle &, eCommerce Consultant**

Maddy Turley has a wealth of international eCommerce experience from her former role as Head of International at Wiggle - a trail blazer in cross border eCommerce - where she set up the international function, defined the strategic direction, launched and subsequently traded 12 fully localised websites. Since starting her family in 2013, Maddy has

set up her own eCommerce consultancy and has worked with brands such as JoJoMamanBebe, Trainline, Forever New and Heathrow Airport, helping them with their international eCommerce challenges.



**Samantha Welsby, Former Head of Store Support, O2 (Telefonica UK)**

Samantha Welsby has a wealth of experience in delivering cohesive and consistent brand experiences within retailer-owned and franchise store operations, most recently as Head of Store Support for O2. During her time with the mobile phone retailer, she was responsible for designing and delivering visual excellence tools, which improved productivity and reduced overheads across 450 stores. In the course

of her impressive career she has worked in regional, store development and retail communications roles for retailers including Jessops, Knickerbox and Screwfix. An advocate of effective change management, she is passionate about the inherent commercial value that exists in developing retail teams to realise their potential.



**James Storie-Pugh, Head of Ecommerce - LamaLoLi, Global Brands Group**

James Storie-Pugh has over 13 years of international client and agency facing digital business experience, gathered across 5 countries. James started working with the global Microsoft digital marketing team, working hand-in-hand with Y&R to establish a digital global marketing strategy. Working then in Paris, he set-up and managed the UK division of a billion dollar

European eCommerce company, before heading to NYC to co-found his own eCommerce and digital marketing consultancy focusing on LatAm and the US. After which he successfully exited to take up a key strategic role within Global Brands Group, restructuring the 30+ million European children's wear DtoC business. In 2015, James has also launched a new venture helping to facilitate the internationalisation of brands and retailers, through digital sales channels while supporting the internal eCommerce operational set-up.



**Daniel Lucht, Global Research Director, ResearchFarm**

Daniel Lucht is the Global Research Director at ResearchFarm, where he leads a team of analysts and consultants. Part of his remit includes developing strategic content and new revenue streams, corporate planning and third party management. In his role he has worked with many leading EU retailers, FMCG companies and service providers to help develop and implement business strategies. He has

over a decade of experience in analysing the sector and identifying latest industry trends. Prior to working at a number of consultancies, he has also worked in the retail sector.

# Speaker Profiles



**Jon Copestake, Chief Retail & Consumer Goods Analyst, Economist Intelligence Unit**

Jon Copestake is the EIU's Chief Retail & Consumer Goods Analyst and is also the Editor of the Worldwide Cost of Living and Liveability Surveys. As Chief Retail & Consumer Goods Analyst, Jon guides the global retail and consumer goods products by writing a regular global outlook, checking individual country output and writing / contributing to special reports

that affect the sectors. Jon has worked on the Worldwide Cost of Living Survey since 1999 and manages the biannual city-to-city tool, as well as an annual ranking on which cities in the world are the most expensive, or the cheapest. He also manages the biannual liveability ranking which benchmarks 140 cities globally to assess which are the best, and worst, places to live.



**John Davison, Managing Partner & Vice President, Retail & CPG, Gartner**

John Davison is a Managing Partner and Vice President within Gartner Inc. He has received two Gartner research thought leadership awards for developing Gartner's 'Retail Strategic Technology Roadmap' and his work in Gartner's research on 'digitalisation'. John has over 30 years of experience in working within retailing and advising leading retailers across the on their business issues and technology strategies. He has also been a regular speaker at leading international events such as the National Retail Federation annual 'Big Show' in New York.



**Edward Donald, Omni-Channel / eCommerce Retail Consultant, UK Trade & Investment**

Edward Donald is an eCommerce and omnichannel specialist at UK Trade & Investment (UKTI), where he has developed the e-Exporting Programme for UKTI to accelerate the number of British companies that export using eCommerce. The programme aims to enable UK brands and retailers to sell to 80% of the world-s connected consumers and combines data

from multiple sources to help UK businesses identify demand overseas with the best selection of channels to meet it. A key pillar of the programme is the role e-marketplaces can play to increase the speed of internationalisation for British businesses. Edward is the former Head of Brand Content at Sony Group, Europe and has held management level positions at four leading brands and advertising agencies.



**Anna Tokarz, Senior Banker, European Bank for Reconstruction and Development (EBRD)**

Anna Tokarz joined the European Bank for Reconstruction and Development (EBRD) in 2006 as a Senior Banker in the Manufacturing and Services Team. She currently coordinates the Bank-s activity in the forestry and forest-products sector, including i) liaison with local players in EBRD countries of operations and foreign international investors; ii)

structuring of financing, including a wide range of debt and equity products; and iii) consultancy work and policy dialogue in the forestry sector. Anna-s clients range from large multinationals such as Mondi and Kronospan to local companies in CIS, CEE and SEMED regions. Prior to joining EBRD, Anna had extensive experience in commercial banking, including HVB AG; and prior to that a 10 year track record in the consulting industry leading inter alia market entry, strategy and localisation projects in Ukraine, Russia, Poland, Finland and France.



**Karl McKeever, Retail Consultant, Visual Thinking**

With over 25 years- experience working with major retailers, Karl McKeever has provided retail improvement advice to brands on every continent. At Visual Thinking, Karl has designed and implemented many ground breaking international training and development programmes for leading international retail brands and store groups. Karl has long

championed the need for more effective engagement, helping to transform shopping experiences and deliver retail performance improvement for stores in Latin America, the Middle East, China, South East Asia, and extensively throughout Europe.



**Siôn Roberts, EVP Global Retail, Glory Global Solutions**

Based at Glory Global Solutions headquarters in Basingstoke, Siôn Roberts is responsible for defining and delivering their retail strategy worldwide. He brings over twenty five years- experience in the

information technology sector, most of which has been gained serving the international retail industry and specifically store solutions. Originally starting out as a software engineer in retail store systems, Siôn moved into technical/development management, consulting, sales/marketing and commercial/executive roles within a number of large and small global organisations. Prior to joining Glory Global Solutions, Siôn was Group CEO at software consulting firm Ivar Jacobson International, and has previously worked for Electronic Data Systems (a division of HP) and ICL (now Fujitsu Services) in senior international management roles. At Fujitsu he formed and developed a new global business unit focused on in-store interactive technology. Siôn has significant experience in selling and delivering technology-based solutions to international retail brands, such as Marks and Spencer, Carrefour, Auchan, Safeway USA, Tesco, Waitrose, COOP Sverige and Karstadt as well as building and growing service businesses around the world.



**David Spratt, Head of Business Systems Sales, Epson UK Ltd**

David Spratt is responsible for Epson-s Business Systems Division in the UK. David joined Epson in 2013, bringing a wealth of management experience having worked for a number of major global IT companies. The retail sector represents the largest single market for Business Systems, with Epson solutions including receipt printing, colour labelling, loyalty coupon printing, and the exciting new TM-Intelligent and mobile solutions.



**Gordon Drakes, Senior Associate - Brand Development (Franchising and Multi-Channel Licensing), Field Fisher**

Gordon Drakes is a Senior Associate and commercial lawyer at Field Fisher, advising IP-rich businesses who wish to protect their brand and grow their businesses through multichannel routes to market, such as franchising, joint ventures, strategic alliances, eCommerce, agency and distribution. He specialises

in franchising and multichannel distribution, with a strong emphasis on international expansion. In the past year, he has advised a number of well known UK and international brands across a variety of sectors (with a particular focus on retail, food and beverages, services, leisure and healthcare) on their expansion into international markets such as India, Russia and the CIS, the Middle East, South America and the Far East. He also advises non-UK businesses on in bound expansion and / or pan-European sales and distribution strategies. His team is ranked by Chambers Global as one of the top two practices in the world - no other practice based in Europe features in the four ranking bands. It is also the only practice to feature in Chambers & Partners first tier for franchising in the UK.



**Julian Wallis, Head of Sales - UK&I, Ingenico ePayments**

Julian Wallis is the Head of Sales, UK&I at Ingenico ePayments, with whom he started his career with in 2009 when it was Ogone Payments Services, as the Country Manager for the UK. He has continued to build and lead the UK&I team after Ogone was acquired in 2013 by the Ingenico Group. Julian represents the interests of Ingenico and its clients on a

number of industry bodies, user forums and policy-making bodies and is happy to share his expertise in international payment options, omnichannel payments, ecommerce, PCI-DSS, fraud and more. He is very well established in the field of payments, having worked for a number of PSPs.



**Neil Tunbridge, Advisory Board Member, IORMA**

Neil Tunbridge is an IORMA Board Member and Director at PIVOT Commerce. He started his career in menswear merchandising at House of Fraser, before moving to Selfridges and latterly to omnichannel retailer Emma Bridgewater, where he was Head of Merchandising and Wholesale. Neil then spent 10 years working in the Middle East as Head of Retail at

GRMC Advisory Services, a custom research and advisory consulting practice - helping brands and retailers on their international journey, as well as doing large-scale feasibility and advisory best-practice work for many of the mall developers and operators. His final role before returning to the UK was as Sales Director of Tejuri.com, a government backed eCommerce marketplace platform - hired pre-launch he was responsible for on-boarding 200+ brands and incubating their 'Cross Border Programme'. More recently, Neil was instrumental in both planning and then helping to launch UKTI's Digital Export Strategy for the UK Retail Sector, the 'e-Exporting Programme'.

# Sponsors

Retail Bulletin Events have built a reputation for providing quality content and stimulating lively debate among peer groups at their events.

The Retail Bulletin's 7th Annual International Expansion Summit will provide a great backdrop for the sponsors to reinforce both their brand and knowledge, plus offers the opportunity to network with the UK's leading retailers. Sponsorship also includes marketing and editorial support, which greatly enhances the value of our sponsorship packages.

If you are a solution provider or consultant and would like to discuss the sponsorship opportunities at this event please contact:

Karen Howard on 01932 428376 or email [karen.howard@theretailbulletin.com](mailto:karen.howard@theretailbulletin.com)



Glory Global Solutions is the world's leading cash technology solutions company. Operating across the financial, retail, cash centre and gaming industries, businesses in more than 100 countries rely on our solutions to enhance staff efficiency, reduce operating costs and enable a better customer experience.

With more live cash solutions around the world than anyone else, we work in partnership with our customers to understand their challenges and what's required at the point of cash interaction. Our experts identify exact needs, establishing a framework of technology and process change that has a tangible effect on business results. This framework delivers a proven return on investment and sees new levels of customer engagement.

Today, our solutions are the catalyst to transform the bank branch, enabling new layouts and designs and creating customer-centric environments designed to improve the customer experience and increase product sales. We help optimise the 'Retail Cash Chain' to secure, automate and accelerate the flow of cash from the point of sale to the retailer's bank account. As the leading supplier of cash processing systems, including vault software, our coin and note processing solutions deliver the lowest cost per note metrics for our customers around the world.

Our 3,000 professionals and specialists around the world, plus a global network of distribution and service partners, deploy knowledge, skills, resources and technology, to ensure that cash moves seamlessly throughout operations, significantly reducing cost whilst transforming staff productivity.

Glory Global Solutions, formed in 2013, combines the former international businesses of Glory and Talaris. A global business, headquartered in the UK, Glory Global Solutions is a wholly owned subsidiary of GLORY Ltd. Built on a rich customer-focused, technology-driven heritage spanning almost a hundred years, GLORY is a pioneer in the development and manufacture of cash management, vending and automatic service equipment.

[www.gloryglobalsolutions.com/en-gb](http://www.gloryglobalsolutions.com/en-gb)

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Retailers are under pressure. Online retail has caused a drop in high street footfall, rents and rates are rising, and customers have ever-higher expectations of service and the retail experience. To stay ahead in today's fast-moving retail environment, you need technology that helps you manage costs, attract more customers and keeps them coming back for more.

Let us help. We have 45 years' experience of working with retailers to design intelligent products that help you boost your revenues, keep up with technology trends and improve customer service - all at affordable prices.

[www.epson.co.uk/gb/en](http://www.epson.co.uk/gb/en)

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# Sponsors



Our clients are ambitious, growing and leaders in their field - just like us. Whether you're a start-up or an established global organisation - we have the team, the time and the experience to help you navigate even the most complicated commercial challenges facing your business.

With offices in the UK and Europe and clients around the world, we can help you thrive in a global economy. Clients choose us because we understand their business, we've been in their shoes, and together we find solutions. It is our in-depth industry knowledge and down-to-earth delivery that means you can trust us to provide the best possible advice.

The legal landscape is constantly changing, as is the world we do business in - we stay one step ahead to ensure our clients do so too. Our entrepreneurial, tech-savvy thinking makes us the law firm of choice for innovators. The statistics speak volumes: We have over 400 lawyers, 77 of whom are ranked as leading individuals in Chambers UK 2015. We are ranked in 61 practice areas in The Legal 500 UK 2014 and are recognised in many other European directories.

We talk in sectors - technology, media and communications; life sciences and healthcare; energy and natural resources; hotel and leisure; financial institutions; public sector and serious injury. We know these industries like the back of our hands. But it's not just about providing award winning, cutting-edge advice, it's about taking the time to develop exceptional working relationships with our clients. We are flexible, personable and have moulded our business strategy around helping our clients succeed.

And it's about our relationships with each other - we pride ourselves on our FieldFisher community. We are a caring, sharing bunch with huge numbers involved in corporate responsibility. We promote diversity, encourage innovation and endorse collegiality every step of the way.

[www.fieldfisher.com/expertise/franchising](http://www.fieldfisher.com/expertise/franchising)

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Ingenico ePayments is the online and mobile commerce division of Ingenico Group. We connect merchants and consumers, enabling businesses everywhere to go further beyond today's boundaries and creating the future of global commerce. As industry leaders since 1994, our innovative spirit drives us forward across all channels. We are the trusted partner of over 65,000 small and large merchants who rely on us to make payments easy and secure for their customers. With advanced data analytics, fraud management solutions and cross-border commerce expertise, we help merchants optimise their business and grow into new markets around the world.

[www.ingenico.com/ePayments](http://www.ingenico.com/ePayments)

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Forthcoming Events 2016



**Social Media Forum 18th May**



**Customer Engagement Summit 8th June**



**Payment Roundtable 16th June**



**Mobile Retailing Masterclass 16th September**



**Supply Chain Forum 22th Sept**



**HR Summit 5th October**

For event speaker opportunities please contact Claire Knott

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