



All times below are in CET (GMT+1).

## Tuesday 30 May 2023

10:00 – 18:00      Registration Open

8:00 – 8:30      Continental Breakfast

8:30 – 9:00      Welcome and Store Tour Briefing

*Mark Wohltmann, Director, NACS Global*

9:00 – 15:00      Ideas 2 Go – Dublin  
Bus Store Tour

### Session Description

Our expert-led bus and walking tours will take us to sites from global brands like Circle K, Spar and Texaco, local giants like Maxol, Centra and Avoca, as well as drawing inspiration from local single-store heroes. You'll learn how to leverage the latest foodservice strategies to sell fresh, immediate consumption using high-quality ingredients in a competitive market.

Here's the preview of what you'll experience during our **Ideas 2 Go Bus Tour in Dublin** on Tuesday, 30 May, 13:00 – 17:00:

- An inside look at crafting excellent food experiences
- Repeat traffic: Attracted by premium coffee offers, coming back for doughnuts (and more!)
- Upscale neighborhood shopping
- Exploring innovative technology solutions, including unmanned stores, self-checkout and automated back-office to help address labor challenges
- The evolved motorway station: No longer just a stop for toilets
- Foodservice success from an award-winning retailer

The store tours will end with our **Welcome Reception**, where you can continue networking and sharing ideas and discussing trends with other forward-thinking executives and industry leaders.

15:00 – 16:00      Refresh and Transportation Downtown Dublin

15:00 – 17:30      Ideas 2 Go – Dublin  
Walking Store Tour

## Session Description

Our expert-led bus and walking tours will take us to sites from global brands like Circle K, Spar and Texaco, local giants like Maxol, Centra and Avoca, as well as drawing inspiration from local single-store heroes. You'll learn how to leverage the latest foodservice strategies to sell fresh, immediate consumption using high-quality ingredients in a competitive market.

17:30 – 19:00      **Welcome Reception at Fallon & Byrne**

## Wednesday 31 May 2023

8:00 – 16:00      **Registration Open**

9:00 – 9:10      **Welcome**

*Mark Wohltmann, Director, NACS Global*

9:10 – 9:40      **Global Strategic Industry Issues: Impact on Ireland**

*Henry Armour, President & CEO, NACS*

## Session Description

Convenience retailers encounter minimal regional-specific or country-specific challenges. Instead, every nation undergoes a distinct phase in the life cycle of each issue at any moment in time. The President and CEO of NACS will share insights from the most recent NACS Global Strategic Industry Issue Lifecycle Survey and how they apply to Europe as a whole and Ireland specifically.

9:40 – 10:25      **Inflation – Strategies & Tactics**

*Paul Martin, Chairman Global Retail Group & UK Head of Retail, KPMG*

## Session Description

Many younger leaders of our industry have ever experienced an era of high inflation. From short term business tactics to long term strategic planning, this economic situation needs specific care and knowledge. Paul will share with us how to excel in an era of high inflation, knowing that the past 2 decades of low cost of capital were merely an anomaly, not the norm.

10:25 – 10:55      **Networking Break and Exhibit Stands**

10:55 – 11:40      **The Future of Labour**

*Laure Charpentier, Principal, Retail and Consumer Goods Paris, Oliver Wyman*

*Alister French, Partner, Retail & Consumer and Digital London, Oliver Wyman*

### Session Description

Finding skilled labour, training long-term employees and dealing with a low wage sector already had its challenges before COVID. Then the great resignation led to the biggest disruption of the labour market globally that we have seen for some time. Oliver Wyman will talk to us about the labour market is predicted to change and what our industry needs to be aware of.

11:40 – 12:25

### Retailer Case Study 1

*Anne-Laure Plettner, Group Growth Formats Executive Director, Carrefour*

### Session Description

From hypermarkets to small stores, the France headquartered Carrefour Group operates it all. The small footprint outlets are run within Carrefour by a department, fittingly called “Growth Formats Sector”. Anne-Laure will share with us how the success story behind Carrefours small formats and what the future holds.

12:25 – 13:30

### Lunch and Exhibit Stands

1:30 – 14:15

### EV – How to Play the Game

*Florian Nägele, Partner, McKinsey & Company*

### Session Description

Is there an end to fuel? If so, when? How fast? When will I need to act? And how? Where can I learn from? There are so many questions about the future of EV. And McKinsey will help us understanding what indicators we can use to prepare ourselves correctly and timely for this immense disruption of our industry.

14:15 – 15:00

### Threats and Opportunities from AI in Retail

*Mark Wohltmann, Director, NACS Global*

*Mark Goldspink, CEO, The AI Corporation*

*Frank Gleeson, Region President/CEO Northern Europe, Aramark*

*Gray Taylor, Executive Director, Conexxus*

### Session Description

Latest research predicts that half of current jobs will be made obsolete by Artificial Intelligence. While there are various dystopian predictions concerning AI’s impact on humanity, it is also anticipated to have significant positive effects on healthcare, job security, and future

business models. How does this bode for the convenience retail industry? Out panel of experts will discuss the extensive use of AI with impressive outcomes as well as their outlook, apprehensions, and optimism about a future driven by AI.

**15:00 – 15:30      Networking Break and Exhibit Stands**

**15:30 – 16:15      The Future of Payments**

*Callum Godwin, Chief Economist, CMSPI*

#### **Session Description**

First there was cash... then there was card... then there was a digital wallet on a phone... then on a watch... And now it is pay by biometrics. What's next? And how does the consumer use what's available and adapt to what's being offered? Hear from payments experts on what's possible today and where you need to focus on for tomorrow.

**16:15 – 17:00      Retailer Case Study 2**

*Hilmar Hübers, COO, Lekkerland SE*

#### **Session Description**

Germany's second largest retailer successfully implemented not just one small store concept, but three, taking a leading position in the German Convenience Retail market. A smart move to acquire Germany's largest small store delivery wholesaler just completed that success story. Whilst petrol stations will have to compete with other energy providers in future, this will impact footfall and impact the convenience business. Lekkerland/Rewe will share their view on this change and how they want to enable their customers, becoming better Convenience retailers.

**17:30 – 19:00      Networking Reception at the Royal Dublin Society Concert Hall**

## **Thursday 1 June 2023**

**8:00 – 12:00      Registration Open**

**9:00 – 9:10      Welcome**

*Mark Wohltmann, Director, NACS Global*

**9:10 – 9:40      Learning from Around the World**

*Henry Armour, President & CEO, NACS*

#### **Session Description**

Convenience retailers have a clear opportunity to regularly scan the world stage to understand how retailers in markets with more mature

life cycles have successfully or unsuccessfully addressed an issue. With this knowledge, they can adapt and apply these insights productively to their unique circumstances. Henry will discuss what we've discovered and observed through our NACS Global events worldwide and how European retailers can use this knowledge to improve their bottom line.

9:40 – 10:25

### **Retailer Case Study 3**

*Carlos Arenas Cadena, CEO, FEMSA Proximity Division (OXXO)*

#### **Session Description**

21,700 stores makes OXXO one of the largest Convenience Retail brands of the world. Whilst most of these are located in Mexico and Latin America, the acquisition of Valora brought this retail giant to Europe. We will hear from their CEO about their success story of “opening a store a day”, what their new investment means for the European market and what comes next.

10:25 – 10:55

### **Networking Break and Exhibit Stands**

10:55 – 11:40

### **The Future of Nicotine**

*Can Kuterdem, Vice President Strategy and Program Delivery Europe, PMI*

#### **Session Description**

New Zealand has become the first country to implement a yearly increase in the minimum age of smoking, making it illegal to sell tobacco products to anyone born on or after 1 January 2009. Additionally, tobacco products are required to lower their nicotine content by 95%. Meanwhile, vaping, with and without nicotine, is being promoted. Does this represent the future of nicotine delivery? Our category experts will offer their perspectives on what lies ahead and examine potential trajectories of our industry.

11:40 – 12:25

### **NIQ Sign of the Times: Consumer Values Redefined**

*Regan Leggett, Executive Director – Thought Leadership & Foresight, NIQ*

#### **Session Description**

The way consumers are defining and seeking value has changed. In this presentation we explore the fundamental value shifts that are changing the face of consumer behavior. Our priorities mold our daily decisions, but we believe recent disruptions have shifted the foundational bedrock of what consumers value most in life. This report will highlight the new world order of “worth”, mapping the changed value models borne out of consumers' shifted outlook in 2023.

12:25 – 13:30	<b>Lunch and Exhibit Stands</b>
13:30 – 14:15	<b>NACS European Leader of the Year Award Winner Interview</b> <i>José Barreiro, Executive Director Mobility Iberia, Repsol</i>
14:15 – 15:00	<b>Bathrooms</b> <i>Mark Wohltmann, Director, NACS Global</i> <i>Marielle Romeijn, Co-Founder and Chief Brand Officer, One Hundred Restrooms</i> <i>Carlo Caldi, Founder &amp; Managing Director, CAMPO Group</i>
	<b>Session Description</b> A requirement by law? An evil necessity? A footfall driver? A profit center? A differentiation factor? Our discussion with top operators of next generation bathrooms will review the dreaded petrol-station-outside-round-the-building-big-key-ring toilet and how it has evolved into a place of relaxation, rejuvenation, and refreshment. We will explore the direction this trend is taking and how we can leverage it to our advantage in the c-store landscape.
15:00 – 15:30	<b>Networking Break and Exhibit Stands</b>
15:30 – 16:15	<b>NACS European Store of the Year Award</b> <i>Henry Armour, President &amp; CEO, NACS</i> <i>Brian Donaldson, CEO, Maxol Limited</i>
16:15 – 16:45	<b>What we Saw and What we Learned</b> <i>Henry Armour, President &amp; CEO, NACS</i>
16:45 – 17:00	<b>Wrap Up and Barcelona Teaser</b> <i>Mark Wohltmann, Director, NACS Global</i>
18:45 – 23:30	<b><u><a href="#">NACS European Convenience Retail Awards Reception and Gala</a></u></b>

## Friday 2 June 2023

7:00 - 10:00	<b>EMEA Committee Meeting</b> (invited NACS committee members only)
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