

CONFERENCE SESSIONS (*pre-registration required)

ALL TIMES PST

*TUESDAY MAY 11	*WEDNESDAY MAY 12
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KEYNOTES (AUDITORIUM)

<p>8:00am-8:30am PST (11:00AM - 11:30AM EST)</p>	<p align="center">KEYNOTE</p> <p>GROCERY LEADERSHIP REDEFINED: LEADING WITH PURPOSE TO DISRUPT YOUR ORGANIZATION AND SEIZE EMERGING OPPORTUNITIES. Being purpose-driven was a compelling leadership imperative due to changing consumer beliefs, increasingly digital shopping habits, new employee mindsets, and a fundamental shift in the definition of the corporation itself. This humorous and insightful session will inspire and inform so you can identify and incorporate behaviours that will help you stay ahead and stay on top. Presented by Ron Tite, Purpose Driven Leadership & Marketing Expert</p>	<p>8:00am-8:30am PST (11:00AM - 11:30AM EST)</p>	<p align="center">KEYNOTE</p> <p>THE ENVIRONMENT AND THE CANADIAN FOOD CONSUMER. Although COVID-19 has been the dominant story for 2020 and 2021 thus far, climate change is the defining challenge of our time. How do consumers view this challenge and what actions are they willing to take when it comes to their eating and shopping habits? Joel Gregoire of Mintel will examine how as businesses look to do their part for the planet, the consumer cannot be left out of the equation.</p>
<p>8:35am-9:05am PST (11:35AM – 12:05PM EST)</p>	<p align="center">KEYNOTE</p> <p>FORMATS AND STORE DESIGN – WHAT’S DRIVING RETAIL INNOVATION? When looking at retail across the globe, there are clear indicators that the industry is changing at an accelerated pace. We’ll look at the macro trends impacting the retail industry, from demographic and societal changes to the role of technology and the growth of e-commerce to the impact of the pandemic on shopper behaviours. We then provide examples of a wide range of innovative grocery concepts with a focus on examples from small to mid-sized chains that demonstrate what the future of retail will look like. The examples provide a practical roadmap to what it will take to win at retail in the future. Presented by Neil Stern, Good Food Holdings and Amanda Lai, McMillanDoolittle</p>	<p>8:35am-9:05am PST (11:35AM – 12:05PM EST)</p>	<p align="center">KEYNOTE</p> <p>RELENTLESS ADAPTATION IN THE AGE OF COVID-19. While many leaders might feel helpless at this point in history, there is an opportunity to pivot and become an organization, and a leader, the country needs right now—no matter what sector you are in. Digital maverick, entrepreneur Amber Mac addresses four technology trends in a state of acceleration during COVID-19, as well as a blueprint for coping during this unprecedented time. Using real-world examples of organizations and individuals who have adapted, Amber’s talk is part practical, part inspirational, and all relevant.</p>

WORKSHOPS (AUDITORIUM)

9:10am-10:15am PST (12:10pm – 1:15pm EST)

<p>Policy/Issues</p>	<p>9:10am – 9:40am PST (12:10pm – 12:40pm EST)</p> <p>MEMBER & POLICY UPDATE with Tom Shurrie, and Gary Sands, CFGI. An overview of the key</p>	<p>Consumer insights</p>	<p>9:10am – 9:40am PST (12:10pm –12:40pm EST)</p> <p>ENGINEERING A WINNING CUSTOMER EXPERIENCE: 8C’s Model of Customer Experience Will be Used as a Framework.</p>
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	issues and concerns facing the sector and independents.		Presented by Neil Stern, Good Food Holdings and Amanda Lai, McMillanDoolittle
HR/Staffing	9:45am – 10:15am PST (12:45pm – 1:15pm EST) SOLUTIONS TO THE LABOUR SHORTAGE IN OUR SECTOR. B.C. is facing a labour shortage with close to 1 million expected job openings by the year 2025. The grocery and retail industries already feel the strain. Finding and keeping talent is something that every manager wrestles with. However, some retailers, including Buy-Low Foods, London Drugs and smaller retailers, are securing talent by adopting more inclusive and accessible employment practices. Presented by Trish Kelly, The Presidents Group	Demographic insights	9:45am – 10:15am PST (12:45pm – 1:15pm EST) REDEFINING CUSTOMER EXPERIENCE THE MOST IMPORTANT METRIC OF BUSINESS. Today, two-thirds of a company's competitive edge comes from how a consumer interacts with it, and more than 40% of all data analytics will involve customer experience in the coming years. Digital maverick, entrepreneur Amber Mac interprets how new technologies, changing societal values, the emerging dominance of AI, and a whole slew of other megatrends are shifting customer expectations. The true winners in this post-digital, disruptive age are the ones who realize they are in the customer experience business, and Amber's engaging, informative, and contemporary new business talk will help you redefine your business' mission for tomorrow's hyper-competitive marketplace.



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SHOWROOM MEETINGS (any time)

TUESDAY: **10:00am – 5:00pm PST** (1:00pm – 8:00pm EST)

WEDNESDAY: **10:00am – 4:30pm PST** (1:00pm – 7:30pm EST)

12pm – 12:30pm PST (3pm -3:30pm EST)

MIX AND MINGLE
GALA AUDITORIUM
ALL WELCOME

12:30pm – 1:30pm PST (3:30pm – 4:30pm EST)

***INDEPENDENT GROCER OF THE YEAR AWARDS**
GALA AUDITORIUM
***Preregistration req'd**

EDUCATION CENTRE SESSIONS (available on-demand 24/7; May 11-June 9)

Presented by



INDEPENDENTS

Competing as an Independent: From highlighting local to using your social media channels with **Neil Stern, Good Food Holdings and Amanda Lai, McMillanDoolittle**

CONSUMER TRENDS

Grocery IQ 2021: Taking Stock of Grocery Shopper Attitudes and Behaviours. EnsembleIQ shares results from a comprehensive study of Canadian shoppers conducted in late 2020. Presented by **Beth Brickel, EnsembleIQ**

BASKET SIZE

Understanding the Concept of 'Flow and Focus' (and Build Your Average Transaction Size) presented by **Harold Lloyd, Harold Lloyd Presents**

STORE MANAGERS

The Two Sides of the Leadership Coin: Employee Recognition and Progressive Discipline **presented by Harold Lloyd, Harold Lloyd Presents**

GROCERY POLICY

Hot Topics from the Grocery Aisle: From the Code to sustainability, an overview of the biggest issues in grocery, presented by **Sylvain Charlebois**, Agri-Food Analytics Lab, Dalhousie University

UPDATED APRIL 5/21

SEE YOU IN TORONTO AT GIC 2021!



GROCERY INNOVATIONS CANADA 2021: TUESDAY, OCTOBER 26 & WEDNESDAY, OCTOBER 27, 2021



GROCERY & SPECIALTY FOOD WEST 2022: MONDAY, APRIL 25 & TUESDAY, APRIL 26, 2021