

WORLD RETAIL CONGRESS



HILTON PARK LANE
LONDON

12-14 MAY 2025

WORLDRETAILCONGRESS.COM

FASTER

BOLDER

SMARTER

THE NEW RETAIL GROWTH DRIVERS



World Retail Congress is the unrivalled annual meeting place for the global retail industry's most senior leaders, stakeholders and advisors.

Leaders who attend World Retail Congress represent many of the world's most iconic brands, the most innovative retail concepts and the fastest growing organisations. Each year, the Congress aims to address the most pressing issues and opportunities facing retailers in all markets and to share and discuss solutions that will deliver positive change.

No other global retail event is created with such in-depth support and guidance from retailers. Our Advisory Board of CEOs who collectively represent over \$210 billion in annual revenues and employ over 1.2 million people globally across 89 countries are an integral part of the building of the programme and of whose time and expertise I am particularly thankful

The 2025 edition explores the theme of **Faster, Bolder, Smarter: The New Retail Growth Drivers**. Growth is a constant goal for retailers, but the shifting dynamics of consumer behaviour, new technologies and emerging models mean organisations must adapt quickly, with confidence.

Throughout my conversations with the industry, the clear message is that although the market remains tough, retailers across the world are focused on building sustainable, smart growth to meet the needs of their customers and increase their share of an increasingly competitive environment.

With innovative learning forums including store tours led by CEOs, thought-provoking and inspirational main stage sessions, interactive breakouts and workshops, presentations of exclusive research and deep-dive case studies and more, you will leave knowing more about the future retail landscape and how your business needs to meet those challenges.

Best regards,

IAN MCGARRIGLE
FOUNDER AND CHAIRMAN | WORLD RETAIL CONGRESS



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YOL PHOKASUB
CEO
CENTRAL RETAIL
CORPORATION

FIRST CONFIRMED SPEAKERS

Here are just a few of the incredible names taking to the stage next May.



LEONIE FOSTER
COO | SELFRIDGES



SCOTT FYFE
CEO | DAVID JONES



NANDITA SINHA
CEO | MYNTRA AND
FLIPKART FASHION



KEN MURPHY
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**JUAN CARLOS
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CHAIRMAN | TAKKO
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**RAYMOND
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RITUALS COSMETICS



JAMIE SALTER
CEO AND CHAIRMAN |
AUTHENTIC BRANDS



TODD SNYDER
FOUNDER | TODD SNYDER



PATRICK LASFARGUES
VP INTERNATIONAL
PARTNERSHIPS |
CARREFOUR GROUP



ESHITA KABRA
FOUNDER | BY ROTATION



CAROLIN KLAR
CEO | BONPRIX



**WILLIAM
GORDON-HARRIS**
CEO | KNOOPS



RAMI BATIÉH
CEO | MORRISONS



**STEFAN
VANOVERBEKE**
RETAIL MARKETS
MANAGER | IKEA GROUP



JOY XU
GROUP CHIEF PEOPLE AND
CULTURE OFFICER | DAIRY
FARM INTERNATIONAL

YOUR VISIT

World Retail Congress day-by-day

MONDAY 12th MAY

2:00pm – The World Retail Congress Flagship Store Tours are your opportunity to be guided through some of the most inspirational retail concepts in the city by those leading the businesses. Hear directly from CEOs of London's iconic flagship stores and take on lessons from the shopfloor.

Tours will start from the Hilton, Park Lane at 2:00pm. Transport will be provided.

Spaces are reserved for retailers only and are restricted so sign up early to avoid disappointment.

Full schedule of store tours to be announced.

17:30-19.30 – Following a full afternoon learning in great retail locations around the UK capital, join your peers for an evening of relaxation and networking at our Opening Reception at the magical Fortnum & Mason.

The World Retail Congress Opening Reception is the ideal location to unwind in the company of your peers, in a setting ideally designed to deepen connections and prepare for the coming days of learning and sharing! Join us.

This special event will take you behind the scenes of Fortnum & Mason where you will be treated to a VIP gastronomic experience. Delegates will be able to taste, test and sip Fortnum's most famous food and drinks, while connecting with colleagues from around the world.

TUESDAY 13TH & WEDNESDAY 14TH MAY

The World Retail Congress plenary stage opens at 9am on Tuesday and will run a full schedule of events until 5:30pm each day.

There are a number of private evening functions taking place on both days.

We recommend planning your stay in London from Monday 12th May – Thursday 15th May.

2025 THEMES

In 2025, the World Retail Congress agenda will focus on the drivers for growth for a successful retail business in today's landscape.

Our key content pillars focus on the factors that retailers need to consider across their operations in order to find smart, sustainable growth and meet the demands of their customers, employees, stakeholders and communities.

CONSUMERS

Explore how new consumer behaviours are driving retailers to respond to new actions, new desires and new needs. Learn how top retailers are going where their customer is and connecting with new customers in exciting and different ways.

TECHNOLOGY

Dive into the ways in which new technologies are driving forward a fast-moving landscape of competition and innovation. Join sessions that explore how retailers are harnessing technologies that serve the business; allowing you to identify and implement the technologies that are truly game-changing.

TEAMS

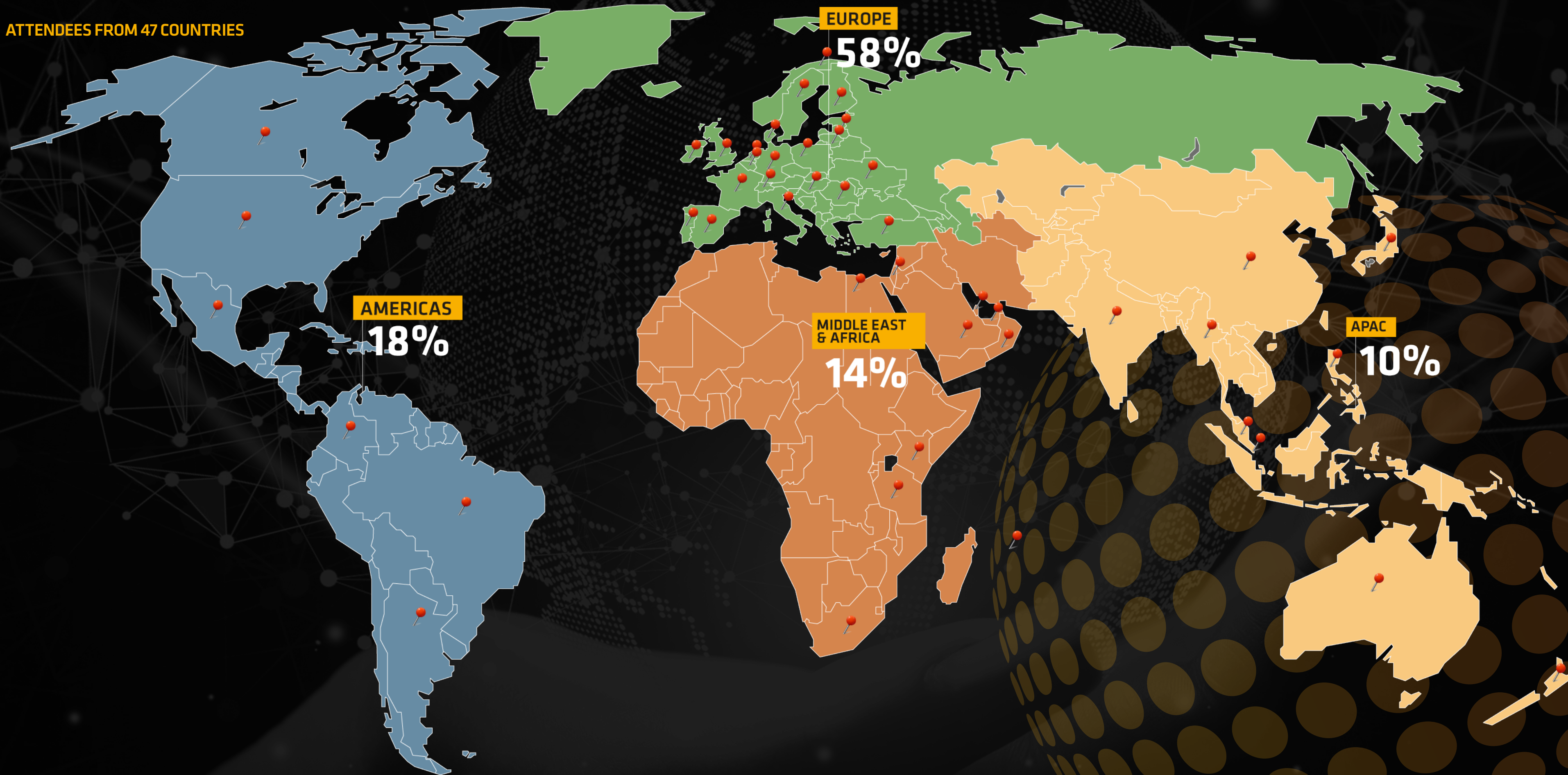
People and talent will always be at the heart of a successful retail business. This pillar explores how retailers are recruiting, retaining and supporting top-class teams that are skilled and energised to build organisations fit for the future.

MODELS

New models are driving retailers to adopt different channels, new ways of working and new ways of interacting with consumers. Sessions will highlight the resilient, dynamic and sustainable models that are powering growth on- and off-line.

WHO WILL BE THERE

ATTENDEES FROM 47 COUNTRIES



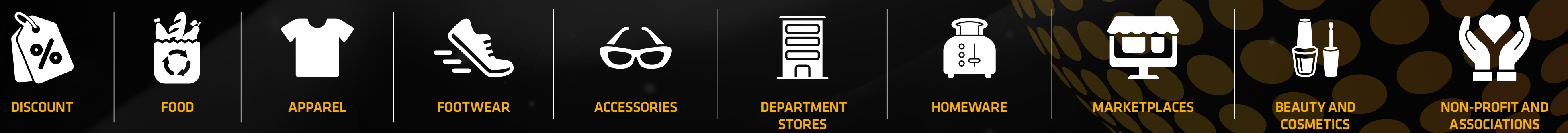
Argentina | Australia | Bahrain | Belgium | Canada | China | Colombia | Denmark | Egypt | Finland | France | Germany | Hong Kong | Hungary | India | Indonesia | Ireland | Israel | Italy | Japan | Kenya | Latvia | Lithuania | Malaysia | Mauritius | Mexico | Netherlands | New Zealand | Norway | Oman | Panama | Philippines | Poland | Portugal | Romania | Saudi Arabia | Singapore | South Africa | Sweden | Switzerland | Thailand | Turkey | Ukraine | United Arab Emirates | United Kingdom | United Republic of Tanzania | United States

WHO WILL BE THERE

PAST ATTENDEES



ACROSS THE FOLLOWING SECTORS



WHAT TO **EXPECT** ON-STAGE

Sessions at World Retail Congress are interactive, peer-focused and action-oriented, ensuring that you are taking away practical lessons from every moment.

WAKE UP WITH THE RETAIL LEADERS

Join in this lively, interactive session to kick off your day in the right way: surrounded by peers and focused on solving the future challenges for retail. Expect to be pushed and challenged and take away practical lessons to apply to your business tomorrow.



DOWNLOADS

These short 15-minute presentations are designed to be original, provocative, challenging and transformational. They are straight-to-the-point sessions, designed to inspire and excite as each expert speaker will present a game-changing idea or initiative.

DEBATES

Panel conversations are a vital part of the Congress agenda and allow leaders to dive into key retail areas, provide tangible takeaways and encourage learning, knowledge-sharing and debate. Always moderated by an expert voice to ensure panels are focused, these sessions bring together a number of viewpoints to truly represent the voices of the industry.

BOARDROOMS

Boardroom sessions have been designed for retailers to share their experiences, insights and concerns with fellow retailers, focused around key research or questions. These sessions will be "issue" based - allowing participants to deep-dive into a single problem or challenge – so there is sure to be a group focused on your key concern!



THE FUTURE RETAIL CHALLENGE

Student teams will present their findings and solutions as they take on a key retail challenge in front of our line up of expert judges and you - the World Retail Congress audience. Be inspired by the thinking of the next generation and hear how the teams from Hong Kong, New York, London, Lille, Amsterdam and Turin tackle a vital topic...



WHAT TO **EXPECT** OFF-STAGE

World Retail Congress is so much more than talks and presentations. Connecting with peers in new environments is essential to the learning provided by attending this peer forum.

CURATED FLAGSHIP STORE VISITS LED BY BRANDCEOs

Retailer delegates will have the unique opportunity to experience an intimate, dedicated tour of a flagship store led by the brand CEO. This visit will give a first-hand view of how to achieve high performance in physical retailing, operations and customer experience.

MONDAY 12TH MAY



OPENING RECEPTION

The World Retail Congress opening party will be hosted at the iconic Fortnum & Mason Piccadilly store, giving delegates the opportunity to unwind, relax and connect whilst enjoying a rare and special experience.

MONDAY 12TH MAY



WHAT TO **EXPECT** OFF-STAGE

RETAIL LEADERSHIP ACCELERATOR PROGRAMME

The Leadership Accelerator Programme has been specifically designed for those individuals nominated by their organisation as the future leadership of the industry. The programme is comprised of closed-door sessions on key topics around leadership, strategy and technology. This structure is designed to allow conversations to flourish among the group and more specific training follow from the conversation outcome.



WORLD RETAIL CONGRESS HALL OF FAME

Approximately 80 of the world's leading retail figures will attend an exclusive dinner to celebrate three individuals selected to join the WRC Hall of Fame. Those inducted into the Hall of Fame will be honoured on-stage too, sharing their key insights from an illustrious career.

WEDNESDAY 14TH MAY



WHAT TO **EXPECT** OFF-STAGE

INTERNATIONAL WOMEN IN RETAIL RECEPTION

First launched in 2017, the Women in Retail Reception at WRC brings together senior women from across the global retail industry to celebrate success, share experiences, network and connect. The event provides the perfect opportunity for mentoring, discussion and the presentation of the Woman of the Year award.

TUESDAY 13TH MAY



EXCLUSIVE RESEARCH

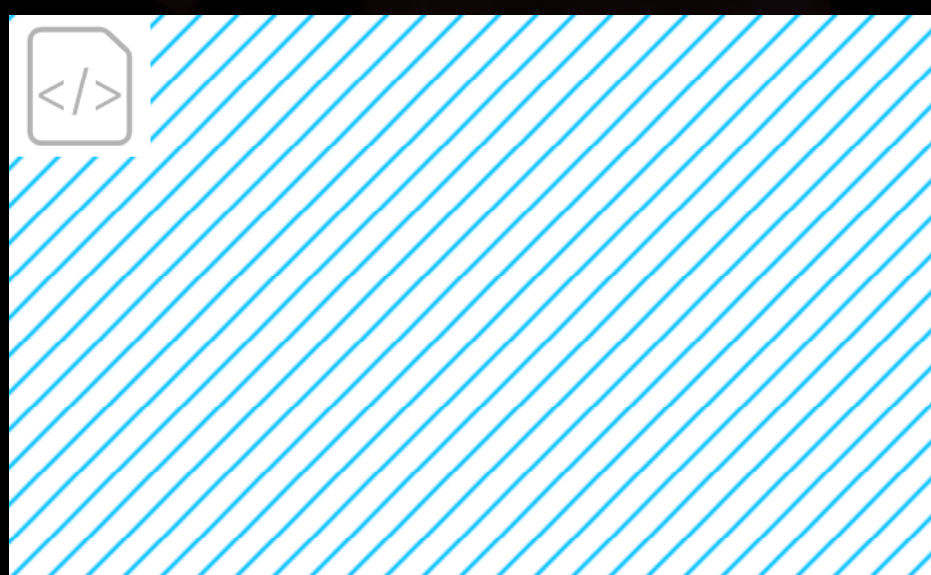
To ensure attendees come away with actionable intel, we work with knowledge partners to publish exclusive reports around the key themes of the Congress. Attendees get first access and the opportunity to hear the research discussed on stage.



HEAR FROM OUR DELEGATES

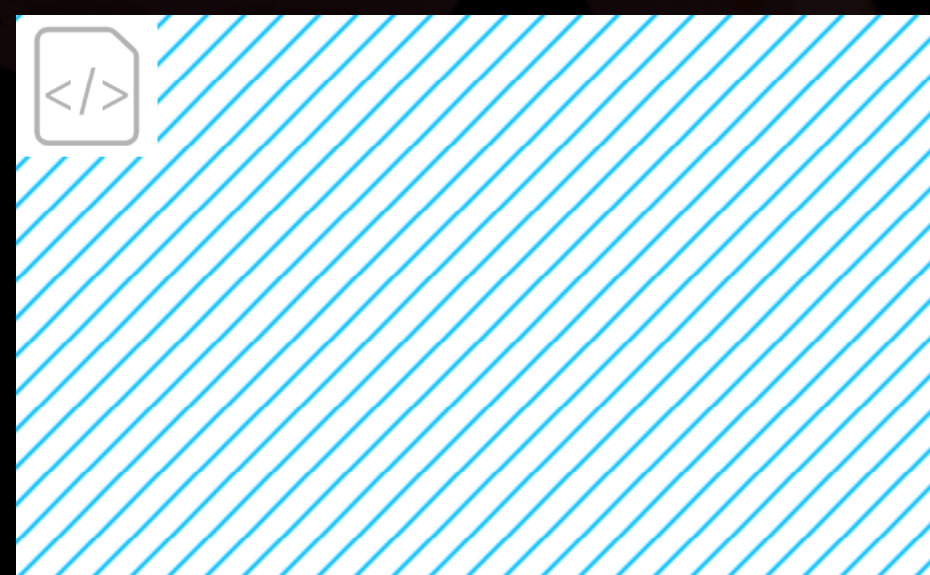
The World Retail Congress brings together peers from the world's most inspiring retailers and brands to connect, share and learn. A curated environment that allows serendipitous meetings and quality time with senior leaders.

No other global retail event is created with such in-depth support and guidance from retailers and in particular our Advisory Board of CEOs who collectively represent over \$200 billion in annual revenues and employ over 1.1 million people globally.



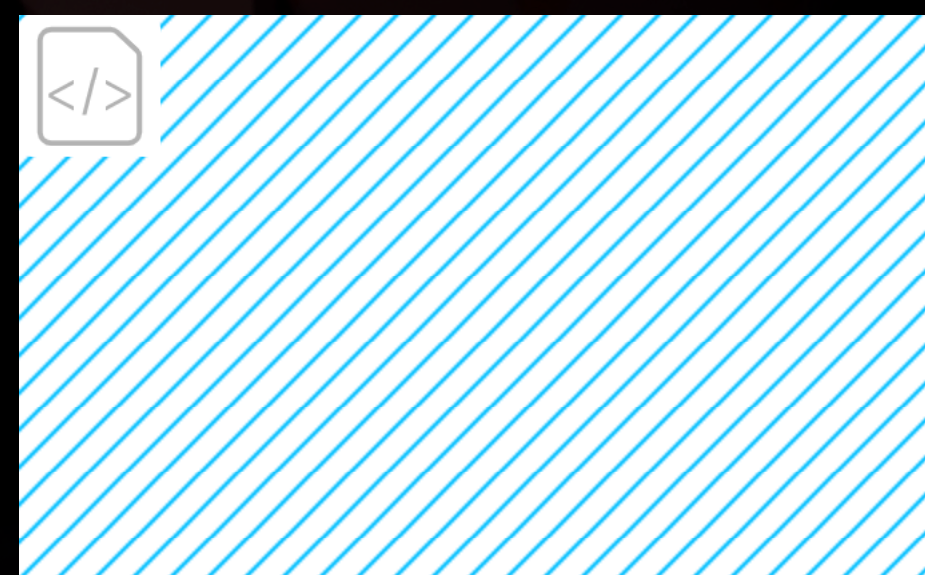
It's been amazing to hear from so many legendary leaders across retail globally with so many learnings. It is also great to network with so many different people - many of whom I've wanted to meet for a long time

**Danni Peirce | CEO
7-Eleven, Dairy Farm International**



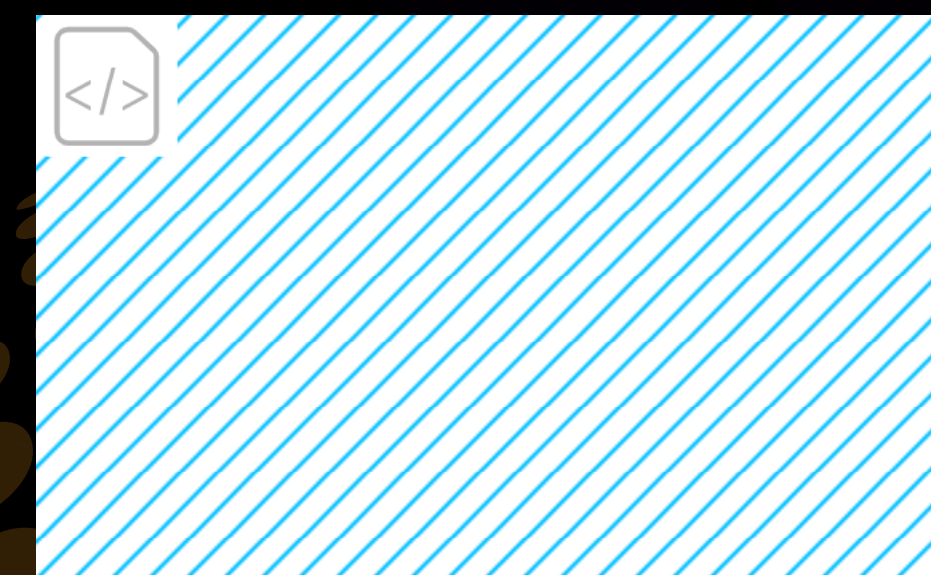
You should come to the Congress to reenergize yourself and think a little out-of-the-box about what's going to happen across retail in the immediate future

Marc Vicente | Group Digital Director | Kingfisher



It's always a brilliant event in bringing people from around the globe together... this is the time when I can meet many of my former clients, hear how things are going within their business and help to make connections across the board and across the globe.

**Jenny Aylwin | Managing Director and Partner |
Boston Consulting Group**



My advice to people thinking about attending the Congress is that they should come with an open mind and in listening mode because this is where you will really connect with new ideas that you can take back to your organisations.

**Sanjay Luthra | Executive Vice President,
EMEA and Global DTC | Mattel**

HIGHLIGHTS FROM OUR 2024 CONGRESS IN PARIS



ATTEND

AS A RETAILER DELEGATE YOU WILL ACCESS

- All main stage content sessions, as well as streamed tracks and workshops
- The World Retail Congress Opening Reception hosted at Fortnum & Mason on 12th May
- London's flagship store tours where you will be welcomed and guided by the executive team of each brand (12th May) This visit will give a first-hand view of how to achieve excellence in physical retailing, operations and customer experience
- Early access to the strategic reports and exclusive content produced for the Congress delegation
- Opportunities for networking with your peers at curated sessions throughout the Congress
- Food & Refreshments
- Preferential room rates at the Hilton Park Lane

PRICING

RETAILERS:

Autumn Retailer Rate | Expires 30th January

£1,995 +20% VAT

Winter Retailer Rate | Expires 1st April

£2,195 +20% VAT

Full Price Retailer (final)

£2,495 +20% VAT

NON-RETAILERS:

Only 25 tickets are made available for non-retailers

Each ticket is **£7,000** (+VAT).

As of 1st December only

10 tickets remain!

BOARDROOM PACKAGE

Make real business impact through your attendance at World Retail Congress.

The boardroom package has been designed in conjunction with previous attendees and the Advisory Board to give you the best value attendance option. Teams have used World Retail Congress to ensure they maximise their connections and learnings from attending.

Included in every package:

- 5 Retailer delegate passes
- 1 place on the Retail Leader Accelerator Programme (application required)
- 1-hour access to private meeting room per day
- Concierge service to arrange retailer introductions on-site
- Preferential room rates at the Hilton Park Lane
- London's flagship store tours where you will be welcomed and guided by the executive team of each brand (12th May) This visit will give a first-hand view of how to achieve excellence in physical retailing, operations and customer experience

PRICE - £10,000*

*Price not inclusive of VAT

THE VENUE

World Retail Congress 2025 will be held at the beautifully, recently renovated, Hilton on Park Lane.

Debuting in 1963, the hotel was the first Hilton to open in the UK. Overlooking Hyde Park, within half a mile of Green Park and Buckingham Palace the Hilton on Park Lane is one tube stop from the London Eye and Big Ben, offering the perfect base for the Congress activities.

All delegates for World Retail Congress are entitled to a discounted stay across the three days of the event. **Book now and save!**

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GET IN TOUCH

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