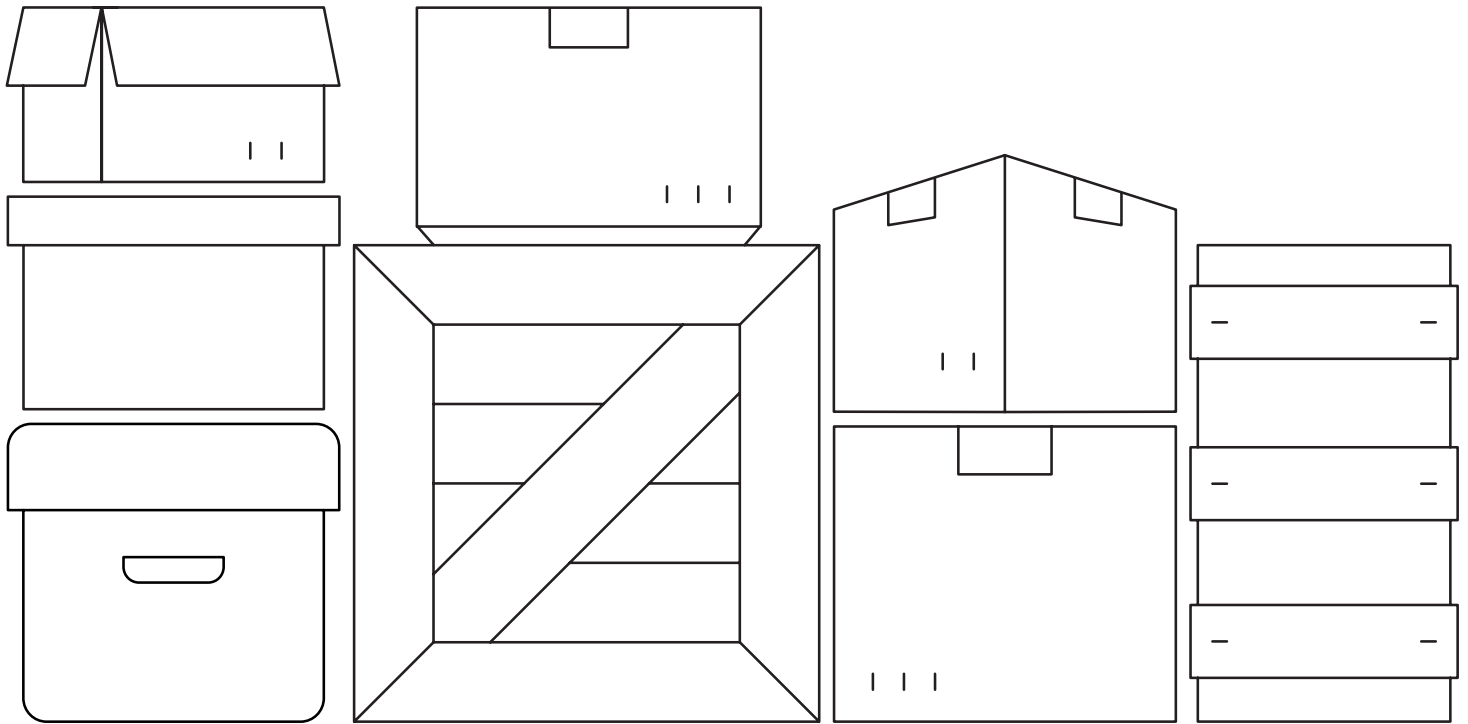


HOMEDELIVERY

WORLD EUROPE 2020



19–20 March 2020, RAI Amsterdam

THE EVENT FOR RETAIL LOGISTICS

2020 SPONSORS



TITLE



DIAMOND



PLATINUM



GOLD

CREATED BY

www.terrapinn.com/HomeDeliveryEurope



2020 VISION

After 7 incredible years in the US market, Home Delivery World is coming to Europe! Amsterdam will be hosting the inaugural show. Don't miss the industry-defining event for last mile logistics in Europe.

The show is dedicated to uncovering innovative solutions for European retailers, manufacturers and grocers facing challenges shipping domestically and cross border through the last mile, white glove services and grocery eCommerce.

Primary topic themes include:

- Parcel
- Heavy Goods
- Grocery
- Data & Analytics
- Urban Logistics
- Cross Border

Sponsors from Home Delivery USA included **XPO Logistics, SEKO Logistics, Rakuten Intelligence, C.H. Robinson, PTV, USPS, Canada Post** and many others who are excited about growing with us internationally.

Sponsors for Home Delivery World Europe already include **Caribou, Bringg, Graphmasters, Rhenus, Trimble Maps, Urbantz and Milkman.**

We have secured over 4,000 sq. m. of expo space at the RAI Amsterdam to provide the best possible platform to showcase your solutions to the European eCommerce market and continue to drive the industry forward.

Join over 2,500 retailers, grocers, manufacturers & solutions providers as we showcase and embrace innovation in last mile, eCommerce supply chain, warehousing, intralogistics, packaging, distribution, inventory management, omnichannel and city mobility.

We'll see you in Amsterdam!



Angela Hultberg
Head of Sustainable
Mobility
IKEA



FEATURED TOP SPEAKERS



Ben Farrell
Head of Central
Operations and Transport
John Lewis



Andrea Lombardo
Head of EMEA Logistics
and Distribution
LUXOTICA



Lars Ryssel
Director, CastleGate
Fulfillment Europe
wayfair



Hans-Christoff Dees
COO
DEDON



Ludovic Holinier
Chief Executive Officer
louis delhaize



David Kestermans
Digital Transformation
Director
Carrefour



Richard Leveling
Innovation Manager,
eCommerce Operations
cn



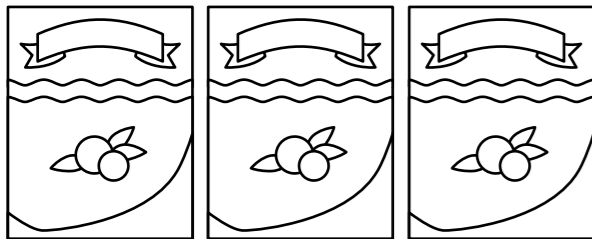
Joost Poelgeest
Director Logistics
Infrastructure
bol.com



Graeme Carter
Group Vice President,
Order Fulfillment and
Distribution
Avon

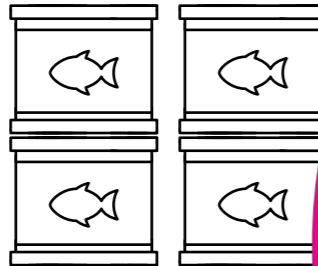
AVON

GROCCERS/PERISHABLES SHIPPERS

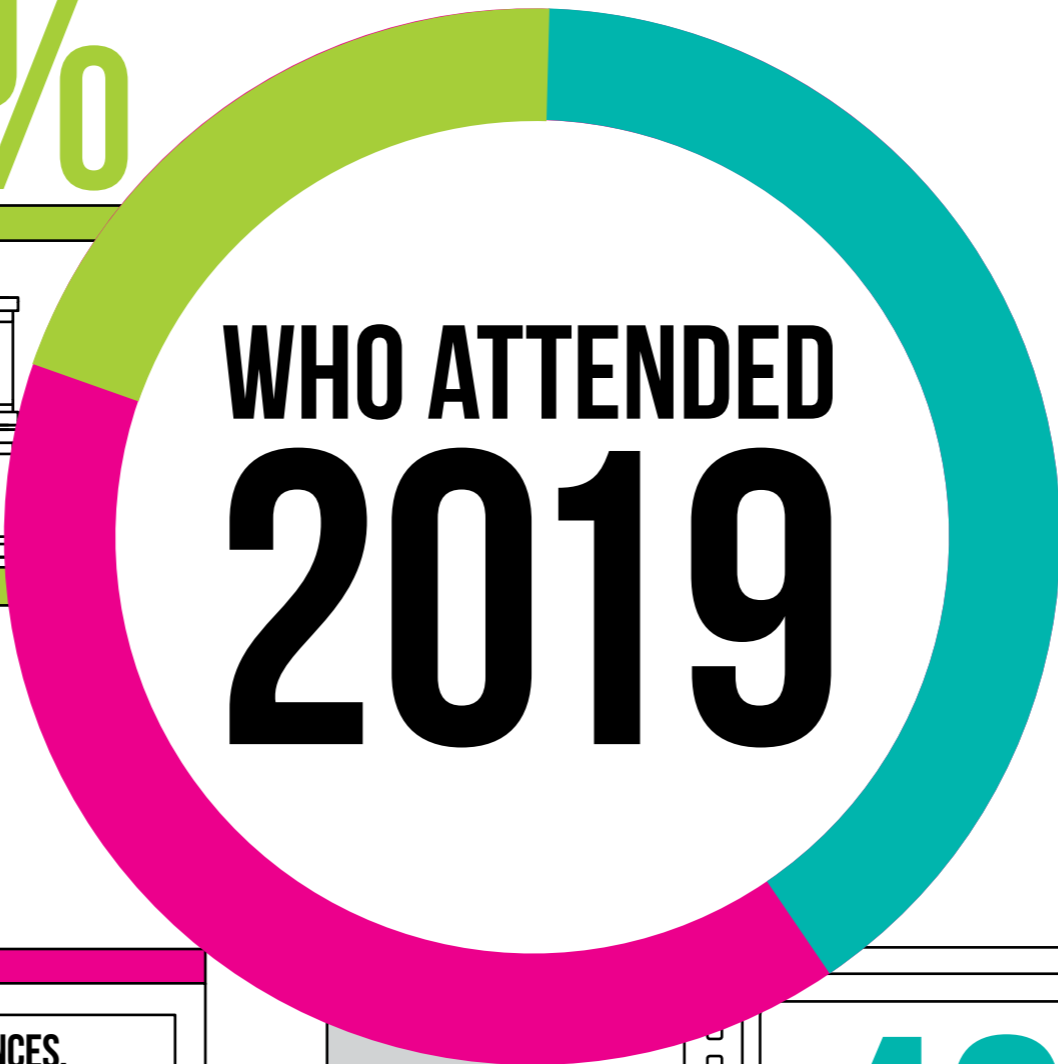


27%

- SUPERMARKETS
- ONLINE GROCCERS
- FOOD DELIVERY SERVICES



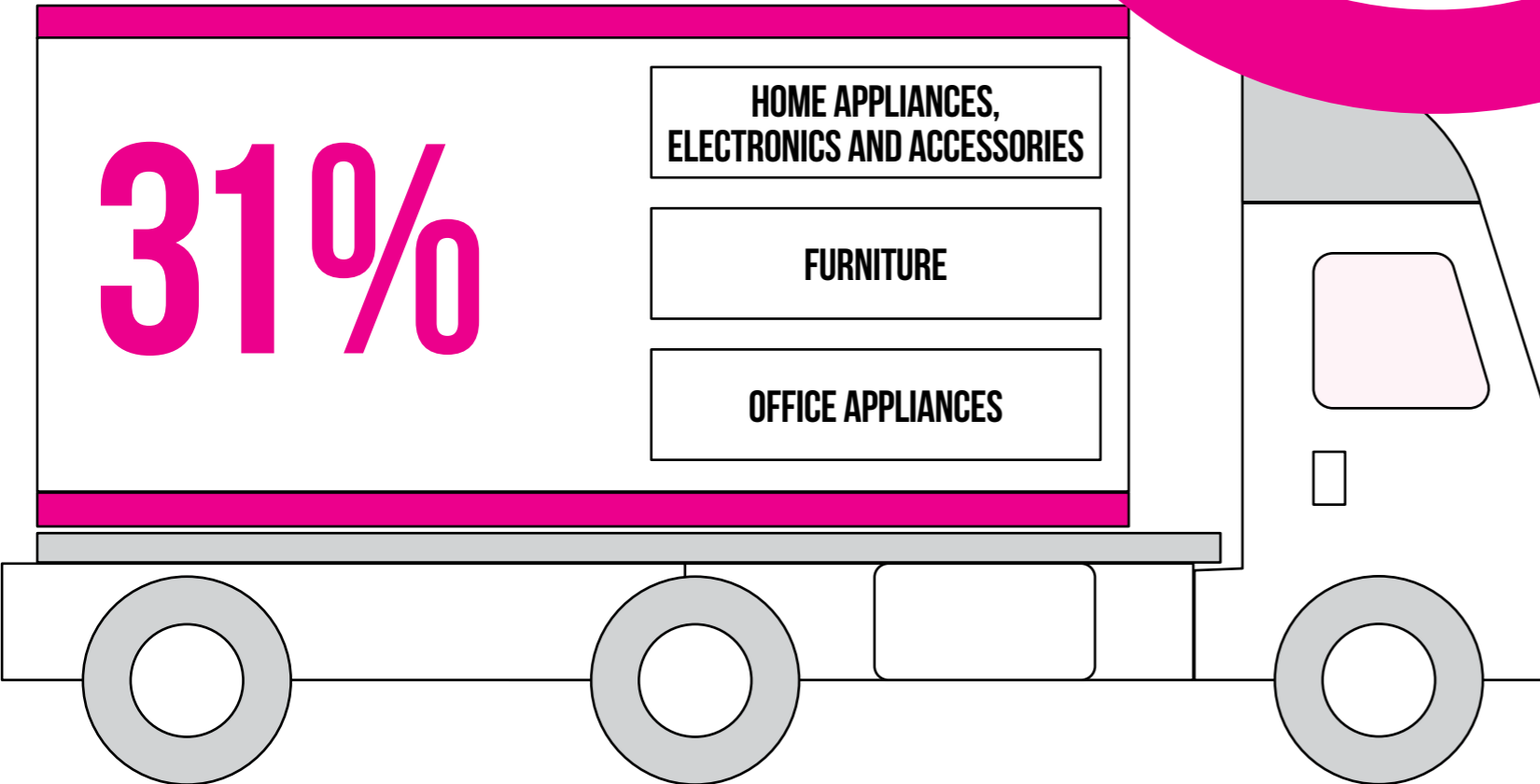
WHO ATTENDED 2019



HEAVY GOODS SHIPPERS

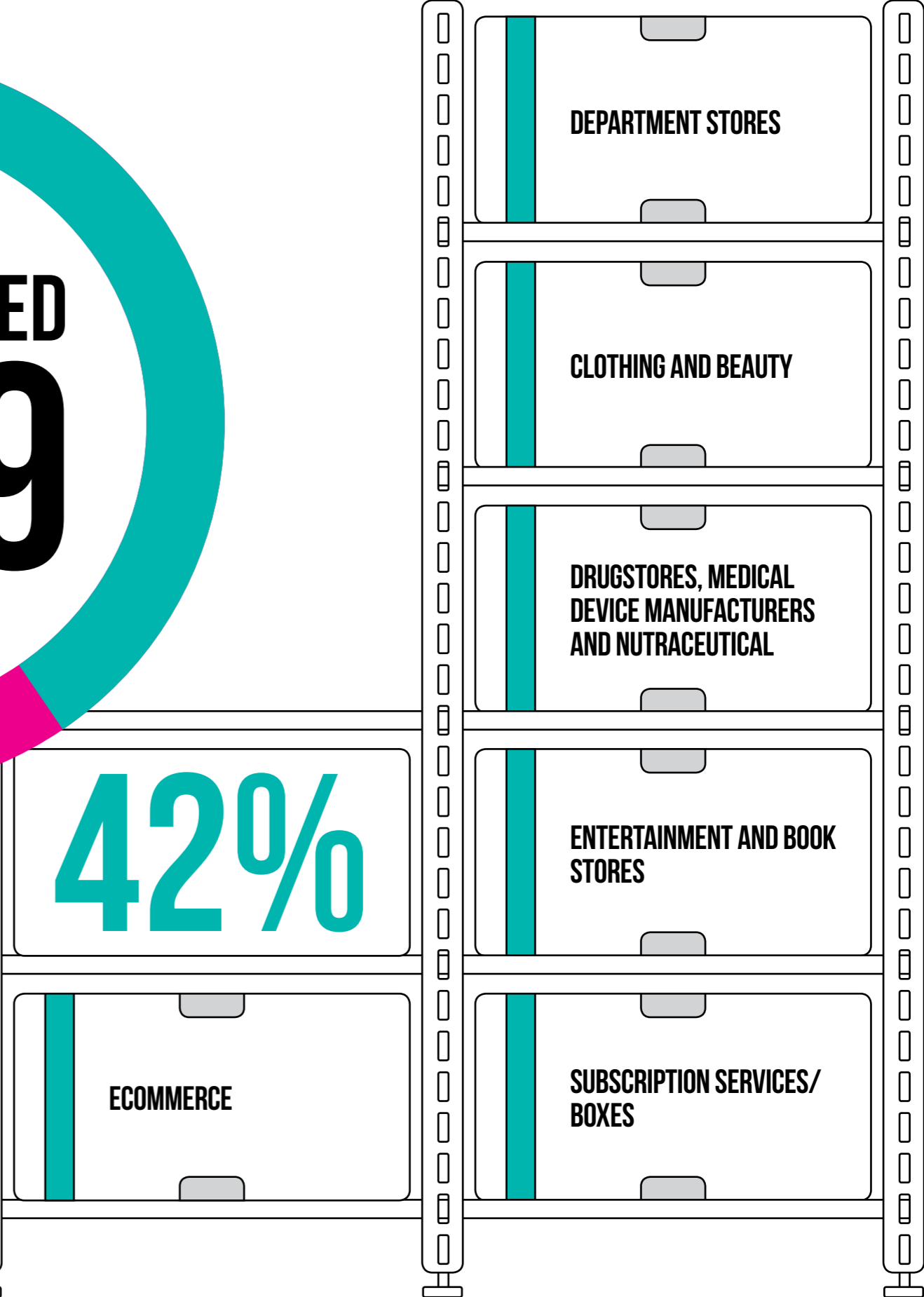
31%

- HOME APPLIANCES, ELECTRONICS AND ACCESSORIES
- FURNITURE
- OFFICE APPLIANCES

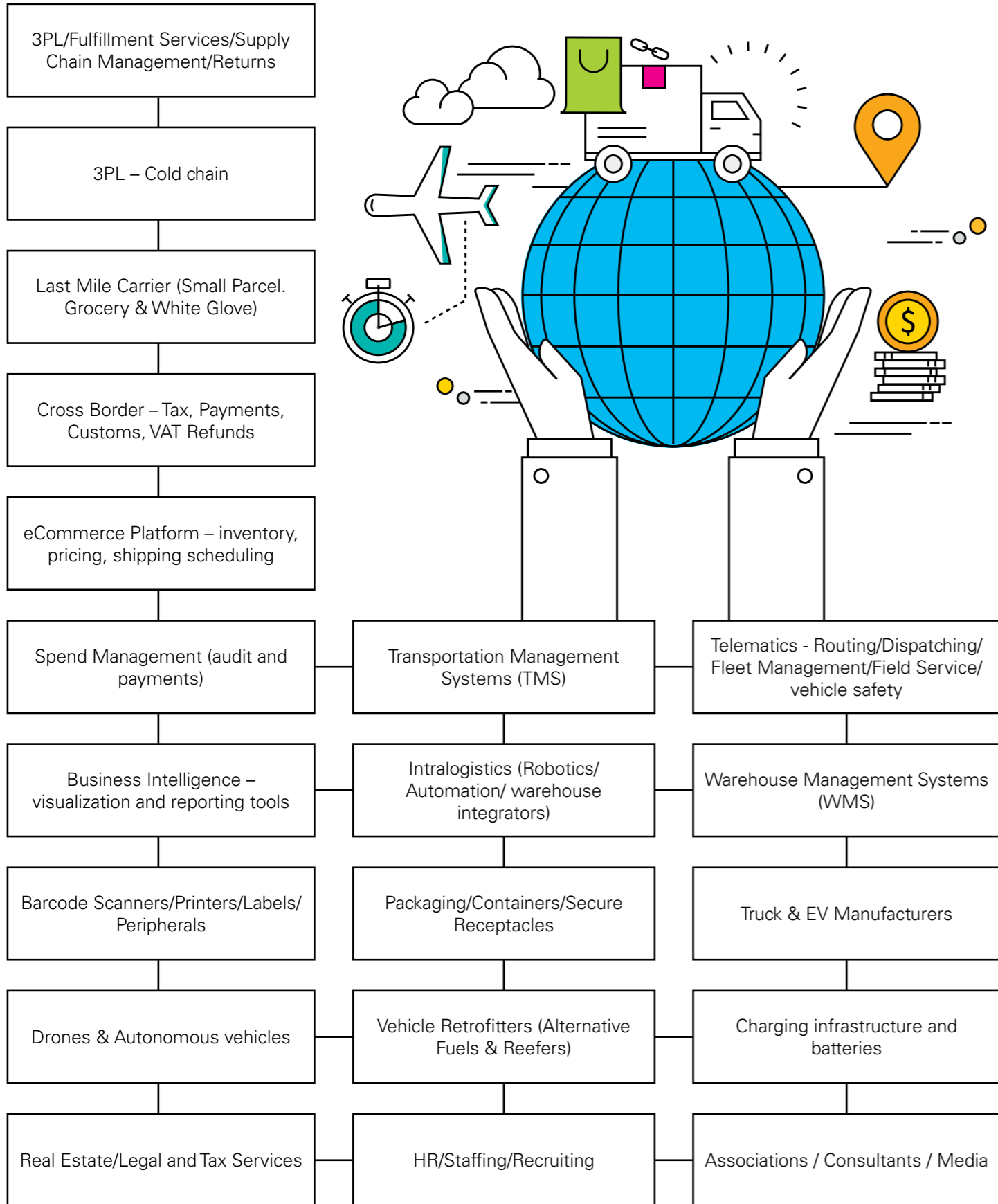


PARCEL SHIPPERS

42%



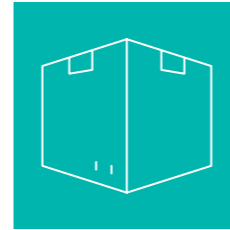
TOPIC AREAS



Daniel Gebler
CTO
Picnic



2020 STREAMS



PARCEL

Parcel shippers



HEAVY GOODS

Furniture, appliance and equipment shippers



GROCERY

Supermarkets and online grocers



DATA & ANALYTICS

Vice Presidents of Analytics, Insights and Optimization, Business Intelligence, Data & Analytics and eCommerce



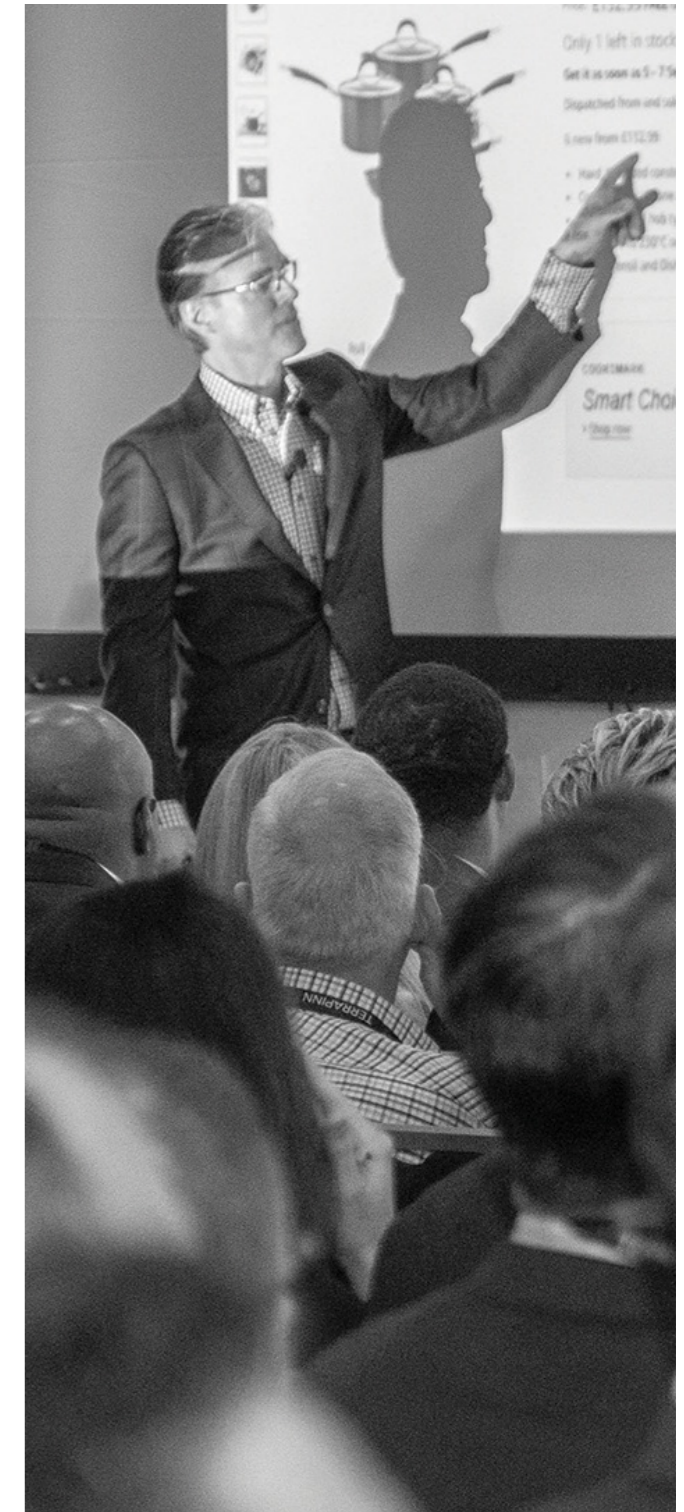
URBAN LOGISTICS

Fleets (Retailers, Grocers, Food Distributors) Government (DOTs, Mobility Officers, Fleet Officers and Innovation Officers)



CROSS BORDER

Vice Presidents of Cross Border, Compliance, Tax, Legal and International



2,500+ ATTENDEES | 250+ SPEAKERS



Atul Bhardwaj
EVP and CTO
MediaMarktSaturn

MediaMarktSaturn

SPEAKERS & PARTICIPANTS INCLUDE

PARCEL	 <p>Graeme Carter Group Vice President, Order Fulfillment and Distribution, Avon</p>	 <p>Joe Boehm SVP of Operations, StockX</p>	 <p>Ben Farrell Head of Central Operations and Transport, John Lewis Partnership</p>	 <p>Justin Laney Partner, General Manager, Fleet, John Lewis Partnership</p>	 <p>Andrew Blanckaert Global Logistics Director, Warehousing, KraftHeinz</p>
 <p>Arnaud Deshais Chief Supply Chain Officer, Redbubble</p>	 <p>Nick Hawkins Senior Director Distribution EMEA, LEGO Group</p>	 <p>Maron Kristófersson CEO, Aha.is</p>	 <p>Jessica Anuna Founder and CEO, Klasha</p>	 <p>Gundl Herzog Senior Director Operations, Amer Sports Europe</p>	 <p>Valerie Siegle Founder & Managing Director, Selection Gustavia</p>
 <p>Guido Jacobs Head of Replenishment, Zooplus</p>	 <p>Lorenzo Calcagni Former Chief Operating Officer, FLOWERBX</p>	 <p>Borja Novoa Senior Logistics Manager, Redbubble</p>	 <p>Riccardo Valle Director of Logistics, Hawkers Group</p>	 <p>Jeff Denby Co-Founder, The Renewal Workshop</p>	 <p>Ana Garcia International Ops Manager, Acesur</p>
 <p>Tomas Lichtenberg Owner, Giftisimo UK</p>	 <p>Ahmet Yagci Director, Logistics Operations, LC Waikiki</p>	 <p>Oliver Prothmann Founder and CEO, PANDA. BLACK</p>	 <p>Jonny Johansson Data Systems Director, Boozt Fashion</p>	 <p>Caroline Gildea Head of Omni-Channel Operations, Life Style Sports</p>	 <p>Rafael Croce Senior Delivery Manager, Farfetch</p>
 <p>Mac Eberhart Head of Logistics and Operations, FLOWERBX</p>	 <p>Andrea Lombardo Head of EMEA Logistics and Distribution, Luxottica</p>	 <p>Jean Oberle Head of Southern Europe Transport Procurement, Amazon</p>	 <p>Kieran Donovan Global Head of Supply Chain and Logistics, The White Company</p>	 <p>Robbert Judels Operational Director, C.J. Vianen</p>	 <p>Mary Sidiropoulou DTC Technology Director, Converse</p>
 <p>Renato Bottiglieri Logistics Director, Dreambaby</p>	 <p>Alejandro Jimenez Trobat Logistics Manager, Funidelia</p>	 <p>Miguel de la Hera Delivery Experience Manager, Zooplus</p>	 <p>Anna Zwart Transportation Manager EMEA, ASICS</p>	 <p>João Machado Operations & Logistics Director, Rockport</p>	 <p>Gionata Galdenzi eCommerce Manager, Aeffe Spa</p>
 <p>Kristian Duch Director, Group Supply Chain, Group Transport, Solar Group</p>	 <p>Marcelo Roque Head of E-Commerce & Digital Operations, Revlon</p>	 <p>Alexandre Eyraud Manager, Trade and Logistics, EMEA, Tiffany & Co</p>	 <p>Estefanía Yagüez Director Consumer Insights & Market Intelligence, L'Oreal</p>	 <p>Joost Poelgeest Director Logistics Infrastructure, bol.com</p>	 <p>Simon Finch Director of Distribution, Harrods</p>
 <p>Laura Davies Head of Fulfillment and Customer Operations, Urban Outfitters</p>	 <p>Ajay Nassa Managing Director, EMP</p>	 <p>Priti Mittal Director, Digital and eCommerce, Adidas Europe</p>	 <p>Sander van Enschoot Supply Chain Director Scandinavia, Sephora</p>	 <p>Ilona Voogt Last Mile Delivery Manager, eCommerce, HEMA</p>	 <p>Krzysztof Chachlowski DC Logistics Specialist, Guess Europe</p>
URBAN LOGISTICS	 <p>Jef Geudens Strategy Manager, Skyports</p>	 <p>Peter Harris Director for Sustainability, Europe, UPS</p>	 <p>Sandra Roling Head of EV100, The Climate Group</p>	 <p>Peter Tinning Senior Director, Last Mile & Innovation, Europe, DHL Express</p>	 <p>Javier de la Llave Innovation Director, Aquaservice</p>
CONSULTANTS/ACADEMIA	 <p>Marek Rozycki Managing Partner, Last Mile Experts</p>	 <p>Chris Van Wesemael Manager, Non-Food Retail, Gondola Group</p>	 <p>Ian Kerr Founder, The Postal Hub Podcast</p>	 <p>Thorsten Runge Owner, Thorsten RÜnge Consult</p>	 <p>Jorge Horcajo Santos Former Logistics Manager, Pompeii</p>

SPEAKERS & PARTICIPANTS INCLUDE

BIG & BULKY



Angela Hultberg
Head of Sustainable Mobility,
IKEA



Atul Bhardwaj
EVP and CTO,
MediaMarktSaturn



Michał Wójcik
Head of E-commerce, **Leroy Merlin**



Stephan Widmer
Co-Founder, **Beliani**



Lars Rysse
Director, CastleGate Fulfillment Europe, **Wayfair**



Steve Davies
Director of Operations, **Eve Sleep**



Hans-Christoff Dees
COO, **Dedon**



Anna Ossowska
Logistics Operations Manager,
MYCS



Paweł Waler
Logistics Director, **JYSK**



Diogo Oliveira
Director, **KOR - Hotel Furniture**



Piotr Węglarz
Managing Director, **ZaparoH**



Damien Poelhekke
Managing Director, **Made.com**



Jonas Jerklind
Supply Chain Director, **Hilding Anders International**



Myriam Clot
Mainland Europe Operations Director, **Made.com**



Michel Hartog
Project Leader, **IKEA**



Joenick Farrugia
Head of Operations, **Klikk**



Maciej Mackowiak
Customer Experience Manager,
eMAG Poland



Andrew Seirlis
Head of Supply Chain, EMEA,
Groupo



Sarah Garvin
Head of Fulfillment and Logistics,
Amara Living



GROCERY



Daniel Gebler
CTO, **Picnic**



Tim Coughlin
Head of Planning Analytics,
Ocado



Ludovic Holinier
Chief Executive Officer, Cora Group,
Louis Delhaize



David Burroughs
Former Operations Development Manager, Owner, **Tesco/Burroughs Consulting**



Tomas Cupr
CEO, **Rohlik.cz**



Olof Granberg
Group IT, Data & Analytics, **ICA Gruppen**



David Kestermans
Digital Transformation Director,
Carrefour



Adam Wielgosz
Supply Chain Director, **Mars**



Olivier Luxon
IT Director, eCommerce, Digital & Big Data, **Carrefour**



Pedro Santos
Head eCommerce & Mobile,
Sonae MC



Richard Leveling
Innovation Manager, eCommerce Operations, **Albert Heijn**



Thibault Guenat
Ecommerce Manager, **Minor Figures Coffee**



Josh Jackson
Logistics Manager, **Monster Energy**



Audrey Thiebaut
Former Managing Director, Operations Director, **Lidl France**



Quentin Benault
Director of Transformation,
Auchan Retail

SPONSORS



Guy Bloch
CEO, **Bringg**



Lior Sion
CTO, **Bringg**



Tamir Gotfried
SVP & GM, Global Field Operations, **Bringg**



Ollie Berger
Joint CEO and Co-Founder, Project Innovation, **Caribou**



Tom Denton
Joint CEO and Co-Founder, Project Innovation, **Caribou**

STARTUPS



Natalia Tomiyama
Co-Founder, **NÜWIEL GmbH**



Jos Miermans
Co-Founder, **etheclo**



Fabian Kober
Co-Founder and COO, **Ducktrain**

7:30

REGISTRATION OPEN

7:30

9:00

CHAIRPERSON'S OPENING REMARKS **Lorenzo Calcagni**, Former Chief Operating Officer, **FLOWERBX**

9:00

9:10

KEYNOTE Consistent routes, electric vehicles and software in the grocery last mile

- Using scheduled, routed deliveries for groceries to keep transportation costs low and under control
- Maintaining an online-only model to expand grocery delivery into different regions of Europe
- Leveraging different innovations such as software and electric vehicles to expand grocery eCommerce offerings

Daniel Gebler, CTO, **Picnic**

9:10

9:40

KEYNOTE Converting to electric delivery trucks in the last mile to achieve sustainable and operational efficiencies

- Collaborating with and encouraging our logistics providers to convert to all electric last-mile delivery
- Reducing transportation carbon emissions, maintenance costs and operational costs with electric delivery trucks
- Analyzing real use cases of going 100% electric in different regions across Europe

Angela Hultberg, Head of Sustainable Mobility, **IKEA**

9:40

10:10

KEYNOTE Leveraging PUDO networks to drive sustainability and delivery consolidation for the benefit of the entire delivery ecosystem

- Incentivizing UK consumers to have their parcels delivered to a PUDO location through retailer/service provider collaboration
- Consolidating deliveries and returns to reduce carbon footprint, emissions and failed parcels
- Addressing foul stock returns to drive operational efficiencies and cost reductions

Tom Denton, Joint CEO and Co-Founder, Project Innovation, **Caribou**

10:10

10:40

DEDICATED EXHIBITION TIME

10:40

PARCEL

HEAVY GOODS

GROCERY

DATA & ANALYTICS

CROSS BORDER

URBAN LOGISTICS

CHAIRPERSON
Lorenzo Calcagni,
Former Chief Operating Officer, **FLOWERBX**

CHAIRPERSON
Chris Van Wesemael,
Manager, Non-Food Retail, **Gondola Group**

CHAIRPERSON
David Burroughs,
Former Operations Development Manager, **Tesco**

CHAIRPERSON
Tomas Lichtenberg,
Owner, **Giftisimo UK**

CHAIRPERSON
Marek Rozycki,
Managing Partner, **Last Mile Experts**

CHAIRPERSON
Sandra Roling,
Head of EV100, **The Climate Group**

DELIVERY EXPECTATIONS

WHITE GLOVE

OMNICHANNEL

DATA INTEGRATION

PAN EUROPEAN LOGISTICS

CARBON FOOTPRINT

12:30

Rethinking the economics of home delivery – Are we opening ourselves up to risk?

- Do incurred costs of home delivery services far outweigh the revenue that they generate?
- Analyzing if it is necessary to offer certain delivery services and if they are economically sound
- Focusing primarily on efficiencies and cost reduction as integral parts to customer service

Ben Farrell, Head of Central Operations and Transport, **John Lewis Partnership**

Investing in logistics infrastructure to take control of your supply chain and increase your delivery capacity

- How is Wayfair expanding its logistical reach in Europe?
- Using your fulfillment centers to increase supplier efficiencies
- Developing your logistics infrastructure to take greater control of your supply chain and offer faster and seamless delivery to the consumer

Lars Rysse, Director, CastleGate Fulfillment Europe, **Wayfair**

Last mile in china – Redefining the role of the store

- How has the Alibaba partnership helped the leading food retailer in China roll out last mile delivery for grocery and perishables?
- Redefining the role of physical stores and using them as the true differentiator for last mile
- Incorporating high-powered technology and equipment inside the store to handle high volume

Ludovic Holinier, Chief Executive Officer, Cora Group, **Louis Delhaize**

Developing an in-house ecommerce platform from scratch – Tackling the challenge from a data perspective

- Recognizing the need for an in-house system to manage data integrations from multiple suppliers
- Collaborating with developers from multiple teams to create the most well-rounded and intuitive platform
- Prioritizing the steps of implementation throughout the entire construction process

Jonny Johansson, Data Systems Director, **Boozt Fashion**

Q&A How can we cost effectively deliver parcels and furniture across Europe?

- Leveraging designated warehouses that enable you to ship parcels and furniture across Europe
- What factors do we need to consider when choosing between internal trucks vs. third-party providers?
- Connecting your own systems to the customs systems to enable seamless movement of goods across the border to Switzerland

Interviewer:
Ian Kerr, Founder, **The Postal Hub Podcast**

Interviewee:
Stephan Widmer, Co-Founder, **Beliani**

Alternative fuels in the last mile – Making them work in unison

- Addressing the challenges of emissions and congestion by going beyond the diesel truck
- Taking investments in alternative fuels from experiment to scale and making sure that they work in unison
- Deploying cycles in the last leg of the last mile in dense urban areas to keep trucks off the road and increase delivery efficiencies
- Embedding alternative fuels into a wider sustainability strategy of risk mitigation and opportunity creation

Peter Harris, Director for Sustainability, Europe, **UPS**

12:30

12:50

Speed Up! Automation and Agility in the E2E process of a versatile and demanding omnichannel supply chain

- Challenges in supply chain to meet consumer expectation
- Achieving speed out of the warehouse to meet same-day and next-day delivery expectations
- Warehouse automation for pick and pack processes to improve service and cost
- Advanced planning to provide agility and improve forecast accuracy for all channels

Gundi Herzog, Senior Director Operations, **Amer Sports Europe**

Using local retailers to offer a full suite of services including white glove and assembly

- How is a luxury furniture brand able to cope with logistics costs associated with its deliveries?
- Leveraging local retailers to offer white glove and assembly services to consumers
- Expanding your white glove network across Europe before entering new markets

Hans-Christoff Dees, COO, **Dedon**

Express delivery with electric bicycles – How Carrefour is shortening delivery windows with a green initiative

- Identifying the appropriate region to launch a new project based on consumer expectations
- Targeting the market to increase customer database and awareness for the highest turnover
- Choosing appropriate providers that will support projects from start to finish

David Kestermans, Digital Transformation Director, **Carrefour**

Enabling your Carriers and TMS providers to provide complete visibility to the consumer

- Aligning your carriers with your TMS provider to provide full transparency to facilitate collaboration
- Understanding the customer need for transparency and addressing reluctancies that come with updating data integrations
- What steps do we need to take to provide numerous time stamp updates to the consumer?

Kristian Duch, Director, Group Supply Chain, Group Transport, **Solar Group**

Maintaining the right stock levels and keeping orders made to-be-delivered internationally

- Shipping in multiple different countries - Efficiently managing different logistics operators and warehouses
- The importance of using logistics operators next to the destination depots to deliver the goods by pallets (internationally)
- Ensuring that the supply chain is well managed to maintain right stock levels in every warehouse
- Optimizing the capacity of your trucks when sending goods to the logistics operator
- Understanding the influence of lead time on demand planning

Ana Garcia, International Ops Manager, **Acesur**

Transition to zero carbon fleet – Overcoming the core obstacles and increasing productivity

- How John Lewis Partnership is transitioning away from diesel in all its fleet operations, from home delivery vans to heavy duty trucks
- Achieving greater productivity to provide a business case to switch to electric vehicles
- What are the main challenges encountered in the transition to low carbon fuels, and how are they overcome

Justin Laney, Partner, General Manager, Fleet, **John Lewis Partnership**

12:50

DELIVERY EXPECTATIONS

WHITE GLOVE

OMNICHANNEL

DATA INTEGRATION

PAN EUROPEAN LOGISTICS

CARBON FOOTPRINT

13:10

Enhancing consumer experience and reducing costs by working with third party delivery partners

- Third party delivery partners – what are the most important factors to achieve a “perfect” synergy?
- Engaging with your delivery partners on customer expectations to ensure consistent experiences
- Understanding the role third party delivery partners play to balance cost with consumer experience

Tamir Gotfried, SVP & GM, Global Field Operations, **Bringg**

Sponsorship opportunity available. Contact Michael Ryan at Michael.Ryan@terrapinn.com

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13:10

13:30

LUNCH AND NETWORKING

13:30

14:40

ROUNDTABLES

14:40

1 Last mile disruption – Reshaping the last mile with new technologies

Tamir Gotfried, SVP & GM, Global Field Operations, **Bringg**
 Damien Poelhekke, Managing Director, **Made.com**
 Robbert Judels, Operational Director, **C.J. Vianen**
 Adam Wielgosz, Supply Chain Director, **Mars**

Miguel de la Hera, Delivery Experience Manager, **Zooplus**
 Ilona Voogt, Last Mile Delivery Manager, eCommerce, **HEMA**
 Priti Mittal, Director, Digital and eCommerce, **Adidas Europe**
 Krzysztof Chachlowski, DC Logistics Specialist, **Guess Europe**

2 IT and eCommerce systems – How can we align with our providers to develop systems that are easily integrated?

Michał Wójcik, Head of E-commerce, **Leroy Merlin**
 Rafael Croce, Senior Delivery Manager, **Farfetch**
 Nick Lansley, Former Head of Open Innovation, Innovation Insider, **Tesco Labs/Nick Lansley's Innovation Lab**

3 Manufacturing through last mile – Optimizing our internal logistics processes and working with our carriers

Mac Eberhart, Head of Logistics and Operations, **FLOWERBX**
 Piotr W glarz, Managing Director, **Zaparah**
 Jean Oberle, Head of Southern Europe Transport Procurement, **Amazon**
 Kieran Donovan, Global Head of Supply Chain and Logistics, **The White Company**

4 Transporting bulky items – What precautionary measures must we take from a logistics and packaging perspective?

Diogo Oliveira, Director, **KOR - Hotel Furniture**
 Jonas Jerklind, Supply Chain Director, **Hilding Anders International**
 Maciej Mackowiak, Customer Experience Manager, **eMAG Poland**
 Andrew Seirlis, Head of Supply Chain, EMEA, **Groupon**
 Sarah Garvin, Head of Fulfilment and Logistics, **Amara Living**

5 Supply chain and workforce efficiency – How can we leverage delivery data, reporting tools and software?

Tim Coughlin, Head of Planning Analytics, **Ocado**
 Javier de la Llave, Innovation Director, **Aquaservice**
 Renato Bottiglieri, Logistics Director, **Dreambaby**
 Audrey Thiebaut, Former Managing Director, Operations Director, **Lidl France**

6 Carrier engagement – Understanding the differences between the way carriers operate and how we can utilize their strengths

Mary Sidiropoulou, DTC Technology Director, **Converse**
 Anna Zwart, Transportation Manager EMEA, **ASICS**
 João Machado, Operations & Logistics Director, **Rockport**
 Kristian Duch, Director, Group Supply Chain, Group Transport, **Solar Group**
 Alexandre Eyraud, Manager, Trade and Logistics, EMEA, **Tiffany & Co**
 Martin Derungs, Fulfilment Sourcing Manager Switzerland, **IKEA**
 Sander van Enschoot, Supply Chain Director Scandinavia, **Sephora**

7 The returns opportunity – Using returns to drive customer loyalty and engagement

Thorsten Runge, Owner, **Thorsten Runge Consult**
 Gionata Galdenzi, eCommerce Manager, **Aeffe Spa**
 Peter Tinning, Senior Director, Last Mile & Innovation, Europe, **DHL Express**
 Laura Davies, Head of Fulfilment and Customer Operations, **Urban Outfitters**

8 Grocery eCommerce – How can we expand our eCommerce offerings to cater to today's consumer?

Thibault Guenat, eCommerce Manager, **Minor Figures Coffee**
 Marcelo Roque, Head of E-Commerce & Digital Operations, **Revlon**
 Quentin Benault, Director of Transformation, **Auchan Retail**

9 Delivery Fleets – What are the factors that are considered when choosing the right mode for delivery?

Joenick Farrugia, Head of Operations, **Klikk**
 Michel Hartog, Project Leader, **IKEA**
 Ajay Nassa, Managing Director, **EMP**
 Martine Buiter, International Distribution Process Manager, **vidaXL**

WAREHOUSE INNOVATION

COURIER ENGAGEMENT

LAST MILE INNOVATION

DIGITAL INNOVATION

PAYMENTS & TAX

ELECTRIC TRANSPORT

15:20

Using a clear vision as the foundation for all of your warehousing decisions and investments

- Understanding the importance of setting a clear vision to ensure that your warehousing strategy makes sense
- Building a sustainable platform and maintaining a culture that enables well-aligned implementation across the board
- Setting your vision upfront to justify what you gain from using providers, consultants and automation

Andrew Blanckaert, Global Logistics Director, **Warehousing, KraftHeinz**

Working with providers to get our bulky items delivered in a cost effective and efficient manner

- Bulky items are unattractive to providers – How can we work with them to get our goods delivered?
- Securing a market-aggressive courier contract to reduce transportation costs
- Evaluating different service levels that will enhance the experience for providers and end consumers

Paweł Waler, Logistics Director, **JYSK**

Enabling a successful same-day delivery strategy from the day zero

- Drifting away from next-day delivery and offering consumers same-day delivery for groceries
- In-housing your systems and keeping control of all operations to enable deliveries within hours
- Understanding what happens in the back-end to pick orders quickly and efficiently

Tomas Cupr, CEO, **Rohlik.cz**

Understanding customer expectations and surviving in the age of Digital and Amazon

- Revamping your technology and logistical capabilities in an evolving omnichannel world
- Embracing disruptive technologies including automation, AI and RFID
- Understanding the evolving consumer and offering convenient options such as click & collect, next day and weekend delivery

Ahmet Yagci, Director, Logistics Operations, **LC Waikiki**

Ensuring a seamless payment and delivery experience in rural and urban markets

- Collaborating with payment gateway providers and accepting cash on delivery to enable a seamless payment experience for consumers
- Sourcing local delivery partners who understand the delivery infrastructure in their respective market
- Supporting rapid growth in eCommerce by expanding your logistics and warehousing system

Jessica Anuna, Founder and CEO, **Klasha**

The EV100 movement – Understanding the opportunities from transitioning to electric transport

- From fleet costs to customer engagement - Evaluating the business cases of EVs (removing mention of alternative fuels, we are focused on EVs only)
- Why is corporate leadership crucial to drive the switch to clean transport?
- What are the opportunities from switching to electric vehicles in Europe?
- Analyzing case study examples from major companies who are making electric transport

Sandra Roling, Head of EV100, **The Climate Group**

15:20

15:40

Reserved for Trimble MAPS

Using dedicated and sustainable fleet in the last mile to optimize sustainability metrics and consumer experience

- Finding a partner that can deliver on your sustainability metrics and brand experience efforts simultaneously
- Working with carriers to use dedicated fleet in specific areas depending on the volume within that area
- Using dedicated fleet with branded electric trucks and delivery personnel to improve the customer experience

Damien Poelhekke, Managing Director, **Made.com**

Reserved for Graphmasters

Addressing the inventory complexities of multiple fulfillment centers

- Inventory in multiple fulfillment centers – Having the right quantity in the right facility
- Using WMS and replenishment systems to get live visibility across your centers
- Staying connected with your providers systems to ensure transparency

Guido Jacobs, Head of Replenishment, **Zooplus**

Considering tax and duty payments and simplifying customs handling during sourcing decisions

- Understanding the Tax and Duties landscape while making strategic sourcing decisions (e.g. Brexit)
- Implications for drop shipping and requirements for successful and compliant dropship
- Using appropriate software to calculate tax and customs duties that should be applied to a customer's order
- Ensuring seamless export declaration and duty payments to simplify customs handling

Arnaud Deshais, Chief Supply Chain Officer, **Redbubble**

Launching innovative delivery solutions from the ground up – What does it entail?

- How did Amazon launch different services including lockers, scheduled deliveries, trunk deliveries and same day?
- Starting with the customer and building our delivery frameworks that is most convenient for them
- Using last mile to our benefit by capitalizing on the only touch point that we have with the customer

Sean Olson-Roy, Former Director, **Amazon Transportation Services**

15:40

16:00

Building three facilities simultaneously – Optimizing your workforce and evolving your technology

- Expanding and innovating your warehouses to manage growth and optimize infrastructures
- Delivering consistent service levels and offering more convenience to the consumer despite increasing volumes
- Optimizing the workforce and organizing project teams to maintain full autonomy

Joost Poelgeest, Director Logistics Infrastructure, **bol.com**

Sponsorship opportunity available. Contact Michael Ryan at Michael.Ryan@terrapinn.com

Matching customers with their preferred time slots and leveraging electric vans

- Using dynamic time slotting for deliveries to improve operations efficiency while enhancing the consumer experience
- Developing electrification solutions internally to optimize fleets while coping with continuous growth
- Enhancing the loading infrastructure for electric vans to increase efficiencies
- Capitalizing on last mile innovations to look into food and other segments

Richard Leveling, Innovation Manager, **eCommerce Operations, Albert Heijn**

Sponsorship opportunity available. Contact Michael Ryan at Michael.Ryan@terrapinn.com

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16:00

16:20

NETWORKING BREAK

16:20

17:20

KEYNOTE The StockX experience – Equipping the supply chain and ensuring consistent customer service globally

- Consistency across the pond – How StockX is ensuring consistent and convenient experiences for its customers globally
- Exploring last mile delivery technologies such as drones to balance efficiencies with customer service
- Ensuring a strong and transparent supply chain to manage rapid growths in demand

Joe Boehm, SVP of Operations, **StockX**

17:20

17:45

KEYNOTE Delivery in the Age of Amazon

- How the customer-centric shift is affecting last-mile delivery as we know it
- Best practices on how to optimize and scale your delivery operations
- Perfecting the customer experience while protecting your bottom line

Guy Bloch, CEO, **Bringg**
Lior Sion, CTO, **Bringg**

17:45







18:10

END OF CONFERENCE DAY 1

18:10

8:00	REGISTRATION OPEN	8:00
8:50	CHAIRPERSON'S OPENING REMARKS Lorenzo Calcagni , Former Chief Operating Officer, FLOWERBX	8:50
9:00	<p>KEYNOTE Taking an engineering centric approach when injecting technology and innovation into your operations</p> <ul style="list-style-type: none"> • nalyzing the evolving customer and using technology to facilitate their delivery needs • Building a pan European logistics network and centralizing operations with omnichannel in mind • From cashier less shopping to the cloud – How can we scale our innovations? • Creating an ecosystem of startups and partners to bring new ideas to the forefront <p>Atul Bhardwaj, EVP and CTO, MediaMarktSaturn</p>	9:00
9:30	<p>KEYNOTE From the 4 walls to the last mile globally – Bringing it into the future</p> <ul style="list-style-type: none"> • What are the complexities of creating a multi-user network solution that works well with all of our delivery reps? • From order fulfillment to final mile – revamping your systems to ensure a sustainable future • Developing a cost-effective returns strategy based on market and customer preference <p>Graeme Carter, Group Vice President, Order Fulfillment and Distribution, Avon</p>	9:30
10:00	<p>KEYNOTE KEYNOTE sponsorship opportunity available. Contact Michael Ryan at Michael.Ryan@terrapinn.com</p>	10:00

10:30 DEDICATED EXHIBITION TIME

	 PARCEL	 HEAVY GOODS	 GROCERY	 DATA & ANALYTICS	 CROSS BORDER	 URBAN LOGISTICS	
	<p>CHAIRPERSON Lorenzo Calcagni, Former Chief Operating Officer, FLOWERBX</p>	<p>CHAIRPERSON Chris Van Wesemael, Manager, Non-Food Retail, Gondola Group</p>	<p>CHAIRPERSON David Burroughs, Former Operations Development Manager, Tesco</p>	<p>CHAIRPERSON Tomas Lichtenberg, Owner, Giftisimo UK</p>	<p>CHAIRPERSON Marek Rozycki, Managing Partner, Last Mile Experts</p>	<p>CHAIRPERSON Sandra Roling, Head of EV100, The Climate Group</p>	
	RETURNS	DELIVERY EXPERIENCE	TECHNOLOGY	OMNICHANNEL SYSTEMS	INTERNATIONAL TRANSPORTATION	DRONE DELIVERY	
12:00	<p>The circular system – Turning returned and damaged products into opportunities</p> <ul style="list-style-type: none"> • Establishing facilities and developing an operating system to enable returned or damaged products for re-commerce • Using apps and communications tools to make it easy for customers with unused products to return them • Understanding the role that logistics providers play to achieve a successful circular business model <p>Jeff Denby, Co-Founder, The Renewal Workshop</p>	<p>Using technology and delivery options to enable a frictionless customer experience</p> <ul style="list-style-type: none"> • How technology plays an integral role to provide a dynamic delivery service • Offering delivery windows, evening and weekend deliveries and assembly services to deliver to customers on their terms • Consolidating warehouses to enable more efficient deliveries • Achieving a seamless information experience by integrating warehouses with your carriers and your brand <p>Steve Davies, Director of Operations, Eve Sleep</p>	<p>The use cases of artificial intelligence for both food and non-food retail</p> <ul style="list-style-type: none"> • Ensuring that the technology you are investing in is effective • Developing a centralized platform and team to ensure seamless integration • Analyzing data to forecast the needs of warehouse and store supply <p>Olof Granberg, Group IT, Data & Analytics, ICA Gruppen</p>	<p>Revamping legacy systems to transition from multi-channel to omnichannel</p> <ul style="list-style-type: none"> • Understanding the complexities that come with upgrading your systems to support omnichannel capabilities • Using project management providers that will help keep older systems aligned with newer systems • What role does click & collect, the store associate and the provider play to achieve a full omnichannel experience? • Evaluating third party providers who have appropriate omnichannel experience and automation capabilities <p>Caroline Gildea, Head of Omni-Channel Operations, Life Style Sports</p>	<p>27 different countries, 27 different entities plus the rest of Europe – How do you develop an efficient transportation network?</p> <ul style="list-style-type: none"> • Understanding the different entities across Europe and choosing the right partner based on the origin of your goods • Developing an appropriate transportation network that will reduce both costs and transit times • Directly injecting goods from one country to another to remove the “middle man” <p>Borja Novoa, Senior Logistics Manager, Redbubble Stephan Widmer, Co-Founder, Beliani</p>	<p>Shipping a wide array of products using a mix of drones, robots and electric vehicles</p> <ul style="list-style-type: none"> • Using drones, robots and electric cars to deliver everything from groceries to hot foods and home goods • Analyzing the impact that drone deliveries have on labor costs and operational costs • Developing a framework for delivery routes to avoid potential impediments and decrease risk of damages • Partnering with appropriate providers that will help convert different technologies into actual use cases <p>Maron Kristófersson, CEO, Aha.is</p>	12:00
12:20	<p>Re-thinking UK returns – Understanding multiple offerings and using BI</p> <ul style="list-style-type: none"> • Analyzing returns options provided to consumers from a pureplay, omnichannel and overseas retailer perspective • Understanding foul stock and how much it costs for your operation • Using BI and current technology to improve the consumers journey through the entire returns process <p>Tom Denton, Joint CEO and Co-Founder, Project Innovation, Caribou</p>	<p>Safely and effectively delivering fragile and heavy items within days</p> <ul style="list-style-type: none"> • Designing a file mile infrastructure that supports delivery to consumers within days • Finding providers that can deliver fragile items in a safe and timely manner • How do you balance the need for additional services with the costs that they incur? <p>Anna Ossowska, Logistics Operations Manager, MYCS</p>	<p>The Portuguese consumer – What are their expectations and how do we optimize our service levels?</p> <ul style="list-style-type: none"> • From dark stores to in-store picking – How do we maintain numerous fulfillment methods? • Using third party providers and dropshipping for food and noon food items • Analyzing what international players are doing and effectively incorporating those into your own infrastructure <p>Pedro Santos, Head eCommerce & Mobile, Sonae MC</p>	<p>From offices to residential – Making the most of your data to improve customer experience</p> <ul style="list-style-type: none"> • Seamlessly monitoring the data that comes from delivering to the office and to the home on a monthly basis • Working with data teams to implement big data and machine learning projects for forecasting and customer clustering • Leveraging an app and the data that it generates to better understand the consumer and improve their experiences <p>Javier de la Llave, Innovation Director, Aquaservice</p>	<p>Global distribution from one facility – Understanding the importance of carrier engagement and technology</p> <ul style="list-style-type: none"> • Seamlessly integrating multiple carriers and staying connected with their systems to achieve speed in transit • Innovating the labels processes to enable carriers to efficiently move across their networks • Using technology providers who work best with your needs and help integrate carriers <p>Andrea Lombardo, Head of EMEA Logistics and Distribution, Luxottica</p>	<p>Analyzing the different use cases of delivery drones and how they will improve delivery pathways</p> <ul style="list-style-type: none"> • Sourcing drone technology that will support the product you are delivering and the environment you are delivering in • From medical supplies to eCommerce parcels - Evaluating the efficiency of drones in different uses cases • Providing a better logistics infrastructure in areas that have a need for delivery pathways <p>Jef Geudens, Strategy Manager, Skyports</p>	12:20

B2B & B2C LOGISTICS

DELIVERY EXPERIENCE

TECHNOLOGY

OMNICHANNEL SYSTEMS

INTERNATIONAL TRANSPORTATION

DRONE DELIVERY

12:40

How a traditional B2B player is developing its infrastructure to seamlessly incorporate B2C

- Developing the logistical capabilities to seamlessly merge b2b and eCommerce
- Partnering with appropriate providers that will enable you to find smart solutions for the final mile
- How can we identify what consumers value from a brand perspective and use it as an advantage?

Nick Hawkins, Senior Director Distribution EMEA, **LEGO Group**

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12:40

13:00

NETWORKING BREAK

13:00

14:00

ROUNDTABLES

14:00

1 Customer-driven delivery options – Playing the balancing act between service levels and costs

Kieran Donovan, Global Head of Supply Chain and Logistics, **The White Company**
Renato Bottiglieri, Logistics Director, **Dreambaby**
Gionata Galdenzi, eCommerce Manager, **Aeffe Spa**

Laura Davies, Head of Fulfilment and Customer Operations, **Urban Outfitters**
Ajay Nassa, Managing Director, **EMP**
Sander van Enschoot, Supply Chain Director Scandinavia, **Sephora**

2 Omnichannel integration – Understanding the customer across your channels and providing a seamless experience

Olivier Luxon, IT Director, eCommerce, Digital & Big Data, **Carrefour**
Nick Lansley, Former Head of Open Innovation, Innovation Insider, **Tesco Labs/Nick Lansley's Innovation Lab**

3 Self-service delivery option – Improving customer experience through convenient and flexible delivery options

Miguel de la Hera, Delivery Experience Manager, **Zooplus**
Alejandro Jimenez Trobat, Logistics Manager, **Funidelia**

4 City logistics + urban delivery – Incorporating it into the entire transportation system

Thorsten Runge, Owner, **Thorsten RUNge Consult**
Joenick Farrugia, Head of Operations, **Klikk**
Michel Hartog, Project Leader, **IKEA**
Audrey Thiebaut, Former Managing Director, Operations Director, **Lidl France**

5 Planning and allocation – How do you build out complete visibility of events during the transport of your inventory?

Adam Wielgosz, Supply Chain Director, **Mars**
Anna Zwart, Transportation Manager EMEA, **ASICS**
João Machado, Operations & Logistics Director, **Rockport**

6 Returns and Technology – How can technology be leveraged to evolve your returns process?

Andrew Seirlis, Head of Supply Chain, EMEA, **Groupon**
Krzysztof Chachlowski, DC Logistics Specialist, **Guess Europe**
Sarah Garvin, Head of Fulfilment and Logistics, **Amara Living**

7 In-house vs outsourced last-mile delivery – What are the tradeoffs?

Mac Eberhart, Head of Logistics and Operations, **FLOWERBX**
Mary Sidiropoulou, DTC Technology Director, **Converse**
Javier de la Llave, Innovation Director, **Aquaservice**

8 International shipping and customs – Preparing for regulatory changes and adjusting payments and transportation metrics

Alexandre Eyraud, Manager, Trade and Logistics, EMEA, **Tiffany & Co**
Priti Mittal, Director, Digital and eCommerce, **Adidas Europe**
Martine Buitier, International Distribution Process Manager, **vidaXL**

14:40

3PLS

PACKAGING

TEMPERATURE CONTROL

MARKET RESEARCH

MARKETPLACES

REAL ESTATE

Leveraging your warehouses and third-party providers to optimize omnichannel fulfillment

- Expanding your logistics infrastructure to support multiple channels and provide a consistent customer experience
- Efficiently distributing stock to reduce congestion and improve delivery times
- Analyzing different transportation modes and understanding which mode is best for specific use cases
- Partnering with appropriate providers to make informed decisions with inventory and utilize order fulfillment software

Riccardo Valle, Director of Logistics, **Hawkers Group**

Exclusively transporting custom made and delicate items with safe packaging

- What precautionary measures do we have to take to ensure that furniture items are safely transported?
- Maintaining exclusive transport to avoid risks of damaged goods
- Using appropriate packaging to protect items while in transport

Diogo Oliveira, Director, **KOR - Hotel Furniture**

FMCG products – Ensuring safe warehousing, storage and transportation measures

- Using different temperature and shipping zones within the warehouse to cater to specific product needs
- Evaluating the best storage and shipping methods based on the strict temperature requirements of your goods
- Working with your providers to ensure that products reach the distributor or the end customer efficiently

Adam Wielgosz, Supply Chain Director, **Mars**

Maintaining a nimble set of tools and software to harness your data

- Leveraging data to better understand your markets and your consumers
- Using multiple data tools and software to make the right decisions based on gathered insights
- Filtering through data to ensure appropriate information is

Estefanía Yagüez, Director Consumer Insights & Market Intelligence, **L'Oreal**

Bridging the gap between European retailers and Chinese consumers

- Listing EU products on Chinese marketplaces and shipping directly to Chinese consumers
- From customs to customer service – How do we navigate the complexities of different cultures and customer service teams?
- Understanding the importance of choosing the right logistics provider to safely transport your goods

Oliver Prothmann, Founder and CEO, **PANDA. BLACK**

Analyzing consumer expectations in target markets to dictate your shipping and warehousing decisions

- Understanding consumer preferences in different markets to make effective shipping decisions
- Warehouse placement and warehouse operations – What are the most important factors to consider?
- Maintaining sustainable eCommerce growth using appropriate systems and processes

Valerie Siegle, Founder & Managing Director, **Selection Gustavia**

14:40

15:00

END OF CONFERENCE

15:00

WHERE DO YOU FIT IN?



TOPIC AREAS

e-trikes, drones and autonomous vehicles in the "last kilometre"	Intra-Europe last mile networks	Home delivery vs click & collect for fulfillment	Last mile and supply chain analytics	Autonomous vehicles for grocery and parcel delivery	Reducing cross border time in transit
Leveraging physical stores for omnichannel fulfillment	White glove services and hand held technology in the last mile	Robotics and machine learning for efficient packaging	Visualizing and translating data efficiently for meaningful insights	Sensors, computer vision systems and GPS-aided navigational systems	EU and UK customs processes
Subscriptions delivery - Enabling a seamless experience	Safe and claims free transport of large and bulky items	eCommerce hubs for online ordering and grocery delivery demands	Outsourcing your data to software vendors	Alternative fuels - reducing energy usage	Pan-European reverse logistics
Small parcel supply chain costs	Developing robust reverse logistics strategies	Shipping in temperature-controlled environments	Building internal dashboard and reporting tools	Electric trucks and compressed natural gas trucks - impact on sustainability standards	Paperless shipping for customs declaration documents
Efficient and sustainable packaging	Track and trace technology across the furniture supply chain	Fulfilling online orders in-store	Using customer data to dictate shipping speed and shipping prices	Route optimization, GPS and telematics	Building carrier networks in local markets

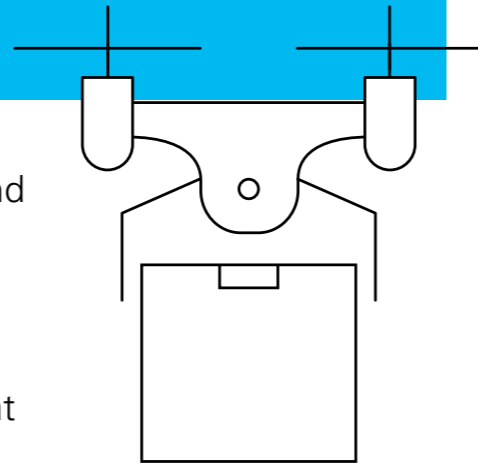
WHO SHOULD SPONSOR

<p>Last Mile Carrier (Small Parcel)</p> <p>3PL/Fulfillment Services/Supply Chain Management>Returns</p> <p>Spend Management (audit and payments)</p> <p>Transportation Management Systems (TMS)</p> <p>Routing/Dispatching/Fleet Management/Field Service/</p> <p>eCommerce Platform - inventory, pricing, shipping scheduling vehicle safety</p>	<p>Last Mile Carrier (White Glove)</p> <p>Cross Border – Tax, Payments, Customs, VAT Refunds</p> <p>Routing/Dispatching/Fleet Management/Field Service</p> <p>3PL/Fulfillment Services/Supply Chain Management>Returns</p> <p>Transportation Management Systems (TMS)</p>	<p>3PL - Cold chain</p> <p>Last Mile Carrier (Grocery)</p> <p>Drones & Autonomous vehicles</p> <p>Vehicle Retrofitters (Alternative Fuels & Reefers)</p> <p>Temperature Monitoring solutions (IoT)</p> <p>OEM Reefer trailers and trucks</p> <p>Packaging/Containers/Secure Receptacles</p>	<p>Business Intelligence - visualization and reporting tools</p> <p>Enterprise Resource Planning (ERP)</p> <p>Transportation Management Systems (TMS)</p> <p>Routing/Dispatching/Fleet Management/Field Service/ vehicle safety</p>	<p>Routing/Dispatching/Fleet management/Field service/Vehicle safety</p> <p>Truck & Electric Vehicle Manufacturers</p> <p>Vehicle Retrofitters (Alternative Fuels & Reefers)</p> <p>Charging infrastructure and batteries</p> <p>Transportation Management Systems (TMS)</p>	<p>Cross Border – Tax, Payments, Customs, VAT Refunds</p> <p>3PL/Fulfillment Services/Supply Chain Management>Returns</p> <p>Spend Management (audit and payments)</p>
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START UPS

Home Delivery World 2020 is bringing together the latest and most innovative technologies in last mile and supply chain.

New innovators from across Europe such as **NÜWIEL GmbH, etheclo, Ducktrain** and hundreds more will showcase their technologies and tell their stories on stage at the Startup Technology Zone.



2020 STARTUPS

			YOUR LOGO HERE
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ARE YOU A STARTUP WITH A LAST MILE SOLUTION?
Contact Michael Ryan at Michael.Ryan@terrapinn.com to get involved!

2019 US STARTUPS INCLUDED

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Exhibitors

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Startups

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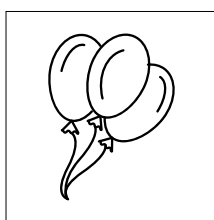
SPONSORSHIP OPPORTUNITIES

EDUCATION	THOUGHT LEADERSHIP	MARKETING	BUSINESS DEVELOPMENT
YOUR NEEDS:			
Showcase/demo products and innovations Change market misconception Inform	Demonstrate credibility Showcase expertise	Increase brand exposure Generate targeted leads Market positioning	Make sales Develop relationships Save time and money
↓	↓	↓	↓
OUR BENEFITS:			
Case studies Workshops Breakout sessions	Chairman Keynotes Panel Roundtables	Logo on all event collateral Host lunch, drinks, or coffee breaks Whitepaper distributed to our database	1-2-1 meetings Networking app: Jujama Speed networking Booth in expo hall

EXTRAS:								
Seat drop		Notepads & pens		Media zone		Networking lounge		Charging stations

SPONSORSHIP PACKAGES

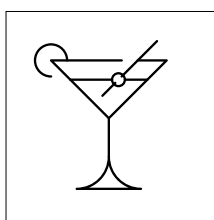
BENEFITS	TITLE – EXCLUSIVE FOR ONLY 1 SPONSOR	DIAMOND	PLATINUM	GOLD	SILVER	VEHICLES & DRONES	EXHIBITION-ONLY OPTIONS
Chair & Track Sponsor	✓						
Keynote	✓ (Morning Day 1)	✓ (Afternoon Day 1 OR Morning Day 2)					
Case study OR Panel	✓	✓	✓	✓			
Roundtable Moderator	✓	✓	✓		✓		
Lead Retrieval	Included	Included	Included	Included			
Pre-arranged Meetings	10	8	5	3			
Client Passes	12	10	5	4	3	2	
Staff Passes	12	10	5	4	3	2	
Booth size (sq m)	60	36	24	18	12	50 or 30	6, 9, 12, 18
INVESTMENT	50K	35K	30K	20K	12K	EURO 400 PER SQ M	SHELL SCHEME: EURO 500 PER SQ M



**OPENING NIGHT
WELCOME
RECEPTION**

20,000 Euro

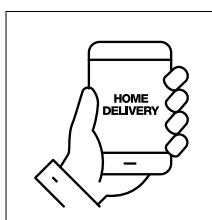
venue/food & beverage costs



**COCKTAIL PARTY
EVENT DAY 1**

25,000 Euro

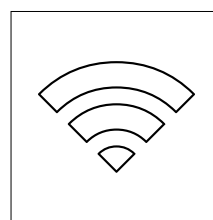
Terrapinn provides basic option inc. beer & wine and sponsor responsible for anything above that



**NETWORKING
APP**

20,000 Euro

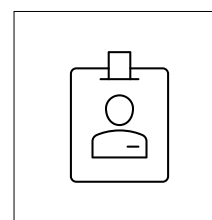
Exclusive opportunity inc. pre-event emails, on-site SMS messaging and branding rights to networking app



WIFI

30,000 Euro

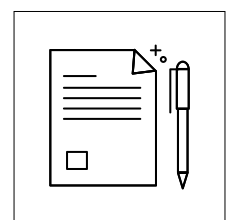
Exclusive opportunity with custom network name and password



LANYARDS

15,000 Euro

cost of lanyard production



REGISTRATION

30,000 Euro

inc. branded desks, directional signage, floor clings and welcome emails