

**CIES International Committee  
on Information & eBusiness  
Technologies**

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Procter & Gamble GmbH, Germany

**Gerrit Verweij**  
Laurus N.V., The Netherlands

**Registration Fee**

CIES Member companies : Euro 3,900  
CIES Non-member companies: Euro 5,850

Please note that payment of the registration fee should be made at the time of registration and should be accompanied by the registration form. Please refer to the registration form for the complete general conditions and cancellation policies.

**This fee includes**

- ☞ Participation costs for the Study tour
- ☞ Organisation by CIES
- ☞ Accommodation in first class hotels in Toronto and Cincinnati in single rooms for a total of 6 nights, including porter tips.
- ☞ The internal economy class flight between Toronto and Cincinnati, including airport tax and one baggage allowance per person
- ☞ Ground transportation to all scheduled visits
- ☞ All Tour information and literature distributed during the Tour
- ☞ 6 breakfasts, 5 lunches and 3 organised dinners

**Please note, this fee does not include**

- ☒ Your travel to Toronto from your country of origin and from Cincinnati back to your country of origin. Since CIES member companies originate from 50 countries, participants will be requested to organise this leg of their journey independently. However CIES can assist you in this matter upon request.
- ☒ Your personal expenses
- ☒ Health & travel insurance

**For further information, please contact**

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**For regular programme update, please visit [www.ciesnet.com](http://www.ciesnet.com)**



**The CIES IT Study Tour  
in North America  
28<sup>th</sup> April – 3<sup>rd</sup> May 2002**



**Official Programme**

This Study Tour will begin in Toronto on Sunday, 28<sup>th</sup> April and will conclude on Friday evening, 3<sup>rd</sup> May in Cincinnati. Delegates wishing to give added value to their trip, may extend their stay and attend the FMI Show taking place on 5<sup>th</sup> – 7<sup>th</sup> May in Chicago.

## Sunday, 28<sup>th</sup> April Toronto

### Beginning of the Study Tour

Participants will meet for a welcome dinner.

## Monday, 29<sup>th</sup> April Toronto

### Hudson's Bay Company

Participants will be welcomed by President & CEO **George Heller** and visit two of the company's concept stores: **The Bay**, a retail department store delivering both fashion and home goods and **Zellers**, the leading Canadian chain of discount department stores targeting the budget-minded customer. A visit to the distribution center will also be included.

**IBM MerchantReach™** will demonstrate how Hudson's Bay Company is improving speed and accuracy while reducing costs through the automation of retailing processes. In addition, you will learn more about Canada's largest on-line gift registry. An overview of leading-edge technology in retail will also be provided.

*Canada's oldest corporation and largest department store chain, **Hudson's Bay Company (HBC)** was founded in 1670 as a fur trading enterprise and may be the world's longest running retailer. HBC operates approximately 330 Zellers stores, 100 Bay department stores, more than 100 smaller Fields apparel stores in Western Canada, about five Home Outfitters, and an e-commerce site.*

## Tuesday, 30<sup>th</sup> April Rochester

### Wegmans

Participants will visit the **Wegmans'** flagship store in Rochester, New York. This visit, provided by **Don Reeve**, Senior Vice President & CIO, Wegmans, along with Store Manager **Bill Congdon**, will offer insight into one of America's most innovative retailers.

*This supermarket chain operates approximately 60 stores in New York, Pennsylvania, and New Jersey. The stores are much larger than most supermarkets (up to 120,000 sq. ft.), and offer specialty shops such as spacious in-store cafes, cheese shops with some 400 different varieties, and French-style pastry shops with exquisite desserts. In addition, **Wegmans** runs about 15 Chase-Pitkin Home & Garden home-improvement stores. Founded in 1916, the company is still owned by the family of founder John Wegman. His nephew, Robert Wegman, is CEO.*

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## Wednesday, 1<sup>st</sup> May Toronto

### Sobeys & Loblaw

Participants will visit stores and distribution centres of the top two food retailers in Canada.

***Loblaw Companies Limited** is the leading food retailer in Canada. It owns or franchises more than 1,000 stores and has more than 700 associated stores. Its banners include among others Loblaw, Atlantic SaveEasy, No Frills, Lucky-Dollar Foods, Maxi, The Real Canadian Superstore, and Zehrs. The company's purchase of Provigo in 2000 increased its presence in Quebec. Loblaw offers more than 5,000 private-label products, including President's Choice and features financial services, as well as traditional grocery fare.*

***Sobeys** is the second-largest food retailer in Canada, with approximately 1,350 grocery stores, some 950 of them franchised. Many of its stores, which include the banners IGA, Knechtel, Food Town, Foodland, Sobeys, Price Chopper, and Boni Choix, offer bakeries, pharmacies, dry cleaning, and banking services. The company acquired The Oshawa Group in 1998 and then merged its private-label products into Oshawa's brands.*

## Thursday, 2<sup>nd</sup> May Cincinnati / Dayton

### Dorothy Lane Market & Marsh Supermarkets

Participants will have the chance to learn about **Dorothy Lane Market's** experience with the newly tested bar code designed specifically for fresh produce and meats. The visit to the **LoBill Foods** store format of **Marsh Supermarkets** will offer insight into the retail technology used by Marsh Supermarkets.

*In 1948, the original **Dorothy Lane Market** opened for the first time as a fruit stand on the corner of Dorothy Lane and Far Hills Avenue. The receipts for the first day of business totalled \$35.00. Despite many hardships, hard work enabled the partners to expand their business. Today Dorothy Lane Market is recognised throughout the United States as one of the leading independent grocery stores.*

*The #1 supermarket operator in Indianapolis operates more than 100 **Marsh Supermarkets** and smaller **LoBill Foods** stores in central Indiana and western Ohio. It also operates nearly 190 Village Pantry stores in the same area. Its Crystal Food Service unit offers cafeteria management, catering, and concession services for clients that include the Indianapolis Speedrome. Having acquired Marsh's distribution business, the **McLane Company** will supply the Village Pantry stores as well as more than 950 unaffiliated stores in seven states that Marsh had supplied before.*

## Friday, 3<sup>rd</sup> May Cincinnati

### The Home & Store of the Future

The Procter & Gamble **Beckett Ridge Innovation Center** is a research and collaboration facility designed to better understand the "Two Moments of Truth": the moment of purchase and moment of usage. The Center is designed to facilitate two key activities: 1) Consumer & Shopper Research and: 2) Retailer and Supplier Collaboration Sessions. A presentation by researchers of the **Massachusetts Institute of Technology (MIT)** will provide participants with an update on the progress being made with **AutoID**, the new electronic product code identification system designed to increase the tracking capabilities of products as they move through the supply chain. Participants will have insight into where technology in retail is heading from the point of view of MIT researchers.

**Study Tour Debriefing Session** followed by Dinner.