



CIES - The Food Business Forum is the only independent global food business network. For over 50 years CIES has been serving the CEOs and senior management of 175 retailer and 175 supplier member companies, and their subsidiaries, in over 150 countries. CIES provides a neutral platform for knowledge-exchange, thought-leadership, networking and orchestrates positions and develops tools on key strategic and practical issues affecting the food business.

The CIES IT Study Tour is exclusively reserved for the retailer members of CIES. The study tour is a platform for knowledge-exchange, learning and active networking.

Participants of the study tour will have unique opportunities to meet with the host companies' IT teams and have one on one discussions.



*The study tour has been developed for you by the
CIES International Committee on Information Technology
The members of the committee are:*

- NUNO ABRANTES, **JERONIMO MARTINS**
- **DYSTRYBUCA**, POLAND
- MICHEL KAMERMANS, **HEINEKEN N.V.**,
THE NETHERLANDS
- MICHEL EECKHOUT, **DELHAIZE GROUP**,
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- ERIC GREGORY, **WAITROSE**, UNITED KINGDOM
- AUGUST HARDER, **COOP**, SWITZERLAND
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- CAROLINE BASYN, **PROCTER & GAMBLE**,
SWITZERLAND
- PHILIPPE VAN HAECKE, **AUCHAN**, FRANCE

CIES would like to thank our exclusive sponsor ARROWSIGHT for its support of the food retail industry.



The official language of the study tour is English. As space is limited registration will be on a first come, first served basis. Please see the registration form for conditions and practical information. This programme may be subject to changes. Please consult our website for programme updates.

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THE CIES INFORMATION TECHNOLOGY STUDY TOUR 2004

18th -23rd APRIL 2004



**BELGIUM - FRANCE - GERMANY -
THE NETHERLANDS - UNITED KINGDOM**

For programme updates please consult our website www.ciesnet.com

THE CIES INFORMATION TECHNOLOGY STUDY TOUR
18th – 23rd April 2004 – EUROPE

TECHNICAL VISITS PROGRAMME

The objective of the CIES IT Study Tour is to present you the best practices in retail technologies across Europe. The host companies will share their IT plan and on-going developments with the group. RFID, Data Synchronisation and Traceability will be key themes throughout the study tour.

SUNDAY 18th APRIL 2004 – Brussels, Belgium

Welcome Dinner and Kick off of CIES IT Study Tour.

MONDAY 19th APRIL 2004
Dunkerque, France & Eindhoven, The Netherlands



serves approximately 1.2 billion unit cases, equalling over 6 billion litres of product, to customers every year. We will visit one of Coca-Cola's highly automated production sites. With the new European regulations on traceability coming into effect in January 2005 Coca-Cola has implemented a traceability system.



Jaap de Hoop, Logistic Director will welcome you at the Distribution centre of Schuitema Zuid in Eindhoven.

This distribution centre is pilot to Schuitema in the mechanization of their Retail Logistics. In Eindhoven Schuitema's combines mechanisation with advanced IT control systems. With a conducted tour in the distribution Centre the group will be presented:

- Logistic Vision of Schuitema
- The mechanisation project
- The IT project

TUESDAY 20th APRIL 2004 – Rheinberg, Germany



Gerd Wolfram, Division Manager IT will welcome you to Metro.

The METRO Group Future Store Initiative was established with the objective to actively shape the future of trading and retailing and to promote the modernisation of the industry at the national and international levels. The Future Store in Rheinberg has now been operating since the 28th of April 2003. What have Metro learned since the beginning of this project? What factors have lead to success and how will these factors change the future of retailing?



At Metro Cash & Carry store the group will analyse the topic of Data Synchronisation. The group will also study the Computer Assisted Ordering (S.A.F.) used in the store.

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WEDNESDAY 21st APRIL 2004 – Toulouse, France



Jean-Luc Galzi, IT Director will welcome the group to Casino.

With a visit to a Casino Distribution Centre the group will look at the Casino IT plan and develop areas such as :

- The roll out of G.O.L.D. and how Casino manage best of breed
- Voice Picking
- Shelf-Edge Labelling
- Data Synchronisation
- Portal

THURSDAY 22nd APRIL 2004 – London, United Kingdom



Eric Gregory, Systems Director will welcome the group to Waitrose. The visit will include store visits and a deeper look at changes in the way Waitrose manage IT. Some of the areas to be covered during the store visit are:

- Handheld branch stock management system
- Waitrose deliver home shopping system
- Self scanning (Storewave/Quickcheck)

FRIDAY 23rd APRIL 2004 – London, United Kingdom



Andrew Plews, the Systems Development Controller - Supply Chain will present Shelf-edge computing to the group. Portable hand-held devices are used and are connected to the Safeway

mainframe using an in-store radio frequency LAN and WAN. Information is communicated in real time between the user and the head-office mainframe. All of the functions are interactive and based on the individual user access level.

The current application groups of the system are: Stock Picture, Stock Maintenance, Wastage, Merchandising, Reports, Merchandising Class Analysis, High Value Returns, Deliveries, Price, Stocktaking and SMAP (Stock Management Amendment Process).

For programme updates please consult our website www.ciesnet.com