

THE SUSTAINABLE RETAIL SUMMIT 2018 PROGRAMME

WEDNESDAY 24th OCTOBER

EVENING ACTIVITIES

WELCOME COCKTAIL / 18.30 – 20.00

THURSDAY 25th OCTOBER

8:00 – 8.45

SPECIAL SESSIONS



9.00 – 9.25 / OFFICIAL OPENING

Peter FREEDMAN, Managing Director,
The Consumer Goods Forum, France

Tiago PITTA E CUNHA, CEO,
Oceano Azul Foundation, Portugal

9.25 – 10.30 / PRE-CONFERENCE INDUCTION

THE CGF IN ACTION: SHIFTING BEHAVIOURS FOR BUSINESS TRANSFORMATION

9.25 – 9.30

SESSION OPENING

Tom HEAP, Freelance Broadcaster
& Journalist, BBC, UK

9.30 – 9.45

PERSONAL WELLBEING JOHNSON & JOHNSON LED EXERCISES

Lowinn KIBBEY, Global Head, Johnson & Johnson
Human Performance Institute, USA

9.45 – 10.30

CGF PILLAR INSIGHTS

- Mike BARRY**, Director of Sustainable Business (Plan A), Marks and Spencer, UK
 - Isabelle GROSMAITRE**, Alimentation Initiative Catalyst, Danone, France
 - Alex HURD**, Senior Director, Health & Wellness, Walmart, USA
 - Barry PARKIN**, Chief Procurement and Sustainability Officer, Mars, Incorporated, USA
 - Veronika POUNTCHEVA**, Global Director Corporate Responsibility, Senior Vice President, METRO AG, Germany
 - Brent WILTON**, Director Global Workplace Rights, The Coca-Cola Company, USA
- Moderator: **Tom HEAP**, BBC

10.30 – 11.15 / NETWORKING BREAK

Kindly hosted by 

11.15 – 12.40 / MEGATREND 1 / Inspiring Healthier Lives: One Nudge at a Time

11.15 – 12.00

HANDS ABOVE HEARTS AND MINDS: NUDGING PEOPLE TOWARDS HEALTHIER CONSUMPTION

- Demir AYTAÇ**, Chief Human Resources Officer, Migros Ticaret A.S, Turkey
- Pierre CHANDON**, Chaired Professor of Marketing, L'Oréal - Innovation and Creativity, INSEAD, France
- Dr Francisco GOIANA DA SILVA**, Medical School Lecturer, Health Management and Leadership, Universidade da Beira Interior, Portugal
- Joe HARTSIG**, SVP & Chief Merchandising Officer, Walgreens, USA
- Frederico PAIVA**, Head of Healthy Nutrition, Sonae MC, Portugal

12.00 – 12.40

PANEL DISCUSSION

- Demir AYTAÇ**, Chief Human Resources Officer, Migros Ticaret A.S, Turkey
 - Pierre CHANDON**, Chaired Professor of Marketing, L'Oréal - Innovation and Creativity, INSEAD, France
 - Isabelle GROSMAITRE**, Alimentation Initiative Catalyst, Danone, France
 - Dr Francisco GOIANA DA SILVA**, Special Advisor, Ministry of Health, Portugal
 - Joe HARTSIG**, SVP & Chief Merchandising Officer, Walgreens, USA
 - Alex HURD**, Senior Director, Health & Wellness, Walmart, USA
- Moderator: **Tom HEAP**, BBC


12.40 – 14.00 / DELEGATE LUNCH



14.00 – 15.00 / MEGATREND 2 / Business Supporting Positive Migration: Harnessing Collective Action

14.00 – 14.20





CONTEXT-SETTERS

-  **Susana CORREIA DE CAMPOS**, Head of Employee Relations & Internal Social Responsibility, Jerónimo Martins Group, Portugal
-  **Jobst KOEHLER**, Senior Integration and Migrant Training Specialist, IOM, Switzerland
-  **Gideon MALTZ**, Executive Director of the Tent Partnership for Refugees, USA

Moderator: **Tom HEAP**, BBC

14.20 – 15.00

PANEL DISCUSSION

-  **Susana CORREIA DE CAMPOS**, Head of Employee Relations & Internal Social Responsibility, Jerónimo Martins Group, Portugal
-  **André COSTA JORGE**, General Director, Jesuit Refugee Service, Portugal
-  **Jobst KOEHLER**, Senior Integration and Migrant Training Specialist, IOM, Switzerland
-  **Gideon MALTZ**, Executive Director of the Tent Partnership for Refugees, USA


Moderator: **Tom HEAP**, BBC

15.00 – 15.45 / NETWORKING BREAK

Kindly hosted by **SONAEMC**

15.45 – 16.00 / CEO KEYNOTE


How to Drive Cultural Change Towards Sustainability – Insights from a Global Consumer Goods Company

-  **Hans Van BYLEN**, CEO, Henkel, Germany

16.00 – 17.20 / MEGATREND 3 / Waste Not, Want Not: Collaborating on Sustainable Waste

16.00 – 16.20

CONTEXT-SETTER

-  **Prof. Richard THOMPSON OBE**, School of Biological and Marine Sciences (Faculty of Science and Engineering), University of Plymouth, UK





16.20 – 16.40

PRESENTATIONS

-  **David GOUVEIA**, Director for Agricultural Markets and Agrifood Chain, Office for Planning, Policies and Administration, Ministry of Agriculture, Forestry and Rural Development, Ministry of the Sea, Portugal
-  **Dr. Luiza MIRPURI**, Medical Advisor, Mirpuri Foundation, Portugal
-  **Fernando VENTURA**, Head of Efficiency & Innovation, Environmental Projects, Jerónimo Martins Group, Portugal

16.40 – 17.20




PANEL DISCUSSION

-  **David GOUVEIA**, Director for Agricultural Markets and Agrifood Chain, Office for Planning, Policies and Administration, Ministry of Agriculture, Forestry and Rural Development, Ministry of the Sea, Portugal
-  **Dr. Luiza MIRPURI**, Medical Advisor, Mirpuri Foundation, Portugal
-  **Fernando VENTURA**, Head of Efficiency & Innovation, Environmental Projects, Jerónimo Martins Group, Portugal
-  **Prof. Richard THOMPSON OBE**, School of Biological and Marine Sciences (Faculty of Science and Engineering), University of Plymouth, UK

Moderator: **Tom HEAP**, BBC


17.20 – 17.30

THE BUSINESS PERSPECTIVE: PRE-LAUNCH OF THE SUSTAINABLE SUPPLY CHAIN INITIATIVE

-  **Hugo BYRNES**, VP Product Integrity, Ahold Delhaize, Netherlands
-  **Vineet KHANNA**, Senior Vice President, Global Head of Supply Chain, Nestlé, Switzerland
-  **Sonja SCHMID**, Manager, Sustainable Supply Chain Initiative | SSCI, The Consumer Goods Forum, France

17.30 – 17.40

THE CONSUMER PERSPECTIVE: PRODUCT TRANSPARENCY

-  **Solitaire TOWNSEND**, Co-Founder of Futerra. Author of The Happy Hero - How To Change Your Life By Changing The World, UK

FRIDAY 26th OCTOBER

8.00 – 8.45

SPECIAL SESSIONS



9.00 – 9.20 / CEO KEYNOTE

Collaborating for Impact - Driving Change at Scale and Pace

Mike COUPE, CEO, Sainsbury's, UK

9.20 – 10.30 / PARALLEL INTERACTIVE SESSIONS. Accelerating Change: Positive Actions for Business, People and Planet 1

SESSION 1

PRODUCT TRANSPARENCY AS AN ENABLER FOR BEHAVIOUR CHANGE

- Sarah HOLLOWAY**, Strategy Director of Change Agency, Futerra, UK
- Solitaire TOWNSEND**, Co-Founder of Futerra. Author of The Happy Hero - How to Change Your Life By Changing The World, UK

SESSION 2

COMBATTING WASTE: NO SUSTAINABILITY WITHOUT TRANSPARENCY

- Paul CREWE**, Chief Sustainability Officer & Executive Director, Anthesis Group, UK
- Kevin RABINOVITCH**, Global VP Sustainability & Chief Climate Officer for Mars, Incorporated, USA
- Kai ROBERTSON**, Senior Corporate Sustainability Advisor, World Resources Institute, USA
- Tiago SILVA**, Corporate Responsibility Senior Manager, Jerónimo Martins Group, Portugal

10.30 – 11.15 / NETWORKING BREAK

Kindly hosted by  **DANONE**
ONE PLANET. ONE HEALTH

SESSION 3








EMBRACING INNOVATION TO DRIVE SUSTAINABILITY

EXPLORE HOW TECHNOLOGY SOLUTIONS CAN ENABLE POSITIVE CHANGE THROUGHOUT YOUR BUSINESS AND IN WIDER SOCIETY

-  **Harry ASHMAN**, Sustainability Consultant, Capgemini, UK
-  **Leontien HASSELMAN-PLUGGE**, CEO, Supply Chain Information Management (SIM), Netherlands
-  **Aphra MORRISON**, Sustainability Reporting Manager, Capgemini, UK
-  **Alexander VAN ASSOuw**, Commercial Director, Refresco, Netherlands

SESSION 5






INSPIRING HEALTHIER LIVES - IN ACTION!

-  **Maggie BISCARR**, Director for Global Partnership Solutions, PepsiCo, USA
-  **Ricardo FERNANDES**, Area Leader in Customer Service, SONAE MC, Portugal
-  **João FREITAS**, Meal Solutions Director, Jerónimo Martins Group, Portugal
-  **Kana KAWADA**, Manager, Health & Beauty Care Section, Group Quality Management Department, AEON RETAIL Co., Ltd., Japan
-  **Thomas KYRIACO**, Customers Alimentation Initiative Director, Danone, France
-  **Baptiste ROUESNÉ**, Associate, Boston Consulting Group, France
-  **Bertrand SWIDERSKI**, Sustainability Director, Carrefour Group, France

Moderator: **Sharon BLIGH**, Director, Health & Wellness, The Consumer Goods Forum, France

SESSION 4

PART 1: THE CGF SUSTAINABLE SUPPLY CHAIN INITIATIVE: MAKING RESPONSIBLE SOURCING EASIER FOR THE INDUSTRY

-  **Hugo BYRNES**, VP Product Integrity, Ahold Delhaize, Netherlands
-  **Jonathan HORRELL**, Director Global Sustainability, Mondelēz International, UK
-  **Vineet KHANNA**, Senior Vice President, Global Head of Supply Chain, Nestlé, Switzerland
-  **Sonja SCHMID**, Manager, Sustainable Supply Chain Initiative | SSCI, The Consumer Goods Forum, France
-  **Herman WISSE**, Managing Director, The Global Sustainable Seafood Initiative (GSSI), Netherlands

PART 2: RE-THINKING THE PLASTICS PROBLEM:

IMPLEMENTING SUSTAINABLE STRATEGIES

-  **Paul CREWE**, Chief Sustainability Officer & Executive Director, Anthesis Group, UK
-  **Ignacio GAVILAN**, Environmental Sustainability Director, The Consumer Goods Forum, France
-  **Dr Luiza MIRPURI**, Mirpuri Foundation, Portugal
-  **Koichi YAGANITA**, Vice President of ESG, KAO Corporation, Japan

Moderator: **Tom HEAP**, BBC

12.45 – 14.15 / DELEGATE LUNCH

14.15 – 15.45 / CLOSING - IMPLEMENT TODAY FOR A SUSTAINABLE TOMORROW: BEHAVIOUR CHANGE AT THE HEART OF INDUSTRY CHANGE

14.15 – 14.20

INTRODUCTION

- Tom HEAP**, Freelance Broadcaster & Journalist, BBC, UK

14.20 – 14.40

CEO KEYNOTE

- John ROSS**, CEO & President, IGA, USA

Moderator: **Tom HEAP**, BBC

14.40 – 14.55

PRESENTATION

- Marcela VILLAREAL**, Director, Partnerships and South-South Cooperation Division (DPS), Food and Agriculture Organization of the UN (FAO), Italy

14.55 – 15.45

BLUE PLANET II

- James HONEYBORNE**, Executive Producer, Blue Planet II (BBC), UK
- Alice WEBB**, Director, BBC Children's & BBC North, UK

15.45 – 15.55

CLOSING KEYNOTE

- João Pedro Matos FERNANDES**, Minister of the Environment, Portugal

15.55 – 16.00

CONFERENCE WRAP-UP

- Tom HEAP**, Freelance Broadcaster & Journalist, BBC, UK
- Peter Freedman**, Managing Director, The Consumer Goods Forum, France

The Consumer Goods Forum would like to extend a special thanks to Exclusive Partner

**Jerónimo
Martins**



THE SUSTAINABLE RETAIL SUMMIT 2018

ABSTRACTS

THURSDAY 25th OCTOBER

INDUCTION

THE CGF IN ACTION: SHIFTING BEHAVIOURS FOR BUSINESS TRANSFORMATION

The Sustainable Retail Summit offers a unique opportunity to learn first-hand how companies are taking positive actions and collaborating to overcome today's biggest industry challenges. From eradicating forced labour, reducing and measuring food loss and waste to supporting healthier diets and lifestyles, the conference provides practical sessions on how to implement change and meet these challenging demands head-on. This pre-conference session will provide an introduction to the Sustainable Retail Summit - the principles behind it, an overview of the CGF's featured pillars and current commitments, insights into how global players can benefit from knowledge sharing on key sustainability and health and wellness issues, and, above all, how companies can overcome implementation challenges.

Personal Wellbeing

Personal wellbeing is felt as a greater sense of vitality, engagement and connectedness and it ultimately aids better health. Your shopper, your employees . . . you . . . can build personal wellbeing through a holistic, science-based approach connected to physical, mental, emotional and spiritual energy. In this 15 minute session, you will learn more about the science of wellbeing as well as simple, practical insights that you can use starting today to improve your own wellbeing and sense of energy for life.

Megatrend 1 - H&W

INSPIRING HEALTHIER LIVES: ONE NUDGE AT A TIME

The Health & Wellness Pillar drives positive and collaborative change that builds consumer trust and empowers people around the world to live healthier lives, while generating shared business value. CEOs and our panel of experts will look at the problems facing our industry with regards to health and wellness and ask whether or not enough is being done, where things can improve and what more could be achieved through greater collaboration. This session will highlight how the CGF and other stakeholders can work together to position the consumer goods industry as a leader in helping consumers adopt healthier lifestyles through initiatives like Collaboration for Healthier Lives.

Megatrend 2 - Social

BUSINESS SUPPORTING POSITIVE MIGRATION: HARNESSING COLLECTIVE ACTION

Forced labour is one of the most pressing social issues of our time. According to the ILO, 25 million people are victims of forced labour in the world today. As such, members of the CGF are actively promoting responsible business actions to help eradicate forced labour in global supply chains by working together and promoting the implementation of the CGF's Priority Industry Principles on Forced Labour. This high-level panel will discuss

the challenges being faced in driving out the root causes of forced labour, as well as the positive actions businesses can undertake in order to address those risks through supporting positive migration. The session will also draw upon how key actors such as businesses, NGOs, international organisations and governmental institutions can create coalitions of the willing to tackle this unacceptable practice, in addition to sending a strong message to inspire other companies that they should act and communicate on their commitments.

CEO KEYNOTE

HOW TO DRIVE CULTURAL CHANGE TOWARDS SUSTAINABILITY – INSIGHTS FROM A GLOBAL CONSUMER GOODS COMPANY

Hans Van BYLEN

Rooted deeply in the company's history, Henkel fosters a culture of sustainability across its entire organization. Hans Van Bylen will give insights about how sustainability is anchored in Henkel's long-term strategic framework and brought to action through a holistic sustainability strategy. Guided by the strong belief that a genuine culture of sustainability can only be based on committed employees, Henkel enables its employees through various initiatives to contribute to sustainable developments in both professional and private life.

Megatrend 3 - Environmental

WASTE NOT, WANT NOT: COLLABORATING ON SUSTAINABLE WASTE

Food Waste

Food waste is an enormous environmental, social and economic challenge. It represents an economic cost to the global economy of \$940 billion per year and, if food waste were a country, its carbon footprint would be third only to China and the US. Given the magnitude of this challenge, the consumer goods industry is publicly committed to food waste reduction. So what now needs to be done? How are companies working towards the CGF's Food Waste Resolutions and taking action on the more recent call to standardise food date labels?

Plastic Waste

We know pre-competitive, collaborative efforts with a united focus towards reduction and recovery is required. Towards that effort, the CGF is working in collaboration with the Ocean Conservancy's Trash Free Seas Alliance (TFSA) and the Ellen MacArthur Foundation (EMF) to reduce the threat that solid waste poses to the planet and to our oceans. As part of the TFSA, the CGF is working alongside science and conservation leaders on strategies to address plastic leakage into our waterways. Also, many CGF member companies are now supporting EMF's New Plastics Economy, which explores the application of circular economy principles to global plastic packaging flows. It's time to better understand what's been done and what role our industry should be playing.

SSCI LAUNCH

PRE-LAUNCH OF THE SUSTAINABLE SUPPLY CHAIN INITIATIVE

To help meet the needs of our members, and to support the development of socially and environmentally responsible supply chains around the world, the Sustainable Supply Chain Initiative (SSCI) is the newest initiative developed by The Consumer Goods Forum. It is a robust programme to benchmark and recognise sustainability standards and has been designed to streamline benchmarking processes across the CGF by replicating the successful approach of the Global Food Safety Initiative to recognising standards. Its mission is to promote good social and environmental practices in global supply chains by benchmarking and recognising third-party audit programmes and certification schemes, initially focusing on social compliance with a view to expanding the scope to environmental compliance.

FRIDAY 26th OCTOBER

CEO KEYNOTE

COLLABORATING FOR IMPACT - DRIVING CHANGE AT SCALE AND PACE

Mike COUPE

Many of the challenges we face today are collective ones, and they require us to move faster than ever whilst simultaneously working more collaboratively to drive positive change across borders and cultural and political differences. We are here with the CGF at the leading edge of collaboration; creating a common language and currency for key stakeholders across the globe to work together, whether it be harmonising approaches to tackling food waste, challenging ethical and social inequalities in our value chains or pioneering sustainable approaches to plastic use and disposal. Mike Coupe will share more about the guiding principles that support Sainsbury's approach to sustainable retailing across their Group and bring to life how these principles have underpinned progress across a number of key areas.

Session 1

PRODUCT TRANSPARENCY AS AN ENABLER FOR BEHAVIOUR CHANGE

Solitaire Townsend and Sarah Holloway of Futerra will host an interactive session on how to make transparency on environmental and social issues work for consumers and brands. New CGF/Futerra research, launched at the Summit, will provide case studies and key insights from CSOs, CMOs and brand leaders on how to unleash the 'secret weapon' of product transparency to build real, lasting trust with consumers.

Session 2

COMBATTING WASTE: NO SUSTAINABILITY WITHOUT TRANSPARENCY

The old adage "what gets measured gets managed" is true for food waste, as well. This session will introduce two new tools, the Food Waste Database and the FLW Value Calculator, designed to simplify and inform food waste measurement and help CGF companies fulfil the 2015 CGF Food Waste Resolution. In addition, practitioners from Jerónimo Martins Group, World Resources Institute, Mars, and other companies will share practical examples of company approaches to measurement, "hotspot" identification, and strategies for reducing food waste. The session will include an interactive Q&A session, so come and have your questions answered!

Session 3

EMBRACING TECHNOLOGY TO DRIVE SUSTAINABILITY

Technology has great potential to help us solve many social and environmental challenges both today and in the future, from reducing waste to enforcing ethical compliance and influencing positive consumer behaviour. In this session we will introduce several ways in which technology solutions can enable positive change throughout your business and in wider society. This interactive session will cover a range of levers and tools for reducing negative social and environmental impacts and enabling positive behavioural change. Topics include a demonstration of SIM's Supply Chain Information Management tool on how blockchain technology can bridge the distance between consumer and producer and Capgemini's novel approach to unlocking employee creativity through sustainability hackathons.

Session 4

WHAT'S NEW AT THE CGF? - STEPPING UP TO THE CHALLENGE FOR A SUSTAINABLE FUTURE

PART 1 - RE-THINKING THE PLASTICS PROBLEM: IMPLEMENTING SUSTAINABLE STRATEGIES

In the last year we have had an explosion of public awareness and concern about plastic pollution. And yet, the man in charge of waste for the City of Cambridge and beyond -

one of the most environmentally aware parts of the UK - just told me there has been no change in the amount of plastic they are consuming and throwing away. Why not? We should go beyond the pious wishes and the slogans to discover why plastic is so welded to our consumer culture, and what manufacturers, government and consumers can do to prevent the use of this material becoming an environmental menace. Outrage is not enough. Reformulation, regulation, education, cooperation, reduction: all are on the table. What can be done to influence countries around the world to tackle this global pollutant. Paul is an expert on decision making in the retail world. Luiza knows about the global spread of plastic and its health impacts, Kao can talk about the opportunities to make plastic 'kind' to our world. And Ignacio from the CGF has the global business view.

PART 2 - THE CGF SUSTAINABLE SUPPLY CHAIN INITIATIVE: MAKING RESPONSIBLE SOURCING EASIER FOR THE INDUSTRY

Compliance with social and environmental policies throughout the supply chain is a key challenge for the industry. Third-party audits and certifications are one of the main sources of assurance used by companies. Our industry has recognised the need to address this and in this session you'll learn more about how, through the CGF's new Sustainable Supply Chain initiative, our industry has never been better placed to provide buyers and suppliers with clear guidance. This session will help you better understand the SSCI's goals and plan of action, how to understand different types of benchmarks and the value of industry benchmarks for third-party schemes, and how to use the SSCI benchmark as part of a broader sustainable sourcing strategy. We will also update on plans to create global alignment and collaboration among the three global benchmarks for third-party schemes (GFSI, GSSI, SSCI).

Session 5

INSPIRING HEALTHIER LIVES - IN ACTION!

CGF members recognise the immense potential of community-based initiatives to deliver meaningful behaviour change. Our overall ambition is to progress healthier baskets and raise awareness on health and wellness. We have been working with our members and expert stakeholders to develop a series of interventions that will help customers understand, find and choose healthier options, working together across the world in key cities, as part of our Collaboration for Healthier Lives initiative, to ensure a successful mission. In this session, we'll hear from those working on the ground to empower consumers and how retailer-manufacturer collaborations are positively impacting these communities around the world.

Closing plenary

IMPLEMENT TODAY FOR A SUSTAINABLE TOMORROW: BEHAVIOUR CHANGE AT THE HEART OF INDUSTRY CHANGE

The task of ensuring a sustainable and healthy future is not only a benefit to us; it is a service to the common good and fundamental to well-functioning societies. Our work together at this conference is aimed at creating that common good and in this final session we will draw together some of the major themes highlighted during the conference and point towards the work we can all do to safeguard our companies and our communities. There is more than enough evidence today to show that consumers - especially millennials and gen z'ers - will walk away from brands that do not have a track record of protecting the planet and its people. This closing session will, therefore, better explore how we can ensure a sustainable future for the planet, its people and our businesses.

CLOSING PLENARY

When we talk about "millennials", there can sometimes be a tendency to generalise about what is actually a very diverse group of consumers, covering anyone from the ages of 18- to around 35-years-old, anywhere in the world. These consumers have grown up with technology, whether it is computers, smartphones, video games, and

**John
ROSS**

therefore are more demanding of brands when it comes to their customer journeys. In this fireside chat, John Ross, President and CEO at IGA, Inc. will be discussing the challenges of millennial consumption patterns, as well as collaboration with industry leaders and government representatives to drive positive outcomes.