

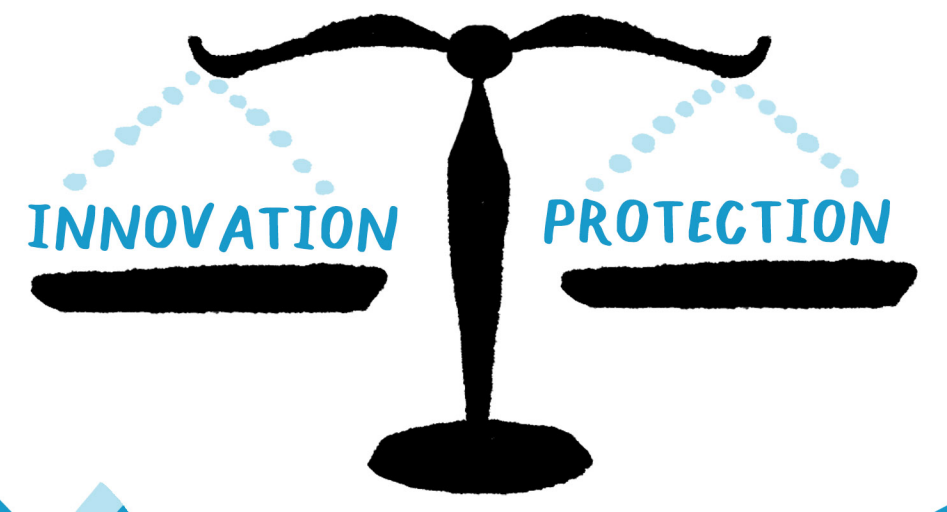
CRITICAL ISSUES SHAPING THE INDUSTRY'S TRAJECTORY



LIFE LONG Learning

THE DEBATE ABOUT AI CAN BE UNHELPFUL, WE MUST KEEP LEARNING

ENSURE THE RIGHT VOICES ARE IN THE ROOM WHEN WE DISCUSS TECH OF THE FUTURE



PACE

TODAY COULD BE THE SLOWEST DAY OF THE REST OF OUR LIVES

MAKE SURE EVERYONES VOICE IS HEARD



WE'RE TILTING FORWARDS NOT BACKWARDS



WHITE & CASE

57%

OF ATTENDEES THINK DIGITIZATION OF THE CONSUMER AND RETAIL INDUSTRY WILL CREATE MORE JOBS AND NEW POSITIONS

CONSUMER AND RETAIL INDUSTRY AMONG MOST IMPACTED BY EMERGING TECHNOLOGIES



CONSUMER AND RETAIL INDUSTRY IS ADOPTING TECHNOLOGY BUT CAN LEARN FROM OTHER SECTORS

SUSTAINABILITY

PLAY WITH THE NEW TOOLS

DISLOCATION OF SOCIETY

KEEP AN EYE ON SOCIAL COMMERCE

HOW TO NAVIGATE THE DIGITAL TRANSFORMATION OF THIS ALREADY FAST PAGED INDUSTRY

WE MUST MAKE INTENTIONAL STEPS TOWARDS A BRIGHTER FUTURE

RETURN OF THE PHYSICAL STORE

CLUBHOUSE

DIGITALISATION IS A KEY PART OF A FAST CHANGING LANDSCAPE

Consumer

AT THE HEART OF THE BUSINESS

IT'S EASY TO FORGET THAT THE INTERNET HAS ONLY EXISTED FOR 25 YEARS



IT'S BEEN A LAWLESS LANDSCAPE, BUT NOW IT'S CHANGING

INDUSTRY REVOLUTIONISED BY KEY FACTORS AND FAST CHANGING LANDSCAPE



CHARTING A DIGITAL COURSE

THE FUTURE OF CONSUMER & RETAIL IN THE GLOBAL ARENA

WORKING WITH GENERATIVE AI CAN LEAVE US OPEN TO RISK AROUND PROTECTING INTELLECTUAL PROPERTY

BRICK AND MORTAR SHOPS NOW HAND IN HAND WITH E-COMMERCE COUNTERPARTS

WE DON'T WANT TO REPEAT THE MISTAKES OF THE PAST

AS WELL AS CREATING NEW LAWS WE NEED TO EXAMINE THE LAWS OF THE PAST

RETAILERS UNDER PRESSURE TO ENHANCE CUSTOMER EXPERIENCE

NEXT GEN

THERE IS MORE NUANCE AROUND THEIR INTERESTS THAN YOU'D THINK

QUANTUM COMPUTING WILL BE THE NEXT BIG THING

2023 IS THE YEAR OF GENERATIVE AI

BUT IT COMES WITH CHALLENGES

- ★ Profitability
- ★ Focus
- ★ Underlining anxiety

DATA PROTECTION AND PRIVACY

OMNI CHANNEL RETAIL

SERVING CUSTOMERS WHERE THEY ARE

THE CONSTANT RACE TO STAY AHEAD OF EMERGING LAWS

HOW CAN REGULATORS KEEP UP?

PERSONALISATION



Scriberia