ECR COMMUNITY
EFFICIENT CONSUMER RESPONSE
SHRINKAGE
AND OSA GROUP

WEDNESDAY NOVEMBER 13TH

Tangent at Trinity College, 41 Pearse St, Dublin, D02 H308, Ireland

10.00am	**Arrivals, Coffee**
10.45am	**Welcome, Agenda Overview & Meeting Expectations. -** *Colin Peacock*
11.00am	**Transit to Tesco Store (Taxi's)** Tesco Extra, Fonthill Rd, Liffey Valley, Clondalkin, Co. Dublin, Ireland
11.30am	**Tesco Store Visit** Visit will include a hosted review of produce, donations, counters and chilled
1.00pm	**Lunch and Transit to Food Cloud (Bus)**
1.30pm	**Food Cloud Site Visit** Visit will include a presentation on the site operations and warehouse tour
3.00pm	**Transit to Trinity College (Bus) & Coffee Break**
4.00pm	**Site Visits Review** Groups will share notes on the site visits, and prepare feedback for the hosts on what inspired them, what ideas they can reapply and then ideas they can propose to the hosts that might be an opportunity
5.00pm	**2019 Waste Prevention Challenge – Retailer Update / Case Studies** Fourteen start-ups pitched their ideas in June, in this session we will hear from the "sharks" – namely, Lidl, Albert, Sonae, Tesco, Asda and Delhaize, as to what happened next. Who has tested / trialed the ideas presented? What results have they been able to deliver? What were the watch -outs? What are the next steps?
5.30pm	**Speed Dating (including food surplus canapes, small plates and wine)** In a twist on the speed dating format, participants will "date" their peers and share their work plan priorities. Expect to learn more about your peer's and potentially the chance to find a perfect match where 1+1 could equal 3!
7.00pm	**Informal Network Evening – Doyles Pub** The group are invited to the world famous Doyles pub, where an area has been reserved for us to enjoy a Guinness [or two] and some more substantial food. The pub is a short 400m from the meeting room. Doyles Pub 9 College St, Dublin 2, D02 WN62
9.00pm	**Close**

THURSDAY NOVEMBER 14TH

Tangent at Trinity College, 41 Pearse St, Dublin, D02 H308, Ireland

8.30am	**Arrivals and Coffee**
9.00am	**Welcome, Store Visits Recap and Agenda Overview -** *Colin Peacock*
9.15am	**Case Study in Collaboration** – *Troy Harding – Kroger Company* Lessons learnt on how to deliver improved waste (shrink) and sales in fresh via deeper collaboration with the merchants and external providers.
9.45am	**Coffee Break**
10.00am	**Round Table Discussion** How familiar are the challenges that Troy outlined to your organisation, the same, worse or better? How relevant would the approaches and interventions delivered by Troy be to your organisation? What ideas could your table give back to Troy and what new ideas from the presentation can you take back?
10.45am	**Break**
11.00am	**Academic Update** – *Assistant Professor Karel Van Donselaar* The customers' selection / grabbing behaviour is having a big impact on the extent of the waste & markdown problem at any one retailer. Some customers grab and buy the freshest product on the shelf while others simply buy the product which is in the front of the shelf. In this session a new method will be presented, which enables retailers to estimate the grabbing behaviour of their customers at the store-SKU-level. This method has been applied at Jumbo Supermarkets (NL) using their sales, inventory and waste data. Lessons learnt will be shared and the workshop attendees will then discuss the potential benefits of knowing their customers grabbing behaviour, the implications for improving the store operations, the shelf layouts, the assortment and planogram decisions, and how the grabbing changes if online grocery picking is also done from the store shelves.
12.00pm	**Lunch**
1.00pm	**Case Studies in Collaboration on Food Waste** – *Suppliers Perspective* Suppliers, like retailers, are highly motivated to reduce food waste however their initiatives are often confined to improving the waste just within their "own four walls" as can be evidenced on the Tesco supplier updates and the CGF global report. This session will focus on food waste prevention efforts by suppliers that intend to deliver improvements in waste beyond just that which occurs within their own four walls. Themes that will be discussed in this session include the nature of commercial arrangements, and how they can incentivize or not food waste prevention, data sharing principles and practicalities and then the different interventions themselves including GS1 data bar, packaging and product innovation.
1.30pm	**Round Table Discussion** What were the key takeaways from your table on these presentations? How is collaboration with retailers / suppliers at your company? To what extent is your organisation ready for collaboration? What would you "score" on the self-assessment checklist?
2.00pm	**New Research Proposal – Understanding the True Cost of Food Waste** The management of food waste has created new processes and complexities in stores, not present a decade ago. These have added time and costs to the cost of waste & markdowns. This research will aim to explore the current costs of managing products that are close to or past their expiry date and will aim to develop a total cost of food waste model.
2.30pm	**Expectations Review, Next Steps and Date of Next Meeting**
3.00pm	**Close and Transit to Airport (7 miles and circa 30 mins by car/public transport)**