



Getting beneath the surface of retail risk



1ST AND 2ND MAY 2018

DE VERE COTSWOLD WATER PARK

# RISK SUMMIT

ORIS FORUMS



# DE VERE

COTSWOLD WATER PARK

Set among the honey-coloured villages and gently rolling hills of the Cotswolds, the venue for our seventh ORIS Forums Annual Risk Summit is a hotel as spectacular as its surroundings, with 152 lakes spread across the unique Cotswold Water Park.

The De Vere Cotswold Water Park is set in 56 acres of scenic countryside, with a private lake, nature reserve and woodland, making this a wonderful retreat from the outside world.

The uniqueness of the venues that ORIS Forums chooses for its annual gathering has always been appreciated by its members, and this year is no different. Attendees can enjoy two thought-provoking days of presentations, round table discussions and networking in a relaxed environment which will contribute to making this an informal yet very productive event.



REPRESENTING

MORE THAN 140 BRANDS

OVER 50,000 STORES

IN EXCESS OF £400 BILLION SALES



# Risk Summit 2018

## Agenda: Tuesday 1 May

---

12:00 Arrival and Lunch

---

12:45 **Welcome**  
Louise Kadege  
*ORIS Forums*

---

13:00 **National Business Crime Centre - policing response to retail crime**  
Sir Craig Mackey *QPM*  
*Deputy Commissioner, Metropolitan Police Service*

---

13:40 **Fashion Victims - the proven links between fake fashion and the funding of terror groups, including ISIS**  
Andrew Bradshaw  
*President, ACACAP (Asian Coalition Against Counterfeiting and Piracy)*

---

14:20 **The Online Threat**  
DS Martina McGrillen  
*National Fraud Intelligence Bureau, City of London Police*

---

15:00 Coffee and Networking

---

15:25 **From the Covert to the Overt - the art of open source investigations in retail loss prevention**  
Danielle Brooke  
*CEO, S.T.O.P International*

---

16:00 **Raising our Game - smarter approaches to challenging and violent behaviour in retail**  
Bill Fox  
*Chairman, Maybo*

---

16:35 **Positive Mental Health and the New Culture of Risk in Retail**  
Terry Streater  
*Director, Oakwood Training*

---

17:15 **Buy Online, Return to Store - product returns in an omni-channel environment**  
Sally-Ann Krzyzaniak  
*Research Fellow, University of Portsmouth*

---

17:45 Day one close

---

19:15 Pre-dinner drinks

Sponsored by



20:00 Dinner and Disco

Table wine sponsored by



# Risk Summit 2018

## Agenda: Wednesday 2 May

---

09:00 **Interactive Session - how hackers exploit personal security lapses to attack businesses**

**Mark Johnson**  
*Founder, The Risk Management Group*

---

10:00 Coffee and Networking

---

10:30 Round table discussions:

- **Robberies - Prevention, Response and Recovery**
  - **Brand Protection**
  - **Health and Safety**
  - **Cyber Risks and Online Fraud**
  - **Click and Collect Returns**
  - **Civil Claims: In-store and Online and the impact of GDPR**
  - **Reducing Internal Fraud**
  - **Staff Safety and Wellbeing**
- 

12:30 Closing address and lunch

---

13:00 Event close

---



## EVENT SPONSORS

---



**APPRISS**<sup>®</sup>  
RETAIL

**Appriss Retail** provides artificial intelligence-based solutions to help retailers protect margin, unlock sales, and cut shrink. Its performance-improvement solutions yield measurable results with significant return on investment among retail store, ecommerce, and inventory functions. Appriss Retail serves a global base of leading specialty, apparel, department store, hard goods, big box, grocery, pharmacy, and hospitality businesses in more than 100,000 locations (brick and mortar and online) in 45 countries across six continents.

0207 430 0715 / [websales@apprissretail.com](mailto:websales@apprissretail.com)  
[apprissretail.com](http://apprissretail.com)



**B2B** and **SG Systems** have joined forces to become one of the UK's largest retail technology and security specialists. Experienced advisors from B2BSG Solutions Ltd look forward to discussing smart customer counting, intelligent fitting rooms, RFID, the Fraud Awards-nominated Smart Hook and new developments in EAS, product protection and CCTV.

07715 104 637 / [Matt@sgsystems.co](mailto:Matt@sgsystems.co)  
[sgsystems.co](http://sgsystems.co)

**blp** | business | loss | prevention |

**Business Loss Prevention Ltd** is the UK's leading civil recovery provider, working with businesses across all sectors and improving their profits by reducing their losses. Working on a 'no recovery, no fee' basis, our clients enjoy the benefits of having a qualified Solicitor conduct their cases, 24/7 online access to case portal and complimentary report analysis.

07967 743 637 / [info@business-loss-prevention.co.uk](mailto:info@business-loss-prevention.co.uk)  
[business-loss-prevention.co.uk](http://business-loss-prevention.co.uk)



**Catalyst** was founded in 2004 as a supplier of security tags to the retail industry, helping to prevent the ever-growing problem of theft. Since then, the business has expanded rapidly. Millions of our products have been deployed across hundreds of retailers around the world and our product offer has evolved significantly.

- Source tagging products and services, including tag recycling
- Security hardware i.e. gates installed at the store entrance/exit
- Other security consumables, including the world-leading BottleLox (alcohol theft prevention)
- A menu of retail RFID solutions to manage security inventory availability and customer experience.

01494 453 045 / [pauljones@lfsourcing.com](mailto:pauljones@lfsourcing.com)

[catalyst-direct.co.uk](http://catalyst-direct.co.uk)



**Century** is a major global manufacturer of EAS, RFID and Electronic Shelf Edge Label Solutions with offices in China, Europe and Latin America. Century partners with TAG in the UK as a direct sales and service channel to retail, who bring 15 years of experience, innovation and understanding of retail technology.

0208 283 4990 / [info@tagcompany.com](mailto:info@tagcompany.com)

[tagcompany.com](http://tagcompany.com)



**C3i Europe** provides effective solutions to protect the integrity of your brand. Intelligence-led end-to-end protection against global grey market activity in the retail and commercial sectors.

With tailored solutions from an extensive portfolio of capabilities, C3i engage in all aspects of conventional, technical, overt and covert investigations supporting international clients.

01244 661 222 / [davidbrinsden@c3ieurope.com](mailto:davidbrinsden@c3ieurope.com)

[c3ieurope.com](http://c3ieurope.com)



## EVENT SPONSORS

---



**NBCS** is a not for profit initiative that enables the effective sharing of appropriate data between the police, crime reduction agencies and the business community to reduce crime and risks to all. By gathering data and sharing information across the public and private sectors the NBCS is better able to prevent and detect emerging issues caused by prolific and persistent offenders.

Through close collaboration and an evidence-based approach, we've supported many businesses in reducing their exposure to business crime whilst also providing a safer environment for their customers and staff.

**0800 080 6016 / [Catherine.bowen@nationalbusinesscrimesolution.com](mailto:Catherine.bowen@nationalbusinesscrimesolution.com)  
[nationalbusinesscrimesolution.com](http://nationalbusinesscrimesolution.com)**



**Oncam** and **VAS** are global technology innovators that have created a 'one box' solution that brings together 100% coverage by Oncam's 360-degree cameras alongside the VAS Bespoke CCTV Server. Our solution delivers customer behaviour analytics, footfall, POS integration and business intelligence dashboards which can benefit multiple departments within a retail business.

**0207 371 6640 / [sales@oncamgrandeye.com](mailto:sales@oncamgrandeye.com)  
[oncamgrandeye.com](http://oncamgrandeye.com)**



**StaffSafe** protects staff and commercial properties on the UK High Street. Unique in our approach, we use 2-way communication and CCTV to deter verbal and physical attacks on vulnerable staff and to prevent anti-social behaviour. Additional benefits include, alarm verification, lone worker and key holder protection.

**01387 702 388 / [Paul.cullinan@positiveresponseuk.com](mailto:Paul.cullinan@positiveresponseuk.com)  
[positiveresponseuk.com](http://positiveresponseuk.com)**



**RISC Associates** delivers training courses including conflict management, robbery awareness, lone worker personal safety and security and safety industry training. Our consultancy division delivers effective risk management and profit protection strategies.

RISC consultants are subject matter experts in their fields and work in partnership with you to achieve your outcomes.

01902 374 525 / [info@riscassociates.co.uk](mailto:info@riscassociates.co.uk)

[riscassociates.co.uk](http://riscassociates.co.uk)



**ValiDator** is the bestselling intelligent deposit safe range available in the UK. Visit our stand to see why. The range includes intelligent bag deposit, single note deposit, note recycler and bunch note feeders with front and rear deposit system.

We can guarantee that we have the ValiDator that will meet your requirements - if not, we will build it.

01442 210 080 / [ian.cocker@fimak.com](mailto:ian.cocker@fimak.com)

[validatorsafe.com](http://validatorsafe.com)



**ZEBRA**

**Zebra Technologies** is a global leader respected for delivering innovative and highly reliable solutions to retail. In 2013, Zebra acquired Hart Systems, the leading provider of self-directed physical inventory/stocktake solutions globally, forming Zebra Retail Solutions. In 2014, Zebra acquired Motorola Solutions' Enterprise business, expanding Zebra's portfolio of technologies/mobile computing devices and creating a global leader in Enterprise Asset Intelligence.

01227 811 718 / [patricia.lacey@zebra.com](mailto:patricia.lacey@zebra.com)

[zebrainventory.com](http://zebrainventory.com)

## EVENT AND DRINKS SPONSORS

*Thank you for making the Risk Summit possible*

### Lanyard Sponsors



**Amberstone** is a leading provider of technology and business solutions to major organisations across the UK and Europe. Working in partnership with our customers we design, install and maintain security and loss prevention and lone worker solutions, while helping our clients improve performance through intelligent tools that analyse customer behaviour and monitor operational efficiency. What sets us apart is our commitment to innovation. We're constantly looking for new ways to help protect our customer's assets and employee's, reduce losses, maximise sales opportunities and achieve your objectives.

0845 299 7399 / [enquires@amberstone.co.uk](mailto:enquires@amberstone.co.uk)  
[amberstone.co.uk](http://amberstone.co.uk)

### Table Wine Sponsors



**Metro Security (GB) PLC** is a security and fire specialist provider which is in the business of collaborative working and bespoke solution design for a wide range of blue chip and high street brands.

Founded in 1978 with a pedigree in UK-based manufacturing, the business launched its Metro Analytic Retail Solution (M.A.R.S) system to the wider retail market at the 2017 RBTE show.

The technology has been successfully installed at the UK and European stores of Sports Direct, a Metro customer for more than 18 years. M.A.R.S is also helping a number of high profile forecourt operators, including Great Gas Petroleum, Certas Energy and the Prax Group (Harvest Energy), maintain, protect and manage their sites.

0843 382 4999 / 01708 377 477  
[Enquiries@metrosecurity.co.uk](mailto:Enquiries@metrosecurity.co.uk)  
[metrosecurity.co.uk](http://metrosecurity.co.uk)

### Pre-Dinner Drinks Sponsors



**OCS Retail and Asset Solutions** is a market leading support business to the Retail Sector supplying Merchandising, Stocktaking and Supply Chain services. We focus on our customers by supporting their development through our innovative solutions and business practices and by investing in our infrastructure, staff and technology to drive excellence in quality and customer service.

0800 282 382 / [enquiries1@ocs.co.uk](mailto:enquiries1@ocs.co.uk)  
[ocsretailsupport.co.uk](http://ocsretailsupport.co.uk)





Arcadia



A.S. Watson Group  
A Hutchison Whampoa Company

AZZURRIGROUP



Clarks



coast



Disney



dyson

ebay



GAME



halfords

INDITEX

Jack Wills  
FABULOUSLY BRITISH



John Lewis



MATALAN



MICHAEL KORS



next

Office  
DEPOT

one|stop

OUTDOOR AND CYCLE  
CONCEPTS

PEACOCKS



PRIMARK

Ryman

Sainsbury's

SALLYBEAUTY  
HOLDINGS, INC.

SCOTMID  
co-operative



SELFRIDGES&CO

SHOP  
DIRECT

SPORTS  
DIRECT.COM



Superdry.

SWAROVSKI

TJX  
EUROPE



Travis Perkins

Waitrose

W  
Waterstone's

Wyevale  
garden  
centres

YANKEE  
CANDLE



[orisforums.co.uk](http://orisforums.co.uk)

Connecting People. Sharing Next Practice.