

## 2021 SCHEDULE AT A GLANCE

Sunday, September 19

1:00 PM - 3:30 PM **The Path to Retail 4.0: Get Ready or Get Left Behind**

| Concurrent Workshops | E-COMMERCE                           | PEOPLE DEVELOPMENT                                      | OPERATIONS                             | FRESH FOODS   | OMNICHANNEL MARKETING  | MERCHANDISING       | TECHNOLOGY   |
|----------------------|--------------------------------------|---|--|---|------------------------|---------------------|--|
| 3:45 PM - 4:45 PM    | E-Commerce - What Do Consumers Want? | Creative Recruiting – Lessons Learned From the Pandemic | Emergency Preparedness/Lessons Learned | Prepared Foods – Capitalizing on New Demand for Foods To Go | Digital Transformation | Promoting Non-Foods | Personalization, Shopper analytics and Digital Coupons |
| 5:00 PM - 6:45 PM    | <b>Opening Keynote Session</b>       |   |  |   |                        |                     |  |
| 6:45 PM - 8:00 PM    | <b>Opening Reception</b>             |   |  |   |                        |                     |  |

Monday, September 20

| 7:00 AM - 8:15 AM <b>Super Breakfast Session</b> |   |                                    |                               |                                     |   |                                  |   |
|--|---|------------------------------------|-------------------------------|-------------------------------------|---|----------------------------------|---|
| Concurrent Workshops                             | E-COMMERCE  | PEOPLE DEVELOPMENT                 | OPERATIONS                    | FRESH FOODS                         | OMNICHANNEL MARKETING   | MERCHANDISING                    | TECHNOLOGY                                    |
| 8:30 AM - 9:30 AM                                | E-Commerce Best Practices                         | Diversity & Inclusion              | Competing with Value Formats  | Fresh Produce Consumer Trends       | Marketing in the COVID Era: Print to Digital Shift            | Managing Supply Chain Challenges | Robots – The Next Phase of Grocery Automation |
| 9:30 AM - 9:45 AM                                | <b>Break</b>                                      |                                    |                               |                                     |   |                                  |   |
| Concurrent Workshops                             | E-COMMERCE  | PEOPLE DEVELOPMENT                 | OPERATIONS                    | FRESH FOODS                         | OMNICHANNEL MARKETING   | MERCHANDISING                    | TECHNOLOGY                                    |
| 9:45 AM - 10:45 AM                               | Expanding the Reach of E-Commerce: Online SNAP    | Associate Retention Best Practices | Store Formats / Design Trends | Meat Sales: Trends to Watch in 2021 | Using Artificial Intelligence (AI) for Personalized Marketing | Winning In Center Store          | Securing an Omnichannel Presence              |
| 11:00 AM - 12:00 PM                              | <b>General Session</b>                            |                                    |                               |                                     |   |                                  |   |
| 12:00 PM - 5:00 PM                               | <b>EXPO FLOOR OPEN</b>                            |                                    |                               |                                     |   |                                  |   |
| 5:00 PM - 6:45 PM                                | <b>Best Bagger Championship &amp; After Party</b> |                                    |                               |                                     |   |                                  |   |

Tuesday, September 21

| 7:00 AM - 8:45 AM <b>Super Breakfast Session: Creative Choice Awards Presentation</b> |   |                                    |   |                                      |  |  |                               |
|---|---|------------------------------------|---|--------------------------------------|--|--|-------------------------------|
| 9:00 AM - 1:00 PM <b>EXPO FLOOR OPEN</b>  |   |                                    |   |                                      |  |  |                               |
| NGA Talks   | E-COMMERCE                                    | PEOPLE DEVELOPMENT                 | OPERATIONS                                    | FRESH FOODS                          | OMNICHANNEL MARKETING  | MERCHANDISING  | TECHNOLOGY                    |
| 1:00 PM - 1:25 PM   | Click & Collect and Micro-Fulfillment Centers | Telecommuting Best Practices       | Washington Update                             | Reducing Shrink in Fresh Departments | 2021 Consumer Shopping Trends                                      | 20 Ideas for Growing Sales                           | The Future of Retail Payments |
| 1:35 PM - 2:00 PM   | Last Mile Delivery: Are Drones the Answer?    | HR Information Systems             | FMS Industry Survey                           | Supply trends: Indoor Gardens        | Search Engine Optimization – #whatshopperslookfor. OR Google Tools | Pet Category – Merchandising Best Practices          | Preventing Ransomware Attacks |
| 2:10 PM - 2:35 PM   | Click and Collect Best Practices              | Post Pandemic Labor / Legal Issues | Outlook for M&A Post Covid in the Food Sector | Double Up Food Bucks                 | Maintaining E-Comm Sales Increases                                 | Sure Fire Ways to Increase Traffic – In-Store Events |                               |
| 2:45 PM - 3:10 PM   | Autoreplenishment Programs                    |                                    |   | Gourmet Foods Trends                 | Next Generation Loyalty Programs                                   |  |                               |
| 3:30 PM - 4:30 PM   | <b>General Session</b>                        |                                    |   |                                      |  |  |                               |

6:00 PM - 8:00 PM

**Closing Celebration**