

RETAIL FOCUS 2020

An EL Event



Venue & Accommodation

NOVOTEL GENÈVE CENTRE
 Rue de Zurich 19 – 1201 Geneva
 T +41 22 909 90 00
 www.accorhotels.com

Programme

Tuesday, October 23 – Arrival of the participants (transfers will not be organized)

- 18:00 Working documents presented to participants at the EL welcome desk in the hotel lobby
- 19:30 – 22:00 Welcome dinner at the hotel restaurant on the ground floor

Wednesday, October 24 (meeting room: “Steve” – floor -1)

- 09:00 – 09:15 [*Welcome & Introduction to the Seminar*](#)
- **Jean-Luc MONER-BANET**, CEO, Société de la Loterie de la Suisse Romande
 - **Arjan VAN'T VEER**, EL Secretary General
 - **Ray BATES**, EL Honorary President, Moderator
- 09:15 – 10:00 **KEYNOTE**
- Scott ANNAN**, Principal/Founder, Blue Ananta, UK
- 10:00 – 10:45 [*Retail Sales*](#)
- Niall ANDREWS**, Sales & Operations Director, PLI, Ireland
- 10:45 – 11:15 **Coffee/Networking**
- 11:15 – 12:00 [*Retail Strategy*](#)
- Estelle DAUCHY**, Retail Strategy Manager, Française des Jeux, France
- 12:00 – 12:30 [*Retail Sport*](#)
- Marko KUNAC**, Director of Market Research Department, Hrvatska Lutrija d.o.o., Croatia
- 12:30 – 13:30 **Lunch in the hotel restaurant**

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13:30 – 14:45 **Visit to Lottery Retail Outlets in Geneva**

14:45 – 15:45 *Retail Loterie Romande Case Studies*

- Café / Restaurant Outlets, Vending Machines, **Sébastien DEMIERRE**, Key Account & Trade Marketing Manager
- Retail Responsible Gaming, **Bettina DI LELLO**, CSR Manager

15:45 – 16:15 **Coffee/Networking**

16:15 – 17:00 *PANEL POS/Digital Facilities*

- **David ROY**, Int'l Business Development Director, Carmanah Signs Inc., Canada
- **Andy KAOH**, President, Pro-Lite Inc, USA
- **Christine TIETJENS**, Business Development Director, Fastrak Lottery Solutions, UK

17:00 – 17:45 *Retail @ Camelot*

Duncan MALYON, Retail Director, Camelot UK Lotteries Ltd, UK

17:45 *Review & Close*



Evening hosted by



19:15 Departure from the hotel lobby (5 minutes' walk)

19:30 Dinner at the ***Restaurant Edelweiss***
Place de la Navigation 2, Geneva

Thursday, October 25 (meeting room: "Steve" – floor -1)

09:00 – 10:15 *Partner/Supplier Retail Presentations*

- SCIENTIFIC GAMES, **Lucas GANGONE**, Regional Vice President, USA
- IGT, **Roberto ZANETTI**, Head of Digital Strategy & Customer Experience B2B, Italy & **Tom STANEK**, Sr. Director Global Retail Sales & Execution, USA
- INTRALOT, **Nikos ZOGOPOULOS**, Senior Product Manager, Greece
- NOVOMATIC LOTTERY SOLUTIONS, **Marc CHABRAND**, General Manager Spain & Director Lottery Operations, Spain

10:15 – 10:45 **Coffee/Networking**

10:45 – 11:30 *The Change That Matters*

Christian BJERKE-NARUD, Head of Partner Sales, Norsk Tipping, Norway



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11:30 – 12:15 *The Quest for Convenience*
Dominik STOCKER, Commercial Director, Nielsen Switzerland

12:15 – 13:00 *Retailer Panel*

- **Eric MARKUS**, Director, Eden Press, Switzerland
- **Johann HOCHULI**, Head of Retail Non-oil Activities, ENI Suisse S.A., Switzerland
- **Thomas ENNIS**, Multi Award Winning Spar Retailer & Owner of 12 Stores in Dublin, Ireland

13:00 *Seminar Review & Close*

13:00 **Lunch & Departure of participants**

Before checking out, all participants are kindly requested to pay their personal extras such as minibar, phone, fax, as well as extra nights, etc.

Lausanne, October 17, 2018