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| MONDAY OCTOBER 21 | | TUESDAY OCTOBER 22 | | WEDNESDAY OCTOBER 23 | |
| \*free with full delegate ticket | | **A. Lassonde Main Stage Lobby** | | **Ballrooms A, B, C,** | |
| 8:00am-12noon | **INDUSTRY TOUR**  **(pre-registration required)** | **8:00am-9:00am** | **REGISTRATION/CHECK-IN AGM** | **7:30am-8:30am** | **BREAKFAST SESSION WITH HAROLD LLOYD. Flow & Focus:** How to better manage the FLOW of shoppers from entering into the store to the checkout, and how to control their FOCUS on items we want to sell, in the optimum order we would like to sell them |
| 11:00am-5:00pm | **\*CHINESE CUISINE & HOSPITALITY ASSOC. OF CANADA SUMMIT**  **A.Lassonde Main Stage** | **9:00am-9:30am** | **CFIG ANNUAL GENERAL MEETING**  **(all exhibitors and attendees welcome)** | **8:30am-9:15am** | **SECTOR INSIGHT SESSION**  **Future of Food:** People just want to eat — they don’t care if their meals are sourced from a restaurant, a retailer, their pantry, or somewhere else. Winning the Moment requires creativity, innovation, and a deep understanding of when and where you have the most influence. Join **Robert Carter** of The NPD Group to discover how to make sure your product or brand is prominent in the consumer’s decision set. |
| 5:30pm-7:30pm | **OPENING RECEPTION**  **RM 1020**  **(all exhibitors and attendees welcome)** | **9:30am-10:00am** | 2019 FMS-CFIG Financial Survey Results with **Robert Graybill, FMS** | **9:15am-10:00am** | **KEYNOTE**  **Think Like Amazon About — The Future Of Your Industry:** What is the future of your industry? Former Amazon Exec **John Rossman** will propose several aspects of your industry which will likely change and leave audiences with strategies, tools, and questions to help create this future. |
|  |  | **10:00am-10:45am** | **KEYNOTE: JOE JACKMAN**  **Embracing Change A Reinventionist’s View of the Future of Retail with Joe Jackman of Jackman Reinvents.**  In today’s marketplace of rapid change, brands and businesses have three choices: fight it (until their inevitable downfall); fix it (making incremental tweaks that don’t lead to genuine growth); or join it (by using bigger, bolder, transformative strategies).  In this keynote, Jackman explores consumer behaviour and upcoming industry trends; shares best-in-class examples of companies doing it right; and, with insights from his experience revitalizing major brands, provides a new model for across-category growth. | **10:00am-10:15am** | **COFFEE BREAK** |
|  |  | **10:55am-11:00am** | **RIBBON CUTTING** | **10:15am-10:45am** | **WORKSHOPS – MCKENNITT ROOMS 1-4** |
|  |  | **TRADE SHOW 11:00am - 4:30pm** | | **ROOM 1** | ***Canadian Grocer*** presents innovative concepts for delivering meal solutions to consumers in the retail grocery channel. |
|  |  | **12noon-1:00pm** | TOP 10 IN GROCERY JUDGING | **ROOM 2** | **5 Components of a Successful Customer Experience**: With a successful customer experience comes new opportunities for consumer loyalty and engagement, which can lead to business growth and enhancement. BDO’s **Eric Matusiak** and **Jeremy Scott** will look at the realities of implementing certain strategies to leverage a fully engaged customer. |
|  |  | **1:00pm-2:00pm** | BEST BOOTH JUDGING | **ROOM 3** | **How to Remain Relevant:** A comprehensive strategy with effective tactics (Mission MATRIX) that will rejuvenate your team and keep (maybe even grow) your market share. Presented by Retail Expert **Harold Lloyd** |
|  |  | **ROOM 4** | **Andrea Wynter**, Head of People at ADP Canada, will look at the most prominent **HR and labour issues facing today’s grocer**. Discover solutions to address items like barriers to recruitment, skills shortages and the challenges associated with the engagement and retention of their top performers. |
|  |  | **REPEATED 10:45am-11:15am** | |
|  |  | **TRADE SHOW 11:00am – 4:00pm** | |
|  |  | **12:00pm-12:30pm** | **INTERAC TRADE SHOW STAGE**  McCormick Flavour Forecast: Learn about fresh flavour insights and inspiration from around the globe impacting restaurants, retail shelves, home kitchens and beyond. Presented by Chef **David Burnett.** | **12:00pm-12:30pm** | **INTERAC TRADE SHOW STAGE**  **HR/STAFFING:** Take the “Employee Loyalty Test” to find out retention probability score with retail expert **Harold Lloyd.** |
|  |  | **1:00pm-1:30pm** | **INTERAC TRADE SHOW STAGE**  **Passion: What’s Left of Yours?** Reevaluate what you are doing and redirect your energies to maximize your potential and to make those around you proud to have you on their team. Presented by Retail Expert **Harold Lloyd** | **1:00pm-1:30pm** | **INTERAC TRADE SHOW STAGE**  **The Plastic Problem & Solutions:** Sustainable packaging expert, **VJ Bala** of HeyJute will look at innovations and pros and cons when considering alternatives to single-use plastic in bags and other grocery packaging. |
|  |  | **2:00pm-2:30pm** | **INTERAC TRADE SHOW STAGE**  **Doing Debit Right:** An Omni-Channel Approach to Grocery Retail Payment by **Shenela Tavarayan**, Interac Corp. | **2:00pm-2:30pm** | **INTERAC TRADE SHOW STAGE**  **AI & The Future of Supermarkets:** Rubikloud’s CEO, **Kerry Liu** will discuss how the blend of AI and machine learning will help grocers predict customer intention and behaviour and improve forecast accuracy, minimize stock-outs and reduce the manual effort required to build promotions. |
|  |  | **3:00pm-3:30pm** | **INTERAC TRADE SHOW STAGE**  **Emerging opportunities for the food industry in the edibles cannabis sector**: A look at the paths to enter the market and details on regulatory requirements for edible cannabis manufacturers and what this means for grocery. Presented by **Aparna Gulavane** of Cannabis Compliance | **INDEPENDENT GROCER OF THE YEAR GALA CONNECTION CORRIDOR & BALLROOMS A, B, C**  ***MCs Tom Shurrie, Harold Lloyd*** | |
|  |  | **4:30PM-6:30PM** | **MERCHANDISING EXCELLENCE AWARDS**  ***MCS WARD HANLON, TOM SHURRIE***  ***A. LASSONDE MAIN STAGE*** | **5:30PM-6:15PM** | **RECEPTION** |
|  |  | **4:30PM-5:00PM** | **NETWORKING COCKTAIL** | **6:30PM-7:30PM** | **DINNER** |
|  |  | **5:00PM-6:30PM** | **AWARD PRESENTATIONS** | **7:30PM-9:15PM** | **AWARDS** |