



**AMPLIFYING INNOVATION IN LIFESTYLE & SOCIAL DESTINATIONS FOR A CUSTOMER-FIRST AGE**

**DAY 1**

**11<sup>th</sup> May, Wednesday: Connections over Cocktails**

**HOSTED BY**

**19:00 hrs Onwards**  
**Networking Cocktails & Dinner**



**DAY 2**

**12<sup>th</sup> May, Thursday: CONFERENCE, EXHIBITION & AWARDS**

**10:30 – 10:35 hrs**  
**SHOPPING CENTRES NEXT INTRODUCTION**  
Anish Trivedi, President & CEO, Alenka Media

**10:35 – 10:45 hrs**  
**WELCOME ADDRESS**

Vineet Chadha, COO – Retail, IMAGES Group

**10:45 – 11:30 hrs**  
**PRESENTATIONS BY UPCOMING SHOPPING CENTRES**

The nominees for the Upcoming Shopping Centres category will present their differential positioning, location, zoning, design/ architecture, customer experience features and their other unique propositions for prospective tenants.

**Presentations by:**  
**ELAN Miracle, Gurgaon**  
Anubha Kakkar, Senior Leasing Manager, ELAN Group  
Reyansh Khatri, Assistant Manager, ELAN Group

**LuLu Mall, Lucknow**

Sameer Verma, General Manager – Mall, Lulu Lucknow Shopping Mall

**Shalimar Gateway, Lucknow**

Prasad Rane, CMO, Pioneer Property Zone Services

**Urban Square, Udaipur**

Shubhojit Pakrasi, SVP - Mall & Leasing, Urban Square (Bhumika Group)

**MODERATOR:** Pankaj Renjhen, COO & Joint MD, ANAROCK Retail

**11:30 – 12:15 hrs**

**SOLOx**

**Stories, Opinions, Learnings, Outcomes**

Engaging and uplifting narrations of personal and professional journeys



Rajneesh Mahajan, CEO, Inorbit Malls

Sanjeev Rao, CEO, Being Human Clothing

Shrirang Sarda, CEO & Managing Partner, Sarda Group

**12:15 – 12:25 hrs**

**UNVEILING NEXUS 2.0**

Introducing Indian retail to a magical era of transformation, evolution and experiences. A unique experience that is standard across the entire Nexus Malls portfolio.



Jayen Naik, Senior VP – Operations & Projects, Nexus Malls

**12:25 – 13:25 hrs**

**INNOVATING LIFESTYLE AND SOCIAL DESTINATIONS FOR A CUSTOMER-FIRST AGE**

- Reimagining shopping centres as lifestyle destinations
- Revenue matrix for an experience-led centre
- The new definition of 'anchor tenant' (cinemas/apparel/food an anchor) and why this concept needs a rethink for a mall to become a social/ lifestyle destination
- Revised business needs, experience drivers and profitability models for a social destination

Gather outstanding insights on the new consumer behaviour, mall innovation, collaboration models, challenges and new learnings of the past two years

Pramod Arora, Chief Growth & Strategy Officer, PVR Ltd.

Ritesh Mishra, MD & CEO, Marks & Spencer India

Sanjeev Rao, CEO, Being Human Clothing

Vishal Gupta, Executive Director – Retail, PUMA India

Jayen Naik, Senior VP – Operations & Projects, Nexus Malls

Rajendra Kalkar, President Malls, The Phoenix Mills

Rajneesh Mahajan, CEO, Inorbit Malls

**SESSION MODERATOR:** Pankaj Renjhen, COO & Joint MD, ANAROCK Retail

**13:25 – 14:10 hrs**

**BHARAT: THE NEXT BIG OPPORTUNITY**

- Changing demographics (aging population & Millennials) and increased urbanization
- Sustainable real estate has gained momentum, would the approach of restoring old real estate concept help in developing stride for new malls
- Inflation protection strategies that can protect low risk players
- Transformation of the shopping centre infrastructure in India
- Digital commerce is never going to outmaneuver its physical counterparts. Ideas and innovations, we can witness with respect to the experiential retail in coming months/years

Kabir Jeet Singh, CEO & Founder, Burger Singh

Rajesh Jain, MD & CEO, Lacoste India - Sports and Leisure Apparel Limited

Raghav Verma, Co-Founder, Chaayos

Abhishek Trehan, Executive Director, Trehan IRIS

Shrirang Sarda, CEO & Managing Partner, Sarda Group

Sharad Batra, Director, Cafe Delhi Heights

**SESSION MODERATOR:** Anand Dutta, Senior Director, CBRE

**14:10 – 14:50 hrs**

**LUNCH**

**14:50 – 15:00 hrs**

**SHOPPING CENTRES ASSOCIATION OF INDIA (SCAI) OVERVIEW**

Rajneesh Mahajan, CEO, Inorbit Malls



**15:00 -15:10 hrs**

**BRINGING THE MALL EXPERIENCE ONLINE**

Raju Dedhia, Presales Head, Vinculum Group



**15:10 – 16:00 hrs**

**CREATING SMART-TECH SHOPPING CENTRES FOR CONNECTED CONSUMERS**

- How has technology changed the shopping behavior of the consumers?
- Using technology for an end to end customer experience
- How to transform the mall experience by leveraging technology & multichannel strategies
- Challenges in adapting new technologies and how to use technology to solve those challenges
- Organised & hi-tech parking: New features, aspects and experience
- How can technology help in enabling superior customer experience in malls?
- How the use of Augmented Reality (AR), Virtual Reality (VR) and Artificial Intelligence (AI) in physical stores, can enhance the shopping experience?

Anil Menon, CIO, LuLu Group India

Arvind Kothari, CEO & Founder, WovVTech

Atul Talwar, Director – Business Development, Pacific Malls

Azhaan Merchant, SVP Strategy & Business Development, Deep North India Pvt. Ltd.  
Bharati Balakrishnan, Country Head and Director, Shopify India  
Joern Feldmann, MD, Designa India  
Manish Mehrotra, Vice President, DLF Limited  
Vaibhav Singhal, CEO & Co-Founder, DroptheQ  
**SESSION MODERATOR:** Rachna Prasad, Chief of Marketing, Inside Sales & Alliances, Vinculum Group

**16:00 – 16:40 hrs**

**ALIGNING MALL MARKETING AND TENANT PROMOTIONS WITH CUSTOMER EXPECTATIONS**

- New tools/trends/dimensions of marketing in shopping malls
- Mall Activities 2.0: The new edition of marketing, discussing new aspect of events amidst Covid guidelines/protocols
- Freebies or Experience: Which of these plays the decisive role?
- Brand value and brand marketing: Role and impact on mall marketing
- Omnichannel Malls: Expectation vs Ground reality

Akhil Jain, Executive Director, Jain Amar (Madame)  
Dheeraj Dogra, Mentor, Nexus (US Embassy & US Dept of State)  
Dr. Vishesh Rawat, VP & Head of Marketing, Sales, Leasing & CRM, M2K Group  
Kapila Sethi, Head Of Marketing, DLF Limited  
Rohini Haldea, Assistant Vice President – Marketing, Lifestyle International  
Vineet Jain, COO, V Mart Retail Ltd.

**SESSION MODERATOR:** Prasad Rane, CMO, Pioneer Property Zone Services

**16:40 – 17:20 hrs**

**SMART OCCUPANCIES: CATEGORIES ESSENTIAL FOR SMART MALLS**

- Is there a need to re-think or re-strategize the space allotted to different categories in the pandemic era
- Need of new categories and placement in the mall
- Categories with brave comeback
- Co-working space and other leasing opportunities
- Zoning & Mall Management

Ashish Gupta, AVP- Leasing, Elan Group  
Manoj K Agarwal, Founder & Managing Director, Manoj K Agarwal Consultant Partner  
Muckth Dograa, Head - DLF Avenue Saket  
Ravinder Choudhary, AVP- Leasing & Marketing, Vegas Mall  
Rohit Gopalani, National Head – Leasing, Inorbit Malls  
Shriram PM Monga, Director, ARKLAN

**SESSION MODERATOR:** Diwanshu Mittal, Senior VP Retail Services, ANAROCK Retail

**17:20 – 18:50 hrs**

**THE SWAYAMVAR: IDENTIFYING AND CO-BUILDING THE PERFECT PARTNERSHIP**

India's top retailers are on the hunt for their dream shopping centre partners. Shopping centre heads, on the other side, are on the lookout for the best-fit retail tenants. Will the twain meet?

Behold The Swayamvar, featuring Retailers outlining their wishlists for the perfect destination partner, and Shopping Centre heads vying to match their expectations in an extremely engaging Q&A. An unmissable match-making conclave.

#### **RETAILERS:**

Abhishek Raj, COO, Lacoste India - Sports and Leisure Apparel Limited  
Vivek Bali, CEO, Enrich  
Alok S Pandey, VP & Business Head, Village Food Courts  
Arif Raza, AVP, Retail Business Development, Vedant Fashions  
Dhaval Raja, Chief General Manager, SENCO Gold  
Lavish Soni, Business Head- Retail & Trade (EBO, MBO, Franchise, BD, Store design, Projects, Distribution), Rare Rabbit  
Mehboob Memon, Business Development Management Specialist, Marks & Spencer  
Narendra Pratap Singh, Director – BD, Samsonite South Asia  
Nitin Bansal, Head Business Development, MINISO Life Style Pvt. Ltd  
Priyank Tiwari, Head North & South, Business Development, Raymond  
Rahul Seth, Co-founder, Burger Singh  
Sahil Kansal, Head Property, Infiniti Retail (Croma)  
Vivek Shrivastava, Head of Retail Business Development, ABFRL

#### **SHOPPING CENTRES:**

Abhishek Trehan, Executive Director, Trehan IRIS  
Harsh Bansal, Director, Vegas Mall & Unity Group  
Jayen Naik, Senior VP – Operations & Projects, Nexus Malls  
Rajendra Kalkar, President Malls, The Phoenix Mills Ltd.  
Rajneesh Mahajan, CEO, Inorbit Malls

#### **MODERATOR:**

Pankaj Renjhen, COO & Joint MD, ANAROCK Retail

**19:00 – 19:05 hrs**

**RAISING A TOAST WITH NEXUS**

**19:05 – 19:20 hrs**

**IRF TRUSTED MARK CERTIFICATE FELICITATION CEREMONY**

**19:20 hrs Onwards**

**IMAGES SHOPPING CENTRE AWARDS (ISCA) 2022**

**Cocktails & Dinner**

**POWERED BY**

