


Day One: 23 July 2025

7:00 PM ONWARDS	Welcome Reception with Cocktails and Dinner <i>Hosted by DLF Malls</i>
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Day Two: 24 July 2025

10:00 - 10:15 AM	Introduction by Anish Trivedi Welcome address by Vineet Chadha
10:15 - 10:30 AM	Keynote by Pushpa Bector, Sr. Executive Director & Business Head, DLF Retail
10:30 - 11:30 AM	<p>RECODE THE MALL: Purpose, People, Possibility</p> <p><i>Malls are no longer just retail zones—they're becoming culture engines, community spaces, and lifestyle platforms. In this high-powered opening session, India's top retail real estate and investment leaders look beyond footfalls and floor plans to ask: What must malls truly stand for in the next decade? From climate-conscious design and AI-led operations to immersive experiences and urban integration—this session explores the new code of relevance for malls in a radically changing world.</i></p>
11:30 AM - 12:15 PM PANEL DISCUSSION	<p>BEYOND BRICK & MORTAR: THE FUTURE OF SHOPPING CENTRES</p> <p><i>This session explores how shopping centres are transforming from pure retail spaces into multi-functional ecosystems that combine retail, dining, entertainment, wellness, and workspaces. It will examine how digitally native customers expect more from physical retail and how developers must adapt.</i></p> <ul style="list-style-type: none"> • What defines a modern shopping centre today? • Integrating co-working, wellness, and entertainment into traditional retail footprints • Role of "third places" in driving repeat visits • Future-proofing mall designs to adapt to changing consumer behavior • Rethinking mall operations in a post-omnichannel world
12.30 - 1.15 PM PANEL DISCUSSION	<p>RETAILTAINMENT REVOLUTION: ENGAGING THE EXPERIENTIAL SHOPPER</p> <p><i>As the line between shopping and entertainment blurs, this session focuses on how experiential marketing and entertainment formats are critical to engaging today's shopper. Attendees will discover how to craft destinations that people choose to spend time in, not just visit for transactions.</i></p> <ul style="list-style-type: none"> • How can malls blend entertainment zones, immersive storytelling, and social interaction? • Case studies on successful mall events and activations • The ROI of experiences vs. pure retail sales • Leveraging festivals, pop-ups, and local culture to boost engagement

	<ul style="list-style-type: none"> Partnerships between retailers and entertainment providers
1.15 - 2:15 PM	LUNCH
2:15 - 3:00 PM PANEL DISCUSSION	<p>SMART SPACES: LEVERAGING TECH IN MALL MANAGEMENT</p> <p><i>This session will explore how technology can make shopping centres smarter, safer, and more profitable. From AI-powered analytics to smart parking, heat mapping, and CRM tools, the future of mall management lies in digital transformation.</i></p> <ul style="list-style-type: none"> Data-driven tenant curation and layout optimization Using AI/IoT (Internet of things) for footfall tracking, energy management, and predictive maintenance Personalization in offline retail: CRM, loyalty programs, and app integrations Enhancing shopper convenience: digital directories, navigation, smart parking How malls can become platforms for real-time customer engagement
3:15 - 4:00 PM	UPCOMING MALLS PRESENTATION
4:00 - 4.30 PM	NETWORKING TEA
4:30 - 5:15 PM PANEL DISCUSSION	<p>FROM BROWSERS TO BUYERS: ENHANCING OMNICHANNEL INTEGRATION</p> <p><i>Customers no longer differentiate between online and offline—this session will uncover how malls and retailers can collaborate to bridge digital and physical worlds through omnichannel strategies, driving both in-store and online sales.</i></p> <ul style="list-style-type: none"> Role of malls in click-and-collect (BOPIS) and ship-from-store strategies Designing phygital touchpoints: QR journeys, smart fitting rooms, AR displays Data collaboration between malls and retailers for better targeting How shopping centres can become logistics enablers (last-mile hubs) <p>Redefining KPIs: from footfall to digital engagement</p>
5:15 - 6 PM GRAND FINALE	<p>THE SPACE MERCHANTS AND THE OCCUPYING FORCES</p> <p><i>India's top mall leasing honchos and retail BD chiefs go head-to-head in this straight talking session on sticky issues, commercial logjams, tenant relationships, shopper experiences, collaboration opportunities and more, as they attempt to study the relationship from the opposite side's perspective — and develop an aligned map of win-win partnerships.</i></p>
6:00 PM ONWARDS	NETWORKING COCKTAILS
7:00 - 7:30 PM FIRESIDE CHAT	<p>Rajneesh Mahajan, CEO, Inorbit Malls in conversation with Rupam Bhattacharjee, MD, Waysahead Global on the power of AI in retail real estate and the path to change management.</p> <ul style="list-style-type: none"> Why AI matters for Indian retail real estate Operational efficiency: Automating tenant management and maintenance Why geospatial data matters: Location is everything in retail How AI uses satellite imagery, footfall data, and local demographics to: Identify high-potential sites Optimize tenant mix and mall layout Predict catchment area performance and consumer flows
 <p>7:30 PM ONWARDS</p>	IMAGES Shopping Centre Awards 2025 gala with cocktails and dinner

