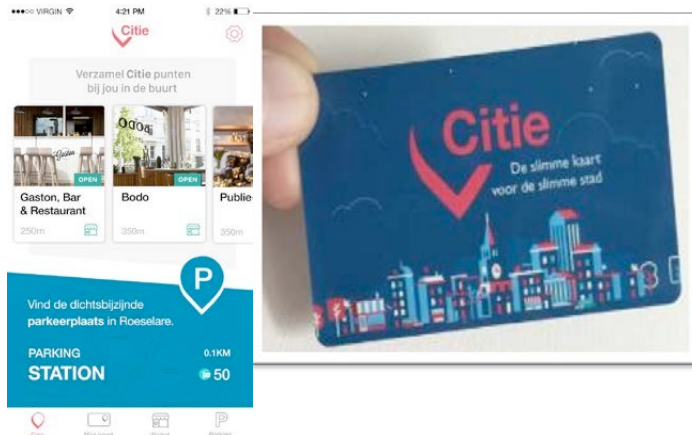


National Retail Research Knowledge Exchange Centre (NRRKEC) - Nottingham Trent University, England

RETAIL STUDY TOUR – ROESELARE, BELGIUM 12th-14th DECEMBER 2016



Participants

Bill Grimsey



Bill began his retail career at the age of just 15 years old when he became a butcher's boy. His first managerial job was at Bishops Food Stores, where he rose to become a director, before joining Tesco in 1986 in the new role of Customer Services Director. After a 45 year career which included being the CEO of Park n Shop Hong Kong, Wickes, Iceland and Focus DIY, he went on to be the author of the 2013 Grimsey Review, and the book "*Sold Out*" – *Who Killed the High Street?* Bill is one of the UK's retail's most experienced and high profile figures, and also a frequent commentator about retail on television, radio and in the press. Bill was also an Advisor for the ESRC Retail sector Initiative and is currently the Retail Executive Director at the National Retail Research Knowledge Exchange Centre based at Nottingham Business School

Professor Kim Cassidy (Nottingham Trent University)



Kim Cassidy is Professor of Services (Retail) Marketing at Nottingham Business School (NTU) UK. She is also the Academic Director of the National Retail Research Knowledge Exchange Centre www.nrrkec.org which has been recently established at NTU to help maximise the impact of academic research on the retail industry. Along with Bill Grimsey, the Retail Director of NRRKEC, Kim is particularly keen to champion research which is helping to transform our town centres. Other aspects of her personal research focus on aspects of customer service in public and private sector organisations. This includes work on customer-to-customer interactions, experiential consumption, (working with colleagues from the Performing Arts) and customer knowledge and learning styles. Kim has worked as an academic at a number of Universities in the UK including, Liverpool, Durham and Sheffield. She is on the Editorial Board of the Journal of Services Marketing and a member of the ESRC Peer review college. She has publications in the Journal of Service Research, Journal of Business

Research, Journal of Marketing Management, Journal of Services Marketing, European Journal of Marketing and the International Journal of Service Industry Management. Prior to joining academia Kim worked in management with Marks and Spencer Plc and Pedigree Petfoods and maintains a keen interest in applied retail research. She generally publishes under her maiden name of Harris.

Simon Quin (Director and Visiting Professor, Institute of Place Management)



Simon is the Institute's Director of Place Management and is Practitioner Editor of the Journal of Place Management and Development. He was Chief Executive of the Association of Town Centre Management for six years where he oversaw a tripling of membership, making it the world's largest organisation of its type, the introduction of Business Improvement Districts to the UK and the development of the Purple Flag awards. He has served on the Boards of the Washington-based International Downtown Association and of Town Centre Management Europe (TOCEMA). He was a founding Director of the UK's National Skills Academy for Retail. He serves on the Project for Public Spaces (New York) Leadership Council and is a Fellow of the Royal Society of Arts. He has spoken on issues relating to place management in over twenty countries. He has an MA from the University of Oxford and an MSc in Place Management from Manchester Metropolitan University

Dr Diane Savory OBE DL (Gloucestershire Local Enterprise Partnership)



Dr Diane Savory OBE DL is Chair of GFirst LEP, leading a board of 12 to ensure that the Local Enterprise Partnership continues to drive the economy of Gloucestershire forward. As the only LEP to receive all the funding requested from Government, Diane has steered the organisation to become the most successful LEP in the country.

With a passion for fashion Diane studied Retail and Exhibition Design at Cassio College, Watford, she then went on to learn her trade working in a number of smaller fashion and retail shops before joining Cult Clothing; the predecessor of Supergroup PLC. Rapidly progressing through the organisation, Diane became its Chief Operating Officer transforming the company from a small local enterprise to the distinctive nationwide fashion retailer it is today. In March 2010 she led SuperGroup PLC to full flotation on the London Stock Exchange and into the FTSE 250 with the company receiving the Award for the Best Initial Public Offering in Europe in 2010.

Diane has mentored a number of businesses to help them succeed in today's challenging environment and is a board member for a number of organisations. Diane is focused on Gloucestershire and the

Local Enterprise Partnership, leading it to achieve trailblazer status at Central Government level in Retail. She has created a board representative of all areas of business, together with its various sectors combining with education to help promote, develop and grow Gloucestershire. Diane also represents Gloucestershire as part of the Retail policy Forum for Government to help regenerate our high streets

In 2013 Diane was made an OBE and awarded an Honorary Doctorate from the University of Gloucestershire in recognition of her work with GFirst LEP and her contribution to business, together for the overall benefit and success of the county. In 2015, Diane was appointed as a Deputy Lord-Lieutenant for Gloucestershire, working alongside Lord-Lieutenant Dame Janet Trotter. Diane is also a Member of the Institute of Directors and a fellow of the Royal Society for the Arts.

James Lowman (Chief Executive, Association of Convenience Stores)



James was appointed ACS Chief Executive in November 2006, since when he has re-focused the organisation on being the strongest possible voice for local shops. He has led a unique research programme that informs ACS' policy work, launched an industry-leading assured advice scheme in partnership with Surrey County Council, created a new and unique events programme, and increased membership and engagement from all parts of the industry. He has been recognised for his work with outstanding achievement awards from Palmer & Harvey, YIGA, and the Retail Industry Awards. James is a member of ministerial advisory groups including the Future High Streets Forum, the National Retail Crime Steering Group and the Retail Policy Forum. He also sits on the boards of Community Alcohol Partnerships, the leading proof of age CitizenCard and the Proof of Age Standards Scheme (PASS). James joined ACS in 1997 and progressed to Public Affairs Director, running all ACS policy and communications work including successful campaigns to preserve Sunday trading laws in 2006, to see the grocery market referred to the Competition Commission in 2005, and to support members during the transition to the Licensing Act 2003. James has a degree in Politics from the University of Essex, and an MBA from Kingston Business School.

Dr. Jonathan Reynolds (Saïd Business School, University of Oxford)



Jonathan Reynolds is Academic Director of the Oxford Institute of Retail Management (OXIRM), Associate Professor in Retail Marketing and Deputy Dean at Saïd Business School at the University of Oxford. He is one of the leading academic experts in the study of the retail sector internationally. The Institute undertakes a range of both commissioned and public domain research with direct relevance to practitioners, but which is nevertheless grounded within rigorous academic scholarship. He is a Governing Body Fellow at Green Templeton College, Oxford. Jonathan's teaching and research focuses primarily on the retail sector. He is particularly recognised for his scholarship and expertise in the areas

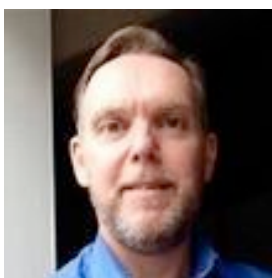
of electronic commerce and multi-channel retailing, innovation and entrepreneurship in retailing, retail productivity and skills, and the role of place in marketing and retail management. His views are sought after by businesses, policy makers and the media. He is heavily committed to knowledge transfer, actively seeking to ensure that his research can be widely disseminated amongst policy-makers and practitioners. He is the co-author of the recently published book *Navigating the New Retail Landscape – A Guide for Business Leaders*

Helena Crowther (Deputy Head, Retail and Luxury Investment – Department for International Trade)



Helena is Deputy Head, Retail and Luxury Investment, at the UK's Department for International Trade (DIT) a post she has held since January 2014, following a private sector role working with national governments in promoting cross-sector investment opportunities in Latin America to global investors. Her current role involves the account management of a number of key retail investors as well as managing relationships as the single point of contact between industry, stakeholders, international colleagues and Whitehall in terms of project management, policy influencing and ministerial briefings. In addition Helena is responsible for project and event management of activity such as incoming business missions, delivering presentations, and representing DIT at overseas business development visits and major events, such as Milan Expo 2015
Helena graduated with a First Class Honours degree in Spanish and Management Sciences from the University of Southampton in 2012

Stuart Ward (Scottish Development International)



Stuart is the Senior International Business Executive for Tourism, Leisure, Retail & Distribution Centres at Scottish Development International (SDI). SDI is a partnership between the Scottish Government and its economic development agencies, Scottish Enterprise and Highlands and Island Enterprise. It attracts inward investment to Scotland and assists Scottish based companies to trade overseas.

Allen Graham (Chief Executive, Rushcliffe Borough Council)



Allen Graham has 30 years' experience in local government and the private sector. He drives an excellent, high performing, passionate Council and has built a reputation for change management, customer service and transformational services. Allen helped the Council achieve 'Excellent' in 2009 and led the Council in becoming the Municipal Journal Senior Management Team of the Year in 2015. The Borough is designated as one of the largest growth areas within the East Midlands with the challenge of delivering an additional 13,000 houses. Allen has led an enthusiastic team to secure Growth Deal Funding whilst regenerating a local town centre, employment land and an ex-pit site. Allen has forged collaborative agreements with a number of neighbouring councils to drive improvement, efficiency and growth and in 2014, Allen led the creation of a new social enterprise organisation called Streetwise to run the former Council grounds maintenance and gardening services. Allen has been involved in devolution negotiations with a focus on skills and enterprise and he continues to work nationally on the Universal Credit and Non Domestic Rates retention project.

Phillip Dunkley (Policy Advisor, Town Centres and Coastal Communities, UK Government Department for Communities and Local Government)

Phillip is policy adviser for the Department for Communities and Local Government. He is responsible for the Digital High Streets policy and off street parking and advises ministers on these policies. He is a member of the Future High Streets Forum and the Future Retail Group.

Dr Sheilagh Resnick (Nottingham Trent University)



Dr Sheilagh Resnick is a Senior Lecturer in the Division of Marketing at Nottingham Business School. She runs a final year undergraduate module, improving the Customer Experience, in addition to teaching on Masters courses and supervising PhD and DBA students. Prior to joining Nottingham Business School, Sheilagh worked for one of the UK's largest retailers, Alliance Boots, in a series of retail marketing and senior management positions including that of Buying Controller, Director of

Public Relations and Director of Customer Service. Sheilagh's research interests lie in attributes of marketing within retail and in particular within SMEs. She has publications in Studies in Higher Education, the International Journal of Retail and Distribution Management, The Services Industries Journal amongst others. She was a co-investigator on the ESRC funded Retail Navigator Initiative (2012-2013) and has been funded by the Academy of Marketing

National Retail Research Knowledge Exchange Centre (NRRKEC)

The NRRKEC was launched in July 2016 and is based in Nottingham Business School (Nottingham Trent University). The Centre identifies and collate information about academic retail related research carried out across UK HEIs for retailers. For academics, the NRRKEC facilitates access to research contacts and agendas within UK retailers, supporting Universities striving to enhance the 'impact' of their research as well as retailers who are seeking impactful research.

The NRRKEC will provides members with:

- A UK 'retail academic research directory' which captures relevant academic research in a digestible format for retail practitioners and policy makers.
- A 'translation' service for academic institutions, turning academic retail research outputs into digestible summaries which clearly capture the impacts for retail policy and practice.
- An annual symposium, with academic leads from the main UK retail research centres, senior representatives from across the UK retail sector and Government agencies and funding bodies focused on local and national retail policy impact.

The NRRKEC also:

- Participates in key strategic retail practice and policy events, including retail study tours.
- Promotes research collaboration between academics and practitioners.
- Identifies co-funding opportunities for collaborative research activity between academics and retailers.
- Raises the profile and image of academic research with key retail practitioners, stakeholders and policy makers.
- Produces academic publications which bring together retail-related research findings with management applications.
- Generates Knowledge Transfer Partnerships (KTPs) linked to agendas identified by network members.

www.nrrkec.org

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