

# Agenda

**08.45** Leaders round table

**09.30** Registration



**10.00**  
**WELCOME ADDRESS**  
**Jill Livesey, Lumina Intelligence**



**10.05**  
**DEALS/LANDSCAPE SESSION**  
**Graeme Smith, MD, hospitality & Leisure, AlixPartners**

Graeme will examine the current shape of the casual dining market and assess how well it is primed for recovery.



**10.25**  
**BUILDING BACK BETTER**  
**Minister Paul Scully MP**  
The first minister with a dedicated hospitality brief, Mr Scully will present his hospitality strategy to help the sector 'build back better', focusing on reopening, recovery and resilience.



**10.45**  
**INSIGHT SESSION**  
**Katie Prowse, senior insight manager, Lumina Intelligence**  
Katie shares the latest insights from Lumina Intelligence's Eating & Drinking Out Panel, giving an update on restaurant recovery, with forecasts to 2024, market drivers and inhibitors on the horizon and the latest consumer attitudes, behaviours and intentions.



**11.05**  
**PROPERTY PANEL**  
**Matt Ainger, property director, Big Table Group, Tom Byng, chief development officer, Popeyes UK & Vishal Talreja, property director, itsu**

This special property panel session will explore which geographical locations are proving most promising, what new considerations operators have for site specifications and just how much rent levels have undergone a reset.

**Coffee Break**



**11.40**  
**SECTOR LEADER SESSION**  
**Paula MacKenzie, MD, KFC UK&I**  
In this Q&A, Paula will discuss how the muscle memory of KFC's chicken shortage in 2018 helped it to better cope with the pandemic and how a distinctive approach to marketing has helped transform the brand's cultural relevance and sales.



**12.00**  
**INVESTMENT PANEL**  
**Robin Rowland, operating partner, TriSpan, Darrel Connell, partner, Imbiba & Ali Anezi, founder, Tamweel Capital. Hosted by Mark Stretton**

With post-pandemic recovery now in full swing, this panel will look at the availability of capital to support expansion in the market, and consider the new crop of private equity firms backing the sector.



**12.20**  
**SECTOR LEADER SESSION**  
**Keith Bird, CEO Marugame Udon Europe**

This fast-casual Japanese noodles and tempura specialist from Japan is looking to make a splash in the UK. Part of a global expansion plan to reach 6,000 sites, Keith Bird, will explain why the UK market is hungry for a specialist offering at a quick service price point.



**12.30**  
**OMNICHANNEL PANEL**  
**Jo Fleet, brand director, Hawksmoor at Home, Ganan Kanagathurai, UK CEO, itsu, Matt Ring, director of national accounts, Deliveroo & Nick Little, commercial director, Vita Mojo**

Increasing numbers of established restaurant operators are leveraging their brand awareness to drive incremental sales as part of an



omni-channel strategy. In this panel, we will explore the balance of delivery and click & collect alongside dine-in and retail, the opportunity for meal kits and pre-packaged drinks offerings – and why a diverse sales strategy is now a necessity.

**Lunch**



**1.50**  
**SECTOR LEADER SESSION**  
**Jeremy King, CEO and co-founder, Corbin & King**

In a fireside chat with BigHospitality editor Stefan Chomka, Jeremy will discuss the challenges of opening a major new restaurant in central London during a pandemic, the virtue of grand brasseries, and how to settle rent debts when there are millions of pounds at stake.



**2.10**  
**INSIGHT SESSION**  
**Karl Chessell, director – hospitality operators & food, CGA**

Sharing insights from CGA's data pool on restaurant market performance and business confidence, Karl will explore consumer trends such as omnichannel sales, localisation and technology.



**2.30**  
**PEOPLE AND CULTURE PANEL**  
**Brian Trollip, MD, Dishoom, Thom Elliot, co-founder, Pizza Pilgrims, Natasha Waterfield, COO, New World Trading Company, Kate Nicholls, CEO, UKHospitality, Greg Hull, global head of hospitality & leisure, Attensi**

In this panel we discuss how operators are attracting and retaining staff through a strong company culture and frequent training, how we can



encourage young people to view hospitality as an employer of choice, and how the competition for staff is driving up wages.



**2.50**  
**WORKPLACE ENGAGEMENT & HAPPINESS**  
**Lord Mark Price, founder, WorkL for Business**

Lord Price will present findings from unique research into how happy and engaged hospitality employees are, relative to other sectors and offer suggestions as to where employers might focus their efforts going forward.

**Coffee Break**



**3.25**  
**SUSTAINABILITY PANEL: THE RACE TO CARBON ZERO**  
**Steven Packer, director of supply chain and IT, Pizza Hut Restaurants, Mel Marriott, founder & MD, Darwin & Wallace, Mark Chapman, founder & CEO, Zero Carbon Forum & Nicola Pierce, director of commercial planning & ESG, BKUK**



In this key session, coinciding with the meeting of world leaders at COP26, hospitality's challenges and progress towards carbon zero are discussed by senior sustainability leaders.



**3.45**  
**PROCUREMENT SESSION**  
**David Read, chairman, Prestige Purchasing**

Covid and Brexit have combined to cause the perfect storm for supply chains. David will give an overview of the current situation, highlight how operators can minimise impact on their business, and forecast the trajectory of food inflation over the next year.



**4.00**  
**SECTOR LEADER SESSION**  
**John Eckbert, CEO, Five Guys**

John will reflect on how the better burger brand has managed to continue its impressive growth trajectory throughout the pandemic and share exclusive insights into its plans for the future.