



2024 CSRA Annual Meeting

The Lodge at Spruce Peak, Stowe, VT

PROGRAM

(at April 22, 2024)

Sunday, August 25, 2024

12 N – 6 pm Registration Hotel Lobby

Monday, August 26, 2024

8 am – 5:30 pm Registration Hotel Lobby

10- 5 pm CSRA Golf Outing The Club at Spruce Peak

[Email Bev@MGMT57.com to Register in Advance]

6:00 pm A Taste of Vermont Reception Village Green

Kickback and reconnect with your colleagues while enjoying all Vermont has to offer...beautiful mountain vistas...great local Vermont food and drink.... enjoy the music of the Chad Hollister duo. A wonderful CSRA evening under the moon lit skies to kick off the meeting!

Generously supported by



Tuesday, August 27, 2024

8 am – 5 pm Registration Tamarack Foyer

8 am – 9:30 am Breakfast Terrace

9:30 am – 12:15 pm General Session Tamarack A/B/C

Moderated by Lorena Holley, Vice President & General Counsel, Florida Retail Federation

9:00 – 9:15 am *Welcome to Vermont*

9:15 – 10:15 am The New ROI: Return on Inspiration

Kevin Paul Scott

Inspiration is the oxygen that fuels organizational success. Inspiration is not abstract. It's not fluffy. It's not elusive. It's not unquantifiable. In fact, it's exactly the opposite. Inspiration is attainable and measurable, and when harnessed within a business or an association, it produces more engaged employees, more loyal customers and members, and better results. In this talk, Kevin unpacks the three indispensable ingredients for inspiration and provides practical steps to create the environment for your organization.

10:15 – 11 am

The CNBC/NRF Retail Monitor and Consumer Insights

Leveraging deeper insights into understanding the consumer and the broader economy to help tell the story of retail and advocate on behalf of every retailer and retail job.

Generously supported by



11 – 11:30 am

Refreshment Break

11:30 – 12:15 pm

State Laws + Hungry Trial Bar = A National Litigation Buffet

From sea to shining sea – from NY's "manual worker" law to Illinois' Biometric Information Protection Act to California's Private Attorney General Act – the Plaintiffs' bar is increasingly targeting state courts for lucrative class actions as federal standards get tighter. The session will highlight state laws to watch, explore creative maneuvers plaintiffs are using, and help associations understand how to identify early alerts for litigation waves in their states. As a bonus topic, we'll provide an overview of the latest in mass arbitration strategies, which are posing the latest danger to retailers from the Plaintiffs' bar.

Deborah White, RILA's GC and President of the Retail Litigation Center

Larissa Whittingham, Litigation Counsel, Retail Litigation Center

Generously supported by



**RETAIL INDUSTRY
LEADERS ASSOCIATION**

12:15 – 1:30 pm

Luncheon Program

Junior Ballroom

The 2024 Presidential Election Decoded: Strategy, Risks, and the Voter Psyche

Ryan Houck, Consensus Communications

Noted author, analyst and political consultant, Ryan Houck of Consensus Communications, explores the strategic battlegrounds of the 2024 Presidential Election. Join Ryan as he dissects candidates' paths to success, their potential vulnerabilities, and the variables that could lead to victory or defeat. This presentation will highlight the key risks and opportunities faced by each campaign and analyze the voter demographics that may prove pivotal. Ryan will also integrate fascinating insights from social psychology to explore how voters make

decisions and what forces influence them, shedding light on the complex interplay between messaging and voter behavior. Aimed at political enthusiasts, business executives, and government relations professionals, this session promises a comprehensive and insightful overview of late-stage election dynamics.

1:30 pm – 3:30 pm

Concurrent Roundtable Issues Session . . .Part One

RED (Conservative)

Tamarack D/E

BLUE (Liberal)

Tamarack C

PURPLE (Mix)

Tamarack B

15 minutes per sponsor to rotate among three rooms, SRAs self-select into **RED**, **BLUE** and **PURPLE** political persuasions.

5:00 pm – 6:00 pm

Women in Retail Leaders Networking Reception

Alpine Hall Terrace

Generously supported by



6 pm – 9 pm

New England Seafood Boil Dinner

Alpine Club

Generously supported by



Wednesday, August 28, 2024

8:00 am – 8:30 am

Continental Buffet Breakfast

Terrace

8:30 am – 10:15 am

Organized Retail Crime

Junior Ballroom

Moderated by Ben Cowart, Vice President, Georgia Retailers

Join us for an engaging panel discussion at the forefront of combating organized retail crime (ORC), where esteemed legal authorities and industry leaders will convene to discuss collaborative efforts happening locally and nationally to address this critical issue facing our industry. The panel will focus on state and national legislative efforts, policy initiatives, the role of technology in ORC prevention, and the significance of collaboration among retailers, law enforcement, and legal authorities. Attendees will have the opportunity to interact with panelists through Q&A sessions, fostering dialogue, sharing insights, and exchanging best practices among stakeholders invested in combating ORC.

Gift Card Fraud and Organized Retail Crime

Join Homeland Security Investigations, Blackhawk Network, & Walgreen's in a session to discuss the latest in Gift Card Fraud and a recently accelerating scheme that is connected into to the greater Organized Retail Crime phenomenon. Dariush, Cara, & Bryan will give an overview of how the scheme works, what's behind it, and how players across the industry and federal law enforcement are coming together to do something about it, including where we need support from state level legislators.

Cara Renfroe, SVP Global Operations, Blackhawk Network

Dariush Vollenweider, Acting Group Supervisor, US Department of Homeland Security

Bryan Lindsay, CFE, Major Crimes Investigations Manager, Walgreen's

10:15 am – 11 am Concurrent Issue/Panel Discussions

The Future of Pharmacy

Tamarack C

Retail pharmacies continue to play an increasingly valuable role in providing health care services to our local communities. Join our panel as we discuss the scope of practice initiatives, explore the practicalities of implementing these scope changes and assess the future of our chain pharmacies. Panelists and attendees will engage in an interactive dialogue as we dive into the challenges associated with scope changes and the associated public narrative.

From Positively Illegal to Fully Invested: The Long Strange Trip of State Psychoactive Drug Statutes

Junior Ballroom

As American attitudes towards psychoactive drugs have evolved over the last decade, so too have the state statutes that govern those substances. Join us for a wide-ranging discussion regarding tax policy, rule-making models, and a peek into the future for the very latest trends on which laws may be changing in a state near you.

Chris Howes, Colorado Retail Council

Jon Hurst, Retailers Association of Massachusetts

Rob Karr, Illinois Retail Merchants Association

11 am – 11:30 am

Swipe Fees Under the Microscope: Public Opinion and Strategic Responses

Ryan Houck, Consensus Communications

Junior Ballroom

Join communications strategist, Ryan Houck, as he navigates the latest public opinion research findings on "swipe fees," the charges levied by credit card companies on transactions, which remain a pressing concern for merchants and consumers alike. By dissecting insights from Florida-based focus groups and surveys, Ryan will uncover the sentiment of the public towards these fees and how they impact the perception of pricing and value in

the retail sector. Additionally, Ryan will showcase TV and digital advertising based by these findings, which may inform the development of communications in your state. This session is designed for corporate retail executives and government relations professionals looking for data-driven strategies to address the challenges posed by swipe fees in their states, or nationally, providing actionable insights to engage more effectively with voters, consumers, and policymakers.

11:30 am – 1 pm Concurrent Roundtable Issues Session . . .Part Two

RED (Conservative)

Tamarack D/E

BLUE (Liberal)

Tamarack C

PURPLE (Mix)

Tamarack A

15 minutes per sponsor to rotate among three rooms, SRAs self-select into RED, BLUE and PURPLE political persuasions.

1:00 pm

Buffet Lunch

Terrace

2 pm- 4 pm

CSRA SRA Annual Meeting and Roundtable Discussion
(CSRA SRA members only)

Tamarack C

Evening

Casual Brewery Dinner
Featuring the CSRA Cornhole Competition!

WhistlePig Tavern
