Session 1

**Public Services**
Thursday May 7th | 9:00am – 10:00am AEST | 11:00am – 12:00pm NZT

**Key topics covered:**
- Listen, Understand and Act – Key principles in crisis management
- Elevating citizen centricity
- Acceleration of digital services to meet society demands

**Speakers:**
- Lee Miezis, Chief Executive Officer, Bushfire Recovery Victoria
- Simon Bush, GM Policy and Advocacy at AIIA and Managing Director, Bush-Consulting
- Professor Michael Rosemann, Director of the Centre for Future Enterprise, Queensland University of Technology
- Hannah Baudert, Federal Director, SAP ANZ
- Chris Peck, Executive General Manager, Public Services, SAP ANZ -

**Featured Speaker**
- Lee Miezis
  Chief Executive Officer
  Bushfire Recovery Victoria

Session 2

**Engineering, Construction & Operations**
Thursday May 7th | 10:00am – 11:00am AEST | 12:00pm – 1:00pm NZT

**Key topics covered:**
- Strengthening your Supply Chain
- Adapting to extensive Employee welfare regulations
- The rise of virtual real estate

**Speakers:**
- Johnny Clemmons, Global VP Engineering, Construction & Operations, SAP
- Michael Denning, Industry Business Architect, SAP
- Sumeer Shoree, General Manager IT, Frasers Property Australia
- Charlotte Bizeau (Dolanyi), Senior Manager & Innovation Lead for Engineering, Construction, Infrastructures & Services industries, Accenture

**Featured Speaker**
- Sumeer Shoree
  General Manager IT
  Frasers Property Australia

Session 3

**Retail & Consumer Products**
Thursday May 7th | 11:00am – 12:00pm AEST | 1:00pm – 2:00pm NZT

**Key topics covered:**
- Protecting and Supporting your Employees
- Supplier Risk Management and Compliance with Ethical Supply Chain regulations

**Speakers:**
- Abigail McGregor, Partner, Norton Rose Fullbright
- Crissa Sumner, Organisation Psychologist & Head of Employee Experience, Qualtrics
- Steve Bennetts, Head of Growth & Strategy, Employee Experience Solutions, Qualtrics
- Steve Moraitakis, Transformation Leader for Consumer Goods and Retail, SAP

**Featured Speaker**
- Abigail McGregor
  Partner
  Norton Rose Fullbright

Session 4

**Utilities**
Thursday May 7th | 12:00pm – 1:00pm AEST | 2:00pm – 3:00pm NZT

**Key topics covered:**
- Adapting your workforce in an agile fashion
- Impact and adaption for Utilities

**Speakers:**
- Kevin Angland, General Manager Retail & Digital, Mercury (NZ)
- Rishi Dhillon, Head of Business Applications & PMO, AGL Energy
- Igor Sadimenko, Partner, Advisory of EY
- Gavin Mooney, Solution Advisor, Utilities, SAP
- Jonathan Fogarty, Business Architect, Utilities, SAP
- Michael Clements, Senior Manager for Utilities, Accenture

**Featured Speaker**
- Kevin Angland
  General Manager Retail & Digital
  Mercury NZ

Session 5

**Healthcare**
Thursday May 7th | 1:00pm – 2:00pm AEST | 3:00pm – 4:00pm NZT

**Key topics covered:**
- Building your Workforce
- Enhancing medical supply & availability
- Automation of processes and improving expert workflow

**Speakers:**
- Thomas Gross, Industry Business Architect, SAP
- Martin Burger, Healthcare Lead, SAP A/PJ
- Tessa Kostamo, Solution Manager, Device Technologies
- Graham Cranen, COO, Device Technologies

**Featured Speaker**
- Tessa Kostamo
  Solution Manager
  Device Technologies

Session 6

**Mining**
Thursday May 7th | 2:00pm – 3:00pm AEST | 4:00pm – 5:00pm NZT

**Key topics covered:**
- The future of workforce post COVID-19
- Mid to long term impact on supply chain

**Speakers:**
- Paul Mitchell, Global Mining & Metals Leader, EY
- Barry Fitzgerald, Australian mining and business commentator, Mining News
- Noni-Nadine, Industry Thought leader and Psychologist
- Indrasen Naidoo, Industry thought leader and Psychologist

**Featured Speaker**
- Paul Mitchell
  Global Mining & Metals Leader
  EY

Session 7

**Financial Services**
Thursday May 7th | 3:00pm – 4:00pm AEST | 5:00pm – 6:00pm NZT

**Key topics covered:**
- How to adapt - Understanding customer and employee sentiment
- Empathetic times of need
- Living digital innovation to help tackle shifting market dynamics
- Going digital in the digital age

**Speakers:**
- Peter Jose, General Manager, Financial Services, SAP
- Julien Wilson, Managing Director, RFi Group

**Featured Speaker**
- Peter Jose
  General Manager, Financial Services
  SAP

2020 Adaptive Strategies in a Changed World Virtual Industry Forum | Thursday May 7, 2020