



The 10TH Reverse Logistics Association Conference and Expo
Dorint Hotel – Amsterdam, The Netherlands

Tuesday, October 10, 2017
Circular Economy Day

- 9:00 Open Registration
- 3:00 Welcome Remarks: Tony Sciarrotta- **Executive Director – RLA**
- 3:15 Chairperson’s Opening Address and Kick Off Raffle Drawing
- 3:30 Keynote Presentation: The Circular Economy - Examining how increased connectivity can and will impact your Reverse Logistics Strategies
Ian Rusher – **Head of Global Reverse Logistics & Supply Chain – Cisco**
- 4:00 Panel Discussion– How can Reverse Logistics contribute to more circularity?
Moderator: Hugo Wentzel – **Global Director Value Recovery Solutions – Teleplan**
Panelists:
Ian Rusher – **Head of Global Reverse Logistics & Supply Chain – Cisco**
Dr. Francesco Di Maio – **Technical – Delft University of Technology**
Paul Franey – **Global Re-use and Value Recovery Manager – Liberty Global International**
- 5:00 Fireside Chat with RLA Advisory Board Companies
Tony Sciarrotta- **Executive Director – RLA**
Ian Rusher – **Head of Global Reverse Logistics & Supply Chain – Cisco**
Jim Rallo – **President & Chief Financial Officer – Liquidity Services**
Chuck Johnston – **Chief Operations Officer – TRG**
Bernard Kiernan – **Customer Service Support Manager – Intel**
- 6:00-7:00 Networking Cocktail Reception

Wednesday October 11, 2017

- 7:00 Networking Breakfast & Registration Opens
- 8:00 Welcome Remarks from our New Executive Director
Tony Sciarrotta – **Executive Director – RLA**
- 8:10 Chairperson’s Opening Address and Kick Off Raffle Drawing
- 8:30 Keynote Presentation: The Circular Economy in a Global Supply Chain Context
Jason Ord - **Social & Environmental Responsibility Mgr for Europe, the Middle East & Africa - HP**
- 9:15 Benchmarking Panel Discussion –Effective Reverse Logistics Strategies
Moderator: Tony Sciarrotta- **Executive Director – RLA**
Panelists:
Tom de Groot - **Head of Commercial Supply Chain Operations Asia & Europe – Bose**
Derek Scott - **European Parts Technical Support Supervisor - Canon**
Mark Jackson – **VP Strategy and Innovation, UPS**
- 10:00 Networking Break and Raffle Drawing
- 10:30 Panel Discussion - Collaboration and Best Practices in Asset Recovery
Moderator: Marcus Küppers - **Sales and Operations Director - Acer/Sertec 360**
Panelists:
Peter Rutten – **Account Manager – Acer/Sertec 360**
Francisco Devesa Mouzo - **Sales Manager EMEA - Acer/Sertec 360**
- 11:15 Panel Discussion –Sustainability Through Effective Recycling Strategies
Moderator: Tony Sciarrotta- **Executive Director – RLA**
Panelists:
Katarzyna Michniewska – **President - Eko Cykl**
Jason Ord - **Social & Environmental Responsibility Mgr for Europe, the Middle East & Africa - HP**
- 12:00 Networking Luncheon for All Delegates and Working Break
- 1:30 Panel Discussion - Returns and Customer Retention & Loyalty
Moderator: Jean Mork Bredeson – **President, Managing Director - Service 800**
Panelists:
Tobias Tolle - **Sr. Product Manager - After Market Services - Amazon**
Sharon Richards - **Sales and Marketing Director - Eurosoft**
Bernard Kiernan - **Customer Service Support Manager – Intel**
- 2:30 Panel Discussion: New Methods for Logistics and Transportation – How the Physical Internet will Affect your Reverse Logistics Strategy
Moderator: Tony Sciarrotta – **Executive Director – The Reverse Logistics Association**
Panelists:
Jeroen van Gennip - **Director Strategic Accounts - UPS**
Marcus Küppers - **Sales and Operations Director - Acer/Sertec 360**
- 3:30 Afternoon Networking Break and Raffle Drawing
- 4:00 Closing Keynote – Manufacturers Responsibility on the way to Circular Economy
Katarzyna Michniewska – **President - Eko Cykl**
- 5:00 **Interactive Champagne Roundtables with RLA Advisory Companies**
Interact directly with some of our leading speakers and sponsors and continue the dialogue while sipping champagne! Sign up reserve your seat & question the industry’s brightest minds directly.
Ian Rusher – **Cisco**, Jim Rallo – **Liquidity Services**
Chuck Johnston – **TRG**, Bernard Kiernan – **Intel**
- 6:00-7:00 Networking Cocktail Reception

Thursday, October 12, 2017

- 7:30 Networking Breakfast & Event Registration
- 8:30 Welcome Remarks & 2017 Overview of RLA Activities
- 8:45 Chairperson’s Opening Address and Kick Off Raffle Drawing
- 9:00 Keynote Presentation: The Growing E-Commerce Impact: Returns and Reverse Logistics
Tony Sciarrotta– **Executive Director, Reverse Logistics Association**
- 10:00 Morning Networking Coffee Break and Raffle Drawing
- 10:15 Panel Discussion - The European Secondary Market – Examining Growth Across Borders
Moderator: Tony Sciarrotta – **Executive Director – The Reverse Logistics Association**
Chuck Johnston – **Chief Operations Officer – TRG**
Jim Rallo – **President & Chief Financial Officer - Liquidity Services**
Jan Jaspers – **Supervisor European Return Logistics – Bose**
- 11:15 Networking Luncheon and Raffle Drawing
- 12:00 Close of the 10th Reverse Logistics Association European Conference and Expo