AFRICA RETAIL HR SUMMIT 2027

27–28 JANUARY 2027 | JOHANNESBURG | SOUTH AFRICA

AFRICA RETAIL HR SUMMIT & AWARDS 2027

Conference Agenda

One stage. Two days. Retailer-first.

27-28 JANUARY 2027

Four Seasons Hotel The Westcliff Johannesburg

Johannesburg, South Africa

DAY ONE / 27 JANUARY

People, Performance & Frontline Excellence

DAY TWO / 28 JANUARY

Technology, Skills & the Future of Retail Work

18

UP TO 18 CPD CREDITS

9 per day · Accredited Event #600827

Subject to attendance and applicable CPD requirements.

ORGANISED BY

Falcon Business Research

retailhrsummit.com

Provisional programme · 25 November 2026

CONFIRMED FACULTY / 01 OF 03

Meet the speakers.

Practitioners and specialists shaping people, performance and the future of work across Africa.



Nolo Thobejane
Chief People, Culture and Purpose Officer
KFC Africa



Dr. Mamello Masia
Chief People Officer
McDonald's South Africa



Tim Kajume
Chief Human Resource Officer
Naivas



Nonelela Xaba
Divisional Human Resources Director
SPAR



Hannah Karuru
Chief People Officer
Capwell Industries



Dr. Peter Champion
Group Human Resources Executive
Cashbuild Ltd



Melissa Cogger
Partner
Bowmans



Nomfundo Vilakazi
People & Culture Director
Dis-Chem Pharmacies



Brigitte Padayachee
Chief People Officer
The Courier Guy

CONFIRMED FACULTY / 02 OF 03

Meet the speakers.

Practitioners and specialists shaping people, performance and the future of work across Africa.



Jackie Machaba
Head of Culture, Change Management and Organizational Design, East and Southern Africa
Nestlé



Mbithe Wambua
People and Culture Director
Serena Hotels



Nthabiseng Thaba
Human Resources Director
Leroy Merlin



Mangla Haripersad
Head of Human Resources
Expert Stores Africa



Alaine Hendrickse
Head: Human Resources & Communications
Pepkor



Ryan Anderson
Labour Law Executive
LabourNet



Elin Agodi
Founder and Director
The Human Element



Priscah Muasya
Head of Human Resources
Quickmart

21

CONFIRMED SPEAKERS

View full profiles and the latest speaker updates

retailhrsummit.com/speakers

CONFIRMED FACULTY / 03 OF 03

Meet the speakers.

Practitioners and specialists shaping people, performance and the future of work across Africa.



Rutendo Marumazvitsva
Head of Human Resources
Schweppes Zimbabwe Limited



Elvis Sibusiso Vilakazi
Human Resources Lead
Pizza Hut (MLP Foods)



Blanche Watuma
Manager People & Organisation
Majid Al Futtaim



Emma Kagume
Group HR Manager
Artcaffe

THE SUMMIT COMMUNITY

Sponsors & Partners

Recognising our official partners and the organisations represented by confirmed participants.

OFFICIAL HR & LABOUR COMPLIANCE PARTNER

Labournet
Purpose. People. Platform.

OFFICIAL SKILLS DEVELOPMENT PARTNER

NTI
NewBridge TRAINING INSTITUTE

Participating Companies & Organisations

Organisations represented by confirmed speakers and participants at the summit.

KFC · Pizza Hut · MLP Foods · McDonald's
naivas saves you money · Capwell Industries Mark of Quality · Cashbuild · Dis-Chem
Serena Hotels Safari Lodges and Camps Hotels • Resorts · Leroy Merlin · expert · PEPKOR
Schweppes Zimbabwe Limited · Artcaffè Cafe • Restaurant • Bar · Quickmart Fresh & Easy · Majid Al Futtaim
vukile Centres of Growth · Pedros · EgonZehnder · Labournet Purpose. People. Platform.

Logos identify organisations represented by confirmed participants. Partner status is identified separately above; other logos do not indicate sponsorship or corporate endorsement of the event.

Partnership enquiries: events@fb-research.com

CONFIRMED SESSION

Day and time to be announced

Beyond the Training Room: Giving Frontline Talent a First Chance to Lead

Nonelela Xaba - Divisional Human Resources Director | SPAR

WEDNESDAY, 27 JANUARY 2027

Day One

MORNING

08:00-11:30 | SAST (UTC+2)

9 CPD

People, Performance & Frontline Excellence

All timings provisional. Proposed allocations remain subject to speaker agreement.

08:00-09:00 — **Registration, Networking & Welcome Coffee**

09:00-09:10 — **Organiser's Welcome**

09:10-09:40 SAST

OPENING KEYNOTE

People, Purpose and Performance: Redefining the Future of Retail HR.



Confirmed opening-keynote assignment and title

Nolo Thobejane - Chief People, Culture and Purpose Officer · KFC Africa

Retail's greatest competitive advantage will not only be the products we sell, the technology we deploy or the stores we operate. It will be the people we develop, the leaders we multiply and the cultures we create.

09:40-10:10 SAST

CONFIRMED PRESENTATION

Strategy Fails on a Monday Morning: Connecting Business Strategy, People and Frontline Performance

Dr. Peter Champion - Group Human Resources Executive · Cashbuild Ltd

10:10-10:40 SAST

CONFIRMED PRESENTATION

Scaling Retail in Africa: The People Strategy Behind Profitable Growth

Nthabiseng Thaba - Human Resources Director · Leroy Merlin South Africa

Building internal talent pipelines and creating pathways from frontline roles into management as retailers expand across Africa.

10:40-11:00 SAST

AUDIENCE DISCUSSION

Audience Discussion & Morning Takeaways

Facilitated audience exchange; facilitator to be confirmed

11:00-11:30 — **Networking Break & Exhibition**

WEDNESDAY, 27 JANUARY 2027

Day One

MIDDAY & AFTERNOON
11:30-15:55 | SAST (UTC+2)

9 CPD

People, Performance & Frontline Excellence

All timings provisional. Proposed allocations remain subject to speaker agreement.

11:30-11:55 SAST

CONFIRMED PRESENTATION

Beyond Pay: Retail Retention Strategies and Role of Store Managers

Priscah Muasya - Head of Human Resources · Quickmart

11:55-12:25 SAST

CONFIRMED PRESENTATION

The Hidden Cost of Financial Stress: Why Mental Health Must Become a Retail Leadership Priority

Mangla Haripersad - Head of Human Resources · Expert Stores Africa

12:25-12:55 SAST

CONFIRMED PRESENTATION

Resolve the Dispute. Restore the Relationship. Recover Performance.

Elvis Sibusiso Vilakazi - Human Resources Lead · Pizza Hut / MLP Foods

12:55-13:55 — **Networking Lunch & Exhibition**

13:55-14:45 SAST

EXECUTIVE PANEL

Turning Learning into Everyday Store Behaviour

Provisional allocation - subject to speaker agreement.

Nolo Thobejane - Chief People, Culture and Purpose Officer · KFC Africa

Dr. Mamello Masia - Chief People Officer · McDonald's South Africa

Dr. Peter Champion - Group Human Resources Executive · Cashbuild

Moderator: To be announced

Retail leaders compare what works in their stores, how learning translates into everyday store behaviour, and how they measure its impact on customer experience and commercial performance.

14:45-15:25 SAST

EXECUTIVE DISCUSSION

Executive Discussion: After the Peak - Workforce Lessons from the 2026 Festive Trading Season

Provisional allocation - subject to speaker agreement.

Alaine Hendrickse - Head: Human Resources & Communications · Pepkor

Nomfundo Vilakazi - People & Culture Director · Dis-Chem Pharmacies

Additional participant and moderator to be confirmed

15:25-15:55 — **Networking Break & Scheduled Meetings**

WEDNESDAY, 27 JANUARY 2027

Day One

AFTERNOON & AWARDS
15:55-21:00 | SAST (UTC+2)

9 CPD

People, Performance & Frontline Excellence

All timings provisional. Proposed allocations remain subject to speaker agreement.

15:55-16:15 SAST

CONFIRMED PRESENTATION

The Execution Illusion: When Business Ambition Outruns Workforce Reality

Hannah Karuru - Chief People Officer · Capwell Industries

How leadership development, culture and workforce capability determine whether growth delivers results.

Drawing on her experience at Capwell Industries and across the FMCG sector, Hannah Karuru challenges three assumptions that can undermine growth: that leaders will grow into bigger roles, culture will follow strategy, and workforce capability will catch up with demand. She'll explore how retail and FMCG leaders can close those gaps and turn growth plans into measurable business performance.

Key takeaways

- **Close the leadership readiness gap:** Prepare leaders for bigger roles and build commercial accountability beyond succession plans.
- **Make culture work under pressure:** Strengthen accountability and performance without losing the agility and values that support growth.
- **Build capability from the growth plan:** Link critical workforce skills to commercial priorities and give line managers ownership of developing those skills.
- **Run a Monday Morning Audit:** Use three diagnostic questions to assess leadership readiness, cultural alignment and workforce capability before committing to the next phase of growth.

16:15-16:40 SAST

ROUNDTABLES

Retail Leadership Roundtables

Facilitators to be confirmed

- Retention and absenteeism.
- Reward and financial wellbeing.
- Frontline productivity.
- Culture across multiple markets.

16:40-17:05 SAST

CONFIRMED PRESENTATION

The Experience Starts Within: How Employee Experience Shapes Customer Experience and Business Performance

Mbithe Wambua - People and Culture Director · Serena Hotels

17:05-17:25 **Day One Takeaways & Closing**

18:30-21:00 SAST

AWARDS

Africa Retail HR Awards & Retail Leaders Reception

Recognition, networking and celebration at Four Seasons Hotel The Westcliff Johannesburg.

THURSDAY, 28 JANUARY 2027

Day Two

MORNING
08:30-11:30 | SAST (UTC+2)

9 CPD

Technology, Skills & the Future of Retail Work

All timings provisional. Proposed allocations remain subject to speaker agreement.

08:30-09:00 — **Arrival, Coffee & Networking**

09:00-09:10 — **Day Two Welcome & Reflections**

09:10-09:45 SAST

OPENING KEYNOTE

From Data to Decisions: Building HR Analytics Capability to Strengthen Strategic HR and Deliver ROI from HRIS in the Age of AI.



Confirmed opening-keynote assignment

Dr. Mamello Masia - Chief People Officer · McDonald's South Africa

09:45-10:35 SAST

EXECUTIVE DISCUSSION

Executive Discussion: One Group, Many Markets - Culture, Capability & Customer Experience

Provisional allocation - subject to speaker agreement.

Hannah Karuru - Chief People Officer · Capwell Industries

Mbithe Wambua - People and Culture Director · Serena Hotels

Rutendo Marumazvitsva - Head of Human Resources · Schweppes Zimbabwe Limited

Blanche Watuma - Manager People & Organisation · Majid Al Futtaim

Moderator to be confirmed

10:35-11:00 SAST

LEADERSHIP FIRESIDE

Leadership Fireside: Building People Capability in Fast-Growing Service Businesses

Provisional allocation - subject to speaker agreement.

Emma Kagume - Group HR Manager · Artcaffe

Working title and format subject to agreement

11:00-11:30 — **Networking Break & Exhibition**

THURSDAY, 28 JANUARY 2027

Day Two

MIDDAY & AFTERNOON
11:30-14:30 | SAST (UTC+2)

9 CPD

Technology, Skills & the Future of Retail Work

All timings provisional. Proposed allocations remain subject to speaker agreement.

11:30-12:20 SAST

EXECUTIVE DISCUSSION

Executive Discussion: Employment Practices, Workforce Risk & Retail Performance

Provisional allocation - subject to speaker agreement.

Melissa Cogger - Partner · Bowmans

Ryan Anderson - Labour Law Executive · LabourNet

Working title and format subject to agreement

12:20-12:45 SAST

CONTRIBUTION

The Connected Frontline: Bringing Communication, Learning and Task Execution Into the Flow of Work

Partner/customer contribution being finalised

12:45-13:45 **Networking Lunch & Exhibition**

13:45-14:10 SAST

CONFIRMED PRESENTATION

The Future of Work in African Retail: Building Resilient, Engaged and High-Performing Workforces for 2027 and Beyond.

Rutendo Marumazvitsva - Head of Human Resources · Schweppes Zimbabwe Limited

14:10-14:30 SAST

CONFIRMED PRESENTATION

Elevating Employee Experience in Retail Healthcare: Culture, Wellbeing, and Frontline Engagement

Nomfundo Vilakazi - People & Culture Director · Dis-Chem Pharmacies

Key focus areas

- Aligning the employer value proposition (EVP) with the employee experience across frontline stores and distribution centres.
- Sustaining employee engagement, wellbeing and culture in retail healthcare.
- Practical strategies for workforce transformation, onboarding and talent retention.

THURSDAY, 28 JANUARY 2027

Day Two

AFTERNOON & CLOSING
14:30-16:30 | SAST (UTC+2)

9 CPD

Technology, Skills & the Future of Retail Work

All timings provisional. Proposed allocations remain subject to speaker agreement.

14:30-15:10 SAST

BUYER-LED DISCUSSION

Buyer-Led Discussion: Choosing HR Technology That Solves Real Retail Problems

Participants being finalised

15:10-15:40 — **Networking Break & Scheduled Meetings**

15:40-16:20 SAST

ACTION LAB

Retail HR Action Lab: Turning Summit Insights into a 90-Day Plan

Facilitator to be confirmed

16:20-16:30 — **Summit Conclusions & Closing**



ALSO CONFIRMED

Tim Kajume

Chief Human Resource Officer · Naivas

Session details to be announced.

Stay connected to the summit.

View the latest programme, book your pass, explore the Awards and nominate a leader for Africa Retail HR50.

LATEST PROGRAMME
retailhrsummit.com/programme

AWARDS & HR50
retailhrsummit.com

SUMMIT OFFICE
events@fb-research.com

Programme note. This agenda reflects the published programme on 18 November 2026. All timings are provisional. Confirmed presentation titles and opening-keynote assignments are identified; proposed session allocations, working titles and formats remain subject to agreement.