



Innovations in Self-Checkout Summit

A two-day interactive workshop organised
by ECR Retail Loss

WAITROSE
& PARTNERS

June 17th & 18th 2026, Odney Club, Maidenhead, UK, hosted by Waitrose

Context

Shopper participation in self-checkout continues to increase, driven by growing acceptance and the introduction of innovative formats such as hybrid checkouts and scan-and-go technologies, where customers can make payments directly through mobile applications. However, this expansion and diversification present additional risks for retailers, including increased opportunities for sales loss due to inaccurate scanning, unscanned items left in baskets or trolleys, and instances where shoppers exit without completing payment.



In this workshop, leaders from across functions (Front End, Product, IT, Loss Prevention, Operations, etc) at leading retailers will together explore, discuss and adopt new ways of growing self-checkout participation, while managing losses from wrong / non scanning and walkaways.

The two-day agenda will include research updates from academia, retailer deep dives, an innovation showcase, retailer updates and round table brainstorming. In addition, there will also be plenty of time for informal catch ups, including an evening networking event. There is no cost to participate in this meeting.

Participants can be expected to walk away with clear and actionable outcomes.

Meeting Agenda

Wednesday June 17 th @ Odney Club	
From 10.30am	Arrivals & Coffee
11.00am	Introductions, Expectations & Agenda
11.15am	Welcome: Jason Tarry, Partner and Chairman, John Lewis Partnership
11.30am	Table Exercise: Sharing Wins and Next 12 Month Ambitions <i>In this table exercise, the participants will be asked to record on their first two Post-it notes, their two most significant achievements on the front end / SCO over the last twelve months, for example, stood up a trial of scan avoidance AI at the SCO, a new control algorithm for Scan & Go, a SCO host training programme, a trial of hybrid SCO's, etc. On the next two Post It Notes, the participants will share their top two ambitions for the next 12 months.</i> 
12.30pm	Lunch
1.15pm	John Lewis Partners Immersion & Front-End Strategy <i>In this session, we will learn more about the unique business model, started in 1929, where every individual is a partner, with a shared stake in the collective future. Bringing us right up to date, will be a presentation from the front-end team, and what they can expect to see in the branches they will visit and the overall direction of the business.</i>
1.45pm	Store Visits <i>In small groups of 5-6, participants will visit stores and explore with the help of the store teams, their front-end operations, talking to and showing the different ways store guests can scan and pay for their shopping, including handheld devices, fixed self-checkouts and assisted lanes, with a focus on understanding the people, process, design, technology interventions being deployed to reduce missed scans, detect goods in the bottom of the basket / trolley not being presented for sale, shopper audits, SCO host deployment, etc.</i>
4.30pm	Table Exercise: Store Visits Feedback <i>Participants to each write up their notes per store on the templates provided for the table and then to discuss each other's notes. Completed templates will be shared with the host stores.</i> 
5.00pm	Delivering Scaled Innovation in Retail – Lee Jeyes, Head of Innovation & Change, Waitrose & Partners
5.30pm	Innovation Showcase – Speed Dating <i>Participants, again in small, mixed retailer groups will hear up to eight five-minute pitches from some of the hottest innovators in this space, each offering new ways to improve the customer experience and reduce losses at the front end. This will be a fast paced, interactive session, bringing new energy to the last session of the first day of this summit.</i> 
6.30pm	Informal Networking Evening & BBQ
9.00pm	Close



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Thursday June 18 th @ Odney Club	
8.00am	Coffee and Light Breakfast
8.30am	Innovation Showcase Review <i>Group to swap notes on the innovators from the speed dating session, who will follow up with which innovators?</i>
9.00am	SCO Loss Benchmark Survey Launch & Reactions – Professor Matt Hopkins <i>Based on data from 39 retailers, this new study, will reveal new data on the scale and nature of losses at the self-checkout, the drivers of loss; walk offs, skip scan, BOB, etc, and the impact of the different interventions, weight control, scan avoidance technology, training, etc. Participants to then discuss the findings, what was new, different, and how they could act on the study findings in their business.</i>
10.00am	Coffee
10.15am	Table Exercise: Fixed Self-Checkout <i>Tables to reflect on their fixed SCO programme, what is working for them right now, what have they got on their plan for the next 12 months, and then their long-term vision, to increase participation & improve scan accuracy. Table discussion to include learnings / plans on design (hybrid / convertibles, gates, weight controls, age verifications, UX on PLU, Walk Offs, etc), Technology (skip scan, left in trolley, product recognition, bar code switches, etc) and KPI's.</i>
11.00am	Break & Pastries
11.15am	Table Exercise: Scan & Go <i>Tables to reflect on their Scan & Go programmes, then, now and the future. Exploring as well the different controls required, if any, for Scan & Go when the customer Vs the store provides the scanning device. Ie: their own smart phone. Table discussion to include the new and different ways to think about who to stop for audits (algorithms), how to conduct the audits and then reporting data. How does the store know that Scan & Go is working well?</i>
12.00pm	Break
12.15pm	Table Exercise: SCO Hosts: Delivering Excellence at the SCO <i>To close out the Summit, the tables will reflect on the SCO host. Who are they? What are their attributes? How is their role differentiated Vs other "much easier" roles in the stores? What are the KPI's that can provide visibility to a good job being done? How do they get trained? How do store leaders know what to inspect when observing SCO hosts?</i>
12.30pm	Wrap Up & Expectations Review
1.00pm	Close

Meeting Location

The meeting will be hosted at the Odney Club. Odney Lane, Cookham. Maidenhead, Berkshire, SL6 9SR. [Click here for more information about the Odney Club](#)

If you would like to book a hotel room at the Odney Club at the special rate of £120 that includes a Waitrose inspired breakfast, please email odney.events@johnlewis.co.uk and quote the reference EVNT003896 and they will ensure that you room is booked and secured – if you have any queries, you can also call the Events team on 01628 530011

The Odney Club is about 35 minutes from Heathrow by taxi. There is plenty of parking on site.

For those that might want to explore the area and more fully experience the Odney Club, highly recommended, you may want to consider arriving on Tuesday night and / or stay later on Thursday to visit the John Lewis Heritage site and enjoy river side walks and then an evening meal at the Odney Club or nearby pubs and restaurants in Cookham.



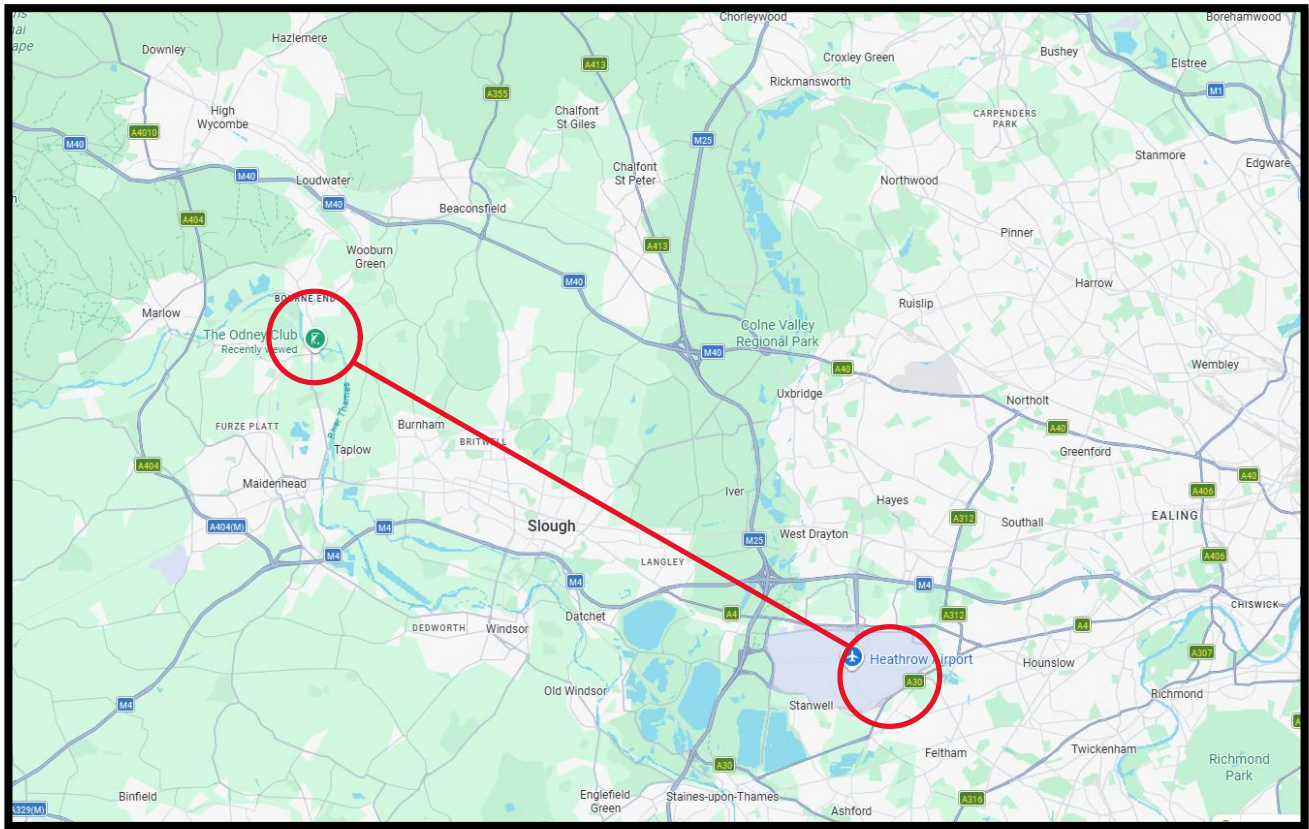


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Registrations

This meeting is open to any retailer or CPG, with no cost to participate other than your own travel and expenses.

To register, [please click here](#) and we can send you a planner.





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Participating Retailers (2025)



Highlights from Previous Summits – Retailer Quotes

- The sharing of practical challenges and experiences with experts in the matter. Networking for further interactions.
- Self-Scanning rescans case and the session on what retailers have achieved in previous 12 months & their focus on next 12 months
- This summit offers a unique opportunity to connect with industry peers/leaders and stay ahead in the rapidly evolving retail landscape. Benefits include: Valuable Networking: Build meaningful connections with fellow retailers, solution providers, and industry leaders. Idea Exchange: Discover innovative approaches and creative solutions through open discussions, round tables, and knowledge sharing. Benchmarking Progress: Understand where your organization stands in its SCO/mobile scan & go journey compared to others and identify opportunities for growth. Learning from Real-World Trials: Gain firsthand insights from retailers piloting new SCO technologies- what's working, what's not, and lessons learned from their experiences. Whether you're just starting your SCO/mobile scan & go journey or looking to optimize an existing program, this summit provides the insights and connections to support your success.
- An excellent opportunity to understand latest initiatives / challenges and the approach being taken by retailers to enhance the self-checkout customer experience & also mitigating against losses.
- Great to meet other retailers and discuss SCO and general shrink, great to have official insights to bring back to wider senior stakeholders. Always good to see what new technology is out there and if anyone else is using etc.
- Exchange of experiences and knowledge with people from different areas of work.
- Retail subject matter experts' community sharing experience and collaborating for the good of the industry
- Networking opportunities, hearing what other retailers and vendors are up to, trends, problems, etc.
- Hosts were fantastic and it was great to look round their stores and understand how they operate at the front end Engaging with suppliers on innovations, a lot of retailers are working with but are they are newer innovations? Session on people and training, understanding that all retailers are looking to invest in front end to prevent loss
- Lots of ideas about innovations in the area and how SCO generates loss. There are huge benefits of meeting folks in person, rather than online.
- Industry leading networking opportunity. First class industry benchmarking
- Superb learnings from store visits, presentations and (formal or informal) exchanges with peers
- Share challenges and discussing the best ways to overcome them
- Very interesting in terms of insights (data) and industry state-of-the-art