

WELCOME!

**VIDEO IN
RETAIL
WORKING
GROUP**

IN PERSON MEETING
MAY 20TH & 21ST 2026

RECAP



Attending Business's

INNOVATIONS IN VIDEO SUMMIT

Northampton: May 20th & 21st 2026





AGENDA

Wednesday 20th May

- Introductions / Expectations
- Exercise: Last 12 months **wins** X 2, Next 12 months **ambitions** X 2
- Risk Model Research
- Sainsburys SOC Immersion
- SOC Visits & Review
- SOC Case Studies
 - Walmart & Next
- Dragons Den
- Close & Informal Network Evening

Thursday 21st May

- Dragons Den Reflections
- One Big Little Thing (s)
- Incident Recording & Feedback Loops
- Keynote Talk – Piotr, Founder, Immersion Labs
- Table Exercise: AI and Security
- Takeaways / Key Learnings / Next Steps
- Close at 1pm

Exercise: What were Your Greatest Achievements with Video in last 12 Months?



1. Building and Expanding SOC Capabilities

- New SOC builds
- Combining multiple teams into central SOC functions
- Real-time incident management
- Expanded live monitoring

2. Scaling Video Analytics and AI Across Large Estates

- "Live in 600 stores"
- "Roll out to 9000"
- "Delivering CCTV connection to 600 stores"

3. Body-Worn Camera Rollouts

This appeared frequently and across multiple functions:

- Drivers
- Grocery colleagues
- Wider frontline teams

4. Improved Police / Investigation Integration

- digital evidence sharing,
- police collaboration,
- investigation restructuring,
- intelligence sharing.

Exercise: What are Your Top Two Video Strategy Projects / Initiatives for next 12 months?



1. AI-Powered Video Analytics and Computer Vision

- AI-driven CCTV,
- intelligent detection,
- automated investigations,
- predictive monitoring,
- and computer vision at scale.

2. Evolution of the SOC into a Central Intelligence Hub

- integrated command centres,
- analytics-driven operations,
- real-time intelligence hubs,
- and enterprise security platforms.

3. Live Facial Recognition Deployment

- trials,
- pilots,
- and rollout ambitions

4. Cloud-Centric Video Architecture

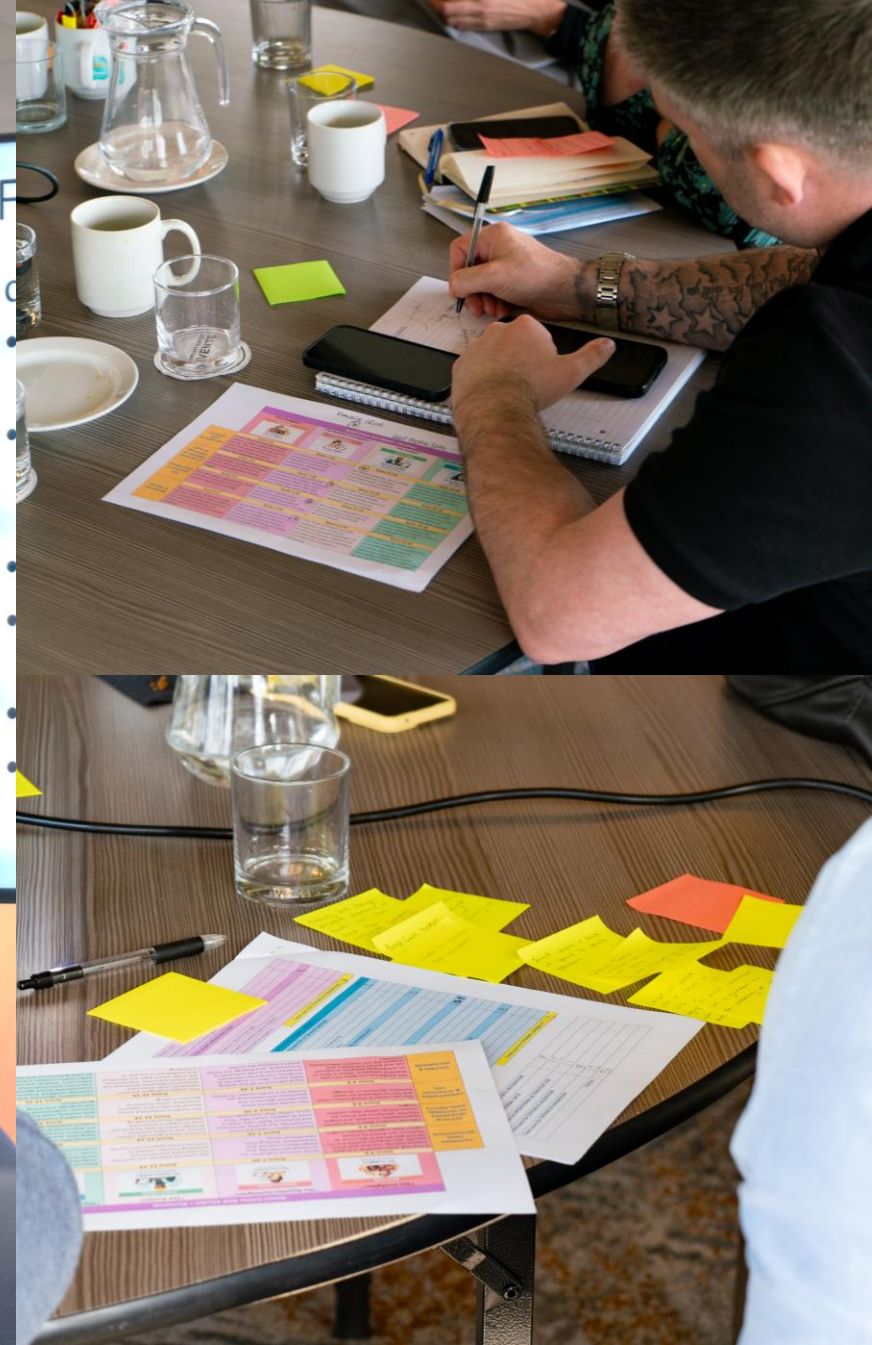
- centralised video,
- scalable storage,
- remote access,
- and connected analytics.

5. Estate-Wide Standardisation and Scale

- unified systems,
- standardised platforms,
- and organisation-wide deployment.

RISK MODEL RESEARCH & EXERCISE

PROFESSOR
EMMELINE
TAYLOR





SOC Visits:

1. Sainsburys
2. Coop
3. IKEA
4. Mitie IC



SOC VISIT FEEDBACK



CASE STUDY RETAILER TALKS



Walmart 



Sainsbury's



next



DRAGONS DEN



FACE FIRST



- On time
- Nervous
- Hidden benefits?
- You are the data controller but why is this the benefit
- Genuine - no hustle



- Hard
- Underwhelmingly
- Wheel was odd
- Know the audience?
- Drop the wheel.
- Need to reach

ASSIST



- Different
- Intriguing
- Pitch poor
- Not clear enough



- LESS Anagrams
- More descriptive
- Why vs Police?
- Long window
- Is it too ^{old} hat?
- Why are retailers buying the service if extended police?
- Solution for SME's without resource.
- Private prosecutions as a 'addon'
- Surveillance is risky + dangerous - brand reputation.

Smoke Screen



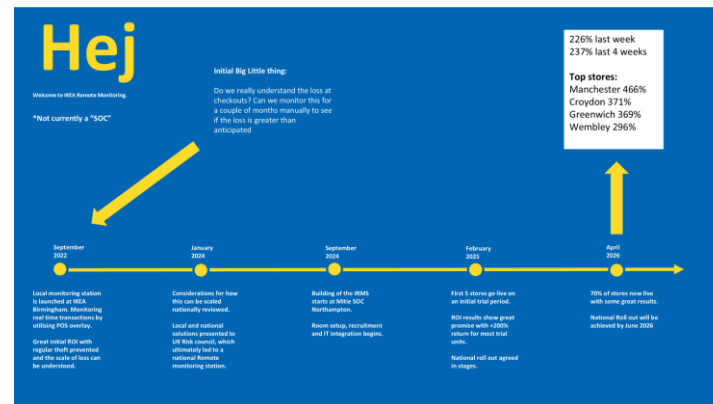
- Creative + funny
- Works in RP in Oz - in live.
- Human in the loop? In day vs out of hours



- Crazy idea to fire smoke off with customers
- Goal for jewelry + fashion
- Grocery is so different!
- Could have foreseen questions
- Link to other systems
- Smoke has not changed in 15 years
- Product limitations - big space.
- Building thermal?

DRAGONS DEN
FEEDBACK

10+ RETAILER UPDATES



CRIME MANAGEMENT: CCIT 2026 – FaiceTech investment – coop uk

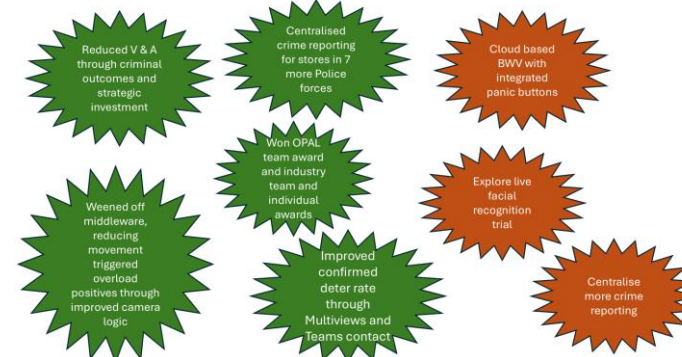


FaiceTech - retrospective facial matching

June 2026

- Retrospective facial matching will assist our Co-op crime intelligence team (CCIT) to identify individuals using existing data while adhering to ethical and legal standards
- CCIT will be able to utilise the power of face matching technology whilst building offender case builds - 99.99% matching accuracy will aid in creating more links as currently this is manual
- CCTV offender stills from Mitie and Co-op data will be added into a central database which will lead to more preventative activity
- Will make it easier to identify the prolific offenders targeting different Co-op stores
- FaiceTech has been signed off in Co-op's internal governance and Mitie have completed their AI forum sign off

Boots



Tesco SOC – Live Response.



Anti-Burglary



BWC



Alarm Response

AI IN SECURITY KEYNOTE TALK & TABLE EXERCISE







MEETING FEEDBACK (FIRST SURVEY ANSWERS)

- *Hearing from other retailers on their journey to building a SOC was extremely useful given the current journey and project we are working through.*
- *Getting out of own organisation bubble to see and learn from others*
- *Great to see the technology that is being used currently and listening to the benefits it is bringing back to their business*
- *I thought the summit was highly valuable, particularly for peer-to-peer collaboration and knowledge sharing across SOC environments. The agenda was well balanced, with relevant content throughout, and the inclusion of SOC tours, breakout sessions and real-world case studies made it practical and engaging. Overall, it felt tailored to the operational realities we face and provided useful insights we can take back into our own environment.*
- *Smaller setting helps support better opportunities to collaborate and share ideas. Seeing the SOC's for the first time and the different uses was extremely insightful. The session on risk models and AI I also found useful and have taken away some key ideas to share with the business*
- *For us just starting this journey, it was incredibly helpful to see the end product other retailers had got to, with some great insight into the different ways it is being used, and importantly some of the measures of success they use*
- *Sharing of ideas, thoughts and experience in an open and honest environment*
- *Brilliantly organised with a friendly atmosphere where everyone's treated fairly and where collaboration is encouraged. A rare opportunity to meet and network with other retailers to discuss current and emerging pain points. Expand on knowledge and broaden understanding through keynotes, working activities and guest speakers.*
- *Relaxed informal but informative environment to catch up with peers, listen to Emmelines latest work, and hear about new innovation from suppliers*
- *It provided a great opportunity to network, gain knowledge, learn and develop in a safe environment.*

2027 SUMMIT DATE

WEDNESDAY MAY 19TH & THURSDAY MAY 20TH 2027