

# THE CHANGING FACE OF RETAIL

What are the biggest priorities for the UK's leading retail and consumer businesses, and how have these changed over the last 12 months?

Huge thanks to Mike Coupe, CEO of Sainsbury's, who delivered a fantastic presentation at our London office this week. He shared some valuable insights on the challenges currently facing retailers and their supply chains.



10% more respondents felt that **identifying new markets for their business** was a key opportunity than those surveyed in 2014

**1/4**

of respondents in 2015 were concerned about the **emergence of the discounters**



**2015** showed a shift in attitude towards government intervention. **Less than 5%** flagged it as an issue, **compared to 27% in 2014**

**Cyber hacking** was seen as the **#No.1 challenge** in 2015.



Whilst in 2014 respondents felt that **managing cost base and supply cost volatility** would present the biggest difficulty.

The following factors were of **equal concern** to respondents in 2015:

Provenance of **food and drink**



Consumer awareness and challenge on **nutritional issues**

The **administrative** and **compliance** burden

Engaging the **21<sup>st</sup> century customer**: loyalty, data and social networking



Our next event: Living wage, zero hours contracts & Sunday trading...

**1 December – Milton Gate, London (8:30 – 10:00)**

Based on a survey of businesses in the retail and consumer sector

To find out more about how our retail and consumer legal expertise can add value to your business, visit our website: [www.addleshawgoddard.com/retailandconsumer](http://www.addleshawgoddard.com/retailandconsumer) or follow us on Twitter: @AG\_RandC