



The Future Of Retail

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Chief Executive of the BRC





TO MAKE A POSITIVE DIFFERENCE TO THE RETAIL INDUSTRY
AND THE CUSTOMERS IT SERVES,
TODAY AND IN THE FUTURE.



REINVENTION

OR

ARMAGEDDON



WHICH?

REINVENTION

OR

ARMAGEDDON

- A perfect storm
New technology, rising costs
and softening demand

WHICH?

REINVENTION

OR

ARMAGEDDON



ONLINE SALES WILL
CONTINUE TO GROW



ONLINE/OFFLINE

REINVENTION

OR

ARMAGEDDON



EMERGING TECHNOLOGIES
BECOME MAINSTREAM

REINVENTION

OR

ARMAGEDDON

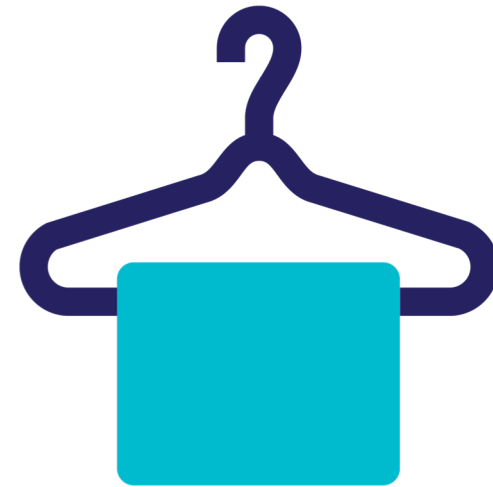


FEWER STORES

REINVENTION

OR

ARMAGEDDON



DIFFERENT EXPERIENCE

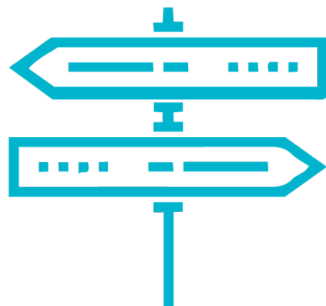
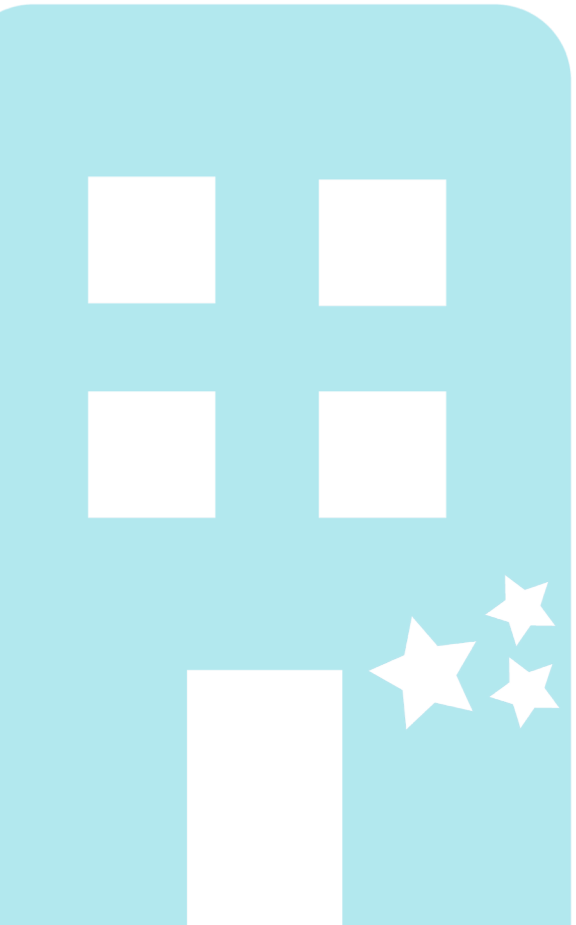
REINVENTION

OR

ARMAGEDDON



HIGH STREETS
REIMAGINED



REINVENTION

OR

ARMAGEDDON



RECOMMENDATION



& PERSONALISATION

REINVENTION

OR

ARMAGEDDON

CONSUMER AWARENESS OF:



Your agenda



CONSUMER FOCUS



DATA FOCUS



TRUST IN DIGITAL