



Retailing

Driving forces

The retailing industry is dominated by multinational companies with global supply and distribution networks focused on sophisticated inventory management, marketing strategies and technological development. Brand management is a determining factor and successful retailers develop strategies and technologies to retain and analyze customers' buying habits and implement more responsive and tailored customer relationship management systems. Distribution channels such as e-commerce platforms, home delivery services and pick-up systems are key value drivers. Faced with continuous stakeholder scrutiny, companies need to address the efficiency, safety and sustainability of their supply chain management, their distribution systems and the use and disposal of packaging. Labor and human rights issues within the supply chain also pose notable risks. Hence, retailers must establish long-term relationships with suppliers, integrate new technologies, and provide enhanced transparency and environmental awareness to minimize reputational risks and increase operational efficiency.

Highlighted criteria & Dimension weight

- Economic Dimension 50%
 - Supply Chain Management
 - Brand Management
 - Customer Relationship Management
- Environmental Dimension 22%
 - Operational Eco-Efficiency
 - Environmental Policy & Management Systems
 - Packaging
- Social Dimension 28%
 - Talent Attraction & Retention
 - Human Capital Development
 - Human Rights

Sustainability leaders 2019

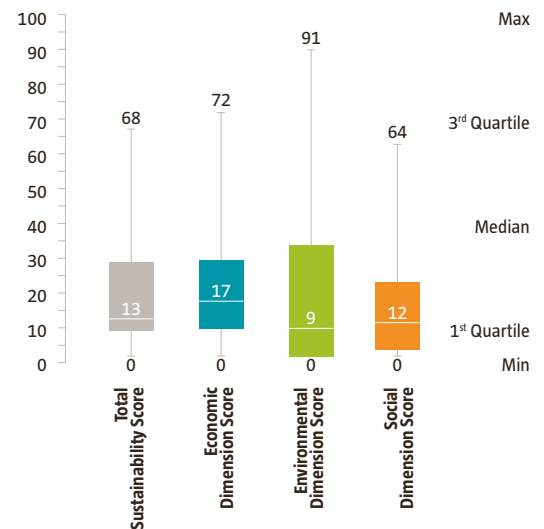
SAM Gold Class ●	
Industria de Diseno Textil SA	Spain
Home Product Center PCL	Thailand
SAM Silver Class ●	
Hennes & Mauritz AB	Sweden
SAM Bronze Class ●	
Marui Group Co Ltd *	Japan
Woolworths Holdings Ltd/South Africa	South Africa
SACI Falabella	Chile
Sustainability Yearbook Members ●	
Gap Inc	United States
Organizacion Terpel SA	Colombia
Lojas Renner SA	Brazil
Best Buy Co Inc	United States
Super Retail Group Ltd	Australia
Vipshop Holdings Ltd	China

* SAM Industry Mover

Industry statistics

Number of companies in universe	114
Number of companies assessed in 2018	99
Assessed companies to total companies in universe	87%
Market of assessed companies to total market	97%

Results at industry level



The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.