



## Retailing

### Driving forces

The retailing industry is dominated by multinational companies with global supply and distribution networks focused on increasingly sophisticated inventory management, marketing strategies and technological advances. Brand management is a key success factor and successful retailers will need to continue to develop new strategies and technologies to retain and analyze customers' purchasing habits, as well as 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, distribution systems and the use and disposal of packaging. Labor and human rights issues within the supply chain also pose a key risk. Hence, retailers must establish long-term relationships with suppliers, integrate new technologies, and provide enhanced transparency and environmental consciousness in order to minimize reputational risk and increase operational efficiency.

### Highlighted criteria

#### Economic Dimension

- Brand Management
- Customer Relationship Management
- Supply Chain Management

#### Environmental Dimension

- Environmental Policy & Management Systems
- Operational Eco-Efficiency
- Packaging

#### Social Dimension

- Human Rights
- Stakeholder Engagement
- Talent Attraction & Retention

### Sustainability leaders 2018

<b>RobecoSAM Gold Class</b>	
Industria de Diseno Textil SA	Spain
<b>RobecoSAM Silver Class</b>	
Home Product Center PCL	Thailand
<b>Sustainability Yearbook Members</b>	
Best Buy Co Inc	United States
Canadian Tire Corp Ltd	Canada
Gap Inc	United States
Hennes & Mauritz AB	Sweden
Kingfisher PLC	United Kingdom
Lojas Renner SA	Brazil
Marui Group Co Ltd	Japan
Organizacion Terpel SA <sup>1</sup>	Colombia
SACI Falabella	Chile
Vipshop Holdings Ltd*	China
Woolworths Holdings Ltd/South Africa	South Africa

\* RobecoSAM Industry Mover

<sup>1</sup> This company was not assessed for inclusion in the Dow Jones Sustainability Indices, but applying the same assessment methodology.

### Industry statistics

Number of companies in universe	113
Number of companies assessed by RobecoSAM in 2017	88
Assessed companies to total companies in universe (%)	78
Market capitalization of assessed companies to total market capitalization (%)	95

### Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	40	78	50%
Environmental	33	96	22%
Social	32	79	28%

#### Total score

