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.