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ABOUT THE HR BENCHMARK

The HR Benchmark Survey is run quarterly, taking responses from retailers, currently covering a sample of one-fifth of the retail workforce in the UK. The survey explores the makeup of the retail workforce, pay and retailers' responses to key policy issues.

The HR Benchmark Survey covers three-month periods, e.g. the three months to March (Q1), to June (Q2), to September (Q3) and to December (Q4). The Q1 survey will always be slightly longer as this edition of the survey includes special questions on your responses to the National Living Wage uplift in April as well as areas of recruitment need and hence requires more detail than in usual survey rounds.

The respondents to the BRC HR Benchmark Survey employ up to 624,000 employees overall, accounting for about a sixth of the industry's employment (Q4 2023 sample). The respondents vary in size and operate across the retail industry. Official ONS data puts the number of retail jobs in the UK at 2.9 million jobs (4-quarter rolling average as at Q4 2023).

19% of retailers covered in this year's survey work in food and drink retail, 15% in fashion, 15% in health & beauty and 22% in mixed retail. 76% of the covered employees work in retail businesses employing a workforce of over 20,000.

In reporting our findings, we split the sample between "smaller retailers", employing fewer than 20,000 employees and "larger retailers", employing 20,000 or more employees. These definitions provide a convenient way to split the sample, with sufficient respondents in each group to draw conclusions. The division has no other significance and does not align with official statistics which regard retailers with 10 or fewer employees as small.



PARTICIPATING IN THE BRC HR BENCHMARK

BRC Members have access to BRC benchmarks at no additional cost. The more retailers who participate, the richer the insights become, and our aim is to make it easier for members to share data, and to deliver rich, timely, and actionable insights in return.

The trust its members place in the BRC is closely guarded. We hold data securely and do not share individual retailer responses with anyone.

To find out more and to sign up to the BRC HR Benchmark, email: insight@brc.org.uk

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THE BRITISH RETAIL CONSORTIUM

The BRC's purpose is to make a positive difference to the retail industry and the customers it serves, today and in the future.

Retail is an exciting, dynamic and diverse industry which is going through a period of profound change. Technology is transforming how people shop; costs are increasing; and growth in consumer spending is slow.

The BRC is committed to ensuring the industry thrives through this period of transformation. We tell the story of retail, work with our members to drive positive change and use our expertise and influence to create an economic and policy environment that enables retail businesses to thrive and consumers to benefit. Our membership comprises over 5,000 businesses delivering £180bn of retail sales and employing over one and half million employees.



BRITISH RETAIL CONSORTIUM

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