A MANIFESTO FOR RETAIL

BRC

ACCELERATING INVESTMENT IN THE EVERYWHERE ECONOMY



CONTENTS

Foreword	04
Vision for the Future of Retail	06
Customers and Communities	08
Business Rates Reform	10
Improved Planning Policy	12
Reduce Retail Crime by Creating a Standalone Offence	14
Better Jobs	16
Greater Flexibility In the Apprenticeship Levy	18
Net Zero and the Circular Economy	20
Fit for Purpose Recycling and Waste Schemes	22
Encourage Investment In Renewable Energy	~ 4
and Net Zero Vehicles	24
Better Coordinated Food Regulation	26

FOREWORD

Retail is the 'everywhere economy', a vital part of the socio-economic fabric of the UK.

The industry has a presence in every village, town and city in the country. It is the largest private sector employer, providing three million direct jobs and 2.7 million more in the supply chain. In one-fifth of UK constituencies, retail accounts for more than a third of jobs.

66

Retail has a presence in every village, town and city in the country. Retail is 5% of GDP and contributes £99.5bn Gross Value Added to UK plc. Intense competition between retailers benefits consumers through lower prices, greater choice, quality and innovation – the hallmarks of true competition – and is driving productivity growth across the industry.

This size, scale and reach puts the industry in a unique position to make a significant contribution to public policy goals, from boosting investment in communities and new technologies to upskilling the workforce and accelerating our transition to net zero and the circular economy.

To maximise the industry's contribution, the next government should develop a policy, regulatory and tax environment which enables retailers to go further, faster, and work with the industry to realise a shared vision for the future of retail, to the benefit of consumers, the economy and the environment.



What does that vision look like? A net zero, digitally transformed industry providing higher skilled, better paid jobs and the best shopping experience for consumers. One which sees retail as an integral part of re-energised high streets with retailers driving increased social mobility and economic growth in all corners of the country. Where the industry invests more in innovation, generating renewable energy, using green vehicles to help cut our carbon emissions, and driving the circular economy. Where retailers of all shapes and sizes capitalise on the benefits of digital transformation, helping to grow businesses and provide more productive, higher skilled jobs.

This vision – captured on the next page – is within our collective grasp. To achieve it, we need businesses and government working together toward common goals.

As we head towards the General Election, the industry stands ready to work with the next government - sharing data and best practice and identifying areas where retail can really make a difference - to realise retail's full potential to deliver for customers, colleagues and communities, today and in the future.

CIRCULAR ECONOMY Zero carbon manufacturing and circular flows of materials. Efficient cycling to ensure no resources are wasted.

VISION FOR THE FUTURE OF RETAIL

A net zero, digitally transformed, thriving industry enabling us to shop where and how we want and providing exciting high skilled jobs across the country.

TECHNOLOGY Automated efficient processes. Tech

-

infrastructure enabling rapid, data-led decision-making.

CUSTOMERS

Easily provided with personalised, zero carbon products and services and eating healthy, sustainable diets.

RETAIL STORES

Digitally connected providing convenience, experiences and services and powered by renewables.

06

HIGH STREETS

Offering a greater mix of uses, beyond retail, more homes, more care in the community as the population ages, more hospitality and leisure.

PEOPLE

00

Higher skilled, more digital, analytical and customer focused jobs in inclusive diverse businesses.

DISTRIBUTION Zero carbon distribution

centres for shared last mile logistics in small scale, lightweight vehicles.

GLOBAL SUPPLY CHAINS

Sustainable sourcing enabled by full supply chain transparency. Supply chain partners thrive and support healthy environments around the world.

COLO

LOGISTICS

Intermodal logistics infrastructure, powered by low and zero carbon energy sources. AGRICULTURE

biodiversity-supporting

farmland that supports

the UK rural economy.

Sourcing from carbon-rich,

CUSTOMERS AND COMMUNITIES

The industry makes a huge financial contribution to the Exchequer and generates economy-wide value through investment: moreover, retail productivity growth is outpacing the rest of the economy.

The industry is the **backbone of the local economy** across the country. In one-fifth of UK constituencies, it's over 20% of local economic activity (GVA) and more than a third of local jobs are in retail or its supply chain.

Shopping has been transformed by technology, with retailers investing in new ways to meet demand and win market share, new store formats, and infrastructure to support omnichannel business models. The industry's community investment does not end with shops, warehouses, offices and jobs: last year, retailers raised over **£500m for charitable causes** across the UK: businesses also help to raise awareness and offer non-financial support.

The industry wants to go even further. To invest in new technology to transform the customer experience, optimise business processes and create new highskilled jobs. To see the transformation of high streets with more leisure, care services and housing alongside retail, creating thriving communities and supporting a diverse range of retail business models.

To achieve this, retailers need a **more coordinated approach to tax, policy and regulation** which recognises the cumulative cost burden they operate under and the impact this has on investment in the customer offer and communities. Retail is 5% of the economy but pays 10% of business taxes and 22% of business rates. This cost burden is rising, with the recent Autumn Statement announcements on business rates and the National Living Wage alone, increasing costs by £4bn.

It will be compounded by upcoming regulation, including reforms to the Waste Electrical and Electronic Equipment Regulations (WEEE), whilst an ad hoc approach to interventions such as the mooted business rate public health supplement on retailers who sell alcohol and tobacco in Scotland undermine the certainty retailers need to invest with confidence.

This approach should cover **business and local tax, crime prevention and planning policy.**

The result would be a more fertile environment for retail investment, including technology, the customer offer and our communities, supporting the revival of high streets across the country.



Policy Recommendation

Business rates reform P.10

Improve planning policy P.12

Reduce retail crime with a standalone offence **P.14**

POLICY BRIEFING

BUSINESS RATES REFORM

Where are we now?

- Business rates is a tax charged on nondomestic properties, including shops and warehouses.
- Since the tax was introduced in 1990, its level (the 'multiplier') has risen from 34.8p to 54.6p – an increase of more than 50% - presenting an unsustainable burden. The tax is calculated by multiplying a property's 'rateable value' by the multiplier.
- This is because of the legal requirement for the Treasury to raise a fixed sum from rates, a feature which no other tax has: each April, the multiplier increases by the previous September's CPI. The Chancellor confirmed a 6.7% increase from April 2024 in the Autumn Statement in November last year, which is expected to be very significantly higher than the forecast rate at the time in question.
- There are three-year gaps between property revaluations, with values based on data from two years prior (the 'antecedent valuation date', e.g. the 2023 revaluation was based on 2021 market values). This means the

distribution of the burden often does not accurately reflect the current market.

- The rates burden falls disproportionately on retail: the industry is 5% of GDP but pays around 22% of rates. This undermines the economic viability of shops - posing an economic threat to communities - and penalises the property intensive nature of retailing.
- The UK has lost 6,000 storefronts in the last five years¹ and a number of established retail brands.
- BRC research² has found that in twothirds of shop closures, business rates had a material impact in the decisionmaking process.
- Businesses must pay regardless of how they are performing, or whether they make a profit or loss.
- The Government's 2021 fundamental review of rates made some welcome improvements to the system but failed to cut the burden on businesses – one of its stated objectives.

Where do we need to get to?

- The industry agrees it is fair to pay a tax at a sustainable level on non-domestic properties.
- However, it is imperative that the level of this tax does not undermine the viability of shops or halt retail investment, including the opening of new shops and warehouses which creates jobs.
- It is also essential that it doesn't contribute to inflationary pressures at a time when the industry is working extremely hard to mitigate consumer impact.

- To support communities and stimulate retail investment, the level of the tax must be brought back to a more sustainable level.
- To support the decarbonisation of the economy, businesses should not be penalised for making 'green' improvements to their properties by immediate increases to their rates bill.
- To ensure the tax better reflects real market values, there should be a shorter lag time between revaluations.

How do we get there?

- Urgent action must be taken to stop the business rates multiplier from increasing any further from its already unsustainable level (set to be 54.6p from April 2024) and to deliver fundamental reform to an outdated system that is holding back investment and leading to store closures.
- Rates revenues should be frozen immediately and the retail, hospitality and leisure relief continued while work to deliver more fundamental reform is completed. Reform should

ensure the requirement for rates to raise a fixed sum – which sees annual inflationary increases to the multiplier regardless of underlying economic conditions or business performance - is scrapped.

The next government should commit to cutting the rates burden for all retailers, and reducing the multiplier to its original level of 35p.

¹https://brc.org.uk/news/corporate-affairs/britain-loses-6-000-storefronts-in-five-years/ ²https://brc.org.uk/news/corporate-affairs/without-rates-reform-four-in-five-retailers-will-see-store-closures/

Where do we need to get to?

 Retailers need a clear, effective and consistent planning system to support the transformation of the industry and community spaces alike.

How do we get there?

- Introduce a fast-track planning approval system for low-key planning applications. There could be automatic approval if certain criteria are met.
- Introduce a statutory time limit on the time taken for planning decisions, improvements to the committee process, a limit on information required and a mediated resolution process.
- Evolve Part 2 of the Landlord and Tenant Act 1954 following the Law Commission review so it better reflects the realities of modern property utilisation but does not undermine the principle of security of tenure, which has significant importance in the vast majority of retail leases.
- If this safeguard were to be removed, it would have an adverse material effect on investment in many retail properties.



POLICY BRIEFING IMPROVED PLANNING POLICY

Where are we now?

- Retail is going through a period of transformation, driven by new technology and changing consumer shopping habits.
- Retail is no longer solely about physical shops, although these will remain a crucial part of retailing in the future.
- These trends have accelerated in recent years and there is a closer connection between physical and digital retailing for many retail categories.
- While retail will continue to be a core purpose of high streets, town centres and other commercial spaces, it will be supplemented, rather than supplanted, by other uses, including a mix of leisure, hospitality and residential.

- The industry will continue to play a vital role in serving communities, providing rewarding careers and driving economic growth.
- Retailers face considerable delays in processing planning applications and inconsistency of approach in local areas.
- These delays and inconsistency, coupled with new requirements, are acting to inhibit new developments from moving forwards.
- And are hindering the conversion of empty retail space into new uses, undermining the reinvention of high streets and community spaces.

POLICY BRIEFING

REDUCE RETAIL CRIME BY CREATING A STANDALONE OFFENCE

Where are we now?

- Retail crime includes violence, abuse and threats towards colleagues, alongside shop theft.
- The BRC's 2023 Crime Survey³ found over 850 incidents of violence or abuse against retail workers every day, roughly double pre-pandemic.
- Retailers also report significant increases in antisocial behaviour and vagrancy in and around shops, impacting colleagues and deterring shoppers and visitors.
- Shoplifting has increased by 27% across ten of the UK's largest cities in the last year.
- Retailers invest heavily in security measures and processes to help protect colleagues and deter perpetrators.
- The overall cost of crime to the industry is £1.76bn a year.
- 45% of retailers rate the police response to retail crime as 'poor' or 'very poor'.
- This undermines confidence in the police and has resulted in a 25% fall in rates of reporting. One retailer reported the police failed to turn up to 73% of incidents they had reported.

- The Sentencing Act 2021 sets out that courts must treat assaults against a "person providing a public service...or providing services to the public" as an aggravating factor.
- However, statistics are not kept on the application of the aggravating factor, so it is impossible to tell if it is acting as a deterrent or has improved the police response. There has been no impact on the incidence or severity of offences.
- In Scotland, the Protection of Workers Act 2021 introduced a standalone offence of assaulting, threatening or abusing a retail worker.

Where do we need to get to?

- No-one should face threats, violence and abuse at work.
- A greater police prioritisation of retail crime.
- A focus on addressing antisocial behaviour and vagrancy in public spaces.

How do we get there?

- Introduce a standalone offence of assaulting, threatening or abusing a retail worker in England and Wales, and work with the devolved administration in Northern Ireland to deliver similar protections.
- Government should work with the police to improve the prioritisation of retail crime in Police and Crime Commissioner strategies.

³https://brc.org.uk/news/operations/brc-crime-survey-2023/

BETTER JOBS

As the largest private sector employer, providing around 3m direct jobs and 2.7 million more in the supply chain, the industry is a dependable source of economic activity and opportunity across the country.

Retail has a young and diverse workforce, attracted by the flexibility of retail jobs: **58% of colleagues are women and 28% are aged 24 or under** and the industry gives many people their first experience of work.

Through the BRC Diversity and Inclusion (D&I) Charter, retailers are focused on challenging culture and biases and embedding D&I in everything they do, and **93% of businesses now have a D&I strategy to promote greater diversity** at senior levels in the industry. The industry is committed to delivering **lifelong learning** opportunities and invests in apprenticeships and training as skills needs evolve with new technologies and business models. These skills last a lifetime and help to set colleagues up for rewarding careers, whether they stay in the industry or move on.

Retail jobs are becoming **higher skilled**, **more productive and better paid**, with new roles being created which did not exist a decade ago.

With a **coordinated approach to skills and training policy**, which meets the needs of retailers today and in the future and **gives flexibility to spend Apprenticeship Levy funds on a wider range of courses**, the industry could significantly increase its contribution to upskilling the workforce.

Retail productivity would rise; so too would wages, and social mobility prospects.



Today's contribution

Largest private sector employer: 3 million direct jobs and 2.7 million more in the supply chain

In 1/5 constituencies, retail is 1/3 of employment and 21% of local GVA

Pay growth outstrips national average: 2022/23 11.2% v 7.6%

Created 22,000 apprenticeships in England in 2021/22 - 1/4 in the 20% most deprived areas

10% of all UK spend on training: £4bn

Policy Recommendation

Greater flexibility in Apprenticeship Levy P.18

POLICY BRIEFING

GREATER FLEXIBILITY IN THE APPRENTICESHIP LEVY

Where are we now?

- Retailers created 17,000 apprenticeships in England in 2022/23, with one-quarter in the most deprived areas, and spend £4bn on training annually.
- Retailers could have offered 12,000 more apprenticeships over the past year if it was not for the inflexibilities of the levy, meaning many retailers treat it as another employment tax, penalising them for employing people with no benefit.
- Industry jobs are becoming higher skilled, more productive and better paid: the rate of pay growth in retail has outpaced the UK economy in seven of the last eight years.

- Retailers' skills needs are therefore evolving, and they need to train and upskill as many colleagues as possible: 40-50% of the workforce needs upskilling for new roles and digital skills.
- However, the Apprenticeship Levy acts as a barrier to retail investment in skills and training, as it is too inflexible to meet the evolving needs of businesses.
- As it stands, approximately half of retail's estimated £250m levy contribution goes unspent, because it can't be spent on the training the industry needs.

Where do we need to get to?

- A coordinated approach to apprenticeship, skills and training policy.
- This should see government engage with businesses to understand where there are skills gaps and to work collaboratively to ensure that policy landscape and apprenticeship and training curricula work effectively for individuals and businesses alike.
- This would help retailers play an even greater role in training and upskilling colleagues, with increased investment in programmes to improve functional, digital and green skills.
- This in turn will increase colleagues' human capital and social mobility and the industry and UK's productivity.

How do we get there?

- Expand the Apprenticeship Levy into a wider Skills Levy, allowing businesses to spend funds on a wider range of high quality, accredited courses, including:
 - Pre-employment courses to help potential apprentices reach required levels to begin a full apprenticeship.
 - Short courses including functional and digital skills, so existing employees can upskill or transition to new roles, where a full apprenticeship is not necessary.
 - And cover some currently ineligible costs associated with hiring an apprentice, such as the cost of backfilling roles while apprentices are on off-the-job training.

- Work with devolved administrations to develop a coordinated approach allowing businesses to access the funds they are compelled to pay.
- High-level courses to better reflect employer needs- unless employers invest additional funds into 'bolt-on' modules for apprenticeships, apprenticeship curricula rapidly become irrelevant.

NET ZERO AND THE CIRCULAR ECONOMY

The industry has a vital role to play in cutting carbon emissions and, through the BRC Climate Action Roadmap, will reach net zero by 2040 - a decade ahead of the UK's target.

One-third of every UK citizen's carbon footprint comes from the goods they buy, so **as retail decarbonises, it can shift the dial for the whole country.** In the future, retail buildings and logistics will be powered by renewables and customers and colleagues – who increasingly value sustainability – will be supported to lead greener lives. But there are barriers holding back retail investment which is crucial if the UK is to meet its net zero targets.

More retailers would invest in renewable energy generation, such as solar panels, if the huge backlog of projects waiting to connect to the grid was addressed and there were fiscal and financial incentives to invest.

They would be further encouraged if the mechanisms for buying and selling renewable energy were reviewed to account for recent transformation in the market including an increase in unsubsidised generation.

And the transition to **green logistics could be sped up** if the industry had clarity on the preferred zero-carbon fuel solution for lorries, along with plans to rollout infrastructure and support for current high investment and operating costs of green vehicles. The food sector contributes over threequarters of the industry's emissions and the UK's food resilience is increasingly impacted by global weather events. Retailers want to strengthen **food security** from farm to fork, with consumers continuing to have access to the wide range of quality goods and produce they expect but this requires better cross government co-ordination of food policy.

The industry is also beginning to **contribute to delivering the circular economy,** reducing the environmental impact of the goods we sell, their packaging, and increasing reuse, recycling and repair. But it could go further, faster with the right policy environment.

By working with the industry to address these barriers, the next government can harness retail's size and scale, to turbocharge the UK's transition to net zero.

66

One-third of every UK citizen's carbon footprint comes from the goods they buy...

Today's contribution

Total lifecycle footprint of goods sold in UK – 215m tonnes CO2 a year

1/3 of every UK citizen's CO2 footprint from the goods we buy

85 major retailers signed to Climate Action Roadmap

88% of customers want brands to help them live sustainably

88% of retailers operating 'green' vehicles – but only ¼ doing so at scale

Policy Recommendation

Fit for Purpose recycling and waste schemes P.22

Encourage investment in renewable energy and net zero vehicles **P.24**

Better coordinate food regulation P.26

20

POLICY BRIEFING

FIT FOR PURPOSE RECYCLING AND WASTE SCHEMES

Where are we now?

- As part of the industry's transition to net zero by 2040, retailers are investing to improve the recyclability of the goods they sell and the packaging they use.
- Many are committed to industry-led initiatives such as the UK Plastics Pact⁴, Courtauld 2030⁵ and Textiles 2030⁶, which aim to reduce waste and drive down emissions.
- Significant progress has been made: an 84% reduction in problematic and unnecessary single-use plastics since 2018; 70% of plastic packaging is now recyclable.
- Retailers will continue to innovate and invest, but recent government interventions and regulations – mainly from the Resources and Waste Strategy – have been sub-optimal, with the industry's expertise in delivering circular economy schemes globally unleveraged.
- This means reforms such as Extended Producer Responsibility (EPR) for packaging (costing £2bn a year), deposit

return schemes for drinks containers (DRS - costing at least £1.8bn a year) and waste electrical reforms (WEEE), lack the efficacy to move the UK to a circular economy and will fail to deliver value for money.

- The packaging EPR proposals currently fail to deliver the investment in new recycling infrastructure to increase recycling rates and volumes of collected recyclable packaging, because fees will not be ringfenced for investment in critical new infrastructure.
- There has been a lack of strategic foresight when planning and sequencing new regulations and reforms, which means that the UK does not have the right infrastructure or joined-up approach needed to increase recycling rates.
- Reforms to make household waste collections consistent across local authorities should be introduced alongside – instead of after – EPR, to ensure the supply of material available for recycling meets growing demand.

Where do we need to get to?

- A clear strategy for delivering a circular economy, with regulations logically sequenced to deliver the maximum benefit without unnecessary burdens on consumers and businesses.
- Certainty on the future regulatory framework, including clarity on requirements and accompanying guidance as early as possible to help businesses prepare and budget.
- The expertise of industry leveraged in developing policy and regulation: retailers have helped deliver EPR schemes in other countries. This should be utilised to ensure the UK has a world-leading circular economy which supports retailers as they bring consumers on the journey.

How do we get there?

- More effective working with industry to ensure policy, regulation and reforms are fit for purpose, deliver real change for the environment and value for money for consumers.
- Sensible timeframes for policy development and implementation which acknowledge the scale of work and investment required for retailers to prepare.
- Ringfence EPR funds for investment in new recycling infrastructure, to increase recycling rates and the volume of quality materials for reuse and recycling.

- Align DRS for drinks containers across the four UK nations and sequence after EPR.
- Create incentives to support retailers in making reuse and refill more mainstream.
- Zero-rate VAT on the sale of recycled, refurbished and repaired products, given VAT has already been paid, to encourage consumers to engage with the circular economy.

'https://wrap.org.uk/taking-action/plastic-packaging/initiatives/the-uk-plastics-pact 'https://wrap.org.uk/taking-action/food-drink/initiatives/courtauld-commitment 'https://wrap.org.uk/taking-action/textiles/initiatives/textiles-2030

POLICY BRIEFING

ENCOURAGE INVESTMENT IN RENEWABLE ENERGY AND NET ZERO VEHICLES

Where are we now?

- To reach net zero by 2040, the industry is already investing to decarbonise its buildings and logistics fleets.
- There are a number of important upcoming milestones for retailers, including using 100% renewable electricity by 2030 and moving to zero-carbon logistics by 2035.
- Surges in demand for renewable energy have outstripped supply meaning tariff prices, as with all energy prices, have soared and retailers are facing delays in connecting to the grid while in some cases, their power suppliers are unable to confirm they have sufficient Renewable Energy Guarantees of Origin ("REGO") certificates to justify their green tariffs.
- The issues in the market for REGOs are dis-incentivising retailers from investing in green energy generation in their own sites.
- Retailers need to make urgent investment decisions on vehicles and infrastructure to reach the logistics target by 2035. While more progress is being made on light good vehicles, there is a lack of detail on how new models and technologies for HGVs will be brought to market at-scale, putting investment decisions on pause.

Where do we need to get to?

- Net zero logistics.
- Energy-efficient retail properties powered by clean energy, serving the community and supporting the circular economy.
- The retail industry's potential for greening the grid, through investment in renewable energy generation, harnessed by the next government.

How do we get there?

- The next government needs to send clear and consistent signals to retailers on its strategy for reaching net zero. To include:
 - technology solutions for net zero Heavy Goods Vehicles
 - the tax regime for lightweight and heavyweight green vehicles
 - how supporting infrastructure, including charge points for electric vehicles, will be rolled out.
- Create a policy framework which sets out how businesses will be incentivised to invest in renewable energy generation and includes a review of the renewable energy market (REGOs).
- Capital allowances full expensing should be made permanent to stimulate and support retailer investment in energy efficiency measures and new, green technologies.

POLICY BRIEFING

BETTER COORDINATED FOOD REGULATION

Where do we need to get to?

- An increasingly robust, resilient and sustainable food supply chain which reaches net zero by 2040 and ensures consumers continue to have a wide range of affordable, high-quality food.
- Advancements in technology and innovation have reduced agricultural labour requirements and the UK has an agile approach to immigration policy on a timelimited basis to help address any shortages in the food supply chain.

Where are we now?

- The industry prioritises food supply chain resilience in recognition of its contribution to food security and a resilient economy.
- Retailers invest heavily in their supply chains so that UK consumers have access to high quality, affordable food.
- The industry works closely with farmers and producers to manage challenges when they arise and improve sustainability as the supply chain decarbonises.
- The food supply chain is committed to reaching net zero, with around 70% of food emissions coming from farming.

- The highly competitive nature of the industry means UK consumers enjoy some of the lowest grocery prices in Europe⁷.
- This is despite low food retail profit margins, with the CMA finding in summer 2023 that average supermarket operating margins fell from 3.2% to 1.8% in the preceding year⁸.
- Retailers are committed to investing in food supply chains to increase food security and improve sustainability whilst continuing to provide consumers with great choice and value.

How do we get there?

- Greater prioritisation and ٠ coordination of policies affecting food. Food is cross-cutting involving production, health and nutrition. environment and climate change, and needs a Ministerial position capable of bringing these together. The next government should consider if this is best delivered by a single food department, with the ability to work across departments and UK Governments to better coordinate delivery of an effective food strategy.
- Working with stakeholders from farm to fork, develop a long-term strategy for UK food security, aiming to build as much resilience as possible, accelerating the decarbonisation of the supply chain and ensuring short-term challenges can be managed effectively.

- A balanced approach to environmental land management, underpinned by efficiency and innovation.
- Expansion of the Seasonal
 Agricultural Worker Scheme,
 managed through bilateral
 agreements with source countries
 and clear accountability for
 enforcement in the source
 country and UK.
- A tax system which incentivises agricultural innovation and R&D to help cut emissions, increase productivity and reduce the challenge of labour shortages in the food supply chain.

⁷An analysis from the BRC (May 2023) suggests that a basket of basic groceries in the UK is up to 29% cheap than the same basket in other large European economies – notably France, which introduced price controls. ⁸https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1172290/

Competition__choice_and_rising_prices_in_groceries.pdf

THE BRITISH RETAIL CONSORTIUM

The BRC is the lead trade association for UK retail. Our purpose is to make a positive difference to the retail industry and the customers it serves, today and in the future. Retail is the 'everywhere economy', a vital part of the socio-economic fabric of the UK.

The industry makes up 5% of the UK GDP and is the largest private sector employer, providing 3 million direct jobs and 2.7 million more in the supply chain. Retail has a presence in every village, town and city across the country.

Over 200 major retailers are members of the BRC, with thousands of smaller, independents represented by BRC's trade association members. These businesses operate across all retail channels and categories and deliver over £350 billion of retail sales per year.

We build the reputation of the retail industry, work with our members to drive change, develop exceptional retail leaders, and use our expertise to influence government policy so retail businesses thrive and consumers benefit. Our work helps retailers trade legally, safely, ethically, profitably and sustainably.



BRITISH RETAIL CONSORTIUM

The Form Rooms, 22 Tower Street, London WC2H 9NS +44 (0)20 7854 8900 | info@brc.org.uk | brc.org.uk British Retail Consortium – a company limited by guarantee Registered in England and Wales No. 405720

Published January 2024