



# CRIME SURVEY REPORT

2025

**BRC**

# FOREWORD

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Retail crime is out of control. Our latest Annual Crime Survey, shows violence & abuse, and theft, spiralling upwards, yet again.

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Violence and abuse ballooned, rising by over 50% in the past year and 340% since 2020. Levels are now at over 2,000 incidents every single day, the highest rate ever recorded in our crime survey. The total cost of retail crime including crime prevention now sits at a colossal £4.2 billion, of which £2.2 billion is a direct result of customer theft.

Behind these numbers lies a harsher truth for the people who work in our industry. Colleagues have been punched, stabbed, spat on, while having racist, misogynistic, and generally vile abuse hurled at them. These incidents can inflict serious mental and physical trauma that lasts a lifetime. The idea that any retail workers might be going to work fearing for their safety, never knowing the next time another incident may occur, should deeply concern all of us. Violence and abuse should never be part of the job.

Theft and violence are not isolated issues; confronting thieves is a major trigger of violence and abuse. As retail theft escalates at an alarming rate, so too have incidents of violence. Alongside this has been a worrying trend of organised crime, with increasingly aggressive gangs targeting stores systematically before moving to the next shop on their list.

For years, the lack of police action has effectively given these criminals a licence to steal, and a green light for aggression. Trust has been eroded, with less than a third of incidents of violence and abuse now being reported to the police.

As incidents rise, retailers have spent a record £1.8 billion on crime prevention measures in just one year, up from £1.2bn in last year's survey. The £4.2 billion cost of crime adds to manifold pressures retailers already face, limiting funds that could be used to bring down prices or invest in the shopping experience for customers.

The new Labour Government has shown they understand the seriousness of the problem and were a long-standing supporter of the industry's campaigning efforts when in Opposition. They have pledged to tackle the scourge of retail crime and, with their support, the new year should bring with it the introduction of a standalone offence for assaulting a retail worker, a huge step forward in our campaign to protect people in retail. Along with the promise of more community police officers, this Government is taking action that shows it understands the seriousness of the issue that the industry is facing.

But make no mistake, the numbers we lay out in this year's crime survey are stark and it is vital that we start to see these numbers fall in future years. This requires the Government and police, working in partnership with retailers to ensure that the policy changes they are making yield tangible results. With greater funding being directed to tackling this issue – both from retailers and Government – the will is clearly there. The question is whether we can we reverse this terrible upwards trend?



**Helen Dickinson OBE**  
CEO of BRC

# THE BRC CRIME SURVEY 2025

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This crime survey covers the period from 1st September 2023 to 31st August 2024. During this period, the Retail Crime Action Plan was launched by the previous Government and National Police Chiefs Council (NPCC) and the new government came into office with new priorities for tackling retail crime.

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The survey represents the single largest and most reliable barometer of the state of retail crime and is based on a sample from retailers representing over 1.1 million employees and over £194 billion market turnover, which we have used to estimate figures for the entire industry.

We have taken the opportunity to modify one or two questions to better reflect the issues of concern. In these cases, the responses may not be directly comparable to previous years. Where we have done this, it is clearly stated in the text.



# TOPLINE RESULTS

Once again, the crime survey shows another significant increase in violence and abuse, passing **2,000 incidents a day** for the first time. Customer **theft rose by over 20%** to £2 billion taking the total cost of crime to nearly £4.2 billion including the cost of crime prevention. And on police response, over a third of retailers rated the police response as fair, good or excellent, while 61% considered it poor or very poor.

## THIS SURVEY DEMONSTRATES:

### The impact of violence and abuse on the welfare of retail workers



Just over **2,000** incidents of violence or abuse a day (737,000 a year), up from 1,300 the previous year



**45,000** violent incidents, equivalent to over 124 a day



Over **25,000** incidents involving a weapon (70 per day), up 180% from the previous year

### The cost of crime and crime prevention both online and in store to retail businesses and, indirectly, the customers they serve



Overall cost of retail crime, including crime prevention, was **£4.2 billion**, up from £3.3 billion the previous year



Losses from customer theft reached **£2 billion** – the highest ever – up from £1.8 billion



Incidents of customer theft rose to **20.4 million** from 16.7 million



Crime prevention measures cost **£1.8 billion**, up 52% from £1.2 billion in 2022/23

## The response of the overall justice and police systems



**61%** of retailers rate the police response to retail crime overall as poor or very poor, the same as last year, but over a third (39%) rated it as fair, good or excellent, including 3% as excellent for the first time in some years



**Only 10%** of incidents of violence and abuse resulted in police attendance



**Only 2%** of incidents of violence and abuse resulted in a conviction



**Only 32%** of incidents of violence and abuse were reported to police by retailers

Whether businesses are online, offline, or omnichannel; in town or out of town; small stores or larger stores –they all suffer the effects of crime one way or another.



# THE KEY CONCERNS

When asked to identify the most significant threats to their business over the next two years, 88% of retailers placed violence against staff in the top three, followed by customer theft at 79%.

These have remained constant over the years, and we will focus on these issues in the rest of this report.

## SIGNIFICANT THREATS



# VIOLENCE AND ABUSE

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The 2023-2024 survey shows yet again high levels of violence and abuse – which continue to climb, even beyond the exceptional levels seen during the pandemic lockdowns. While violence clearly has the most traumatic impact, all the evidence shows that abuse can have a long-term dramatic effect on members of staff.

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Incidents of violence and abuse stood at over 2,000 incidents a day (737,000 during the year) in 2023-2024, 49% up from 1,300 a day (493,000) last year. It was nearly treble the last pre-pandemic figure of 455 in 2019-20, confirming a significant increase over time.

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Of the overall annual total, there were **45,000 violent incidents**, 124 a day - up by 8% from 113 a day

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**A weapon was used in 25,000 of these incidents**, a 180% increase on the previous year

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**The largest increase in incidents (60%) has been in abuse**, which now stands at 696,000 incidents in 2023-2024 or 1,906 a day

- These are incidents of abuse that are considered by staff and managers as sufficiently serious to report them.
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**Incidents of violence and abuse increased in all locations** including shopping centres and retail parks/out of town, but especially for inner city locations.

Of the incidents of violence and abuse, just under a third **(32%) were reported to police**

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- The main reason cited for failure to report was lack of expectation that it would make any difference, along with lack of staff time
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**Just 10% resulted in police attendance**, with only 2% resulting in a conviction

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There were **1.1 million incidents** of anti-social behaviour recorded

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**401,000 banning orders** were issued by retailers, an increase of 146%

## SUMMARY

	2023-23 Incidents	2023-24 Incidents	% Change	Per Day 2023-24	2023-24 Incidents per 1000 Workers
<b>Antisocial Behaviour</b>	1,071K	1,112K	4%	3,046	386
<b>Abuse</b>	435K	696K	60%	1,906	242
<b>Violence</b>	42K	45K	8%	124	16
<b>Total Violence &amp; Abuse</b>	493K	737K	49%	2,019	258
<b>Used a weapon</b>	9K	25K	180%	70	9
<b>Banning Orders</b>	163K	401K	146%	1,099	139.35

## PROPORTIONS REPORTED

	2022-23	2023-24
<b>Reported to Police</b>	36%	32%
<b>Resulted in Police Attendance</b>		10%
<b>Resulted in a Conviction</b>	4%	2%

<sup>1</sup> Proportion of incidents resulting in police attendance asked for the first time this year

Violence and abuse against shopworkers has been a major concern for the BRC and its members for many years. Statistics reported by USDAW have also reported a significant increase.

This staggering rise in incidents to over 2,000 a day, was in spite of attempts by the previous government to deal with the issue. It is hoped that the new Retail Crime Action Plan will begin to shift the dial positively, although the data does not yet demonstrate that impact during the year in question. This underlines the urgent need for continued focus and further action.

While the vast majority of incidents of violence and abuse were for verbal rather than physical attacks, the impact of verbal abuse is not victimless. It can take many forms – ranging from racial or sexual abuse to intimidating or threatening behaviour. As with violence, all abuse is unacceptable.

Shopworkers are often in a vulnerable situation, facing intimidation from someone potentially carrying a weapon and possibly under the influence of alcohol or drugs. Shopworkers themselves are more commonly female, and teenagers, or older people returning to the workforce. Even a seemingly mild argument can have a significant emotional impact on any staff member, and nobody should have to go to work fearing they will be attacked or abused.





### Respondents to the survey noted a range of reasons for the increase

- Shoplifters have become quicker to resort to abuse, threats and violence;
- Lack of police response;
- Many shoplifters do not appear to care if they injure colleagues in the process;
- Some shoplifters taunt colleagues saying they cannot stop them;
- A distinct lack of consequences for offenders meaning shoplifters have no fear of repercussions;
- The impact of the cost-of-living crisis;
- Increases in threats to attack staff outside the store;
- Increases in anti-social behaviour;
- An increase in criminal gangs engaged in shoplifting who turn to violence and abuse.

Two common triggers for such attacks are asking for ID for age verification and stopping someone who is believed to be stealing goods

### The BRC has historically called for more Government and police action, including

- A standalone offence for a crime of violence or abuse against a shopworker.
- More prosecutions of crimes of violence and abuse against shopworkers, ensuring offences are treated as aggravated
- Sentencing Council Guidelines making it clear that violence and abuse against shopworkers must be treated as aggravated offences.
- Better recording of retail crimes of violence in the statistics

### Some action undertaken – was it effective?

With just 10% of incidents of violence and abuse resulting in police attendance, the current system is clearly not working well.

Some positive action was taken by the previous UK Government acting for England and Wales in the Police, Crime, Sentencing and Courts Bill, to require the courts to treat certain existing offences against people serving the public as aggravated offences. Previously the aggravated status was included in the Sentencing Council Guidelines but was not mandatory. To have the desired effect this continues to require the Government to stress to all the actors in the police and justice system in England and Wales that such crimes should be prosecuted and the courts must treat them as aggravated and sentence accordingly.

Unfortunately, it has not been possible to obtain statistics on whether or not it is being implemented, nor the actual impact of these new sentencing guidelines. Such data is vital to assess its effectiveness, and in its absence we can only conclude that it was not particularly effective. Furthermore, with just 10% of incidents resulting in police attendance, prosecution rates are clearly too low.

The National Police Chiefs Council (NPCC), supported by the previous Government, introduced the Retail Crime Action Plan (RCAP) while a group of retailers made considerable resources available for Project Pegasus to address organised crime (see below under Policing). There are early signs that these initiatives are beginning to deliver results but it is clear that there is much further to go to achieve the objectives set out in the RCAP. Following our representations the Scottish Government has awarded £3 million to combating retail crime, an encouraging move that needs sustained.

## Need for a standalone offence

For some years the BRC, along with USDAW and others, have called for a separate standalone offence of violence and abuse towards all retail workers in the course of their employment, along the lines of the Emergency Workers Offence. This would enable the magnitude of the problem to be clear and proper statistics to be collected.

The previous UK Government in its final days agreed – and the new Labour Government also committed to introducing such an offence in its manifesto, later reflected in the King’s Speech. Following our advocacy the Northern Ireland Executive is also introducing new legal protections for shop workers. We urge the Governments to work towards speedy implementation and to utilise an approach which protects all customer-facing retail workers.

The evidence from Scotland supports our recommendation. The Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act 2021 came into effect from 24 August 2021. The Act made it an offence for a person to assault, threaten or abuse another person who is a retail worker and who is engaged, at the time of offence, in retail work.

The Act led to changes in how crimes were recorded by the police. Before its implementation, an assault of a retail worker would have been recorded as an assault. After implementation, such cases were specifically recorded as assault of a retail worker. The same change applied for cases of threatening or abusing a retail worker.

Three new crimes codes were set up to record these cases - serious assault of a retail worker, common assault of a retail worker and threatening and abusive behaviour of a retail worker.

In the year ending September 2022, the official police records show that there were 3,277 crimes against retail workers under the above Act. This included 15 crimes of serious assault of a retail worker, 1,428 crimes of common assault of a retail worker, and 1,834 crimes of threatening and abusive behaviour of a retail worker.

Other figures show from August 2021 to March 2023, 543 charges that were brought under the Act led to a conviction in criminal court.

Over two years (noting 2021/22 was a partial year) the police recorded 5,695 crimes and offences under the Act, of which 3,236 (or 57%) were threatening/abusing a retail worker and 2,459 (43%) were assaulting a retail worker.

Over those two years the police cleared up (though this did not necessarily mean they prosecuted) around six out of every ten cases (or 61%), recorded under the Act, 63% for assault and 60% for threatening or abuse.

The most common location of crimes against retail workers was supermarkets/department stores (47%),

- An estimated volume of 1,390 crimes (43% of cases) had circumstances involving perpetrator(s) being confronted for shoplifting
- An estimated volume of 1,200 crimes (37% of cases) had circumstances involving general anti-social behaviour
- An estimated volume of 1,090 crimes (33% of cases) had circumstances involving perpetrator(s) known to premises/asked to leave a premises
- An estimated volume of 440 crimes (14% of cases) had circumstances involving perpetrator(s) being refused a sale in a premises
- An estimated volume of 440 crimes (13% of cases) had circumstances involving perpetrator(s) being under the influence of substances

## [BRC/Home Office National Retail Crime Steering Group](#)

During the year under report, the BRC co-chaired the National Retail Crime Steering Group with the Home Office. This focused on responding to retail violence through better reporting, removing data barriers, communicating better with the public, supporting victims, assessing substance misuse as a factor; assessing organised crime links; and examining the effectiveness of out of court settlements.

# THE COST OF RETAIL CRIME

## SUMMARY

	2022-23	2023-24	% Change
<b>Total Scaled Cost of Crime</b>	£2.2 B	£2.3 B	9%
<b>Total Scaled Cost of Customer Theft</b>	£1.8 B	£2.2 B	21%
<b>Total Scaled Incidents of Customer Theft</b>	16.7 M	20.4 M	22%
<b>Cost per Customer Theft</b>	£107	£106	-1%
<b>Crime Prevention Costs</b>	£1.2 B	£1.8 B	52%
<b>Total Cost of Crime Incl. Prevention</b>	£3.3 B	£4.2 B	24%

## FINANCIAL COST

	2022-23	2023-24	% Change
<b>Customer Theft</b>	£1.795bn	£2.165bn	+21%
<b>Other Losses</b>	£0.359bn	£0.176bn	-51%
<b>Total Losses</b>	£2.154bn	£2.341bn	+9%

## TOTAL SPENT ON CRIME AND LOSS PREVENTION

	2022-23	2023-24	% Change
<b>Total Spend on Crime and Loss Prevention</b>	£1,194,000,681	£1,815,949,280	52%
<b>How much of this was on cyber?</b>	£182,677,789	£239,795,220	31%
<b>% of Total on Cyber</b>	15%	13%	

## MONETARY CRIME

Theft and violence, abuse & aggression are inextricably linked. When a potential shoplifter is challenged, events can often turn to aggression or violence – a tendency that retailers noted in the survey was increasing.

Customer theft increased to the highest level ever - as did the cost of crime prevention. With tight margins across the industry, this is money that is not available to invest in lower prices or make improvements to stores. In the end everyone suffers the cost of crime.

- The overall monetary cost of crime, taking into account both actual losses and crime prevention costs, stood at £4.2 billion, up by 24% from £3.3 billion the previous year.
  - » This included £1.8 billion for crime prevention, up 52% from £1.2 billion
  - » £2.2 billion was lost to customer theft, up 21% on the previous year
  - » The number of incidents rose 22% to 20.4 million; over 55,000 a day, confirming a rising year on year trend

### Customer theft continues to rise

Customer theft, at £2.2 billion, is the biggest source of financial loss for retailers as a result of crime.

Retailers are reluctant to undermine the overall customer experience by over-policing their premises, but they cannot turn a blind eye to such levels of customer theft, hence the increase in the cost of crime prevention to £1.8 billion. This includes increased use of security staff, more items using security stickers, smarter self-checkout technologies, and use of in-store and body-worn cameras.

Retailers operate on low margins, so losses to crime and expenditure on crime prevention reduce the capacity to invest further on prices, improve terms and conditions for staff, as well as the overall customer experience in store and online, and to increase efficiency.

### Belief Nothing will happen

There remains a perception among some retailers that some police forces do not regard shop theft as a 'real' crime, particularly if it is under £200 in value (often perceived as the lower limit before action is taken). This is important given the average theft was £106.

We welcome the Government's commitment to removing this barrier – though with the justice system under immense pressure and prison capacity limited, increased sentences may be hard to achieve.

A perception that nothing will happen is probably held not just among retail staff, but also among repeat offenders, who account for a significant proportion of the total, and who are willing to take the risk. There is a strong belief among some of them – supported by ad hoc reports - that even if they appear in court multiple times, the sentence will be so light it will hardly make a difference.

In Scotland, however, over 20% of people charged with shoplifting received custodial sentences in 2021-22.

### Retailer action

Retailers have taken steps to improve detection with improvements to CCTV; a better understanding of the data that can be exchanged and shared with other retailers and the police; and tagging goods of a lower value including food items.

### BRC/Home Office/police co-operation

The BRC continues to support initiatives to reduce retail crime and the cost of crime. We co-chaired the NRCSG – National Retail Crime Steering Group – with the Home Office Policing Minister which provided the context for regular exchanges among retailers, government and police.

Following discussions in the steering group, Project Pegasus was developed by a number of retailers and the police to fund research into organised crime and its impact on retail.

Meanwhile, the NPCC (National Police Chiefs' Council) produced its Retail Crime Action Plan with the support of the Government. It includes a commitment to prioritise urgently attending the scene of shoplifting instances involving violence against a shop worker, where security guards have detained an offender or where attendance is needed to secure evidence; a pledge to follow up on any evidence that could reasonably lead to catching a perpetrator; and to step up targeted hotspot patrols in badly affected areas.

The BRC welcomes both these initiatives, but the survey shows that the desired objectives of the Retail Crime Action Plan are yet to be achieved. However, Project Pegasus is beginning to identify criminal gangs, demonstrating clear positive outcomes in combating serious and organized crime affecting the retail sector.

We have called for full implementation of the Retail Crime Action Plan by all forces as a matter of priority especially the commitment on police attendance.

## **We have also called for:**

### Dissuasive sentences

Linked to the police response is the response of the courts. Sentencing is an issue when those involved in theft are repeatedly given light sentences.

### Simplified reporting

While pointing to greater police action as the key to better reporting and thus prosecution – and the key to a reduction in crime through a greater certainty of being caught, prosecuted and sentenced – we also recognise that retailers themselves need to improve the level of reporting. With just 32% of incidents reported to police, there is clearly room for improvement. A simplified reporting mechanism common to all forces would make a meaningful contribution to achieving this outcome and we note the National Business Crime Centre is working on this.

### Clear rules on exchanges of data and use of visual images

The BRC supports exchanges of information among retailers, while respecting the rules on data protection and privacy. More clarity is needed on the legitimate use of CCTV and facial recognition in the retail context.

The action plan makes clear retailers should send CCTV footage of the whole incident and an image of the shoplifter via the digital evidence management system as quickly as possible after an offence has been committed. Where CCTV or other digital images are secured, police will run this through the Police National Database using facial recognition technology to further aid efforts to identify and prosecute offenders – particularly prolific or potentially dangerous individuals.

### Citizens Arrests best left to trained security personnel

While we recognise the potential for citizens arrests, we do not encourage their use by regular staff because it both puts them at risk and opens staff up to risk of prosecution.

### PCC role

Police and Crime Commissioners have an important role to play by including retail crime specifically in their strategies – and we note the improvement in that regard.

### All theft should lead to police action

We are encouraged that police forces do not subscribe to a policy of non-prosecution for retail theft below £200, The Government is committed to removing this artificial barrier and we fully support this objective.

### Understanding the Role of organised crime

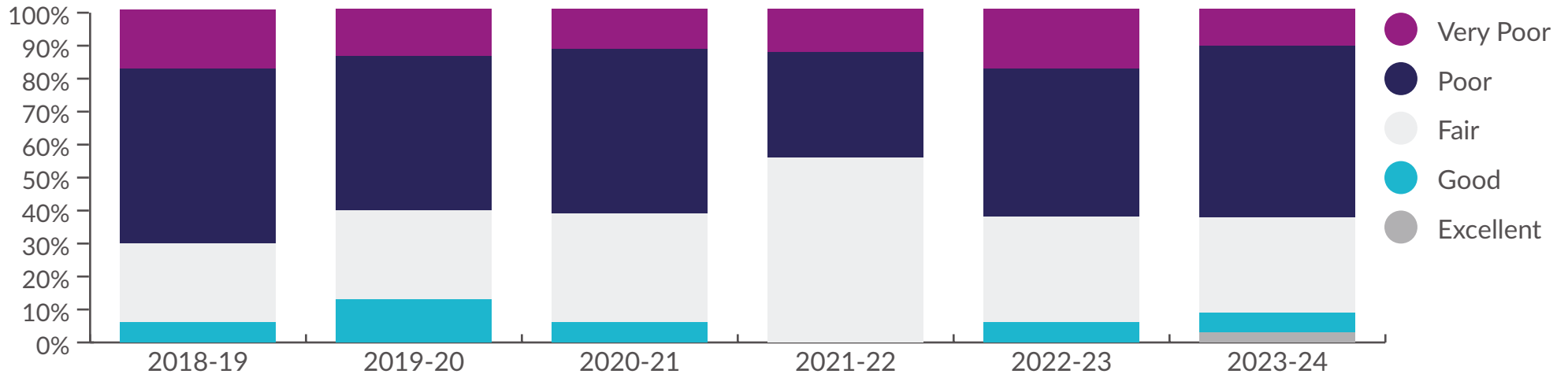
Retailers have reported that organised gangs are playing a more prominent in retail crime. One has noted from CCTV records that the same people are turning up in different areas of the country. The role of organised gangs in retail crime including shoplifting needs to be understood and county lines should never be a barrier to action. Project Pegasus is starting to result in an improved understanding.

### Understanding The underlying context

Dealing with retail crime is not just a policing issue but a community issue. The underlying causes of such crime need to be addressed, from alcohol and drug addiction to the grooming of underage children to undertake the theft, and links to organised crime. It is essential that Government dedicates sufficient resources to effectively tackle these underlying causes.

# THE POLICE RESPONSE

## POLICE RESPONSE



An effective police response is vital to reduce incidents of violence and abuse; to make it worthwhile to report incidents; to secure prosecutions and convictions; and to enable the police to establish the actual statistics and allocate resources accordingly.

Just as the police need to respond, retailers need to report. These are two sides of the same coin.

While the Retail Crime Action Plan has encouraged a better police response, the survey suggests that in spite of some beacons of excellence (3% of respondents identifying an excellent response), in general little has improved. 61% of retailers reported they view the police

response as poor or very poor, the same as last year – though over a third (39%) rated it positively as excellent, good, or fair.

90% rank the belief that nothing will happen as a top two reason for not reporting, with 59% noting lack of staff time.

Hampshire and Nottinghamshire and Greater Manchester forces were nominated as the best responders with the Met the worst.

Just 32% of incidents were reported by retailers, a relatively small drop (4%) on the previous year in percentage terms, but given the increase in incidents, there could have been an increase in actual numbers.

10% of the incidents resulted in police attendance. We asked a different question this year so the figures are not directly comparable. Last year we asked how many resulted in prosecution which was 8% - though we can assume the police had to attend to undertake a prosecution.

We believe that it is important that retailers report all incidents. Clearly, steps must be taken to improve rates of reporting. At the same time, it is very clear that an improved police response and prosecution rate would be the most effective measure to encourage them to do so.

## TOP AND BOTTOM POLICE FORCES

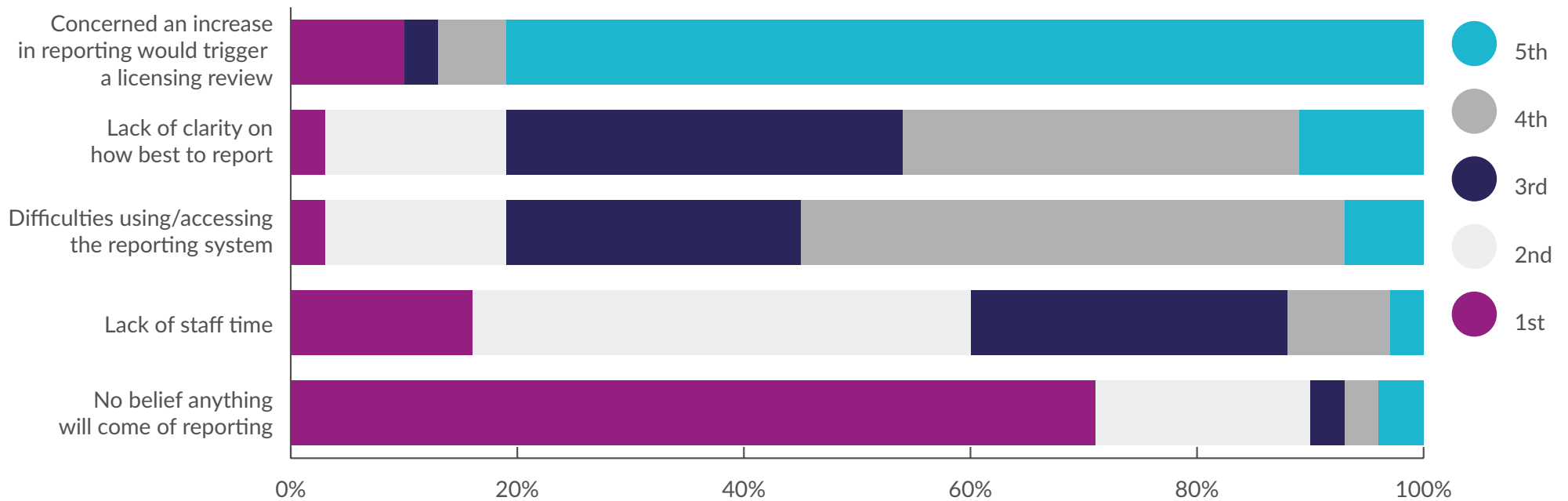
Top Police Forces		Bottom Police Forces	
Police Force	% Reported in Top 3	Police Force	% Reported in Top 3
Hampshire	17.8%	MET	34.3%
Nottinghamshire	15.3%	Avon & Somerset	17.9%
Greater Manchester	13.2%	Greater Manchester	15.5%
Kent	8.3%	Devon & Cornwall	5.4%
City Of London	7.0%	Northumbria	5.4%

## PROPORTIONS REPORTED

	2022-23	2023-24
Reported to Police	36%	32%
Resulted in Police Attendance	*	10%
Resulted in a Conviction	4%	2%

\*data not collected for this year

## OBSTACLES TO REPORTING RETAIL CRIME



## IN SUMMARY

- There has been a very slight improvement in how retailers reported the police response this year compared to last, however the overall figures remain poor
- 61% of retailers reported that the police's response to retail crime they experienced was "poor" or "very poor". However, over a third (39%) rated it positively as excellent (3%), good or fair
- Only 32% of incidents of violence and abuse were reported to police, slightly down on last year's 36%
- Only 10% resulted in police attendance with just 2% resulting in a conviction. The Retail Crime Action Plan focused on police attendance when violence is involved. A large proportion of the violent incidents were covered. A large proportion of the violent incidents are presumed to be covered by police attendance, although this isn't investigated in the survey
- 90% of retailers ranked "no belief that anything will come of reporting" in the top two reason for not reporting an incident, indicating overall dissatisfaction
- As retailers felt obliged to take action in the absence of police, over 400,000 banning orders were issued over the year, more than double the previous year

### Confidence in an effective police response to retail crime is important because

- It encourages more comprehensive reporting by retailers, which has reduced even in the case of crimes of violence and abuse
- It enables accurate statistics of overall retail crime to be maintained and hot spots to be identified
- It enables police forces to prioritise their activities and resources more in line with the needs of communities
- It is essential for effective prosecutions
- It will enable the mandatory aggravated offences to be assessed as to whether they are effective as a deterrent
- It is an effective deterrent in itself if potential criminals know there is a high chance they will be caught and prosecuted

### Shop theft is theft like all other theft

- It seems retail theft of low value items is often regarded as an issue for retailers themselves to respond to rather than the police. However, without police follow-up nobody can know the underlying causes, such as the extent to which the incidents are related to gang activity or the overall extent of the problem.
- We welcome the Government's commitment to removing this barrier.

## WE HAVE CALLED FOR



**Police to effectively implement the Retail Crime Action Plan as a matter of priority**



**More resources to fight retail crime**



**Clarity in the statistics where crime is retail related without which resources cannot be allocated effectively**



**Police to respond to all incidents, especially when a perpetrator is being held or violence is involved**



**A much-improved prosecution rate**



**Retailers to report ALL incidents**





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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. Together, 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.

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