



# Retail Excellence

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# Retail Membership

## Who We Are?

Established in 1995, Retail Excellence is owned by the Members, for the Members and is the largest retail industry trade body in Ireland. Retail Excellence involves over 1,800 leading retail companies, among them the most progressive and innovative in the market. We make every effort to deliver activity which is wholeheartedly based on Member needs. Our vision is to enhance the consumer's retail experience by developing top class retail standards and skills and promote a vibrant and competitive world class retail industry in Ireland.

**Our objective is to provide the best service and support to our Members, which enables them to be the very best in retail.**



## Member Benefits

- Representation of Ireland's largest retail industry group with government and state agencies
- Complimentary over the phone HR support
- Copyright exempt music – no more IMRO/PPI charges
- Access cutting edge educational opportunities
- Research insights
- Regular Retail Updates & News
- Ecommerce Europe Trustmark – sell more online across the globe
- Grow your professional network with your peers in Ireland's largest retail body
- Attend our innovative case study visits to leading stores at home and abroad
- Join our Member Groups & Networks including eCommerce, Loss Prevention, Garden, Human Resources (HR), Pharmacy, Jewellery, Town & Revival, Tourism & Visitors Groups
- Participate in our online dashboard which measures and shares key online metrics
- Benefit from the lowest gift card acceptance charges with our member led FromMe2You gift card
- Benefit from the lowest credit & debit card merchant fees in the market
- Receive a complimentary copy of our Retail Times magazine every quarter – Ireland's best-read retail industry magazine

# Ecommerce

Our eCommerce Manager and dedicated Committee aim to bring retailers together, to share experience, access online expertise and represent the needs of online operators.

- We are the sole provider of eCommerce Trustmark in Ireland in association with Ecommerce Europe. By displaying the Trustmark logo, the retailer indicates to the consumer that their website is compliant with the latest Irish and EU legislation. Mystery audits are conducted regularly to ensure high standards are upheld
- eCommerce support and education for all retailers, from those taking their first steps at home to those selling internationally
- We organise both Irish and international case study visits
- Our bespoke eCommerce training sessions cover practical and relevant topics to assist you with growing your business online
- Partnerships with online players including Google whereby we deliver the Google Incubation Programme, training workshops with Facebook, Twitter and more
- eCommerce Dashboard reports highlighting the key online metrics each month
- Active members of Ecommerce Europe whereby we regularly attend international meetings to keep our Members updated on the latest global online trends
- General Data Protection Regulation (GDPR) advice and support



# Essential Retail Services

## HR Network

- We have a dedicated HR Network who meet and discuss current issues in the Retail Industry. We offer all Members a complimentary telephone support service to assist with day to day HR issues. Plus, the opportunity to tailor a specific HR package for your organisation including policy documents, staff handbooks, recruitment and disciplinary assistance

## Loss Prevention

- We recognise that loss prevention is a key issue for all retailers regardless of size, in store or online. We have developed a Loss Prevention Handbook which outlines key areas for Member focus. Our Loss Prevention Group is a forum where loss prevention experts share best practice and knowledge in dealing with this very challenging issue. Retail Excellence passes on these insights to the wider Membership to aid in reducing theft from their businesses



## Learning

Retail Excellence leads the way in delivering an exciting and relevant learning activity based on our research, Awards and upskilling staff.

- Our research interventions are designed to guide Members as to what is happening in the retail industry
- Bespoke Retail Management Development Programme, Advanced Retail Management Programme and accredited Certificate in Retail Management
- The Retail Excellence Awards is the highlight of the retail calendar in Ireland. The Awards are designed to drive retail excellence in our industry



## Events

Our events activity combines case study visits, conferences, themed learning events, sectoral groups and much more.

- Our annual Retail Retreat in May is the largest conference in our industry. The event delivers relevant presentations, discussion and up to date retail industry insight
- Our case study visits allow like-minded retailers to get together and visit with the very best retailers in the business



## Representation

Our dedicated Head of Public Affairs represents our retailers with Government and other important stakeholders on the most pressing and important issues for our industry. Our Constituency based representation also delivers on engaging TDs on national and local issues.



1,800 Companies

# About Retail Excellence

As a member of Retail Excellence you will be part of the largest network of retailers in the country.



# Joining Retail Excellence

Any retail company which operates in the Republic of Ireland market can join Retail Excellence once that company, its owner(s) and senior directors are committed to engage, participate and share.

Our Membership fee is based on the number of full-time employees within your organisation

Membership Band	Employee Number	Membership Fee (ex VAT)
Micro	1-4	€250
Small	5-20	€365
Medium	21-100	€585
Large	101-250	€985
Extra Large	251-600	€1,585
Corporate	>600	€3,885



**Contact us today:**

+353 (0) 65 68 46927

[Susan@retailexcellence.ie](mailto:Susan@retailexcellence.ie)

[www.retailexcellence.ie](http://www.retailexcellence.ie)

1 Barrack Street, Ennis, Co. Clare, Ireland, V95 TK5R  
Unit 10, Leopardstown Office Park, Sandyford, Dublin 18, Ireland, D18 FK721

