

Q2 2018

retail times

www.retailexcellence.ie



THE HOTTEST STORES

in the World and Ireland right now

Retail Leader - Niall Anderton - Pages 26-29

The New & Impressive Shannon Duty Free - Pages 30-31

Next Gen 53 Degrees North - Pages 36-37





» Why choose GSLS?

1. Nationwide service
2. Secure storage locations in Dublin and Limerick
3. Current suppliers to many of the largest high street banks and retailers
4. Fully insured and licenced business
5. 100% Irish owned and operated business

» Your Cash, Our Service

- » Cash collection and delivery to your bank
- » Full Count, reconciliation and customised Reporting as standard.
- » Note and coin supply
- » Transportation and storage of high value items
- » Event servicing
- » 7 day service to meet your requirements

CASH IN TRANSIT SOLUTIONS

Reduce the risks to your staff, yourselves and your valuables



Slobhan Plunkett
Denise McCarthy

Email: splunkett@gsls.ie
Email: dmccarthy@gsls.ie

Phone: 01 4605888
Phone: 087 1465085



I very much hope that you are trading well currently. While we hear a lot about the economy recovering, there are many parts of the Irish retail landscape which are not enjoying that same buoyancy. The migrate of consumer demand to international websites, and particularly non-EU sites which do not apply VAT and Customs Duty, is a significant issue. The formation by Retail Excellence of the first ever cross-party Oireachtas Committee for Retail is a very welcome development and one which will ensure that the voice of the Irish retail industry is heard.

You will notice that we have changed the look and feel of Retail Times magazine. We want the magazine to better celebrate retailing excellence and in that regard this edition does just that. Our main feature looks at the best stores across the globe and closer to home. There is a great interview with Niall Anderton, Managing Director of Circle K and also informative profiles of the new Shannon Duty Free and the new 53 Degrees North store format.

As you are all aware the Retail Excellence Retreat is fast approaching. I urge all members to attend this keynote event. It is the largest conference and expo in the Irish retail industry calendar and is simply not to be missed. The speaker line-up is sensational as is the expo and our novel food village. So please keep May 15th and 16th available and I look forward to seeing you all in Citywest.

A recent big announcement by Retail Excellence was the launch of an innovative partnership with AIB Merchant Services. The partnership will involve Retail Excellence Members being offered the AIBMS solution as well as AIBMS becoming our Retail Excellence Awards title sponsor. This is a great partnership which will see the awards process being elevated to a new level as well as awards finalists and winners being celebrated in the media. I would like to thank David Fitzgerald and the whole AIBMS team for making this significant investment in Retail Excellence. I would urge all members to support AIBMS in return.

As you are probably aware the Board of Retail Excellence has signed off on a restructuring of our group of companies. The restructuring plan has been devised by the founder and Chief Executive of Retail Excellence David Fitzsimons. On 1st July next David will be promoted to the position of Group Chief Executive. David will be responsible for overseeing and supporting the group of Retail Excellence companies. David is also very eager to launch a consulting division within Retail Excellence. Thus, I am pleased to confirm that a new consulting company has been born. Retail Excellence Insights will work with world leading retail consultants to best support Irish retailers on a one to one level.

I am also very pleased to confirm that Lorraine Higgins has been promoted to the position of CEO Retail Excellence and will take up the role on 1st July next. Lorraine has left an incredibly positive mark on Retail Excellence since joining a year and a half ago. David, our Board and I are delighted that Lorraine has accepted this promotion which will have such a positive impact on our organisation.

Best regards,

JP Kennedy

Managing Director, TileStyle
Chairman, Retail Excellence

BOARD

JP Kennedy TileStyle, **Paul Kealy** Tony Kealys, **Fergal Doyle** Arboretum, **Richard Wehrly** Wehrly Brothers Jewellers, **Oonagh O'Hagan** Meaghers Pharmacy Group, **Luke Moriarty**, Moriarty SuperValu Group, **David Myers** Heaton's, **Michelle O'Gorman** Kilkenny Group
Jean McCabe Willow Boutiques, **Darren Smyth** Shannon Group, **Michelle McBride** Butlers Chocolates, **Joe Barrett** Applegreen, **David Fitzsimons** Retail Excellence, **Lorraine Higgins** Retail Excellence

TRUSTEE

Sharen McCabe McCabes Pharmacy Group, **Kevin Jephson** Ardkeen Quality Food Store,
Keith Rogers Ecco Footwear





LORRAINE HIGGINS ANNOUNCED AS SECOND EVER CEO AT RETAIL EXCELLENCE



Lorraine Higgins, Barrister and former Senator has been announced as the new CEO of Retail Excellence commencing the role on 1st July. Commenting on the development David Fitzsimons, Founder and current CEO, said: "I am delighted that Lorraine has accepted the Board's invitation to become our second ever CEO. Having founded the not for profits company over twenty years ago I was very eager to hand what is a very special organisation to someone of Lorraine's immense capability. Since joining Retail Excellence Lorraine has been such a support. She

is the perfect candidate for the role and I look forward to supporting her in the coming months and years. Commenting on her promotion Lorraine said: "I am immensely grateful to the Board and David Fitzsimons specifically for demonstrating such faith in my abilities. I have enjoyed every minute of my work to date with Retail Excellence. It is a very special organisation with great Members, Partners and colleagues." David Fitzsimons will now take up the position of Group Chief Executive. The new role will support the group of company CEOs. Retail Excellence also plans to launch a consulting division under David's leadership. Commenting on developments JP Kennedy, Chairman Retail Excellence said: "I am delighted for both David and Lorraine. These changes will provide David with the time and resource to lead the entire group of companies and launch a very exciting consulting division. Having Lorraine as CEO of the Retail Excellence company is a significant and very welcome development. Lorraine is a very capable person whose skills perfectly marry with the needs of the organisation."

Lorraine Higgins announced as CEO Retail Excellence while David Fitzsimons promoted to Group Chief Executive position.

Petmania Confirmed as Guinness World Record Holders!

Petmania, a leading chain of pet stores, recently marked their tenth birthday by making the biggest cake for dogs, a record which previously stood at 68.45kg. The centre-piece to their tenth birthday celebrations, the cake was presented at a party in their flagship store in Kilkenny, where over two hundred dogs (and one cat!) came along to help the pet chain beat the world record. Their final cake weighed in at 91.8kg smashing the world record and throwing a good party in the process. Marketing Manager for Petmania, Emily Miller commented: "We knew that we had broken the record, but we have been waiting for official confirmation from Guinness World Records and it has just arrived. We are delighted to be able to add an Official World Record to our list of achievements and it's a wonderful way to end our tenth birthday year". Since they first opened their doors in 2007, Petmania has groomed over twenty thousand dogs, raised over €200,000 for local charities and can now add beating a Guinness World Record to their list of accomplishments.



Petmania cooks up the largest cake for dogs in the world.

ADVANTAGE GAINED WITH MAPLES

Valued counsel, reliable advice, responsive support and efficient problem solving help you make better decisions for your business. REI members achieve critical gains by partnering with Maples and Calder, as a provider of expert legal solutions.

- Consumer Rights
- Employment Disputes and Terms
- Online Trading
- Data Privacy and Cyber Crime
- Fundraising for Businesses
- Public Liability Claims
- Small Leases
- Business Sales and Acquisitions

maplesandcalder.com
reaplesh.com

Retail Excellence and AIB Merchant Services Sign Three Year Partnership



At the AIBMS Retail Excellence Awards launch were David Fitzgerald, AIBMS, Kevin Moran, First Data, Lorraine Higgins and David Fitzsimons, Retail Excellence.

Retail industry representative body Retail Excellence and AIB Merchant Services have recently announced a new three-year partnership. The agreement will see AIBMS become the exclusive payments partner to Retail Excellence and its Members, while also being announced as the new title sponsor of the Retail Excellence Awards. The new partnership is the largest ever for Retail Excellence. Commenting on the partnership David Fitzsimons, Chief Executive, Retail Excellence said "We are delighted to partner with AIBMS. Having a national brand of AIBMS strength will allow us to reach out to more retailers in the industry, support more retailers to be the very best and celebrate our awards finalists and winners." David Fitzgerald, Sales and Commercial Director AIBMS commented "AIBMS are proud of our new partnership with Retail Excellence and we look forward to combining our joint expertise in supporting the retail industry over the coming years. As your payments partner, we will help Retail Excellence Members provide a superior technology and level of service your customers expect."

Colourtrend Paint and Wallpaper Store, Dundalk Launches New Trade Concept

Colourtrend, a leading premium paint company, has recently launched a new trade concept in the Dundalk Paint and Wallpaper Store. The new concept is the first of a national rollout plan for all remaining five stores over the coming months. The new model store was created from a growing demand from paint professionals for a more comprehensive and innovative product offering, available under one roof. Additionally, and considering the recovering Irish economy, the professional painter is becoming a more prominent part of the paint purchasing journey for Colourtrend. When talking about the new store concept, Kevin Haughey, Head of Retail at Colourtrend said, "When we were developing the concept for the store, we wanted to retain our award-winning customer service experience as much as possible. To ensure we improved our offering to our key female consumer audience, we created a softer colour consultancy area, and updated and improved our

wallpaper area. We developed new bespoke displays for our wallpaper offering to make choosing interiors a simple and enjoyable experience."



The new and impressive Colourtrend concept store.



Biggest Ever Retail Retreat

The countdown has begun to the largest ever Retail Retreat on May 15th and 16th at Citywest Convention Centre. The event is expected to host over two thousand retailers, one hundred and fifty expo stands and some of the best retail industry speakers from around the world. Commenting on the news, Helen O'Dowd, Head of Events at Retail Excellence said: "We are really looking forward to what will be an incredible forty-eight hours. We have so many brilliant speakers lined up including world retail authority Bob Phibbs, Victoria's Secret President Margaret McDonald, Leon Restaurant Founder Henry Dimbleby, Economist David McWilliams, rugby legend Paul O'Connell, Paul Foley ex. Aldi CEO and so many more inspiring contributors." The event will be the biggest ever with a purpose-built food village and a large expo with the latest in retail innovation, technology and supply. To book your place go to <http://www.retailexcellenceretreat.com/>.

<<<< Ireland's largest Retail Industry conference scheduled for May 15th and 16th at the Citywest Convention Centre.



radius
telecom
Unified Communications

Radius Cloud Telephone
Systems made for Retail



www.radius-telecom.ie 1890 592 500





LS Nav

Bring your business to the next level

An end-to-end retail management system that gives retailers full control over their business processes and real-time access to valuable data and analytical tools.

Covering the whole business from accounting, reporting and merchandising to store operations and POS, providing retailers with a full range of functionality to meet the needs of the most demanding retail environment.



To find out more about LS Nav for your Retail business, talk to your experts today

01 429 1977 / 01 629 6058

dlysaght@prostrategy.ie

www.ppretail.ie

Launch of Me2You Christmas Club



Me2You innovative recognition and rewards software tool.

Since its launch in 2017 the Me2You Recognition & Reward Manager is delivering rewards and enhancing staff recognition for blue chip multi-national companies and top Irish retailers. In response to demand the company has launched the Me2You Christmas Club. Post-Christmas debt is a major burden for many employees and a Christmas Club allows staff to set aside money every payday. This takes the worry out of finding the extra money needed at Christmas and ends credit card debt in January. Employees get an individual online account to track their own Christmas Club balance and can redeem their funds at any stage throughout the year, to help with "Rainy Days". As an employer the system lets you offer your team a simple, hassle-free way to help staff manage their finances when they most need it. To start helping your staff contact Me2You today at 01-5542000.

The Bites

Poundland's X-rated Elf Christmas campaign which cost €30 is reputed to have achieved tens of millions of pounds worth of social media coverage

Aldi Ireland is to ban the sale of high-caffeine drinks to under 16s

Joules report strong Christmas sales with revenue growth of 19.2% for the seven weeks to January 7th

Next has partnered with car retailer **Rockar** to turn excess space in its larger stores into car showrooms

Aldi UK and Ireland sales hit the £10billion mark in 2017. The company reported a 15% increase in UK December sales against December 2016

Selfridges reported a solid festive trading period with revenues up 10% for the twenty-four days to Christmas

Sainsbury's has bought its long-term loyalty partner **Nectar** for a reputed £60million

Liberty Enjoys Building-wide Revamp

Liberty, the iconic West End London department store, has recently emerged from a building-wide makeover reinstating the store as one of the most iconic in the world.

The makeover includes the installation of an artisan food department supported by British micro-producers, a new contemporary womenswear department and an extended restaurant on the second floor. To attract shoppers to the upper floors the store has installed destination home and gift departments on the third and fourth floors.



Liberty reconfirms its destination status >>>



amazinginstore

Specialists in licence exempt in-store music for retailers

Contact Grant Thompson

Tel: +44 (0)191 603 0180 Email: grant.thompson@amazing-media.com



ECOMMERCE – WE'LL HELP YOU GROW

WHY OFFER YOUR CUSTOMERS EXPRESS SHIPPING OPTION?

- YOUR CUSTOMER'S EXPECT MORE CHOICE AND SPEED
 - 68% OF MILLENNIAL'S WOULD CHOOSE RETAILERS BASED ON DELIVERY OPTIONS
 - CUSTOMERS CHOOSING EXPRESS DELIVERY OPTION HAVE A HIGHER BASKET VALUE (UP TO 70% HIGHER)
 - COMPANIES THAT OFFER INTERNATIONAL EXPRESS SHIPPING GROW 1.6 TIMES FASTER THAN THOSE WHO DON'T
 - EXPERIENCE GREATER CUSTOMER LOYALTY, 20% INCREASE IN RETURNING CUSTOMERS AFTER USING EXPRESS DELIVERY
-

Are you selling goods online?

DHL Express, the eCommerce specialists, can help your business increase international sales orders. Contact our eCommerce team to see how DHL can help your business grow on ie.ecommerce@dhl.com





Retail Excellence to Host the Global Retail Council Meeting

Retail Excellence, Ireland's largest retail representative body, has recently confirmed that it has won the bid to host delegates from thirty countries across six continents at the mid-year meeting of the Global Retail Council. Retail Excellence competed against Canada and Australia and were successful in their endeavours to host this prestigious meeting of international executives. The Council will be hosted at the Annual Retail Retreat where two thousand retailers will congregate to learn from, and be inspired by, world class speakers

and suppliers to the industry. Commenting on the news David Fitzsimons said "This is a tremendous achievement for the Irish retail industry and our nation. To host so many influential retail executives from around the world and profile some of the best retailing standards we deliver in Ireland is a significant opportunity and achievement. It is uplifting that Ireland has been selected to host the mid-year meeting." National Retail Federation (NRF) President and CEO Matthew Shay said "I am delighted that Ireland has been selected to host this important meeting. Having attended the annual Retail Excellence conference last year, I am deeply aware of Ireland's thriving retail environment and I look forward to returning with colleagues from around the globe."

Representatives from over thirty countries will be at the Retail Retreat during the Annual Retail Retreat where two thousand retailers will congregate to learn from, and be inspired by, world class speakers and suppliers to the industry.

Mango Launches Digital Fitting Rooms



Bringing fashion online instore.

Mango has partnered with Vodafone to roll out new digital fitting rooms, which will feature smart mirrors allowing shoppers to scan clothes tags and contact store staff to request different sizes and colours of items. The mirror will also recommend additional clothes to complete outfits. The retailer aims to extend the fitting rooms to its top flagships across several countries in a bid to merge customers' online and offline experiences. Mango chief client officer Guillermo Corominas said: "This is a really exciting project for Mango.

We see the future of retailing as a blend of the online and the offline. These new fitting rooms are another step in the digital transformation of our stores to create a whole new experience for our customers."

Harvey Norman Ireland Named One of the Best Places to Work

Harvey Norman Ireland was recently named one of the best places to work at the sixteenth Annual Best Workplaces in Ireland Awards ceremony. This is the first year the retailer has been named as a top Irish workplace. Since its return to profit in 2016, Harvey Norman Ireland has been on a journey to become an Irish preferred employer and Great Place to Work, a pursuit which has



Impressive award for Harvey Norman Ireland.

driven change at every level of the business. Blaine Callard, CEO Harvey Norman Ireland, said "At the heart of any change in a company's culture is the idea that businesses need to listen to the great people who work in their companies. We've done a lot of listening, and then made changes accordingly. The people who work in a company almost always know how to make it better."

Dynamic Irish Retail Couple Move Stateside



Niall and Gillian to sprinkle their Tiger magic in the US.

The Irish couple behind the successful Tiger Stores Ireland have upped sticks to run the US Tiger operation. Niall Stringer and Gillian Maxwell, who accidentally came across the Tiger concept when in London and needed to buy an umbrella, have been poached by the Danish parent to oversee the growth of the brand in the US. Commenting on the news Gillian Maxwell said: "We feel we have grown the Irish business to a point where we have a really strong team here. There are probably at least four or five more stores we could open in Ireland. The team are ready to fly on their own without myself and Niall here all the time, and we were looking for the next venture for ourselves." The couple successfully grew the Irish operation and delivered a very profitable twenty-eight store footprint.

Leading advisors to growing businesses

Our specialist retail team provide specific solutions which will allow retailers to deal with the increasing challenges associated with their business.

- audit and management accounts
- bank financing applications
- independent business reviews
- franchise agreement negotiations
- benchmarking & analysis and
- projections

Colin
David
Eileen

John
Gary
Gordon

John
Gary
Gordon

 **Grant Thornton**
An instinct for growth

© 2017 Grant Thornton Ireland. All rights reserved. Grant Thornton is a registered trademark of Grant Thornton Ireland.

House of Fraser Seeks Rent Reductions From Landlords

Department store chain House of Fraser recently wrote to a number of their landlords seeking rent reductions. The retailer, owned by Chinese company Sanpower, confirmed the request with a spokesperson commenting: "We can confirm we have contacted some of our landlords asking for their support as we drive forward with our transformation programme". The retailer is reported to be in the midst of a transformation plan in an effort to become more experiential and add in a better selection of fashion brands.



Transformation at House of Fraser.

Cross-Party Oireachtas Group for Retail Launched



Members of the cross-party Oireachtas Group chaired by Fianna Fáil TD Dara Calleary.

Retail Excellence recently launched a Cross Party Oireachtas Group for retail in Leinster House. The all-party group is chaired by Fianna Fáil TD Dara Calleary and is comprised of members from the main political parties and from both Houses of the Oireachtas. The core objective of the group is to ensure that the significance of the retail industry is asserted, and that future budgets are framed with retail interests in mind to help protect and strengthen the largest private industry employer in Ireland which contributes €7 billion per annum to the Exchequer. Deputy CEO of Retail Excellence, Lorraine Higgins said "Retail is a limb of the economy which fails to get the recognition it deserves despite the pivotal role it plays in every village, town and city in Ireland in keeping 282,000 people employed and keeping town centres vibrant. All of which is being threatened by cheap imports from outside the EU with VAT and duties not being applied to prices, increasing cross-border spend, increasing business costs along with a plethora of other issues which need to be urgently addressed. The intention of this

group is to ensure future policies and budgets are framed with retail focused solutions, so the industry is better supported given its significance."

PMI Announces Launch of OTC Pharmacy Panel

Pharma Medicines Insights (PMI) has announced the creation of a panel of pharmacies who will share their over the counter (OTC) medicines sales data. The launch of this panel will enable pharmacies to not only generate income from participation but most importantly, to compare their outlet's performance with a national cohort of pharmacies and better understand how they can grow the OTC category. Comparison is achieved via the delivery of a quarterly benchmarking report to each panel member detailing OTC sales by product and brand. Its primary function is to help drive OTC sales by highlight practices applied by the upper quartile performing stores. The data will be the first-time consumption data and habits regarding OTC medicines will be available in Ireland. The prior established Rx prescription-based initiative enables pharmacists to better support their patients in the area of adherence and medicines compliance in general. PMI helps to reaffirm the pharmacy as being at the centre of individual patient's community care. Recently appointed PMI CEO John Canacott said "These are two long term and much demanded initiatives. The OTC project will really help to drive sales improvement, whilst the prescription-based initiative benefits both the pharmacy and the patient." For further information contact John on 086 2412162.



PMI CEO to oversee the launch of a new OTC panel in Irish pharmacy.

Peter Kelly Heads Up New Retail Division at Eden Recruitment



Eden Recruitment has recently welcomed Peter Kelly to the team to head up its new retail division. Peter joins from a leading recruitment firm in Dublin, where he managed their retail recruitment arm. Peter has over fifteen years' experience in the grocery, non-food and FMCG retail sector, much of it at a senior level, working with some of the country's largest retail franchise brands. "Across grocery, fashion and beyond, retail is an extremely buoyant and exciting area at the

moment, and presents lots of opportunity" said Ken Lee, Managing Director, Eden Recruitment. "The decision to set up a dedicated division to serve the needs of our retail clients reflects this. Peter's experience, connections and in-depth knowledge of the sector puts us in a really strong position to make further inroads in this market." Eden Recruitment has been growing career opportunities across all sectors of Irish industry for over twenty years, serving both large multi-national corporations and blue chip indigenous companies with their recruitment requirements.

May 25th - DEADLINE FOR COMPLIANCE

"Even your local sandwich bar has an electronic till and is processing credit card details and most organisations now have a website" - Helen Dixon (Data Protection Commissioner)

80% of Data Breaches are created by staff. Don't wait! Avoid BIG PENALTIES and TRAIN your staff online NOW, in a low cost and efficient manner.

www.gdprcourse.com/retail | guidance@gdprcourse.com | Call: +353 (1) 4111011

gdprcourse.com

Retail Excellence Member
Price: €30 per person
Volume discounts available

The Olive Group Launches Online GDPR Course



GDPR training solution launched.

The Olive Group incorporating Olive Media, HiUp and gdprcourse.com are regulatory training specialists and have recently launched gdprcourse.com which provides an interactive and low cost GDPR training solution for retailers. As the newest Corporate Partner to Retail Excellence, Members can avail of the course at a discounted rate of €30 per user, in order to help them best prepare for the GDPR deadline. The training programme will build staff awareness which is a crucial first step in becoming fully GDPR compliant. The Olive Group looks forward to working with Retail Excellence Members over the coming year. To book your place go to www.gdprcourse.com/retail.

International Plaudits for Stocktaking.ie



Pictured with the award are Brian Murray, ISO Consultant, Alex O'Brien, Operations Manager, Patrick McDermott, Managing Director Stocktaking.ie and Declan O'Connor of BQAI.

Galway based firm Stocktaking.ie has become the first stocktaking company in Ireland to achieve the internationally recognised International Standards Organisation (ISO) 9001:2015 quality management system certification. Established in 2004, Stocktaking.ie employs eleven full-time staff and eighty part-time staff across Ireland. Stocktaking.ie's Managing Director, Patrick McDermott commented "Independent certification to internationally accepted quality management systems standard will be adopted by more Irish companies as a way of demonstrating their ability to deliver a measurably higher quality and more defensible work product to clients."

Focus Ireland Launches Employment Focus

Employment Focus is a free recruitment service, matching 18-25-year old's with suitable employment opportunities. The Focus Ireland service saves employers valuable recruitment time and conduct the initial screening, training and induction for potential employees and also offer ongoing support to

employers and employees. In addition to matching employer needs with suitable candidates Focus Ireland also provides basic training and help individuals prepare CVs and prepare for interviews. Working as a network connection for young job seekers, providing introductions and opening doors for people to make it a little bit easier to get into a job. Employment Focus gives employers the chance to make a real and lasting difference to the lives of the people who are candidates in this programme. For details please contact Focus Ireland on Email: employmentfocus@focusireland.ie or Tel: 01 878 6514.

StudioForty9 Becomes Member of the Deloitte Technology Fast 50



Ger Keohane and Kevin McCarthy both of StudioForty9 with their Fast 50 Award.

StudioForty9 was recently selected to become a member of the Deloitte Technology Fast 50, which ranks Ireland's fastest growing technology companies. Over 500 people and nominees attended an event held at the Burlington Hotel, Dublin to unveil the Fast 50 companies. Commenting on the news, Kevin McCarthy of StudyForty9 said: "We would like to give a massive thank you to

Deloitte for hosting a fantastic event and our growing customer base for partnering with StudyForty9. We would also like to congratulate our friends at Wolfgang Digital and Teamwork on also being selected in the Deloitte Fast 50."

Adrian Crean appointed by Applegreen PLC to the position of Chief Brand and Strategy Officer

Applegreen recently recruited Adrian Crean to the position of Chief Brand and Strategy Officer. In his role Adrian is taking on strategic responsibility for the development of the Applegreen brands and its partner food and fuel brands globally. Established in Ireland in 1992, Applegreen PLC has a major fuel, food and convenience retail presence in Ireland as well as a growing presence in the United Kingdom and in the USA. The group offers a distinctive convenience retail offering in the forecourt space as well as a number of strategic partnerships with international food brands including Burger King, Subway, Costa Coffee, Greggs, Lavazza, Chopstix, Freshii and 7-Eleven in the US as well as its own food offer through the Bakewell café brand. Adrian has joined Applegreen PLC from McDonald's Restaurants where he spent the last 6 years leading the transformation of the McDonald's brand and business in Ireland as Managing Director during which time they were recipients of Retail Excellence's Company of the Year and Employer of the Year Awards as well as having winners and finalists in the Manager of the Year, Rising Star and Store of the Year categories.

Adrian Crean joins the Applegreen team.



THE NUMBERS:

2 The billions of pounds sterling The Range is reputed to be worth as it considers floatation **1,500** The number of store management roles being axed by Morrisons UK **90** The millions of euro like for like growth in the Irish grocery market last Christmas **33** The like for like sales growth reported by Mountain Warehouse for the final six weeks of 2017 **225** The millions of euros reported to have been paid by Nomad Foods to acquire Green Isle Foods **40** The number of Homebase stores which could be closed by new owners Wesfarmers **2** The percentage discount Arcadia boss Ian Grabiner is asking all suppliers to absorb **250** The millions of pounds sterling Waterstones is reputed to be worth as its owners consider a sale



Matthew Brown, Retail Futurist from Echochamber, travels the world with his camera, seeking out amazing new stores and emerging retail trends. Here he presents his Top 10 favourite global stores, as well as 10 stores that represent the best of Irish retail...



THE HOTTEST STORES

in the World and Ireland right now

Amongst gloomy predictions of a global retail apocalypse and the seemingly unstoppable rise of Amazon, it is easy to forget just how much innovative retail is out there. 2017 was a vintage year for amazing new stores and 2018 is already shaping up for even more inspiring spaces.

Irish retail too is in rude health, with world class stores in every sector and independent retail very well represented. Life Style Sports' new Cork flagship makes it into the global top 10, but there are a host of other Irish stores that are truly world class...

Top 10 Global Stores 2018

10

Galeria Melissa New York

Brazilian plastic shoe brand Melissa, has a gorgeous new Galeria Melissa in SoHo, New York, with a simply stunning use of digital.

The entire shop window is a walk in digital tunnel, with giant wall LED screens and mirrored floor and ceilings. This creates an immersive welcome and the most striking shopfront on the street.

Melissa's omnichannel approach treats its three flagships (New York, London & Sao Paulo) as unique artistic showrooms for the brand, with constantly changing exhibitions that feature the latest designer collaborations.

Galeria Melissa is a sophisticated, dynamic 'retail meets art' experience.



9

Metal Rainbow, Suzhou, China

Whilst Amazon Books is busy rolling out across the USA, over in China, the traditional bookstore is getting a magical makeover.

Zhongshu Books is a new retail brand, which launched in 2013 and now has eight stores around China.

Every store has a unique and striking conceptual design, with an intellectual grounding that reflects a real reverence for literature and Chinese culture.

'Metal Rainbow', their latest store, designed by Wutopia Lab, is divided into four poetically named zones, which feature new arrivals, recommendations, reading and event spaces for kids and adults, as well as a cafe. The zones flow through the colourful arches of this glorious 'metal rainbow'.

A triumph of design that sees the bookstore as a colourful, conceptual world of symbolism, and a place to be.



8

Arket by H&M, London

H&M are true innovators. As a mass market retailer, they want to be all things to all people, but they know that they can't do it under one roof. Their solution is to develop a stable of brands, each with a unique personality. This is known as 'elastic branding'.

Arket is H&M's latest brand. Meaning 'sheet of paper' in Swedish, Arket is a stylish modern-day market, for men, women, children and the home, as well as having a Scandi food veggie cafe.

Arket first opened on London's Regent Street, cementing its reputation as a hub for global innovation.

The London launch is followed by stores in Copenhagen, Brussels, Munich and London's Covent Garden. Arket.com trades online in 18 European countries.

The brand is characterised by superb symmetrical merchandising and great cameo storytelling displays. Gorgeous.



7

St Ives Pop Up Mixing Bar, New York

With the decline of traditional advertising and the rise of retail own labels, traditional household brands are finding new ways to stay relevant. FMCG companies such as Unilever are now turning to retail experiences as a way of building brand love.

The St Ives' Mixing Bar pop up in SoHo created a new and personal way for customers to experience the brand.

Following the success of Unilever's Magnum Pleasure store concept, the St Ives Mixing Bar took the same approach to deconstructing and personalising product in a theatrical and instagrammable way.

Customers could create their own unique St. Ives face scrubs and body lotions, with help from a trained mixologist.



6

Life Style Sports, Cork

Life Style Sports' high-tech new flagship in the Irish city of Cork, proves that retail trends are truly global and that world class innovation can be found outside the big, obvious capital cities.

Their stunning new flagship is packed with digital innovation, omnichannel features and personalisation services, within a space that easily rivals the new Nike and Adidas flagship stores in New York.

Designed by 21 Spaces, the 20,000 sq.ft. store has an augmented reality boot room, where you can test your goal scoring skills against a digital keeper. There's personal running gait analysis on a treadmill, and instore customisation of boots, jerseys and balls.

Their approach to omnichannel is super solid, with iPad enabled sales staff for mobile payment and stylish browse and order points throughout the store.



5

FEED Café, New York

FEED is a philanthropic lifestyle brand, which uses customer purchases to help fight global childhood hunger and poverty. It was founded in 2007 by Lauren Bush Lauren, granddaughter of George W Bush and daughter in law of Ralph Lauren.

After ten years online, the FEED Café is their first ever retail site; a charming social space that sells their own ethical range, along with 'FEED finds', a curated selection of other socially conscious brands.

Every purchase is labeled according to how much good it will do and the meals it will buy.

They have already managed more than 100 million meals to date.

Located in the historic, former industrial area of Brooklyn known as DUMBO (Down Under the Manhattan Bridge Overpass), this small neighbourhood is a cool new retail ecosystem with fantastic views across to Manhattan.



4

Hyundai Card Cooking Library, Seoul

Hyundai Card is Korea's largest credit card company. Its innovative approach to marketing includes four 'libraries'; unique permanent flagship spaces themed around music, design, travel and food. Each Library is designed as an 'analogue antidote to the fast pace of city life in a digital age'.

The Cooking Library is the last in the series; a five floor culinary experience which runs food events, topped with a rooftop greenhouse restaurant.

Designed by Blacksheep, the concept is a European factory, translated into a food laboratory in the heart of Seoul.

The ground floor is home to a deli, shop, bakery and café, all open to HC card members and the general public.

Other floors include a vast collection of food books and ingredients, event spaces and a dedicated restaurant for card members. Super cool.



3

Starbucks Reserve Roastery, Shanghai

The first, amazing Reserve Roastery opened in Seattle back in 2014. Now Starbucks has opened a second version; a 30,000 sq ft behemoth in Shanghai; the largest Starbucks in the world.

This unique space is truly the 'Willy Wonka of Coffee', where beans are roasted in store in a ballet of food theatre. A third roastery opens later this year in New York's Meatpacking District.

The Shanghai Roastery is filled with unique design touches and is the first store to offer augmented reality experiences developed with Alibaba.

The store also features a gorgeous Teavana, as well as a Princi bakery, the artisan brand from Milan.

The rolling out of different Starbucks Reserve experiences demonstrates the brand's commitment to building immersive and exciting mass premium spaces. This is the future of retail.



2

Trunk Club Mansion, New York

Trunk Club is a revolutionary omnichannel fashion disruptor, which makes shopping for clothes a luxurious and personal experience.

Customers sign up online and receive a personalised 'trunk' selected by an expert stylist. Pay for the clothes you want and send the rest back, for free.

Acquired by Nordstrom in 2014 for \$350 million, Trunk Club also has eight unique 'clubhouses', where you meet your stylist, get measured and buy clothes, all with free beer thrown in!

This is the template for Nordstrom's new Local format in LA; a small format department store with no inventory but a host of added value services.

Trunk Club New York takes an entire wing of the old Villard Mansion. Each of the 11 giant fitting rooms is designed by a different brand and there is no product on display. Instead, outfits are chosen by the stylist and brought in on a trolley specially for you.



1

The Kitchens, Gold Coast

The Kitchens is an innovative 'City of Food'; a hybrid foodcourt, retail market, factory and event space, which anchors QIC's Robina Town Centre Mall on Queensland's Gold Coast.

Designed by Landini Associates, The Kitchens is clear proof that hospitality is now the vital ingredient in making retail a destination experience.

The concept is a true town centre for the local community, creating an immersive space to connect and commune around culinary experiences.

A sweeping combination of food court, marketplace and factory, set beneath a single vast undulating roof, The Kitchens gathers together two storeys of microbreweries, chocolatiers, delicatessens, bakeries, butchers, spice specialists and more.

There's cookery schools, a gym and restaurants galore.



10 Irish Stores you Have

Something fantastic is happening in Irish retail. And it has exciting global implications. The retail scene in Ireland is seriously world class, and innovation is being driven almost exclusively by home grown businesses. Even global brands have a unique local execution.

The Retail Excellence awards of 2017 clearly demonstrated the superb standard of Irish retail across all sectors; from Food to Pharmacy, Sport to Home. What is so heartening is that so many Irish retailers are delivering world class experiences in design, innovation, service and hospitality. If you want to see for yourself, here are 10 stores you have to visit....

Harvey Norman, Tallaght, Dublin

Harvey Norman cut the ribbon on their Irish Flagship store in Tallaght, Dublin in July 2017. The store boasts over 60,000 sq ft of state of the art Appliances, Technology and Interiors. Harvey Norman revamped the derelict Airtown Road Retail Park and invested in the creation of a world class Flagship store.



The ultra-stylish interiors showroom is a trend setting inspirational space of light and colour. The appliances and technology areas are engaging, immersive and beautiful; with regular cooking demonstrations in two fully functioning kitchens, Ireland's first Computer Gaming Hub and Fujifilm's amazing Wonder Photo Shop. Every detail of the Harvey Norman Flagship store has been meticulously designed and crafted by the Irish Harvey Norman team based in Dublin.

Mellerick's Pharmacy, Fermoy

Mellerick's is perfect proof that small, independent businesses can be world class. Their store in Fermoy certainly rates as one of the very best pharmacies anywhere in the world.



From the charming traditional shopfront, painted a vibrant contemporary purple and dressed with flower boxes and planters, to the click and collect car park with 'honk your horn for service' this is a brand that is boldly 21st Century, but also proudly grounded in its history and local community.

The interior reveals a gorgeous original wooden ceiling whose quatrefoil engravings have become the brand logo.

The store is cleverly zoned into three main areas, which transform the space from traditional, clinical looking pharmacy into a much more inspirational offer; 'Look Better', for beauty and cosmetics provides the welcome, whilst 'Feel Better', for wellness, is a green oasis. 'Get Better', the dispensing area also features pampering treatment rooms.

Merchandising is creative, with artistic window displays, and

the store is full of helpful handwritten suggestions and curated point of sale. This is a brand bursting with things to say, all with a charming tone of voice.

Bambino's, Ennis

The charming Bambino's Childrenswear in Ennis is a fantastic example of independent retail creativity. The store was bespoke built by a local carpenter and features a children's playhouse and a chill out area for fathers.



Merchandising is playful, with lovely cameo displays and props and the brand uses point of sale with a lovely tone of voice.

Fabiani, Longford

The wonderful Fabiani in Longford is owned and run by Louise Brennan, who also works full time as a teacher! Fabiani is a shoe shop that has transformed into a lifestyle store with coffee shop, beauty pod and yoga classes every week.



The traditional shopfront has been updated with cool new branding and all the communication is stylish and sophisticated. Making the store a local coffee and yoga hub for the community turns Fabiani into a place to be, rather than just a place to buy. Fabulous entrepreneurship.

Willow, Ennis

The gorgeous Willow in Ennis has Prosecco on tap in the fitting rooms as just one of the innovations in store.



Rarely will you find a single store so bursting with creativity; from gorgeous seasonal window displays, to artistic cameo merchandising and communication with a wonderful tone of voice.

This store is simply world class and would sit happily amongst the boutiques of Paris, London or New York.

to Visit....

Garvey's SuperValu, Tralee



Garvey's SuperValu is the first supermarket to win the Retail Excellence Store of the Year and it is richly deserved.

Garvey's have implemented the superb new store design developed by Musgrave for the whole SuperValu chain and designed by London creative agency Household.

But they have taken the template and transformed it into an oasis of fresh and local produce, bursting with passion, expertise and creativity. The staff are simply amazing; Denise from HR also does all the instore signage; painted as works of art on blackboards with helpful explanations and gorgeous illustrations.

Merchandising is a master class of creativity, colour and abundance. No area is neglected, and all the staff are experts in their own field. Their faces even feature on the instore graphics in each department.

Garvey's serves as an object lesson in how allowing local operators the freedom to innovate within a consistent brand structure can result in unique world class results.

Arboretum, Carlow

Arboretum Home and Garden Heaven is Ireland's leading garden center which earned the title of Bord Bia's first ever Five Star Garden Centre and recently won the coveted title of Retail Excellence Garden Centre of the Year 2017 and Company of the Year 2016.



Based on a ten-acre site, Arboretum provides the complete lifestyle experience with an award winning café, home furnishing & giftware offering, fashion outlet, Kitchen store and pet zone entwined with a qualified team of plant experts all under the one roof.

There are some superb design touches across this large retail footprint. If you haven't been, you must go.

Avoca, Dunboyne

Avoca's new store in Dunboyne combines a garden centre, home and fashion store and food hall into one stunning lifestyle space, bursting with creativity.

Two brightly painted vintage tractors sit outside the entrance, whilst a steel grain silo anchors the interior. The space is a journey of discovery where product is merchandised like works of art.



Food is at the heart of the store and at the Fork Café, customers can sit in the kitchen garden where they grow the ingredients that they use to cook in the cafe.

This is true destination retail and a world class store.

Dollard & Co, Dublin

Dublin has a gorgeous new gourmet foodhall that rivals the most stylish food halls around the world.



Set on the ground floor of the fabulous and historic Dollard Printing House, the oldest steel framed structure in Ireland, the building has been lovingly restored by the team at Press Up Entertainment, the group behind a host of Dublin's coolest hotels and restaurants.

Dollard & Co features a specialist butcher where they dry age tomahawk steaks behind the counter, as well as a pizza counter, which offers window service to the street up to 4am.

The Grill is the dining centerpiece, seating 40 people at the centre of the store. The branding and design is ultra cool and stylish and makes a fabulous addition to the area.

Life Style Sports, Cork



Life Style Sports' Cork flagship easily rivals the new Adidas and Nike Flagships in New York, with striking interior design that showcases brands to their best advantage.

They have embraced technological innovation with instore personalization, mobile payment and interactive augmented reality, and a playful approach to omnichannel ordering and click & collect.

IN CONCLUSION

The clearest message that comes out of this list is that the benchmark in Irish retail is now the whole world. Irish retailers have no excuse not to innovate since the competition on the doorstep is world class.



GAMMA

Locate, Analyse, Predict

How Convenient is Your Network for the New World of Retail?

At the Checkout grocery conference in Dublin in February, a number of themes repeated in the presentations from the global industry experts. One such theme was the growing importance of convenience. Time is critical to the busy consumer and, along with an increased concern about their health, is a key consideration. Driven by increased expectations for transactional speed and quick and easy delivery options available online, the new consumer demands convenience. Services such as Amazon Go and 'same-day' delivery satisfy this demand and will come to Ireland sooner or later. So how do Irish retailers compete?

Convenience involves two distinct parts. Firstly, it's the transactional part – addressed by quick checkouts or online shopping. These are technology driven and require significant technological investment. The second part involves the journey to the retailer. How convenient is the retailer's stores, concessions or collection points to the consumer? By convenience, we mean journey time, availability of parking nearby and ease and flexibility of click and collect services.

Knowing and tracking how convenient your web of interaction points (stores, collection points, same day delivery zones etc.) is to your target market is critical. Only by optimising and setting KPIs for this can you truly pursue a proper convenience goal. How convenient you are relative to your competition will strongly affect your attractiveness to the consumer.

In assessing this requirement, consider the following actions to promote convenience in your network:

1. Define your ideal store network and KPI it – e.g. we want our stores to be within 10 minutes drivetime of 80% of our target market which is the daytime population segment of 45 to 65-year-olds.
2. Define your ideal delivery targets and KPI it – e.g. we want to offer same day delivery to 70% of our online customers by 2019 and have collection points within 5 minutes drivetime of 80% of our target residential market.
3. Define your ideal location types that improve your network convenience and monitor their availability and what they bring to

your overall network – e.g. we like retail parks near Costa coffee outlets with lots of parking.

4. Monitor your existing locations for changes in retail landscape and convenience levels and take action when necessary – e.g. which stores have a growing level of retail vacancy around them and where have my competitors stolen the higher ground in term of customer convenience.

Some retailers assume that because consumers have always come to their locations, they must be well placed. But due to changing consumer expectations around transactional time and the emergence of more agile disrupters, existing good locations may not be good enough in the future.

Of course, convenience is not the only factor in determining footfall. Providing experiences, entertainment and memories from the shopping trip are also key for certain trip types, i.e. giving the shopper more of a reason to visit than the transaction. But the consensus would say that combining optimum convenience with optimum experience is the secret sauce to success in this new retailing landscape.


Improvements and adjustments in your network convenience may be a slow process held up by inflexible leases and operational difficulties. But identifying where and what your nirvana network is, and making continuous small steps towards it may just about keep you on top of the game.



Feargal O'Neill, Managing Director, Gamma


Feargal has over 20 years' experience in formulating and applying location intelligence strategies in the retail sector. As a location analytics and spatial modelling expert, Feargal helps retailers realise greater benefits from location-based information.


Gamma has launched a new cloud-hosted Store-Network Optimisation Platform in Ireland and the UK. Storecast provides forecasting, monitoring and one-click reporting to support right-sizing omnichannel retail networks. It is powered by curated spatial market datasets including daytime population profiles and competitor locations. **Contact us to arrange a demo!**

 [linkedin.com/in/feargal-o-neill](https://www.linkedin.com/in/feargal-o-neill)

 01 707 9888

 info@gamma.ie

 www.gamma.ie

 [linkedin.com/company/gamma-ltd](https://www.linkedin.com/company/gamma-ltd)

 www.storecast.eu



STORECAST

PLAN, PROMOTE, PROTECT AND PROSPER

TEL: +353 1 707 9888

WEB: STORECAST.EU

EMAIL: INFO@STORECAST.EU

Storecast is a registered trademark of Gamma Location Intelligence Ltd

Retail Excellence and AIBMS Announce Partnership



At the launch of the AIBMS Retail Excellence partnership announcement were Lorraine Higgins, Retail Excellence, Kevin Moran, First Data, David Fitzgerald, AIBMS and David Fitzsimons, Retail Excellence.

Retail industry representative body **Retail Excellence and AIB Merchant Services** have recently announced a new three-year partnership. The agreement will see AIBMS become the exclusive payments partner to Retail Excellence and its members, culminating in the title sponsor of the Retail Excellence Awards to be held in November 2018. The new partnership is the largest ever for Retail Excellence.

The partnership will entail a significant investment in the Retail Excellence Awards programme including a media advertising campaign to celebrate finalists and award winners and a national roadshow in partnership with EchoChamber to guide retailers as to how to be the very best they can.

AIBMS is a joint venture between Allied Irish Banks, plc., the market leader in financial services in the Republic of Ireland and First Data, who have global electronic payments expertise spanning over 30 years. AIBMS is one of Ireland's largest providers of payment solutions, with extensive operations in Ireland and Britain, and with card processing capabilities throughout continental Europe

AIBMS process circa 70 Million transactions annually in the retail sector. In a rapidly transforming industry, AIBMS reputation is built on market insight, continuous innovation, superior customer service and delivering tangible customer value. AIBMS have developed mutually rewarding relationships with customers and partners alike and their culture is characterised by personal accountability, integrity and a collective drive to achieve common goals.

Commenting on the partnership David Fitzsimons, Chief

Executive, Retail Excellence said "We are delighted to partner with AIBMS. Having a national brand of AIBMS's strength will allow us to reach out to more retailers in the industry, support more retailers to be the very best and celebrate our awards finalists and winners. We look forward to bringing the innovative payments solutions AIBMS have to our extensive membership."

David Fitzgerald, Sales and Commercial Director AIBMS comments "AIBMS are proud of our new partnership with Retail Excellence and we look forward to combining our joint expertise in supporting the retail sector over the coming years. As your payments partner, we will help Retail Excellence members provide the superior technology and level of service your customers expect. We offer a diverse range of award winning solutions which will help support and grow your business."

For details on how AIB Merchant Services can support your business don't hesitate to contact Mark Patterson Head of Field Sales Ireland at:

**Mark.Patterson@aibms.com
086-1893681**



eCommerce UPDATE

Retail Excellence eCommerce Committee

Retail Excellence is delighted to announce the new appointment of Kieran O'Brien (Compu b) as Chairperson of the eCommerce Committee for 2018 who takes up the reins from Paul Kealy, Tony Kealys. Paul must be recognised for the outstanding contribution he made to the Committee and the pivotal role he played on it during 2017. We are also very pleased that Paul O'Hea (Inish Pharmacy) has also agreed to join the Committee and will compliment all the other ECommerce experts who make up its membership. The group has many exciting plans in-store for the year ahead. Having already completed the Member GDPR Briefing and Facebook / Twitter workshops, the Committee looks forward to supporting the Members throughout the remainder of the year. For more information on our eCommerce supports please contact david.campbell@retailexcellence.ie

Ecommerce Europe Latest News

Ecommerce Europe recently met with all National Associations during the first Working Committee meetings of 2018. During these meetings, the Brussels team updated Members on e-Regulations, e-Payments, e-Logistics and European Trustmark related topics, such as Platforms-to-Business (P2B) trading practices, data protection, privacy, taxation, consumer policies and PSD2. Retail Excellence will continue to support our Members and work with ECommerce Europe to lobby the European Parliament and Commission to ensure policies and decisions are made with Irish retailer's interests considered.

VAT

The European Commission has published two new proposals on VAT rates and VAT schemes for small businesses. The first proposal aims to introduce more flexibility for Member States to change the VAT rates they apply to different product. While current VAT rules allow for two distinct categories of products to benefit from reduced VAT rates of as low as 5% in each country, the new 14 harmonized and flexible rules proposed will enable all Member States, in addition to the two reduced rates of a minimum of 5% and one 0% rate, to apply a third reduced rate of between 0% and 5%. The second proposal aims at simplifying rules

to reduce the cost of VAT compliance for small businesses. It proposes to extend VAT exemption to cover small businesses established in another Member State (which will benefit from VAT exemptions where they do business), and it simplifies VAT obligations both for exempt and non-exempt small businesses.

Geo-Blocking

The European Parliament has voted to end Geo-Blocking of consumers in Europe. This is a significant step forward in achieving an EU Digital Single Market and will deliver concrete benefits to citizens and businesses. With over €600 billion expected to be spent online across the EU marketplace for 2018 this opens up huge opportunities for Irish retailers throughout the Eurozone. Effectively, what the changes will mean is that the new rules will ban the Geo-Blocking of buyers browsing websites in another EU country, so as to enable them to choose from which website they buy goods or services, without being blocked or automatically re-routed to another website due to their nationality, place of residence or even their temporary location. The new rules define three specific situations where no justification and no objective criteria are acceptable to treat in a different way customers from different EU Member States:

- The sale of goods without physical delivery - The Commission states that the Regulation does not impose an obligation on merchants to deliver all over the EU. However, if a consumer is willing to "shop like a local" - meaning to go to the country of the trader then the consumer cannot be discriminated because of their location by the merchant. The consumer will have to arrange the delivery (or pick-up) by themselves, or directly collect the good at the trader's premises. This means, again, that there is NO obligation imposed on merchants to deliver all over the EU. Example: A Belgian customer wishes to buy a refrigerator and finds the best deal on a German website. The customer will be entitled to order the product and collect it at the trader's premises or organize delivery to their home.

- The sale of electronically supplied services - Example: A Bulgarian consumer wishes to buy hosting services for his website from a Spanish company. They will now have access to the service, can register and buy this service without having to pay additional fees compared to a Spanish consumer.

- The sale of services provided in a specific physical location - Example: An Italian family can buy a trip directly to an amusement park in France without being redirected to an Italian website.

Logistics

Double-digit growth in cross-border commercial items (small packets and parcels) faces postal administrations, CEP (Courier, Express and Parcel) service providers and customs authorities with enormous challenges. More than ¾ of all commercial items weigh less than 2 kg and are valued at under €150. On average, Western and Central European states are having to process more than 100,000 cross-border low value commercial items every day. Items sent from countries in the Far East are a particular challenge: in many cases the items lack a verifiable sender's declaration, correct details of the value, description of content, or correct VAT registration based on a correct identification number. It is usually impossible to ensure that the lawful VAT is paid in the country of the recipient. EU finance ministers agreed to phase out the privileged position of the National postal administrations and the existing tax exemption limit for cross-border commercial items (mostly €22) by the end of 2020. At the same time, the introduction of electronic advanced data systems will be compulsory. Ecommerce portals and platforms will be required to transmit all the key data necessary to uniquely identify each individual commercial item, its content, value, recipients and import turnover tax identification number in a standardized format, in digital form, directly to the customs and tax authorities.

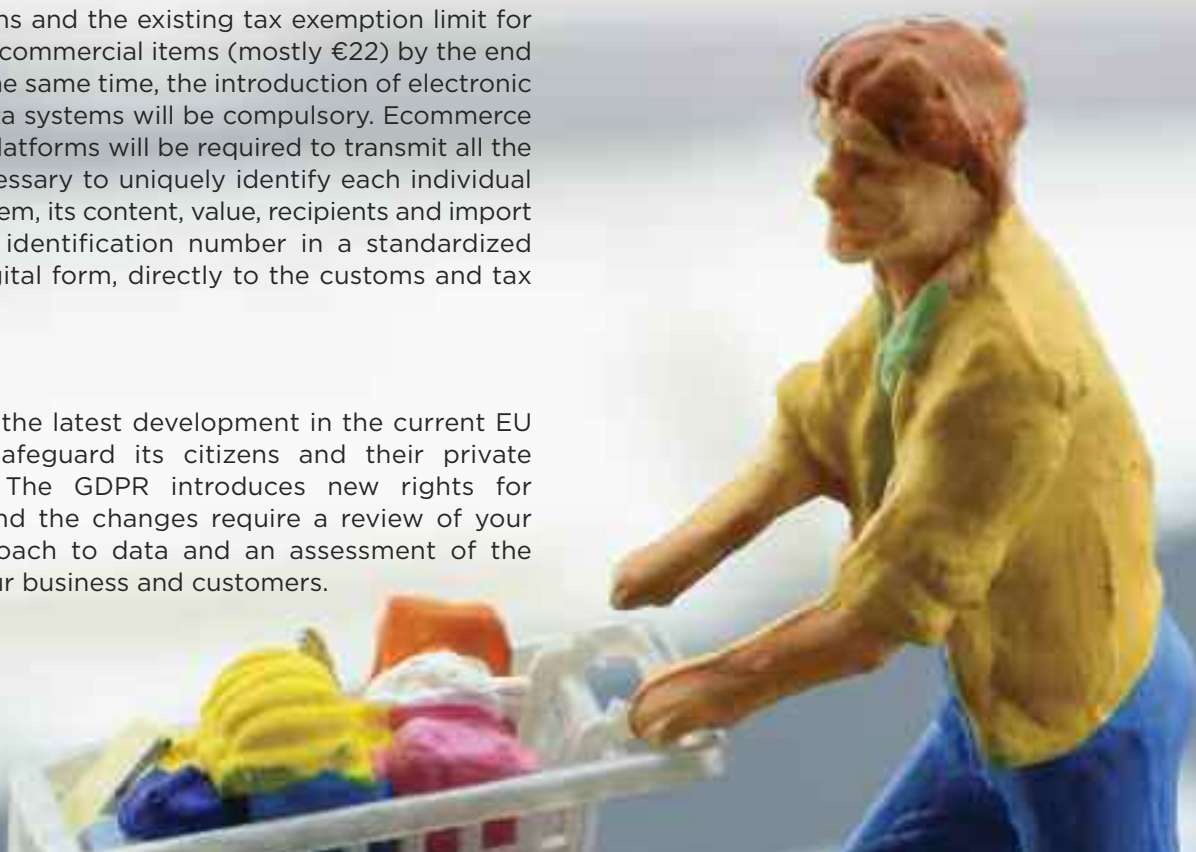
GDPR

The GDPR is the latest development in the current EU agenda to safeguard its citizens and their private information. The GDPR introduces new rights for individuals and the changes require a review of your current approach to data and an assessment of the impact to your business and customers.



Regulations come into force in the EU on May 25th 2018 and they impose stricter requirements on all business activities involving data. As a Member of Ecommerce Europe, Retail Excellence is lobbying hard to ensure the impact on retail will be lessened and to that end is also working with the NRF (USA) and Eurocommerce to ensure that Data Protection Authorities do not target retailers as the low hanging fruit. That said, it is critical efforts are made by you to comply. For further advice please contact david.campbell@retailexcellence.ie.

**For all queries eCommerce related, please contact
Retail Excellence eCommerce Manager, David
Campbell - david.campbell@retailexcellence.ie**



SF9 StudioForty9
Ecommerce & Web Development

studioforty9.com | 021 239 2349



**SUPPLIER OF
THE YEAR, 2017**



RETAIL LIGHTING

Retail Excellence was recently invited by ProLight Design & Technology to visit the very impressive Philips LAC Centre in Eindhoven. Here Ger Keyes, Marketing Manager, Pro-Light Design & Technology investigates recent developments in retail lighting.

Retailers need to connect and inspire and create welcoming community spaces, environments and experiences where customers enjoy spending time while buying. It is essential to create the perfect shopping experience for your customers, while raising brand awareness and driving sales.

Design and presentation play a very significant role in retail and none more so than retail lighting as it can literally transform the customers shopping experience. Today the very latest lighting technology enables retailers to create perfect lighting effects for any product category from food to fashion. Lighting can showcase your products at their very best and influence the perceived quality and indicative value of retail brands and products. Lighting should be optimised throughout a store but specifically in sales and transaction areas, fitting rooms, product, feature and window displays and for key promotions and merchandising.

Lighting also plays a crucial role in the customers purchasing decision and influences whether or not a customer decides to buy a product because of the visual impact that lighting makes to any product.

You can display any product and offer it for sale but when you introduce the right lighting your now 'selling' it.

As the saying goes you only get one chance to make a first impression and the right lighting ensures that retailers make the right impression first time every time.

The right lighting impacts on the customers shopping experience and the retailer's bottom line in multiple ways:

- Attracting and retaining customers in your store
- Creating a relaxing warm ambience and comfort that affects shoppers mood, behaviour and purchasing patterns
- Communicating quality, value and hygiene
- Enhancing product appearance and highlighting and showcasing products at their very best
- The right lighting recipe can optimise presentation, quality and freshness e.g. fish, meat, cheese and deli counters
- Premium white lighting can showcase colours and garments at their optimum indicative of value, quality and the prices customers are prepared to pay
- Maximises competitive advantage over retailers using poor quality lighting
- Produces more productive safer environments e.g. store rooms, toilets, car parks.
- Influences customer flow and dwell time
- Encourages repeat customers and store loyalty
- Reduces retailers energy bills by up to 80%
- And lighting has been proven to effect the amount spent by customers and drive sales.

So whether your customer is choosing meat for their Sunday roast, buying a fine wine, trying on a new dress, choosing an engagement ring, eating in your restaurant or buying a new family car – remember the impact and amount of influence that lighting has on the behaviour and purchasing decisions of your customers. Quite simply lighting can make or break a sale.



VISIT IRELAND'S FIRST CONNECTED RETAIL LAB

Experience a live retail experience which showcases the latest in connected retail technologies. This lab goes to the heart of the digital retail revolution and offers a greater customer cycle.

- Retail Marketing and in-Store Intelligence
- Social Space Solutions
- Interactive and Immersive Technologies
- Data & Environmental Analytics

T: (01) 456 8500 | info@mjt.ie | <http://mjt.ie/connected-retail>





IG & ILLUMINATION

"The retail environment is changing, from a place where we buy to a place where go to enjoy ourselves and spend leisure time"

New Innovative Technologies for Retail Lighting

Smartphones apps in conjunction with Philips Indoor positioning effectively turns luminaires into a sort of GPS system that tracks customer behaviour improving both the store's performance and the customers experience. Technology is built into the lighting to track customers location once they opt into the service. Information gathered from the indoor positioning system is stored in the cloud. Store owners can use this data on shopper behaviour to further optimise and improve the store layout.

The Philips indoor positioning system works with digital mapping, search and customer engagement software from multiple parties. Using a store's LED lighting, these intelligent solutions help shoppers and staff easily find what they're looking for – providing information where and when they need it.

When coupled with a loyalty database, this system allows for personalised promotional pop-ups and location-based product suggestions on shoppers' smartphones.

The system can also improve staff efficiency by helping with restocking and online order picking. Data gathered from the smartphone app can provide valuable insights for store managers, including information about space use, dwell time and shopper journeys.

Indoor positioning benefits at a glance

The app on the customer's smartphone guides them to the products they need and provides an optimal shopping route for

everything on their list. Customers are more engaged, likely to stay longer, and more inclined to make a purchase. Accurate, real-time data helps route employees to issues, restock items, pick orders, and provide location-based support. The system turns your store's lighting grid into a location-based marketing infra-structure so you can optimise store layout, improve flow, and evaluate the effectiveness of marketing campaigns based on how customers are using the space. A cloud-hosted dashboard reveals footfall, dwell time and density maps to help you optimise store layouts, product range, planograms, marketing and staffing.

In addition, Philips Lighting have developed luminous textile technology that allows retailers to turn luminous surfaces, textiles and even flooring into message boards and modes of communication and promotion. Retailers can use them to welcome, inform, offer promotions and engage and enhance the customer experience.

Pro-Light are lighting designers transforming commercial and retail spaces and have recently joined Retail Ireland as their strategic lighting partner. As a Value-Added Partner of Philips Lighting, Pro-Light collaborate with designers, architects, retailers, facilities managers and decision makers with all aspects of their lighting requirements

Pro-Light recently returned from a visit to The Philips Lighting Application Centre, Eindhoven, Netherlands where they brought a number of retailers, architects and designers to help them discover and experience the practical applications and benefits of great lighting technology for retail.

For further information on the very latest lighting technologies call Pro-Light today on (01) 2962607 or email info@pro-light.ie

Author – Ger Keyes – Marketing Manager, Pro-Light Design & Technology Ltd.

Flexigroup Offer

FINANCE & LEASING SOLUTIONS

For All Types Of Businesses.

Contact PJ Byrne to discuss options for your business

FLEXIGROUP^X

pj.byrne@flexigroup.com.au | 083 448 8820

www.flexi.com

www.flexirent.ie



meet your new demand

You've seen your business through some tough times, but the world of retail is on the up again. In a world of rapid change, technology is speeding ahead as consumers demand the ability to interact with you - on the web, on their phones and in-store.

It's at this point that many retailers see the very tools that supported their business begin to hinder their ability to act with agility and insight.

K3 Retail bring together easy-to-use software, modern devices and data with your people - helping them make informed decisions on time, every time.

We are the trusted partner for over 800 leading retailers and visitor attractions. DAA, Graham's Shoes, Irish Linen Museum, The Museums of Northern Ireland, Sam McCauley Chemists, Walsh Brothers and Woodie's DIY have all seen the benefits of our connected technologies.

Call our team today to discover more.

Retail & Hospitality Point of Sale
Merchandise Management
ERP

eCommerce
CRM

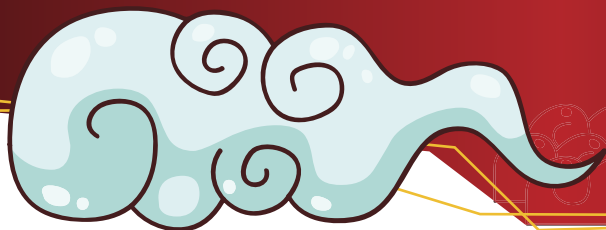
Business Intelligence

(01) 8208321
k3retail.ie

Microsoft Partner
Gold, Strategic Partner, Planning

2015 INNERCIRCLE
by Microsoft Dynamics

k3retail 
the new possible



ASIA MARKET & CHINESE NEW YEAR

CHINESE NEW YEAR IS THE MOST MEANINGFUL AND SIGNIFICANT HOLIDAY TO ALL CHINESE PEOPLE, JUST LIKE CHRISTMAS IN THE WESTERN WORLD. THE FIRST DAY OF CHINESE NEW YEAR FOR 2018 WAS ON FEBRUARY 16TH. THIS YEAR IS THE YEAR OF THE DOG ACCORDING TO THE 12-YEAR ZODIAC CYCLE. IT BEGINS WITH THE YEAR OF RAT, THEN OX, FOLLOWED BY TIGER, RABBIT, DRAGON, SNAKE, HORSE, GOAT, MONKEY, ROOSTER, DOG, AND PIG. CHINESE NEW YEAR IS ALSO KNOWN AS THE SPRING FESTIVAL AND LUNAR NEW YEAR. CHINESE NEW YEAR IS NOT BASED UPON GREGORIAN CALENDAR STARTING ON JANUARY 1ST. IT ALWAYS ALTERNATES DUE TO THE PHASE OF MOON (THE LUNAR CALENDAR). IN FACT, IT IS ONE OF THE MOST IMPORTANT HOLIDAYS WHEN ALL FAMILY MEMBERS GATHER TOGETHER AND CELEBRATE, INCLUDING THE EXTENDED MEMBERS AND THE ONES WHO HAVEN'T SEEN IN A LONG WHILE. HERE EVA PAU OF ASIA MARKET EXPLAINS THE CHINESE NEW YEAR.

In China, Spring Festival celebrations are traditionally held every single day from day 1 to day 15 of the first lunar month. Yet, before the turn of new lunar year, there are many things to do and prepare for the incoming lunar year. For example, Chinese people would write some expressions with good meanings (couplets) on red papers and put up red decorations (lanterns and paper cutouts etc) at home.

Furthermore, Chinese people would clean their homes top to bottom so as to "sweep away the bad luck." On the first day of New Year, Chinese people would head to the temples to worship and pray for good luck in that year. More importantly, on that day, Chinese people would wear garments from the inside and out in red, yellow, or other bright colors (no black or dull colors). Children or young adults who are not married yet would receive money in a red envelopes from their parents and relatives when they go visit. So, when their families and friends come over, Chinese people would offer snacks like new year cake and sweets to their visitors. Likewise, Chinese families would definitely have a feast (lunch and/or dinner) together either at home or restaurant. Apart from the individual celebrations, dragon/unicorn dance is the most often seen festivity on the day of Chinese New Year along with setting off fireworks and firecrackers.

Asia Market as a Dublin-based local Asian food business run by a Hong

Kong Family has worked with the Dublin City Council and organized a series of celebrations for the Dublin Chinese New Year Festival. On Friday, Feb 16th, Asia Market hosted the "Dumpling Day" in store, which has invited 4 different dumpling supplier brands to give out free tastings such as Ajinomoto, Kung fu, Happy Buddha, and Asian Artisan Food. Taking the event to the next level, there was a cooking demonstration for showing customers the authentic way to make Chinese dumplings from scratch. In addition, the lunchtime cultural talk hosted by our special guest Mei Chin, an award-winning food writer, was a great success.



Following the "Dumpling Day," Asia Market launched their very first "Food Extravaganza" event on February 17th and 18th in their Drury Street Store in Dublin. There was more free food tasting and cooking stations including Kikkoman, Chan Chan sauce, Moutai spirits, Nutty Delights and Taipec. The whole store was jam-packed with families, friends, volunteers, and employees just as the 16th. At this time, besides the dumplings, food and drink were served, for example, traditional Cantonese Dim Sum, Fruits, Biscuits, and Moutai wine.

In order to keep up with the spirit of Lunar New Year, Asia Market will be running tours in the shop along with sampling allowing new customers to familiarise themselves with new asian products and flavours. We will also be running Friday lunchtime culture talks based on Food as Medicine and a special panel of guests to share stories about Chinese New Year. **For more information, please go to www.asiamarket.ie**

26 | Q2 2018 - RETAIL TIMES

Retail Industry Leader: Niall Anderton, Managing Director, Circle K

These are exciting times at Topaz, or should we say Circle K. David Fitzsimons, Chief Executive Retail Excellence went to meet Circle K Managing Director Niall Anderton to find out more about his plans for the business.

As I enter the Circle K headquarters in Clonskeagh, Dublin nothing seems to have changed much besides the large Circle K sign outside. Anna is in reception with her welcoming smile as always. The same welcome I have received for close on two decades.

Niall and I grab a coffee and settle in for a chat. For a man in his early forties, Niall has achieved a lot in a relatively short retail industry career. Having cut his teeth in accountancy, he then held senior roles in AWear, Brown Thomas, O2, and Penneys. After moving to Topaz in April 2015, he became Managing Director on 1st February 2016 – the day the Circle K acquisition of Topaz was cleared by the Competition Authority.

The acquisition was one of the largest in the history of Irish retail and I am eager to find out more about the wider Alimentation Couche-Tard company and their plans for Ireland. Niall is more than happy to share. “Couche-Tard is one of the largest retail companies in the world” Niall explains,

“it has over 15,000 sites worldwide and operates in nine European countries, plus a large presence in America and Canada as well as a substantial franchise business in Asia. They are the largest forecourt retailer in the world and second largest convenience retailer, next to 7-eleven.”

“Thus, we got to work and created two very novel food brands. The first is “Cantina”, a fresh Mexican offer and the second was “Good Catch”, a fish and chip offer”

I am eager to better understand what has been happening over the past two years since the acquisition. “My priority following the acquisition was to integrate our Irish sites into the wider Couche-Tard business. This initially involved some structural changes to align the Irish company with the Circle K business model. The most exciting part of the integration however is the areas that customers can see, so the launch of our “Famous for” categories has been one of the best aspects of the past two years. Circle K is known worldwide for being famous for Food, Coffee, Car Wash and Fuel. The company has a very clear plan as to how to excel in each of these four very important categories.

“Starting with food, one of the first areas which impressed Couche-Tard management when they first visited Ireland was the overall level of food innovation in the country and more specifically our team’s appetite for continually pushing the boundaries and the positive impact this can have on Irish consumers. Thus, we got to work and created two very novel food brands. The first is “Cantina”, Ireland’s only fresh Mexican forecourt offer, and the second is “Good Catch” – a fish and chip offer. These contemporary brands have allowed us trade well throughout the entire day. Additionally, our Mexican food concept has been rolled out in Circle K stores in Norway and the US. The success of these new food offers have given us the confidence to try new things.

Currently, we are trialling a hotdog offer across twenty-one sites, we have also just launched a fresh pizza offer and refreshed our grab and go offer.

It is clear that the Canadian based Couche-Tard owners like what they see happening in Ireland as they have invested significantly since they began working with the Irish business. Niall agrees, “They have been great to work with as they see a huge potential in the Irish market.” Demonstrating the point, Niall moves on to the second category the business is striving to be famous for – Coffee. “The launch of our “Simply Great Coffee” brand has been an enormous success. We have invested heavily in this category with new state-of-the-art coffee machines installed across our entire retail network. We also created our very own blend of coffee beans specifically for the Irish market.” To prove the point Niall provides me with an impressive stat. “Our Cashel site is now the busiest coffee location across all fifteen thousand Circle K stores globally. The site sells over 7,000 cups of coffee a week. With our new coffee technology, we deliver better quality coffee with greater consistency.”





"We have replaced sixty-one car washes to date and plan a further 19 over the next twelve months. This in turn has led to a strong surge in demand for car washes across the country"

Moving on to the third "Famous For" category, car wash. Niall explains "Previously, we did not see it as a key business priority and that was probably a mistake. Now, we view car wash as a central part of our business. We have replaced sixty-one car washes to date and plan a further 19 over the next twelve months. With pioneering Shine and Rain tech solutions, our new car wash technology is the best in the globe and delivers a hugely reliable service. This in turn has led to a strong surge in demand for car-washes across the country."

Niall is eager to move to the fourth and final "Famous For" category - Fuel. "We have invested significantly in bringing the very best fuel to the Irish market. Following the successful launch of the "miles" fuel brand in other European

Circle K sites, the introduction of Ireland's only additised fuel brand has had an important impact on footfall. With new pumps, better branding and most importantly an AA accredited fuel that is proven to take our customers up to 3% further, we have seen a very positive effect on fuel sales. We have also introduced "milesPLUS", a premium fuel brand, into fourteen sites. Given the success so far, we are planning another fourteen sites over the next year. This is a decision that is not taken lightly as each installation requires the forecourt to be dug-up!" I ask Niall what makes "milesPLUS" different. "A higher concentration of in-fuel additives which provide greater power and acceleration. There is fair bit of science which goes on in the background and customers can really feel the difference as they drive away."

I have promised Niall that I won't keep for more than an hour and I am conscious that we only have ten minutes left on the clock. I decide to ask Niall what achievement over the past two years he is most proud of. "That is hard to answer as there are so many things that the team are delivering each and every day." He pauses, but not for too long. "Our standards have improved. We are constantly listening to our customers via our Talk2Us customer experience survey in an effort to ensure that we offer them the best possible

experience when they visit our sites. We have cleaner, better presented forecourts, better stock availability in store and continued innovation in our product offering- we have upped our game!"

We get chatting about some of the challenges the retail industry faces, and Niall is eager to share some of his concerns. "Talent retention is an industrywide issue but a particularly prevalent one in forecourt retailing. To combat this challenge, we offer our employees flexible working hours with a fixed contract and fast career progression. Whether the employee is a college student or a working parent, we offer fantastic training programs and opportunities for continuous growth.

Another challenge that we face as an industry and particularly in Ireland is bogus legal claims and a high level of crime. We need the government to address the levels of spurious legal claims and awards given. Last year, Circle K had twenty-eight instances of serious crime across their network of European stores, twenty-six of these occurred in Ireland. That is simply not good enough".

"Last year Circle K had twenty-eight instances of serious crime across their network of European stores, twenty-six of these occurred in Ireland. That is simply not good enough"

The next few months will be very busy for Niall and the Circle K Ireland team. They have commenced the roll out the Circle K brand across all 440 sites. Niall explains "The Circle K brand is known across the globe and has recently been introduced in Europe. In Ireland, we will consolidate the Topaz and Re.Store brands into one Circle K brand and will officially launch our first Circle K store in May." I sit back and consider the monumental investment that will soon take place. Niall adds, "We have over four hundred sites in Ireland when you add in our dealer partners and thus it is a big decision, but it is the right decision. This success of the Circle K brand has already been seen in other European countries, and this will be the next phase of our plan for Ireland."

Time is running out but Niall shares one more development: the launch of a Circle K franchise. The standard dealer type arrangement in Ireland has been to licence a forecourt retailer with your forecourt brand and supply your fuel, but commonly the shop is operated separately. The new Circle K franchise will offer the full Circle K offering both inside and outside of the store. Niall elaborates, "It would not make sense for us to implement so many positive changes in our business and not offer the same opportunity to our dealer partners. We have seen our new offer work and we are very eager to share this with our partners. Thus, we have launched a franchise model. We started in Carrigaline, Cork where James Cogan was first to sign up to the franchise offer. He has not looked back either with store sales up by 35% and food up by over 50%."

Our catch-up concludes and I stand up to say goodbye. I comment to Niall that the Circle K offer seems to be a real winner and what Niall says next stops me in my tracks "Yes, it is an excellent brand with a first-class customer offer. I forgot to mention that Couche-Tard have over two thousand high street Circle K stores." I look at Niall and ask would he consider opening in Irish high streets. Niall calmly shakes my hand and says, "It is only a matter of time!"

Welcome to Ireland Circle K



Store Name: Shannon Duty Free

Store Location: Shannon Airport, Co Clare.

Store Size: 1200sq M

Date of Opening: 1947

Most Recent Fit out: December 2017 by Store Design

Employee Number: 40

Store Manager: Lisa Smyth

How would you best describe the store position in the market? Shannon Duty Free began life in 1947, when Dáil Éireann (the Irish Parliament) passed the Customs Free Airport Act, by which transit and embarking passengers, goods and aircraft were exempt from normal customs procedures. This legislation established Shannon as an international industrial and distribution centre and stimulated further traffic growth.

Two months later, from a small kiosk in the terminal building, Ms. Kitty Downes was employed to sell souvenirs, Irish linen products and other locally produced items for the convenience of transatlantic passengers. Her name subsequently became enshrined in the Duty Free as an industry legend!

Not only was Shannon the first airport duty free shop; it has shared its knowledge and expertise with other duty free retailers in the development of duty free facilities at international airports, in CIS/Europe, the Middle East and Asia.

Our great history and the arrival of Mac and Jo Malone help us maintain our position as a market leader.

What are the stores key design features? The face of retail is changing faster than in any time in the past 70 years. Whether you are retailing on the high street or in airport, customers expect a more personal, tailored offer than previously. Shannon is located on the rugged West Coast of Ireland and our most recent refit (in conjunction with Store Design) focussed on creating a strong sense of place within the airport store by drawing on the landscapes and culture of the region.

What aspects of the store are you most proud of? We are fortunate to be on the Wild Atlantic Way, which at 2,500km is the world's longest defined coastal touring route with breathtaking scenery which is luring many additional visitors to explore this beautiful area. We believe that sense of place and experiential retail is the future for our store and we are very proud to have used unique design features such as a moss wall which evokes the West of Ireland landscape, art installations that reflect the sun and rain in the West and stone to represent the Burren.

Describe the seasonal nature of the business? The summer is our busiest time but even January and February keep us busy with post-Christmas trips and midterm breaks.

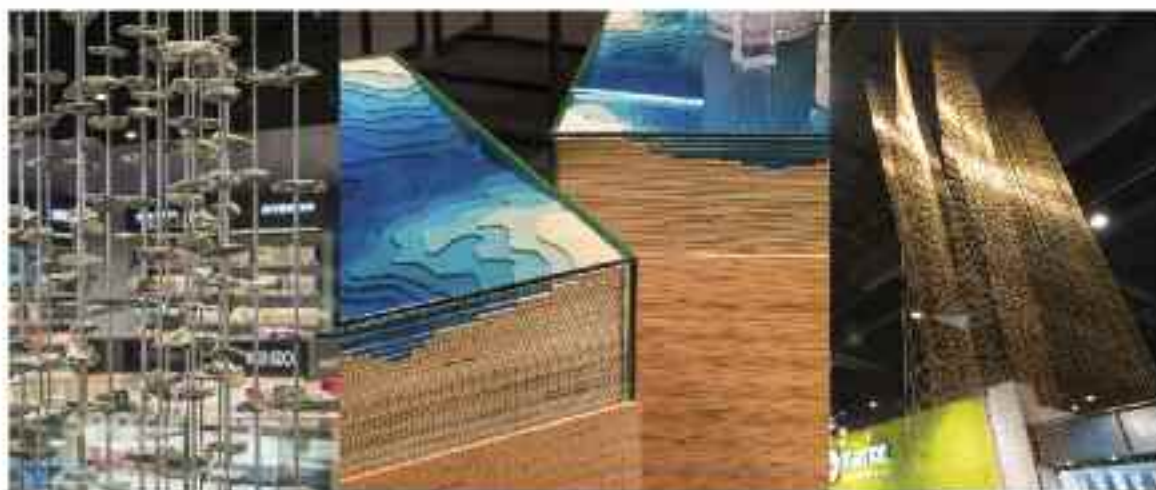
Please define your typical customer who shops in your store? Working in an airport environment is exciting and we meet a wide variety of customers, not just different nationalities but many from different continents. Duty Free provides a wonderful opportunity to offer customers a unique mix of the very best of local authentic products co-located with global brands. Our customer mix is predominantly Irish, European and American.

What are the future plans for the store and the wider company? As the longest running duty free shop in the world, we realise the importance of evolving and growing. Over the past 70 years we have striven to listen to our customers and respond to their needs. For us the arrival of MAC and Jo Malone in conjunction with our new look shop will herald a new era for Shannon Duty Free





retail experience



PREGNANCY RISK ASSESSMENTS

WHAT YOU NEED TO KNOW!



Section 19 of The Safety, Health and Welfare at Work Act, 2005 (SHWWA) provides that every employer shall identify the hazards in the place of work under his/her control, assess the risks presented by those hazards and be in possession of a written assessment of the risks to the safety, health and welfare at work of his/her employees. This is then contained and circulated in a safety statement and risk assessment document. When an employee informs an employer they are pregnant a customised risk assessment should be prepared to highlight any enhanced risks that may pose particular dangers to a pregnancy.

Employees Responsibilities: Employees have a duty to inform their employer that they have fallen pregnant. As soon as an employee informs her employer she is pregnant, has recently given birth, or is breastfeeding, and provides the employer with an appropriate medical certificate, the Pregnancy Regulations (The Safety, Health and Welfare at Work (General Application) Regulations 2007 (SHWWGAR), Part 6, Chapter 2, Protection of Pregnant, Post Natal and Breastfeeding Employees) apply.

Employers Responsibilities: The SHWWA 2005, and the Pregnancy Regulations 2007, requires that a risk assessment be done as part of the Safety Statement, this is required in all workplaces. The risk assessment should have previously identified any hazards, which may present a risk during pregnancy. The risk assessment that is specifically required by the Pregnancy Regulations should therefore be a re-appraisal of these hazards.

Assessing the risk means that an employer needs to determine what hazards the pregnant employee is exposed to, and how often the exposure occurs and for how long.

Main, but not exhaustive, hazards in a retail environment which may cause an enhanced risk to pregnant employees:

- Handling a load - there are guidelines on handling of loads
- Noise - there are guidelines on noise
- Excessive heat or cold
- Movement and postures which are abrupt or severe or give rise to excessive fatigue
- Chemicals - including substances, which cause cancer, mercury, anti-cancer drugs and carbon monoxide
- Stress and/or bullying
- Stairs, excessive use
- Night work (between 11pm and 6am, where they work either 3 hours within this period in the normal course, or at least 25% of their monthly hours are performed within this time frame)

Mitigating Risk

If an employer or employee feels that certain hazards may indeed affect the employee during pregnancy, there may be a temporary agreement to allow the employee not complete certain high risk tasks until her return after

maternity leave. If the employer is comfortable that no enhanced risk exists but the employee is nervous about certain tasks the opinion of your Safety Consultant or Medical Professional may be useful to obtain.

What happens when the risk cannot be removed?

If a risk is identified, the employer must remove the risk or adjust the work in order that the risk no longer exists. If the employer cannot remove the risk, the employee must be provided with suitable alternative employment.

If the employer cannot provide suitable alternative employment, the employee may qualify for Health and Safety Leave in accordance with Section 18 of the Maternity Protection Act, 1994. During Health and Safety Leave, employers must pay employees their normal wages for the first 3 weeks, after which Health and Safety Benefit will be paid from the Department of Social Protection, subject to the employee meeting certain requirements.

Conclusion:

It is important that employers are aware of the law, ensure that they put the appropriate policies and procedures in place to comply with the legislation so that the safety, health and welfare of the employee and their unborn child is protected. For any queries on this article or to discuss a personalised assessment form, contact Tom Smyth & Associates on 021 4634154

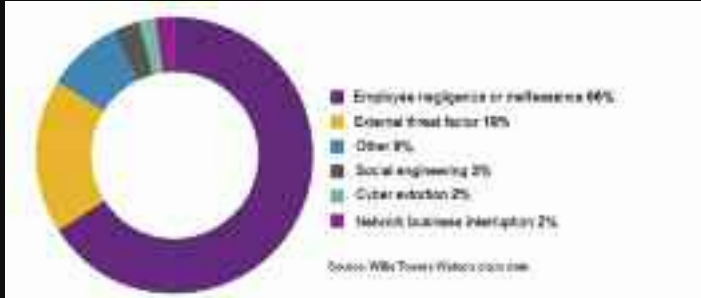


STEPS FOR BUILDING A CYBER-SAVVY WORKFORCE

By John Golden, Willis Towers Watson

While companies understandably make significant infrastructure investments to defend against external cyber threats, they are increasingly recognising that their biggest security vulnerability is internal and hiding in plain sight, namely, their employees. Willis Towers Watson claims data shows that two-thirds of cyber breaches are caused by employee negligence or malfeasance including losing laptops, the accidental disclosure of information or actions of rogue employees. In fact, only 18% of breaches are driven directly by external threats.

Causes of cyber breaches



Technology alone will never be the sole protection. While most companies feel they're on the right track in terms of data privacy and information security, many say they're looking to create a culture of cyber-savviness in their organization. Most admit, however, to being currently on the lower rungs of the ladder to reach this goal, although they have aspirations to climb it quickly. Our 2017 Cyber Risk Survey found that while over half have no formally articulated cyber strategy now, over 80% want to be in a position of having embedded cyber risk management within the company culture within three years.

So how do you build a cyber-savvy culture?

1. Increase the level and regularity of employee awareness training in your organisation. It's important that employees are trained to understand and respond to cyber threats, such as reviewing emails closely to ensure they're from trusted and known senders before clicking on links. A cyber-savvy workforce holds the key to your enterprise resiliency.

2. Consider innovative ways to deliver employee awareness training. Most employees have a large and increasing training

load covering topics from diversity to regulation. Given our survey finding of the low level of understanding of cyber risks, firms may want to use 'learn by doing' training approaches that will help to embed understanding over a longer term. There are several ways to achieve this – without risking the firm's IT infrastructure – including novel approaches such as gamification and 'cyber ambassadors' (employees who champion cybersecurity).

3. Assess whether your organisation's IT department has the right or sufficient talent and skills needed in today's environment to effectively handle emerging threats.

4. Evaluate whether your culture is supportive of cyber awareness and action-oriented behaviours. For example, do leaders model positive behaviours that encourage employees to do the same and do employees truly know how to report a cyber incident?

Empowered employees – your most effective defense

Robust cyber risk management requires not only state-of-the-art technology solutions but also effective HR and training programs. It takes a culture of cyber awareness, responsibility and accountability, an ongoing learning environment and forward-looking talent strategies to build and sustain employees' "cyber IQ." These cyber-savvy, empowered employees will serve as your most effective defense against cyber threats.

For more information on the cyber and insurance products available from Willis Towers Watson, then please contact us at ireland@willistowerswatson.com



IMPERATIVES FOR TODAY'S RETAILERS

INNOVATE, INVEST AND EVOLVE

Damian Gleeson – Head of Retail, Grant Thornton



The retail industry operates in a dynamic environment that is constantly changing. Those retailers that continue to innovate, invest and evolve their businesses and operations will be successful over the long-term. While the industry has its challenges, it also has its opportunities, which create optimism for the future. Achieving and sustaining improved results will require innovation and investment to keep customers engaged and interested through an improved and evolving shopping experience which the new generations of consumer demands.

Customers continue to look for brands that they are passionate about. Remember, it is always about the product. When products resonate with consumers, they will come. That said, a superior, seamless shopping experience, has become more important to a retailers' success. Ultimately, today's consumers are channel agnostic and want the option to get their favourite brands across all channels, on demand. Those retailers who go above and beyond in this regard have a much better chance to succeed in today's retail environment.

INNOVATE

Companies need to continuously innovate their products to meet the consumer tastes of today and tomorrow. Doing this successfully hinges on introducing and testing new products and building on those that generate demand. A number of bigger retailers have R&D departments and data analysts, which come up with ideas; launch, test and track them with data analytics; then refine and launch them on a larger scale.

It's important to note that innovation is also about the shopping experience, both in-store and online. In fact, millennials have been known to share and even brag about their latest shopping experience through the internet and social media to friends. Customers, who can order anything from their desktops or mobile devices, are much more selective about in-store shopping experiences, and they won't tolerate a below par in-store or online experience. Many retailers are exploring technologies that offer unique experiences in their stores that customers can't find online, such as smart fitting rooms, smart shelves, interactive capabilities and software to transmit smartphone notifications to passers-by. Other new ways of interacting with customers also call for some new thinking, such as developing distinctive customer communities and experiences, and effective use of brand ambassadors and social media.

Leveraging available data in innovative ways to create a more personalised shopping experience presents another opportunity to further develop brand loyalty. To that end, customer analytics continues to be a key focal point of successful retail companies.

INVEST

Integrating both technology and in-store experience investments is taking Omni channel to the next level. Centralising inventory reporting, visibility and alignment with operations is one way retailers can use analytics to provide the customer with a more seamless shopping experience. Investing in technology that provides integration of information across all channels can not only help reduce duplicate investments in inventory but, equally as important, improve the customer experience. Whether the customer is purchasing in-store or online, having the ability to get them the product when and where they want it is key. To take it one step further, retailers that are working more closely with their vendors, manufacturers and suppliers to improve integration of information and reduce time in the supply chain order cycle can also increase efficiency of operations.

Though technology investments are very important, let's not forget about the stores. Even with the explosive growth of online and mobile shopping in recent years, a significant number of retail sales still happen in the brick-and-mortar environment. Maintaining a

balanced approach and continuing to invest in the store experience, in addition to technology, brings results. A superior in-store shopping experience can separate one retailer from another, not only via the physical store appearance, merchandise displays and overall comfortable shopping environment, but also through engaged store associates and the use of technologies in stores. The skill set of sales associates is evolving and investing in training and development for store associates enhances the shopping experience, which is another opportunity to drive customer loyalty and ultimate success.

EVOLVE

To keep pace with the changing demands of consumers and revolutionary impact of technology, retailers must evolve the way they do business to maintain an edge in a very competitive environment to grow market share or avoid losing it to their competitors. Therefore, revisiting how business is done is paramount to success. Doing nothing is no longer an option. The pace of change is too fast to ignore. Customers have more technology at their fingertips now than ever before, which is challenging retailers to reimagine how best to reach the end consumer in a compelling way. Retailers must continually reinvent themselves to sustain success and the growth in the role of Innovation Executive in retail companies is a great example of this evolution.

While stores are still critical, many retailers will certainly be examining the ways in which they do business. Given the growth of online shopping, shops might end up being utilised in a different manner, more as a showroom or mini distribution centre to provide an efficient and cost-effective method to get product to the consumer along with a convenient way to process returns. Even the store must evolve.

QUESTIONS RETAILERS SHOULD BE ASKING:

- What are we doing in our store to get - customers engaged or interested?
- What experiences do we offer in our stores - that can't be replicated online?
- Are we in the right locations?
- How do we stay competitive on costs?
- How unique is our shopping experience across all channels?



Store Name: 53 Degrees North

Store Location: Unit 428,
Blanchardstown Centre,
Blanchardstown

Store Size: 8000 square feet

Date of Opening: 17th November 2017

Most Recent Fitout: 17th November 2017

Employee Number: 15

Store Manager: Liz Quinn

How would you best describe the store position in the market? 53 Degrees North is Ireland's largest outdoor & adventure gear retailer. We stock the largest ranges from the worlds top brands like The North Face, Columbia, Helly Hansen, Berghaus, Patagonia and more.

We are aimed at the upper end of the market but we have worked hard to broaden our range to suit all budgets.

What are the stores key design features? We have a dedicated baselayer section, a new large footwear section and a new backpack & sleeping bag section. Each section has been designed to give customers more room to explore the products and for the full range to be displayed.

What aspects of the store are you most proud of? There are so many aspects to the store to choose from. From a marketing perspective I am delighted with the space given up for branding, most notably the large wall hanging of Powerscourt Waterfall in the stairwell. This is a key part of our strategy, we want to bring amazing Irish landscapes in to the store to allow customers imagine the adventures they can have. From a retail perspective, we are really happy with the whole store in general. We have created our own look and feel, which gives us so much more freedom to experiment with store layouts as opposed to the previous 'shop-in-shop' layout.

Describe the seasonal nature of the business? Autumn Winter is obviously a key period for us, however considering we live in Ireland, Outdoor gear like waterproofs & windproofs are pretty much a 12 month business for us. We are also looking at new brands from around Ireland and from around the world which will allow customers enjoy the outdoors regardless of the weather.

Please define your typical customer who shops in your store? Anyone with a passion for the outdoors! We try and cater for all needs, from the parent who needs a warm jacket to walk their kid to school, the person waiting for public transport, the casual Rambler, right up to those adventurous souls who are climbing Kilimanjaro. The brands we stock are reflective of all kind of uses and we are really excited to bring some amazing new brands to the Irish consumer in 2018.

What are the future plans for the store and the wider company? The future is pretty bright. We have invested a lot in the new store, the new website and the new brand identity. The next few years will see us take advantage of these investments....and without giving anything much away, we have some pretty big news coming in the next few months. Watch this space!





Implementation of RFID for stock integrity

WED2B are the UK's largest and fastest growing bridal retail chain. Each one of their 27 bridal stores nationwide feature an extensive range of competitively priced UK designed wedding and bridesmaid dresses. Customers are invited to visit at any time without an appointment and browse hundreds of dresses from their five unique bridal collections. Introducing new styles every week, they are bringing fast fashion to the bridal industry.

Challenge

Offering a unique, off the peg shopping experience, WED2B operate an extremely lean stockholding model with a fast sell through. This turnaround meant stock accuracy would quickly fall back to 70% following any regular stock takes and combined with the inter-store stock movement meant accuracy decreased even faster. With this model, there was zero margin for error, as being just one unit out could mean a SKU being unavailable, risking disappointed brides and lost sales.

Journey

To achieve stock file confidence, WED2B needed to implement an effective stock control system, which would track all items and give a quick and accurate visibility at every stage of the supply chain.

Head of Supply Chain, Chris Everest approached the topic from every angle to ensure the solution they chose was both cost effective and scalable. Having looked at RFID and NEC providers in the market, Chris found that most only offered one of the required components, which meant bringing in and managing several providers.

Discovery

Chris visited a recently mobilised high street retailer to gain a better understanding of how an RFID solution had worked for them. He learned that the solution would allow for more frequent, accurate and cost effective stock taking by discovering that the full count times had reduced to +/-50th, web injections had significantly decreased from 20% to 5% and that they were achieving a consistent post implementation stock accuracy of 97.4%

These transferable benefits would enable WED2B to keep their stock orders low and to only reorder lines with a high stock return, and because of these low order quantities, the stock could be limited to just 1 SKU to be available in every store. The replenishing process would also be improved as the solution would allow a leaner and more efficient stock transfer between stores to ensure there were optimum levels at any one time.

Solution

A trial was executed at the flagship store which compared the inventory accuracy of the item-level RFID system to that of their existing stock taking process with the results demonstrating RFID's ability to improve inventory accuracy significantly. The trial facilitated a 25% improvement in inventory accuracy and a 96% reduction in cycle counting time as well as an over 20% reduction in stockholding.

The Future

The OCS solution based on RFKeeper RFID Platform has proven extremely versatile with over and above the original expectations exceeded, and because the solution is highly scalable OCS and RFKeeper are now developing further features to the solution including: Interactive In-Store Apps, Smart Fitting Room Screens and 'Magic Mirrors'.

"The implementation of an RFID stock monitoring solution has been fundamental to providing greater, and more accurate visibility of stock at every point throughout the supply chain. With the OCS and RFKeeper collaborative approach, we have not only achieved all our initial objectives, but have also found other benefits which we will be developing together in the future."

Chris Everest, Head of Supply Chain, WED2B - Awarded 'Full Master Award for Supply Chain Visibility' at the Supply Chain Excellence Awards 2017

"RFID is a cornerstone to these applications and the future of retail which will enhance the customer experience and boost sales through their omni-channel operations and 'Smart Store' capabilities"

Colin O'Neill, Business Development Manager for Ireland

For more information about RFID in Retail contact Fain O'Neill, OCS Retail Support National Business Manager Ireland

Tel: +353 87 7813678 colin.oneill@ocs.co.uk

powered by



PLANNING TO SELL YOUR BUSINESS – WHAT'S YOUR STRATEGY?



Philip Smith
Associate Director,
Davy Private Clients

Whether you are looking to sell your business now or further down the line there are many issues to consider.

At a business level there are tax, legal and commercial aspects to deal with. From a business owner perspective the long-term plan for you and your family will no doubt be a priority. There are also questions around how your desired income in retirement will be funded and how to prioritise any competing financial obligations. Ensuring that you have an effective pre-exit strategy in place is key to achieving the desired

outcome of any business sale.

Have an effective pre-sale strategy

While no two businesses are exactly alike we have found that there are a number of common elements to an effective pre-sale strategy.

1. **Fit for purpose commercially:** Optimise the corporate structure from both a buyer and a seller perspective, without impacting on the performance of the business itself in the years up to the sale.
2. **Flexible:** Adapt your strategy to take account of changing circumstances, e.g. if you decide to bring your children on board in the business, or introduce co-investors.
3. **Tax-efficient:** Be aware of the various tax reliefs which may be applicable on a sale and to ensure you have all your 'ducks in a row' in terms of meeting any conditions attaching to such reliefs. This can significantly impact upon the post-tax sales proceeds you stand to realise.
4. **Consistent with your overall financial plan:** A business exit strategy should not exist in isolation; rather it should be part of an overall plan to meet your short and long-term financial goals.

What steps can you take now to give yourself the best chance possible of creating an effective pre-sale strategy?

Put in place a financial plan

The first step in achieving your goals is to put in place a financial plan to help you identify your objectives and create a road map to achieving them. A financial plan can help you understand how long your capital base can endure under various spending and inflation assumptions. This is particularly relevant in a post-sale environment where you go from owning a productive asset from which you can draw a salary, to managing a pool of capital which has to support your spending needs.

Maximise your pension funding

The next step for most people will be to maximise pension funding, where circumstances permit and where the cashflow of the business allows. Building up a pension through a small self-administered scheme is a tax-efficient way of saving for retirement and extracting cash from your business.

Through a combination of company and personal contributions, owners have the opportunity to build up a tax-efficient fund of up to €2 million.

Ensure your business is structured appropriately

Another frequent question is the optimal structure when gearing up for a sale. There is no one-size-fits-all approach. A variety of structuring options ranges from an unincorporated sole trader to a holding company structure containing one or more incorporated entities.

What structure is optimal for you will depend on your long-term plans and objectives.

Optimise your tax reliefs

A final step in this process is to consider what tax reliefs might apply on a potential sale, and how you can avail of them.

The basic rate of Capital Gains Tax (CGT) on a disposal of assets is 33% (2018 level). Certain more favourable treatments can apply depending on your circumstances and the structure of the business:

- Retirement relief can provide for a tax-free sale subject to certain conditions being met and certain consideration amounts;
- There is also a new 10% rate of CGT which can apply to the first €1 million of gains when a business is sold, subject to certain conditions;
- If your business is held through a holding company structure, it can be possible to defer the CGT altogether until the proceeds are taken out of the holding company.

Start now

Putting in place an effective pre-sale strategy begins well in advance of the sale of the business itself. Starting early, creating and sticking to a plan and working with experienced advisers is critical to ensuring the best possible outcome.

Philip Smith is an Associate Director, Davy Private Clients. He works with business owners to provide best-in-class financial planning, investment management and asset selection. To arrange a consultation, please contact Philip on +353 1 614 8842 or email him at philip.smith@davy.ie.

Please note that this article is general in nature, and does not take account of your financial situation or investment objectives. It is not intended to constitute tax, financial or legal advice and is based on Davy's understanding of current tax legislation in Ireland. Davy does not provide tax or legal advice. Prior to making any decision which may have tax, legal or other financial implications you should seek independent professional advice. There are risks associated with putting any financial plan or strategy in place. The value of investments may go down as well as up.

Davy Private Clients is a division of J & E Davy. J&E Davy, trading as Davy, is regulated by the Central Bank of Ireland.



HOW TO REDUCE

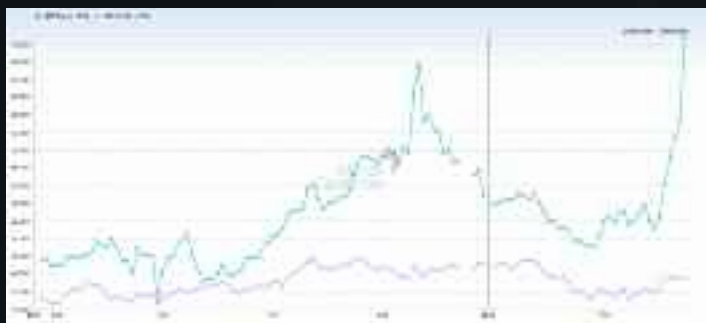
YOUR ENERGY BILL



ENERGY COSTS

For those that are exiting 12 and 24 month fixed energy contracts in Q1 2018 expect an increase in your new energy contract. Electricity prices are derived mainly from the trading price of gas because the majority of modern power stations generate electricity using gas powered turbines.

The current cold spell has increased the day ahead gas pricing, pushing this price to 74p/therm, representing a 52 week high. This will affect retailers on a variable rate contract however it has had little effect on forward curve gas pricing. Summer 2018 and Winter 2018 gas commodity prices are in line with last year's corresponding price benchmark. The below graph details the price of gas for day ahead (blue line) and Summer 2018 (purple line). You will note the substantial jump in day ahead gas prices in February, however forward Summer contract is flat.



Current electricity pricing should be in line with last year however two factors will result in an increase:

- Energy suppliers were exceptionally competitive last year, offering rates with very low supplier profit margin; and
- Non energy pass-through costs increased by .42 cent per kWh on both day and night energy rates. These increases were approved by the Commission for Regulation of Utilities from October 1st 2017.

NON ENERGY PASS-THROUGH COSTS EXPLAINED

The unit price (i.e kWh rate) that your supplier charges on your electricity supply contract includes both the energy and non energy charges. The energy charge is the actual cost of electricity generation. The non energy charges are regulated pass-through

charges set by the "Commission for Regulation of Utilities" each October and make up close to 50% of the total unit rate cost. These non energy charges are for distribution, transmission and market operator. There was also an increase in the PSO levy which ranges from 9-28% depending on MIC value.

WHERE RETAILERS CAN MAKE IMMEDIATE SAVINGS

Contract Renewal Management

The electricity market is a competitive industry where suppliers actively compete for business. It is important to use the renewal window to obtain the best value for the new contract duration which can be fixed for between 12 and 36 months. Typically, you can review your energy contract renewal a number of months before its renewal date. If gas commodity prices are on a downward/upward trend it may be advised to tender with suppliers as late/early as possible.

It is very important that your electricity contracts are always in contract with an energy supplier. Once your contract terminates you will automatically revert to out of contract rates which can be 20% higher than in contract rates.

MIC Reductions/Tariff Optimisation

The one area that it is common to over pay on your electricity bill is on your PSO levy which is directly linked to the premise Maximum Import Capacity (MIC). This is not an energy supplier charge and amendments must be made through ESB Networks.

As a guideline a reduction in your MIC from 30 to 29 would mean a saving of €992. For larger size premises the savings will be larger.



As retailers move into new premises the historic MIC and tariff for the previous tenant may be incorrect for the new occupant. Failure to correct the MIC for your needs may mean that you are overpaying.

If you have any queries on your MIC/tariff type or the energy rate that you are paying, Jonathan Fitzpatrick, Exempler Energy, jonathan@exemplarenergy.ie

FLEXIGROUP

In 1988 the founders of FlexiGroup, David Berkman and Andrew Abercrombie, recognised that there was a lack of simple, low ticket finance options for small and medium sized businesses. The pair sought to address this gap in the market, with a simple lease product, offered through office equipment vendors.

Out of this modest finance offering came what is now the ASX listed FlexiGroup! The journey for FlexiGroup over the last thirty years has been filled with excitement and challenges, change and growth, but through it all our mission has remained the same; to make finance simple.

The Irish chapter of FlexiGroup's story began in 2008 when the company's biggest partner at the time, Harvey Norman, decided to set up shop in Ireland. Having formed a partnership with Harvey Norman in the mid-nineties, we saw this as a great opportunity to broaden our own horizons as well as support Harvey Norman in their venture. And so FlexiGroup boarded the plane bound for Dublin to setup our first base outside of the Southern Hemisphere.

To coincide with Harvey Norman's entry into the Irish market, FlexiGroup brought a finance product which allowed Irish customers to access goods which they would not otherwise be in a position to attain. At this time, we had a single product, Flexirent our consumer hire agreement, but it wasn't too long before we set our sights on expansion.

In June 2017 we launched a brand-new consumer offering which is totally digital. The release of Flexi-Fi was a huge milestone for us and really cemented our place in the Irish market, reinforcing the message that we are here to stay! Flexi-Fi is a payment plan product, allowing consumers to get up to €15,000 finance within minutes through our online application. The opportunities Flexi-Fi brings are far reaching! Early predictions are for steady growth and a we have in place diversification strategy that will fuel the business for years to come. Even more exciting for us is that Flexi-Fi is currently offered in over one hundred stores around the country with hundreds more to come. Our goal is to empower consumers by facilitating choice, increasing basket size and in turn, powering economic growth.

FlexiGroup's DNA drives employee engagement, innovative thinking, strong relationships and accountability which underpins our success. Experience has taught us that great organisations are made great by a dedicated workforce. Our business is fueled by its people, and our passion is evident in our commitment to meeting the needs of the Irish public. We recognise that Irish customers lead busy lives and are always looking for simple solutions when it comes to finance, and with that in mind, we want to make sure that every experience with our products is stress-free and convenient anytime, day or night.

FlexiGroup began ten years ago, with a team of just two; fast forward to today and we have thirty great people on our journey. FlexiGroup is supported by a wonderful team of sales people, collectors, back office staff and credit offices. Each and every member of our team contributes to the business in a unique way and without the fantastic team that we have, we wouldn't be able to do what we do. We have thirty distinctive characters here in the Dublin team but it's safe to say that we all consider one and other friends. FlexiGroup's culture is strong, through building relationships, razor sharp products, hard work and some good old Irish luck, the company is headed for rapid expansion, growth and diversification. This year will be our ten-year anniversary, and how the time has flown! From a tiny office in Swords to an office for sixty in the IFSC, we are all so very proud of our journey and the accomplishments of our team. Now onto the next chapter and here's to the next ten years!!



PJ Byrne
Head of Business Development, Sales & Marketing



CREDIT IN THE MARKET

HEALTH & SAFETY – 1

Are you tired of the Irish claims culture, legal system and associated rising insurance costs? Then read on...

THE PROBLEM

There is no denying it, the current insurance market for retailers in Ireland is a challenging one, as it is for the insurance industry itself. We are experiencing what is termed a 'hard insurance market', which means higher renewal rates, less competition, a growing claims culture and generally poor risk-management practices. There's not much that we can take control of in this scenario, and this can be explained by the following 5 evidence-based facts that you need to know while currently operating in the Retail space:

1. Ireland is one of the most litigious countries in the EU, with frequency of claims & cost of claims rising year-on-year
2. Large variation in court judgements result in new precedents and an ever-increasing 'payment ceiling' effect
3. Because of an existing loophole that is not being addressed, claimants can avoid the Injuries Board and claim through private solicitors, thereby dramatically increasing costs for insurers and directly impacting insurance premiums
4. Preventive safety measures are not sufficiently implemented within retail business operations to support the defence of certain claims
5. On average, there is a general lack of ownership and accountability from the employer, customer and employee for their own personal safety and risk awareness

The above facts show that unfortunately your hands are mostly tied when it comes to insurance. According to industry experts the 'hard-insurance market' is set to continue for the foreseeable future and the growing claims culture in our country is also set to continue.

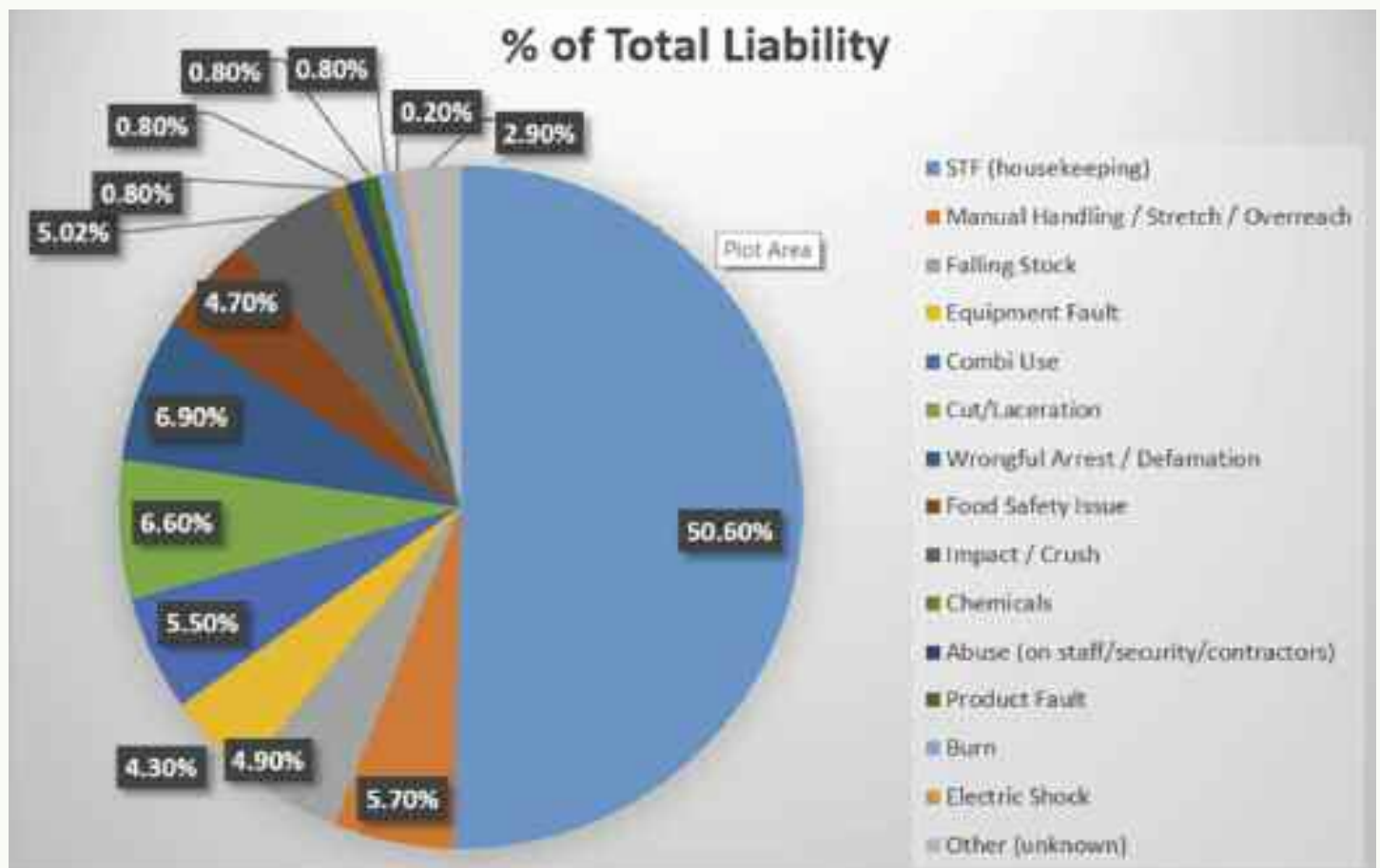
"The Insurance Market is currently in what is referred to as "a hard cycle" – simply put, this means there is less competition, increasing premiums, and greater focus on Client past claim experience. At this time, to manage Insurance costs it is critical that Retailer's Separate themselves from the Herd and proactively attend to managing risk". Billy Redmond, Group Development Director, Arachas Insurance

We are unfortunately at the stage now where decent people are more likely to 'play the system' and try to claim where usually they would not behave in such a manner. The reality is that the retail sector is not playing on a fair playing field. However, the one thing you can take charge of and control are your Risk Management practices and processes.

THE REALITY

To begin this journey, it is important to be aware of two important things: 1) Retail is a hazardous and risky environment; 2) Many retailers are unaware of their legal responsibilities when it comes to managing risk in their business. It is a fact that the Retail space is highly dynamic with multiple hazards leading to risk in a number of different areas on a daily basis. Recent research examining the factors that lead to claims in the Retail Sector across a significant sample demonstrates that Slip, Trip & Fall is responsible for 50.6% of all claims within the sector (both public & employee liability).

*NOTE: These averaged figures are a representative sample of quantifiable data made available over 5 years and reflect the wider retail market



10 KEY TIPS

Upon further analysis on this retail research sample, the top 5 public liability and employee liability risks that have led to claims in the retail sector demonstrated the following:

PL Risk Factor 1	Slip, Trip & Fall (housekeeping) – 59% (e.g. grape on floor)	EL Risk Factor 1	Slip, Trip & Fall / housekeeping – 30.8% (e.g. cluttered stock)
PL Risk Factor 2	Defamation / Wrongful Arrest – 10% (e.g. security contractor)	EL Risk Factor 2	Manual Handling / Stretch / Over-reach – 17.6% (e.g. twisting)
PL Risk Factor 3	Food Safety Issue – 6% (e.g. foreign object in food item)	EL Risk Factor 3	Cut / Laceration – 17.6% (e.g. knife-handling / meat slicer)
PL Risk Factor 4	Impact / Crush & Combi – 6% (e.g. combi collision)	EL Risk Factor 4	Combi Use – 12.5% (e.g. hands caught between combis & doors)
PL Risk Factor 5	Falling Stock – 5% (e.g. loose shelving)	EL Risk Factor 5	Impact / Crush & Falling Stock – 9.3% (e.g. product falling)
PL Risk Factor 6	Equipment Fault – 4% (e.g. automatic door malfunction)	EL Risk Factor 6	Equipment Fault – 4.45% (e.g. baler)

THE SOLUTION

It is critical that retailers pay attention to these potential hazards and risks and do their utmost to avoid them in a proactive way. 85-95% of all workplace accidents are behaviour-based, and as such proactive safety measures and staff training go a long way to avoid silly errors and mistakes that lead to accidents, incidents and consequential claims.

By addressing some of the 10 key tips below you will reduce the risk of accidents/incidents and subsequent liability claims occurring in your business:

1. Make sure you are legally compliant from a Health & Safety perspective
2. Make sure that you effectively communicate risk to your Staff (Safety Statement is not enough)
3. Provide practical (not just online) H&S training for your Staff (e.g. especially manual handling)
4. Investigate accidents the right way (e.g. gather facts not opinion)
5. Learn from Near Misses (to avoid a repeating hazard)
6. Have an external H&S audit at least annually (outside eyes are key to continuous improvement)
7. Watch your Housekeeping standards (this is directly linked to STF incidents)
8. Tackle the 'big 3' liability claim issues in your sector with proactive solutions, e.g. Slip, Trip & Fall; Wrongful Arrest; Manual Handling
9. Remember, 80-95% of all workplace accidents are behaviour-based
10. Work WITH your insurance partners

In 2016, 44% of retailers experienced claims and 85% saw increases in their insurance premiums (up 30% on average).



Paul Cummins, SeaChange

These are sobering statistics, but it is also worth noting that SeaChange have on average have reduced accidents by 50%, claims by 42% and helped their clients manage and reduce their insurance costs.

With a portfolio of over 600 progressive retail sites nationwide, SeaChange is proud of its 98% client retention rate. SeaChange offer a 'one-stop-shop' proactive safety partnership that:

- Provides 100% legal H&S compliance
- Implements preventive Visual Risk Management Systems
- Reduces the risk of costly claims by 42%
- Saves up to 40% on H&S training
- Provides legally required Forecourt Safety Training & Certification (e.g. ERP / EPD)
- Provides training to minimise the risk of Wrongful Arrest and Slip, Trip & Fall Incidents
- Offers leverage and facilities to secure lower insurance premiums
- Helps Owners fulfil their corporate responsibility

Both Retailers and Insurance representatives have seen the positive impact SeaChange make when it comes to managing risk:

"Partnering with SeaChange across our Supervalu Stores gives us additional H&S expertise, and the processes to deliver better H&S practices with a greater emphasis on employee and customer welfare. It is reassuring that an independent third party is working with us to ensure that we are delivering best practise, which is a key business objective that we have set ourselves. This in turn has helped us to reduce the frequency in accidents and claims, and positively affected our insurance costs" - Anne Marie Caulfield, Owner, Caulfield & McCarthy Supervalu Group

"SeaChange have proven to reduce risk in key claim areas within the retail sector, and when it comes to insurance, having SeaChange and using their approach is a significant advantage when negotiating competitive premiums in the current difficult marketplace" - Mark Millar, Head of Business Development, Willis Towers Watson

In short, this hard insurance market is here to stay for some time yet, so instead of standing by and feeling powerless, take control and manage risk and rising insurance costs in your business through the SeaChange Partnership. Separate yourself from the herd!

www.seachange-intl.com / (t) +353 45 856 028

"Don't Give Up in the Face of Rising Insurance Costs... Separate Yourself from the Herd with SeaChange as your Risk Management Partner"

THE COUNTER OFFER CONUNDRUM



With unemployment at 6.1%, counter offers are becoming more and more common as companies have to try harder to attract and retain top talent. CEO of Excel Recruitment Barry Whelan tells us why the counter-offer can often create more problems than it can solve....

2017 was most definitely an interesting year for retail, and recruitment. The economy is growing, wages are rising and the unemployment rate is currently sitting at 6.1%. This is obviously great news but in recruitment terms, it means its well and truly a candidate's market.

The competition for top talent is huge and counter-offers are becoming more and more frequent, with employers working hard to keep talented staff.

While rising salaries are an effective way of both attracting and retaining staff, our recently released Salary Survey have highlighted the increasing importance of benefits. Savvy employers will do their homework on the why behind an employee making a move and will try to 'counter' this reason for leaving. More and more, companies are looking at the entire package in an effort to ensure retention and a happy, dedicated workforce. Bonuses, employees' work/ life balance and their level of autonomy are all being looked at, ensuring key staff feel valued and are rewarded for their contribution to the business. As recruiters, we make it our mission to understand why a person wants a change. It takes time and effort for a person to do up their CV, research the market and come into meet us and in my experience it's rarely just the number on their payslip that's motivating them. Getting to the root of their reason for leaving is vital information when searching for a new job for them.

So, is accepting a counter-offer ever a good idea? My team and I have found that over the years, the answer is overwhelmingly No. Here are a few reasons why you should think twice before accepting a counter-offer from the employer you were determined to leave in the first place.

1. You had a good reason to leave, that probably hasn't changed

It takes a lot of effort to start looking for jobs and you likely had

a very good reason for wanting to leave. Unless it was solely pay, it's highly unlikely this reason has changed. There's a high probability that you'll be looking for a new role again in no time at all, and this time you may not be in as good a position to find a new job.

2. They'll question your loyalty

By telling your employer you've either been offered or accepted another position, you're essentially saying you've been unhappy. So even if your company does counter, how can they trust that you won't eventually stray again? The bond of trust has been broken, you will leave the company at some stage, but perhaps now you have shown your cards it will be on their terms, not yours. When you are no longer perceived as part of the long-term future, you may find yourself passed up for promotion

3. You'll burn bridges

Another company has invested their time, money and faith in you through the selection process and decided that you're the right person for their role so losing you to a counter-offer isn't something they will take lightly. By accepting a counter offer you will have burnt a bridge with the company looking to employ you. Some companies view this very dimly and if you find your circumstances changing they will not entertain your application again

4. You could hurt your future progression

There's a chance your employer has given you a counter offer made up of a promotion or the pay rise that was coming your way anyway. By accepting their offer, you're sending the message that your now satisfied with x amount and could be inadvertently moving any chance of progressing through the business even further down the line.

JOIN

OUR

TEAM



6 WAYS TO MAXIMISE YOUR RETAIL RECRUITMENT PROCESS

By Alice Murray, Jobbio

Hiring in retail can feel like you're fighting a losing battle. The industry has one of the highest staff turnover rates, which means that you will find yourself dealing with recruitment time and time again.

Why does it matter? Well, if you want your business to succeed, your employees must be highly rated. They need to have excellent customer services skills, be adaptable to various situations and have patience by the bucket load. Without them, your business simply won't thrive.

So, just how do you find these retail superstars? We've got a few tips and tricks to help you along the way.

Keep it simple

In the retail industry you need to make the recruitment process as simple as possible. Get rid of complicated application forms and stale cover letters. Allow applicants to apply quickly and easily online and you will receive much more interest (and decent candidates). Before you start searching, devise a list of criteria that candidates must meet to be selected for interview. This will help you to narrow your search. A good state of the art tracking system will also be hugely beneficial to help you manage the influx of applicants.

Use what you've got

Your current staff can be a massive help when you're recruiting new employees. Do they know someone who would be a great fit for the company culture? Perhaps they have worked with someone who has excellent interpersonal skills? Encourage your employees to help in the recruiting process. Incentivise them to put candidates forward by offering them either a gift or cash bonus for referrals. It will save you a lot of hassle in the long run.

Don't sugar coat it

It can be tempting to gush about your work perks and praise your company unconditionally, especially if you're a small business owner (or you just really like your job). However, during the recruitment process you have to be completely truthful.

Be realistic about the job offer. If the role includes long hours, then tell the candidate that. If they will need to hit targets, then let them know this from the offset. Painting an accurate picture of the role will help both you

and the applicant to determine whether or not they are a good fit.

Get a different perspective

Don't rely on your own gut instinct. During the recruitment process try to get multiple perspectives when you're vetting an applicant. One effortless way to do this is to set up an interview panel. The panel should include the people that the candidate will be interacting with the most should they get the job.

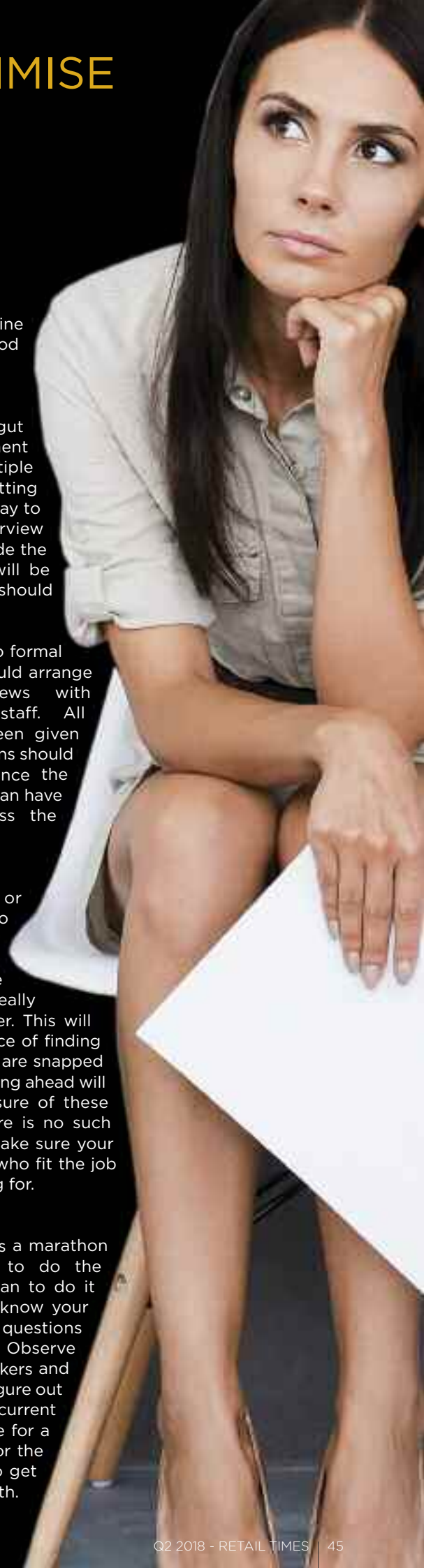
If a panel interview seems too formal for your organisation you could arrange short one-on-one interviews with important members of staff. All interviewers should have been given interview training and questions should be prepared in advance. Once the interviews are complete you can have a quick meeting to discuss the results.

Get a head start

If you are hiring seasonal or holiday staff, then you need to start hiring before your competitors. For example, if you want to hire staff for the Christmas period then you really should start hiring in October. This will give you a much better chance of finding good candidates before they are snapped up by another business. Working ahead will also take some of the pressure of these particularly busy times. There is no such thing as starting too early. Make sure your pipeline is full of candidates who fit the job description that you are hiring for.

Take your time

Finding the right employee is a marathon not a sprint. It is better to do the recruitment process right than to do it fast. Take your time. Get to know your candidates. Ask thoughtful questions about their past experience. Observe how they interact with coworkers and customers. Take the time to figure out if they would fit in with your current members of staff. Don't settle for a candidate that isn't perfect for the job just because you want to get the process over and done with.



Getting online is a crucial part of growing your business



IE Domain Registry's dot ie Digital Health Index, which analyses the quality and quantity of digital assets owned by Irish SMEs, reveals that 69% of consumers find it frustrating if they can't find a business online. Further findings reveal that SMEs with a website earn, on average, an additional €26,825 per annum and 78 per cent of them said their website

was important in generating new business and sales. A .ie online address will enable you to reach out to new customers, build existing relationships and sell your goods and services.

It's now easier and faster to get a .ie online address

The rules for registering .ie domain names have changed recently. Previously, any individual or business registering a .ie domain had to prove that they had a valid claim to the desired name and a real, tangible connection to the island of Ireland. The change retains the requirement for applicants to prove their connection to Ireland but drops the need to prove a valid claim to a name. From now on, any individual or business with a provable connection to Ireland will be able to register any available .ie domain name on a first-come, first-served basis.

This will make the .ie domain namespace more accessible to businesses that may have otherwise struggled with the administrative hurdles required to prove their claim to a particular .ie domain.

If existing .ie domain holders need to register additional domains, they can now avail of the Fastpass registration process. Under this process, it will not be necessary to re-submit evidence of a connection to Ireland.

Why you should choose a .ie

It's identifiably Irish

.ie is the only online address that is 100% Irish, it tells the global community that you're Irish and the Irish community that you're local.

It's more likely to be available

.ie offers a wider choice of available names compared to .com, as significantly more of those names are already registered.

Let your customers find you online

.ie addresses rank higher than .com addresses on Irish based search engines like Google.ie and Irish consumers are more likely to click on local addresses.



69% of consumers say it is frustrating if a company does not have a website.

Consumers can trust you

Every .ie applicant's identity is checked and validated at registration. Consumers will have confidence in your business as .ie is a well-established and trusted domain for over 30 years.

It's the preferred online address for businesses in Ireland

Over 76% of all registered .ie online addresses are businesses which proves that they recognise the value of having a .ie

Protect your brand

Securing your .ie online address strengthens your brand and protects your online identity.

Find out more at
www.iedr.ie





SUPPLIER DIRECTORY



STAR	CATEGORY OF COMPANY	COMPANY	ACCOUNT MANAGER	CONTACT INFORMATION	REFEREES
	Address Capture Software	Autoaddress	Conor Moules +353 (0) 1 514 3439	info@autoaddress.ie www.autoaddress.ie	Bank of Ireland, Fastway Couriers Musgrave Group
	Address Capture Software	GeoDirectory	Dara Keogh +353 (0) 1 705 7005	info@geodirectory.ie www.geodirectory.ie	Pallas Foods, Tesco Ireland
	Auctioneer	Lisney	Emma Coffey +353 (0) 1 638 2700	ecoffey@lisney.com www.lisney.com	Ionet Ltd, Irish Times
★	Audit, Tax, Advisory Services	Grant Thornton	Damian Gleeson +353 (0) 61 607 993	damian.gleeson@ie.gt.com www.grantthornton.ie	Retail Excellence Ireland, Carrolls Irish Gifts
	Branding, Store Design, E-Commerce	Bradley Brand and Design	Andrew Bradley +353 (0) 86 258 4368	andrew@bradleybrand.ie www.bradleybrand.ie	Keeling's, Kay's Kitchen, Fields Jeweller
	Branding, Store Design, E-Commerce	IDEA	Ciaran Flanagan +353 (0) 1 250 0050	info@idea.ie www.idea.ie	Insomnia, Bord Bia
	Broadcast Media	Sky Media Ireland	Gareth Genockey +353 (0) 86 012 9812	gareth.genockey@sky.ie www.skymedia.ie	Albany Home Décor
	Business Training, Coaching, Mentoring	Action Coach Business Coaching	Paul Fagan +353 (0) 1 891 6220	ireland@actioncoach.com www.actioncoachireland.com	Gerry Browne Jewellers, The Italian Tile & Stone Studio
	Cash Handling Systems	Glory Global	David O'Meara +353 (0) 1 467 0542	david.omeara@glory-global.com www.glory-global.com	Musgrave Group
	Cash Handling Solutions	Premium Cash Solutions Ltd	Alan Condron +353 (0) 1 561 6000	alan@premiumcashesolutions.com www.premiumcashesolutions.com	Topaz, Gunnebo
★	Cash Logistics Services	GSLS	Paul Cahill +353 (0) 087 133 6000 Denise McCarthy +353 (0) 87 146 5085	pcahill@gsls.ie dmccarthy@gsls.ie www.gsls.ie	Applegreen, O'Briens Wines and Spirits
	CCTV & Video Analytics	Multisys Ltd	Eoghan Carroll +353 (0) 87 249 6381	Eoghan.carroll@multisys.ie www.multisys.ie	Born Fashions, Smyths Toys
★	Connected Retail Solutions	MJ Flood Technology	Keith Hanley +353 (0) 1 4663526	khanley@mjf.ie www.mjf.ie	Applegreen, Three
	Connected Retail Solutions	Fujitsu	Caragh O'Carroll +353 (0) 86 804 4099	caragh.ocarroll@ie.fujitsu.com www.fujitsu.com	Premier Lotteries, Topaz
	Construction - Design, Supply, Install Test and Maintain Lifts & Escalators	Infinity Lifts Ltd	Sinéad Carmody +353 (0) 65 7050111	info@infinitylifts.ie www.infinitylifts.ie	Ecco Shoes, Sports Direct
	Consumer Market Research & Training Consultancy	Customer Perceptions Ltd & Optimum Results Ltd	Emma Harte +353 (0) 42 93 39911	emma.harte@customerperceptions.ie www.customerperceptions.ie	DAA, RAI
★	Consumer Finance	Flexi-Fi and Flexirent	PJ Byrne +353 (0) 83 448 8820	pj.byrne@flexigroup.com.au www.flexifi.com www.flexirent.ie	Compu b, Harvey Norman
	Convenience Foods	Kepak	Sean Cunningham +353 (0) 86 044 0673	sean.cunningham@kepak.com www.kepak.com	Centra, SuperValu
	Creative Services, Print Media, Retail Environments, Technology	The Smart Group	Tom Ryan +353 (0) 86 780 1626	tom@thesmartgroup.ie www.thesmartgroup.ie	Euronics, FromMe2You
	Customer Service Platform	Pubble	Shane O Leary +353 (0) 87 684 3811	shane@pubble.co www.pubble.io	Tony Kealys, Horkans Lifestyle and Garden Centres
	Digital Marketing Agency	Core Optimisation Limited	Caroline Dunlea +353 (0) 86 086 2840	caroline@coreoptimisation.com www.coreoptimisation.com	Compu b, Great National Hotels
	Display Solutions, Shop Fittings, Mannequins	Equipashop	Julian Lewis +44 (0) 28 9079 9990	julian@equipashop.com www.equipashop.com	Lifestyle Sports
	Display Stands, Conference Back Drops	Focus Visual Communication	Carmel Kikkers +353 (0) 51 832742	carmel@focusonline.ie www.focusonline.ie	LAYA Healthcare, BWG, Siemens
	Domain Name Registration	IE Domain Registry	Registration Services +353 (0) 1 236 5400	registrations@iedr.ie www.iedr.ie	Software Design Ltd, Matrix Internet
	E-Commerce - Design, Development & Optimisation	NitroSell Ltd	Donogh Roche +353 (0) 21 242 9616	sales@nitrosell.com www.nitrosell.com	Arboretum, Nuts & Grains
★	E-Commerce - Design, Development & Optimisation"	StudioForty9	Ger Keohane +353 (0) 21 239 2349	ger@studioforty9.com www.studioforty9.com	Meaghers Pharmacy, DID Electrical
	E-Commerce Development Services, Magento Solutions Partners	Monsoon Consulting	Stephen Kenealy +353 (0) 1 475 0066	hello@monsoonconsulting.com www.monsoonconsulting.com	Heaton's, One4All
	Employee Time Recording Systems	Timepoint	Colin Ryan +353 (0) 21 423 2865	colin@timepoint.ie www.timepoint.ie	Applegreen, Musgrave Group, Tiger
	Employer Relations Department	Welfare (INTREO)	Caitriona Bracken +353 (0) 1 6732 741	Caitriona.Bracken@welfare.ie www.welfare.ie	Retail Excellence
	Employment Law, HR, Health & Safety Services	Peninsula Business Services (Ireland) Limited	Moir Grassick +353 (0) 1 886 0350	Moir.Grassick@graphitehrm.com www.peninsulagrouplimited.com	Retail Excellence
	Energy Procurement	Exemplar Energy	Jonathan Fitzpatrick +353 (0) 87 276 8778	jonathan@exemplarenergy.ie www.exemplarenergy.ie	Arboretum Home and Garden Centre, Shaws Department Stores
	Energy Services	Pinery	Colm Foley +353 (0) 87 091 8012	colm@pinergy.ie www.pinery.ie	Retail Excellence
	Energy Supplier	Flogas Natural Gas	Robert Irwin +353 (0) 41 98 31 041	rirwin@flogas.ie www.flogas.ie	Carmac Retail Ltd, Musgrave Wholesale Partners Ireland
	ERP Solutions	TRC Solutions	Steven Maguire +353 (0) 1 296 3155	smaguire@trcsolutions.ie www.trc-solutions.com	Horkans Lifestyle and Garden Centres, Carroll's Irish Gifts
	EPOS, Mobile Retail And Payments	Eirpoint	Niall Cannon +353 (0) 65 686 8880	ncannon@eirpoint.com www.eirpoint.ie	Patrick Bourke Menswear, Dubarry Ireland

STAR	CATEGORY OF COMPANY	COMPANY	ACCOUNT MANAGER	CONTACT INFORMATION	REFEREES
	EPOS and Integrated E-Commerce	Positive Systems Solutions	Damien O'Driscoll +353 (0) 1 6296058	damien@pss.ie www.pss.ie	Croom Cycles, Conns Cameras
	EPOS and IT Consulting	MCBE Consulting	Dermot McCarthy +353 (0) 87 2412582	dermot@mcbeconsulting.com www.mcbeconsulting.com	O'Briens Wine, Beer and Spirits, Petstop
	EPOS Solutions	Touchstore	John Cassidy +353 (0) 61 225 655	johnc@touchstore.ie www.touchstore.ie	Inglot, McCabes Pharmacy Group
	EPOS Solutions	Retail Integration Limited	Patrick Heslin +353 (0) 1 429 6800	patrick@retail-int.com www.retail-int.com	O'Briens Wine, Beer and Spirits, Mothercare
	EPOS Systems, Payment Solutions	CBE	Seamus McHugh 1890 373 000	seamusmcugh@cbe.ie www.cbe.ie	CH Chemists, Paul Byron Shoes
	EPOS Systems	Retail Solutions	Jarlath Hennelly +353 (0) 93 70107	jarlath@retailsolutions.ie	Londis Parkgate Street, Gala Kimaley www.retailsolutions.ie
	Estate Agency Services	Coldwell Banker Ireland	Nicholas Hughes +353 (0) 1 411 0012	nick@coldwellbanker.ie www.coldwellbanker.ie	Spar
	Facilities Management	Grosvenor Services	Marianne Lambert +353 (0) 87 980 3377	mlambert@grosvenorservices.com www.grosvenorservices.com	Kildare Village, Westfield Shopping Centre
	Feedback Management/ Customer Experience Software	CX Index	David Heneghan +353 (0) 86 171 7022	david@cxindex.com www.cxindex.com	Musgrave Group, Selfridges Group
	Financial Services	Grid Finance	Andrea Linehan +353 (0) 85 192 4047	andrea@grid.finance www.gridfinance.ie	Blueface, Independent Finance Providers of Ireland
	Footfall Counting, Digital Signage and Loss Prevention	Detectag Retail Services Ltd	John Dempsey +353 (0) 86 243 7100	john.dempsey@retailservices.ie www.retailservices.ie	An Post, Eir, Meteor
	Flexible Funding	SBCI - Strategic Banking Corporation of Ireland	Gillian Evans +353 (0) 1 238 5052	Gillian.evans@sbc.gov.ie www.sbc.gov.ie	Retail Excellence
	Free Recruitment Service	EmploymentFocus - Focus Ireland	Catherine Murphy +353 (0) 1 878 6514	employmentfocus@focusireland.ie www.focusireland.ie	Retail Excellence
★	Gift voucher and Gift Card Solutions	FromMe2You Gift Card	John Wall +353 (0) 87 666 6795	John.wall@me2you.ie www.me2you.ie	Harvey Norman, Fields Jewellers
	Gift Voucher and Gift Card Solutions	Love2shop / Park Retail Limited	Robert O'Donnell +353 (0) 1 294 4090	robert.odonnell@love2shop.ie www.love2shop.ie	Argos, Debenhams, Heaton's
	Graphic Design, Printing, Delivery	Sooner Than Later	Mark Finnie +353 (0) 1 284 4777	mark@soonerthanlater.com www.soonerthanlater.com	Domino's Pizza, The Suitable Clothing Company
★	Hot Beverage Business Solutions	Bewley's Tea & Coffee Ltd	Hugh Healy +353 (0) 1 533 4717	Hugh.Healy@Bewleys.com www.bewleys.com	Butlers Chocolates, Supermacs
	Hotel, Conference Venue	Crowne Plaza Blanchardstown	Carol Byrne +353 (0) 86 201 8997	carol.byrne@crowneplazadublin.ie www.cpireland.crowneplaza.com	Avtek, DID Electrical
	HR Consultant	Tom Smyth & Associates	Tommy Smyth +353 (0) 21 463 4154	tommy@tsaconsultants.ie www.tsaconsultants.ie	BB's Coffee & Muffins, Petstop, Skechers
	Human Resources Solution	Strandum Ltd	Brendan Carney +353 (0) 1 899 1900	bcarney@strandum.com www.strandum.com	Topaz, O'Callaghan Hotels
	Information Technology and Service	Gamma Location Intelligence Ltd	Richard Garry +353 (0) 1 707 9888	richard.garry@gamma.ie www.gamma.ie	Bank of Ireland, Fastway Couriers, Musgrave Group
	Insurance Broker, Pensions, Actuarial and Risk Management Consultancy	Willis Towers Watson	John Golden +353 (0) 86 419 7561	John.golden@willis.ie www.willis.ie	Sam Mc Cauley Chemists
	Insurance Products	FBD Insurance	Patrick Carey +353 (0) 86 815 4193	Patrick.Carey@FBD.ie www.fbd.ie	Retail Excellence
★	Legal Services	Maples and Calder	Kevin Harnett +353 (0) 1 619 2036	kevin.harnett@maplesandcalder.com www.maplesandcalder.com	Harvey Norman
★	Licence Exempt Music Provider	Amazing Media	Grant Thompson +44 (0)191 603 0180	grant.thompson@amazing-media.com www.amazingstore.com	Woodies
	Logistics - Express Delivery	DHL Express Ireland Ltd	Ciara Hynes +353 (0) 86 197 0085	Ciara.hynes@dhl.com www.dhl.ie	Carroll's Irish Gifts, Eurostyle
	Marketing Automation	Pointy	Cathal D'Arcy +353 (0) 83 045 1817	cathal@pointy.com www.pointy.com	Blackrock Cellar, Expert Hardware
	Messaging & Loyalty	ZinMobi	Brian Stephenson +353 (0) 86 777 5558	brian@zinmobi.com www.zinmobi.com	Musgrave Group, Shaws Department Stores
	Mystery Shopping, Store Assessments	Crest Mystery Shopping Ireland	Michele Cawley +353 (0) 65 684 6927	michele@crestireland.com www.crestireland.com	Harvey Norman
	Omni-Channel Retail Solutions	ProStrategy	Joe Kelly +353 (0) 1 429 1977	jkelly@proStrategy.ie www.prostrategy.ie	Allcare Pharmacy Group, Casey's Furniture, Ecco Shoes
★	Online Training Solutions	Olive Media	Robbie Glynn +353 (0) 86 144 9012	rglynn@olivemedia.com www.olivemedia.com	Tesco Ireland
	Packaging Recycling & Recovery Compliance	Repak Ltd	Ailish Groves +353 (0) 1 467 0190	ailish.groves@repak.ie www.repak.ie	Musgrave Group, O Birds Foodmarket Ltd
★	Parcel Delivery Service	DPD	Tim Dare +353 (0) 906 420 500	tim.dare@dpd.ie www.dpd.ie	Harvey Norman
★	Payment Solutions	AIB Merchant Services	Mark Patterson +353 (0) 86 189 3681	Mark.Patterson@aibms.com www.aibms.com	Born Clothing, Brook Foods
★	Personal Wealth Management	Davy Group	Kevin Doherty +353 (0) 1 614 8778	kevin.doherty@davy.ie www.davy.ie	Retail Excellence
	Personalised Retail Packaging	Barry Packaging Ltd	Eamonn Barry +353 (0) 87 263 9487	eamonn@barrypackaging.com www.barrypackaging.com	Totalhealth, The National Gallery of Ireland
	Personalised Retail Packaging	Delpac Ltd	Maria O' Grady +353 (0) 66 947 9298	maria@delpac.ie www.delpac.ie	Arnotts, Patrick Bourke Menswear
	Personalized Shopping Experiences	Nosto Solutions UK Ltd	Chloe Pascal +44 (0) 844 484 9625	chloe.pascal@nosto.com www.nosto.com	Euronics, Vaughan Shoes

STAR	CATEGORY OF COMPANY	COMPANY	ACCOUNT MANAGER	CONTACT INFORMATION	REFEREES
	Personalised Retail Packaging	JJ O'Toole Ltd	Vicki O'Toole +353 (0) 61 229 333	info@jjotoole.ie www.jjotoole.ie	Arboretum Home and Garden Centre, Newbridge Silverware
	Print and Design	Kingdom Printers Ltd	David Keane 066 712 1136	dave@kingdomprinters.net www.kingdomprinters.net	Retail Excellence
	Recruitment	Eden Recruitment	Peter Kelly +353 (0) 86 460 3824	peter.kelly@edenrecruitment.ie www.edenrecruitment.ie	McCabes Pharmacy Group, Musgrave Group
★	Recruitment	Excel Recruitment	Barry Whelan +353 (0) 1 814 8747	barry@excelrecruitment.com www.excelrecruitment.ie	Kilkenny Group, Topaz
	Recruitment	PJ Personnel	Suzanne Antwoon +353 (0) 93 30026	suzanne@pjpersonnel.ie www.pjpersonnel.ie	Rafferty Centra Group, Rooneys SuperValu, Grace's Eurospar
	Recruitment & Training	Noel Group	Valerie O'Connell +353 (0) 86 022 5044	valerie.oconnell@noel.ie www.noelgroup.ie	Retail Excellence
	Recruitment Platform	Jobbio	Niamh Linehan +44 (0) 772 0875 471	Niamh@jobbio.com www.jobbio.com	Retail Excellence
★	Retail And Multi-Channel Software Solutions	K3 Retail	Mark Bryans +353 (0) 1 820 8321	mark.bryans@k3btg.com www.k3retail.ie	DAA, Woodies
	Retail Lighting Specialists	Pro-Light Design & Technology Ltd	Paul Hanlon +353 (0) 1 299 0036	Paul.Hanlon@pro-light.ie www.pro-light.ie	Donnybrook Fair, Ladbroke's
	Risk Management Solutions	Seachange Ltd	Paul Cummins +353 (0) 87 052 24 95	paul.cummins@seachange-intl.com www.seachange.ie	Applegreen, McCabes Pharmacy Group
	Security and Electronic equipment service	MTS Security	Gerry Scully + 353 (0) 818 365538	gerry.scully@mtssecurity.ie www.mtssecurity.ie	BWG, Topaz
	Security Tagging, Footfall Counting	Virtek	Vincent McKeown +353 (0) 1 885 1718	vmckeown@virtek-irl.com www.virtek-irl.com	Centra Dromiskin, Willow
	Security Services	Mercury Security Management Ltd	Frank Cullen +353 (0) 1 861 2130	fcullen@mercurysecurity.biz www.mercurysecurity.ie	Harvey Norman, Elverys Intersport
	Shopfitting and Retail Design	Store Design Shopfitting Ltd.	Paul Ryan +353 (0) 1 413 1350	pryan@storedesign.ie www.storedesign.ie	Patrick Bourke Menswear, Fallers Jewellers
	Shopfitting and Retail Design	Storefit Shopfitters	Eamonn Brien +353 (0) 21 4344544	eamonn.brien@storefit.com www.storefit.com	Sam Mc Cauley Chemists, Ecco Shoes
	Software as a Service	Real World Analytics	Pamela Kelly +353 (0) 1 693 1433	pamela.kelly@realworldanalytics.com www.realworldanalytics.com	Kilkenny Group, Meaghers Pharmacy
	Specialist Entrance Matting Provider	Footfall Ltd	Ger Halloran +353 (0) 86 235 3515	ger@footfall.ie www.footfall.ie	Dunnes Stores, Musgrave Group
★	Store Design, Display Solutions	Johnston Shopfitters	Shane Brennan +353 (0) 86 244 0714 Andrew Johnston +353 (0) 1 419 0419	sbrennan@johnston-shopfitters.com ajohnston@johnston-shopfitters.com www.johnston-shopfitters.com	Easons Carrolls Irish Gifts Meaghers Pharmacy Group
	Store Design Fitting	DDC Group	Ashley Gardiner +353 (0) 1 401 3050	ashley@ddcshopfit.ie www.ddcshopfit.ie	Ebay, IKEA
	Stocktaking, Merchandising & Retail Services	RGIS Inventory Specialists Ltd	Marcin Dettlaff +353 (0) 87 127 2698	mdettlaff@rgis.com www.rgis.ie	Lifestyle Sports, Tesco Ireland
	Stocktaking Service	Stocktaking.ie	Patrick McDermott +353 (0) 87 138 9813 Sharon Kelly +353 (0) 86 389 9542	info@stocktaking.ie sharonk@stocktaking.ie www.stocktaking.ie	Carraig Donn, Elverys, Tiger Stores
	Stocktaking Service	TakeStock	Bernard Brown +353 (0) 1 77 55 242	bernard.brown@wecount.ie www.wecount.ie	Joyce's Supermarket, Musgrave Group
★	Stocktaking Service	OCS Retail Support	Eoin O'Neill +353 (0) 87 781 3678	Eoin.O'Neill@ocs.co.uk www.ocsretailsupport.co.uk	B&Q, DAA, Lloyds
	Tax & Custom Administration	Revenue	Press Office +353 (1) 858 9205	www.revenue.ie	Retail Excellence
	Tax Free Shopping	Fexco Tax Free	Lisa Murphy +353 (0) 86 021 8192	lmurphy@fexco.com www.shoptaxfree.com	Guinness Storehouse, Newbridge Silverware
	Telephone Systems	RadiusTelecom Ltd	Jerry Buckley 1890 592500	jerryb@radius.ie www.radius-telecom.ie	Ardkeen Stores, Electrocitiy
	Vat Refund provider	Premier Tax Free	Tracey Despard +353 (0) 86 855 5292	Tracey.despard@premiertaxfree.com www.premiertaxfree.com	Ecco Shoes, Carrolls Irish Gifts
	Video Production and Graphic Design	Another Avenue	Sharyn Mitchell +353 (0) 1 660 1588	sharyn@anotheravenue.com www.anotheravenue.com	Retail Excellence Ireland, Sky Ireland
	Visual Merchandising	Visual Sense	Rowena Doyle +353 (0) 87 193 4718	rowena@visualsense.ie www.visualsense.ie	Best Menswear, Kilkenny Group
	Workforce Management Software	Bizimply	Gerard Forde +353 (0) 87 778 5623	Gerard@bizimply.com www.Bizimply.com	Compu b, Kays Kitchen

★ Denotes **RETAIL EXCELLENCE CORPORATE PARTNER**



Pickup

Our parcel network is getting
much, much bigger!

With almost **600 parcel shop locations** throughout Ireland,
there's a **DPD Pickup point** close by.

Your online customers can:



Choose a Pickup
point that best
suits them for
delivery.



We'll text them
when their parcel is
ready for collection.



Open early 'til late,
7 days a week -
collect or drop off
when it suits.



Return via
any of our
Pickup points.

For more visit dpd.ie/pickup
T: 090 6420500

**parcel
wizard**





JOHNSTON

SHOPFITTERS
we get retail®


Fit Out Awards 2017

FINALIST

Fit Out Project
of the Year -
Retail



like what we do



Unit E Bluebell Ind. Est. D12 P922 Ireland
T: +353 (0)1 419 0419

sales@johnston-shopfitters.com
www.johnston-shopfitters.com