

RETAIL THOUGHTS
ROSS MILTON

YOUNG & ENTERPRISING
ANDREAS SKORSKI

VIEWPOINT
MARK TESSEYMAN

RETAILME
AWARDS - KSA

CEO TALKS
AMIT DHAMANI

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Future of Businesses

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February 2019

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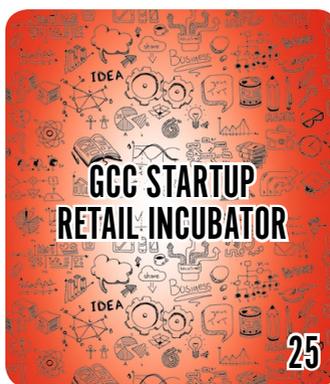
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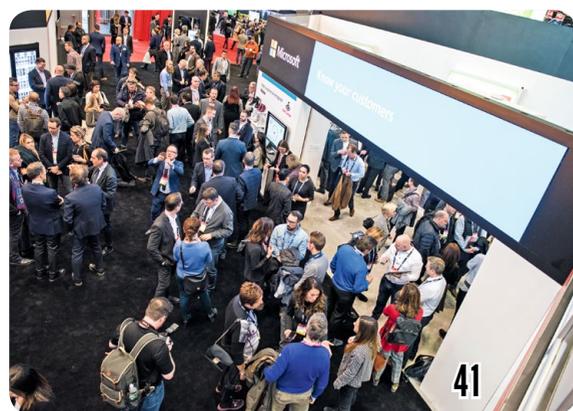
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COVER STORY

The retail industry supports one in four jobs, 42 million workers, in the US and contributes \$2.6 trillion to the country's GDP..The NRF Big Show 2019 drew over 38,000 attendees from across the globe, including 700 exhibitors, and forecast to generate a \$45 million impact to New York City. There were opportunities for growth and inspiration abound.



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Dear reader

Retail is alive and kicking!

Yes, the news from NRF 2019: retail 's big show, reaffirms that retail is not dead as was predicted in 2016 at the same forum.

"I would love to say that retail is back, but that would be wrong," stated Chris Baldwin, NRF chairman, as he opened the show. Baldwin is the chairman, president and CEO of BJ's Wholesale Club. "Retail never went away. As I stand here today, I can say that our industry is more vibrant, innovative, exciting and healthier than ever." A good portion of that is its people. During his brief remarks, Baldwin called out a variety of leaders – and companies – helping "reimagine" the industry.

As if to concur with Baldwin's claims, the 108th annual event once again brought the buzz back. It drew over 38,000 attendees from across the globe, including 700 exhibitors, and forecast to generate a \$45 million impact to New York City. There were more than 500 scheduled speakers in over 200 sessions, creating more than 100 hours of content. There were opportunities for growth and inspiration abound.

Andy Dunn, co-founder of Bonobos, spoke about real inclusion. He encouraged men to find a way, in the coming year, to experience something like a minority. They can do so either by attending an event of the Network of Executive Women or one geared towards the LGBTQ community (if they don't identify with that group). "It's important to become a minority to understand the difference," he said. Too many of the conversations about inequities are "between women about women," and it's not enough.

There was a discussion of the present and future status of front-of-store robotics in the retail industry. Tim Rowland, CEO of Badger Technologies said Marty, the rolling robot integrated into the daily life of grocery stores in Harrisburg and Carlisle, Pa, went through numerous design iterations before commissioning it onto the floor of an existing store. "It scared the daylights out of my engineers, but it's gone well."

Turning the focus back to RetailME, as always, we are looking to widen the scope by including more targeted features and reports in the magazine. In this issue, we introduce the 'Viewpoint', which will carry an expert opinion on the retail industry, hereon. And our focus on home-grown businesses gets stronger.

Lawrence Pinto

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RetailME Awards – KSA

April 8, 2019

Park Hyatt, Jeddah, Saudi Arabia

Commemorating retailing excellence in the Middle East

Images RetailME is proud to announce the inaugural Images RetailME Awards KSA, in association with Jeddah Chamber. The annual industry honours that recognise the top performing retailers and retail practices every year and reward excellence across retail categories. The gala ceremony of Images RetailME Awards is positioned as the most prestigious event of its kind in the Middle East retail calendar and is geared to set benchmarks in this vibrant retail destination.

The 2019 entries for RetailME Awards KSA are now open.

Please send in your entry/entries to be counted among the region's retail stars.

Eligibility: Retailers or brands in Saudi Arabia attaining creditworthy performance numbers and/or raising the bar, introducing outstanding innovations and pioneering initiatives during the past year.

The Images RetailME Awards KSA is presented by Images RetailME magazine, the pioneering publication dedicated to the B2B retail sector in the region. The monthly publication offers unparalleled insights through its network of news sources, industry analysts and specialists.

Join us now and leave your mark of success in the retail world!

For details contact: Lawrence Pinto | +971 50 384 8733 | lawrence@imagesretailme.com



IMAGES RETAILME AWARDS KSA

Categories and submission guidelines

Please understand the criteria before you select your category. The judges will require evidence of success achieved during the assessment period – January 1, 2018 to December 31, 2018 (See submission guidelines below each category).

HOW TO ENTER

- All entries must be submitted in PDF format

- Use visuals and design elements to enliven the submission. All entries must be accompanied by professional high resolution /photographs/images (300 dpi JPG or Tiff) with captions.
 - Support your presentation with as many details as possible, including third party evidence for the jury's evaluation.

1. Most Admired Retailer of the Year – Fashion

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in fashion and accessories that has successfully worked on fashion merchandise and pushed customers to shop contemporary fashion more frequently. The chain would have also shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

2. Most Admired Retailer of the Year – Footwear & Accessories

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in footwear & accessories that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

3. Most Admired Retailer of the Year – Lingerie & Nightwear

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in lingerie and nightwear that has successfully worked on 'Lingerie & Nightwear' merchandise and pushed customers to shop for trendy fashion wear more frequently. The chain would have also shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

4. Most Admired Retailer of the Year – Children's Wear

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in children's wear that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

5. Most Admired Retailer of the Year – Beauty & Personal Care Products

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in cosmetics & personal care products that have shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

6. Most Admired Retailer of the Year – Pharmacy & Healthcare

This award will recognise an outstanding home-grown or international chain in the Kingdom of Saudi Arabia offering pharmacy and healthcare services and has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

7. Most Admired Retailer of the Year – Home & Housewares

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in home & housewares that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

8. Most Admired Retailer of the Year – Consumer Electronics

This award will recognise an outstanding home-grown or international retail chain in the Kingdom of Saudi Arabia dealing in consumer electronics that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

9. Most Admired Retailer of the Year – Leisure & Entertainment

This award will recognise an outstanding home-grown or international operator in the Kingdom of Saudi Arabia (FECs, cinema, themed indoor and outdoor centres) that have shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

10. Most Admired Retailer of the Year – Food Service

This award will recognise an outstanding home-grown or international quick service restaurant (QSR) in the Kingdom of Saudi Arabia that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

11. Most Admired Retailer of the Year – Food & Grocery

This award will recognise an outstanding home-grown or international retail chain (convenience store/s, supermarket/s, hypermarket/s) in the Kingdom of Saudi Arabia dealing in food and grocery that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

12. Most Admired Retailer of the Year – Luxury

This award will recognise an outstanding store/brand that retails premium lifestyle products (fashion, footwear, designer accessories, high-end and niche electronic gadgets and luxury goods) in the Kingdom of Saudi Arabia that has shown remarkable success in the profitable expansion of its retail operations and winning customer confidence.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

13. Most Admired Retail Start-up of the Year

This award will recognise an outstanding homegrown start-up retail concept that has been in operation in the Kingdom of Saudi Arabia for a minimum of two years and a maximum of three years.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Total number of stores:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- List of achievements/accolades
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

14. Most Admired Store Design of the Year

Retailers can nominate one or more of their outstanding store design concepts across all retail formats, operating in the Kingdom of Saudi Arabia. Successful entries will demonstrate how design is delivering delightful customer experience, enhancing the retail brand, while proving to be a truly innovative and commercial success.

ENTRY GUIDELINES:

- Describe the design execution and how it meets objectives (100 words maximum)
- Describe the role design has played in the business and its impact (50 words maximum).
- Support the entry with professional high resolution /photographs/ images (300 dpi JPG or Tiff) with captions.

15. Most Admired Online Retailer of the Year

Retailers in the Kingdom of Saudi Arabia operating in the e-commerce space, including brick-and-mortar retailers now selling online, can nominate for their outstanding performance during January 1, 2018 to December 31, 2018.

ENTRY GUIDELINES:

- A brief history of the company:
Year of establishment:
Regions covered:
- List the initiatives undertaken: innovations, marketing and advertising and promotions, customer service and staff training.
- Support the entry with professional high resolution photographs/ images of 300 dpi JPG or Tiff with captions.

ENTRY FORM

PLEASE TICK THE CATEGORY YOU WISH TO ENTER

IMAGES RETAILME AWARDS - KSA

<p>1 Most Admired Retailer of the Year Fashion</p> <input type="checkbox"/>	<p>2 Most Admired Retailer of the Year Footwear & Accessories</p> <input type="checkbox"/>	<p>3 Most Admired Retailer of the Year Lingerie & Nightwear</p> <input type="checkbox"/>	<p>4 Most Admired Retailer of the Year Children's Wear</p> <input type="checkbox"/>	<p>5 Most Admired Retailer of the Year Beauty & Personal Care Products</p> <input type="checkbox"/>
<p>6 Most Admired Retailer of the Year Pharmacy & Healthcare</p> <input type="checkbox"/>	<p>7 Most Admired Retailer of the Year Home & Housewares</p> <input type="checkbox"/>	<p>8 Most Admired Retailer of the Year Consumer Electronics</p> <input type="checkbox"/>	<p>9 Most Admired Retailer of the Year Leisure & Entertainment</p> <input type="checkbox"/>	<p>10 Most Admired Retailer of the Year Food Service</p> <input type="checkbox"/>
<p>11 Most Admired Retailer of the Year Food & Grocery</p> <input type="checkbox"/>	<p>12 Most Admired Retailer of the Year Luxury</p> <input type="checkbox"/>	<p>13 Most Admired Retail Start-up of the Year</p> <input type="checkbox"/>	<p>14 Most Admired Store Design of the Year</p> <input type="checkbox"/>	<p>15 Most Admired Online Retailer of the Year</p> <input type="checkbox"/>

METHOD OF PAYMENT

Please tick your preferred mode of payment and complete relevant details:

- Demand Draft** [in AED only]
Payable to Images Multimedia FZ-LLC, PO Box 502316, Dubai, UAE
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DD Date: _____

DD number: _____

Drawee Bank: _____

APPROVAL OF SENIOR MANAGEMENT

I hereby certify that all enclosed information and documents are accurate to the best of my knowledge.

Name: _____

Designation: _____

Signature: _____

INFORMATION OF NOMINATED COMPANY/PERSON

Nominee's Name: _____

Number of entries: _____

Entry Fee: AED 1,500/- per entry
Last date for submission of entry, March 3, 2019

Company: _____

PO Box: _____ City: _____

Country: _____

Telephone: _____

Fax: _____

Email: _____

Contact Person: _____

Designation: _____

Signature: _____

Terms and Conditions: • Entry to Images RetailME Awards KSA 2019 is open to all small and large retail organisations operating in the Kingdom of Saudi Arabia. • The decisions of the jury panel are final. • All entry forms must have prior approval from a member of the senior management. • A single retailer/brand can enter in more than one category, but the submission document must be tailored for each category. • Sections of the submission document may appear in print in Images RetailME or other publications of Images Group. Please obtain appropriate authorisations from external suppliers. • Images Multimedia FZ LLC reserves the right to reject the nomination if found to be based on incorrect information. • Each submission entry should include an entry form and submission document in pdf version, along with photographs, graphics etc. • Entry fee as applicable should be paid per category at the time of submitting the form. • Each paid entry entitles the applicant to one (1) seat at the Awards ceremony. • All entries must be submitted to Images Multimedia FZ LLC, Office No. 311, Building no 4, Dubai Media City, Dubai, United Arab Emirates: info@imagesretailme.com, latest by 1700hrs on Sunday, March 3, 2019. • **Attendance at the awards ceremony is must for short-listed nominees.**
• **Cancellation/withdrawal:** Nominees withdrawing entries for whatsoever reasons will not be eligible for a refund of entry fees.



Retail is more vibrant, exciting, innovative and healthier

The NRF BIG Show, reputedly the world's largest retail conference and expo, is the place to go to get an insider view of the future of retail, current trends and probable solutions. The retail industry's transformation was the focus of this year's show, and technology was a big draw both on stage and in the expo.

Kroger CEO, Rodney McMullen talked about how the largest grocery chain in the US is using different technologies to achieve different goals. Concepts like artificial intelligence (AI), robotics, automation, facial recognition and the digital store were popular topics. Walmart and eBay spoke about investing in logistics to get a competitive edge in the marketplace. Online marketplaces are also picking up steam, and many brands are getting into the game. And retail executives emphasised the focus on human employees and the need for talent development in the industry.

The 108th annual event drew over 38,000 attendees from across the globe, including 700 exhibitors, and forecast to generate a \$45 million impact to New York City. There were more than 500 scheduled speakers in over 200 sessions, creating more than 100 hours of content. There were opportunities for growth and inspiration abound.

*Like every year, **Lawrence Pinto** was at NRF again this year to check out the highlights of the show*

**CONGRATULATIONS TO ALL 36
OF OUR NISSAN CAR WINNERS.
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Thank you everyone for your participation
and helping make this DSF promotion a success.
Until next year, have a great 2019!



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-  **International Brands**
-  **Office Spaces**

