Retailing

Driving forces
The retailing industry is dominated by multinational companies with global supply and distribution networks focused on sophisticated inventory management, marketing strategies and technological development. Brand management is a determining factor of success, and successful retailers analyze their customers’ buying habits to tailor their customer relationship management systems. Doing so also creates the need for robust consumer data privacy policies and cybersecurity, however. Distribution channels, such as e-commerce platforms, home delivery services and pick-up systems are key value drivers, especially as the COVID-19 pandemic stretches on. Companies need to address the safety and sustainability of their supply chain management and distribution systems. Labor and human rights issues, such as living wages and the use and disposal of packaging, are of notable concern. Retailers must establish long-term relationships with suppliers, integrate new technologies and provide enhanced transparency and environmental awareness to minimize reputational risks and increase operational efficiency.

Highlighted criteria & dimension weights
- Environmental Dimension 24%
  - Climate Strategy
  - Operational Eco-Efficiency
  - Packaging
- Social Dimension 28%
  - Human Rights
  - Labor Practice Indicators
- Governance & Economic Dimension 48%
  - Brand Management
  - Customer Relationship Management
  - Risk & Crisis Management
  - Supply Chain Management

Industry Awards 2022

<table>
<thead>
<tr>
<th>S&amp;P Global Gold Class</th>
<th>S&amp;P Global ESG Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lojas Renner S.A.</td>
<td>Brazil</td>
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<tr>
<td>S&amp;P Global Silver Class</td>
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<tr>
<td>Home Product Center</td>
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<tr>
<td>Public Company Limited</td>
<td>Thailand</td>
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<tr>
<td>S&amp;P Global Bronze Class</td>
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<tr>
<td>eBay Inc.</td>
<td>United States</td>
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<tr>
<td>Industria de Diseño Textil, S.A.</td>
<td>Spain</td>
</tr>
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Sustainability Yearbook Members

- Falabella S.A. | Chile | 71 |
- Rakuten Group, Inc. | Japan | 68 |
- H & M Hennes & Mauritz AB (publ) | Sweden | 68 |
- WH Smith PLC | United Kingdom | 68 |
- Americanas S.A.* | Brazil | 67 |
- Lojas Americanas S.A. | Brazil | 66 |
- Fast Retailing Co., Ltd. | Japan | 66 |
- Etsy, Inc. | United States | 65 |
- Wesfarmers Limited | Australia | 64 |
- Super Retail Group Limited | Australia | 62 |
- The Gap, Inc. | United States | 60 |
- Qurate Retail, Inc. | United States | 60 |
- Vibra Energia S.A. | Brazil | 60 |
- Marui Group Co., Ltd. | Japan | 58 |
- Organización Terpel S.A. | Colombia | 58 |
- Central Retail Corporation |
- Public Company Limited | Thailand | 58 |

Industry Statistics

- Number of companies assessed: 306
- Market capitalization of assessed companies (in USD billion): 5,047.2
- Number of companies in Yearbook: 20
- Market capitalization of companies in Yearbook (in USD billion): 361.4

* S&P Global Industry Mover