

## September 2020

### Online Retailing: Inc Impact of COVID-19 - UK

“The online channel was already the growth area in UK retail prior to the COVID-19 pandemic and the outbreak will only accelerate this growth in the short and long term. The prolonged period of heightened online demand during the lockdown period will cause a longer-term expansion of the repertoire and ...

## August 2020

### Customer Loyalty: Inc Impact of COVID-19 - UK

“As a result of the COVID-19 pandemic, retailers are facing unprecedented challenges and customer loyalty has become more important than ever before. Retailers’ responses to such challenges will be remembered for years to come, and there are opportunities to use loyalty and subscription schemes to strengthen brand image and increase ...

### Footwear Retailing: Inc Impact of COVID-19 - UK

“The footwear sector picked up in 2019 after a tough 2018. However, the outbreak of COVID-19 in 2020 will have a significant and lasting impact on the sector. The category was previously geared towards the in-store experience, but since lockdown many of the leading retailers have announced significant numbers of ...

### Furniture Retailing: Inc Impact of COVID-19 - UK

“COVID-19 will have a profound impact on the furniture market, both in the loss of sales in 2020, and in the far-reaching legacy impact of changing shopping behaviours. There are opportunities in this landscape, however, not least in the boost to office furniture with increased working from home, while the ...