

# Reimagining Retail

# Introducing Nexus 5



- Collen Khombisa: SPAR
- Eldrich Steedsman: Woolworths
- Itumeleng Makgobathe: Michelin
- Tshepiso Radebe: UPD
- Omphile Pule: Boxer Superstores
- Sabrina Dorning: Massmart
- Shehan Reddy: Pepkor
- Stacey Matthee: Ultra Liquors

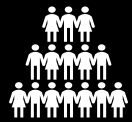


# Agenda

- Group Introduction
- The Context
- The Challenge
- Insights
- Recommendations
- Next Steps
- Conclusion



# The Context



17.1mil  
Employed South Africans



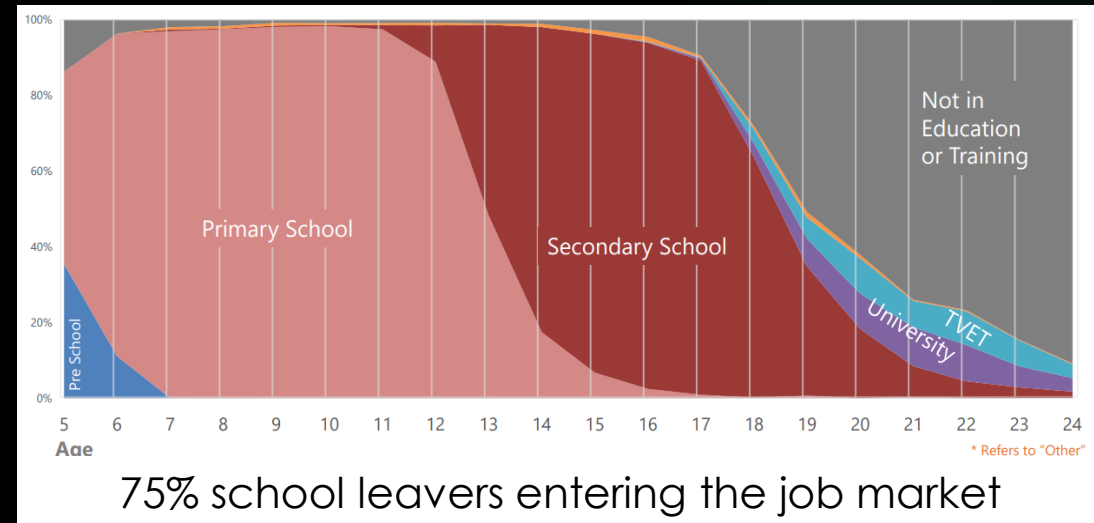
3.4mil  
Employed in Trade sector (20%)



24.5%  
Youth



< 25%  
have a post matric qualification



# The Context



**+78%**

Internet Penetration



**+6%**

Digital Contribution

**± 50% of the South African population is Under 30yrs Old**

- This generation are digital natives
- They are Phygital and operate in an omni-channel environment
- They expect personalization
- They engage in social commerce
- They care about sustainable retail

These are no longer weak signals, the tik-tokkers of today are tomorrow's customers

# The Challenge

We are not ready for the next evolution of retail

# Why?



## Workforce is not ready

- Not attracting the best talent
- Poor quality of basic education
- Failure to Multi-skill



## Perception of the Industry

- Limited career opportunities
- Low wages and job insecurity
- Disconnection between HO and store level realities
- Retail jobs lack dignity and long-term value



## Current Leadership Practices

- Authoritarian and transactional leadership practices
- Task focused roles
- Not set up to evolve for future work



# Insights

*Vision* **Experiential Retail** Trends *Omni-Channel* **Customer Experience**

Technology **Transformational Leadership**

Personalization

*Enablement* *Future Focused* Data

Digital *Networking*

*Convenience*

Know Your Customer **Community Engagement**

Heritage Informal Retail

**Family** *Culture*



Customized

**Association** *Inspiration*

**Sustainability**

*Value Creation* **Branding**

*Strategy*

*Operations* *Ethics*

**Management** **Innovation**

**Financial Acumen** *Corporate Governance*

*Employee Engagement* *Continuous Improvement*



# Insights

Data *Value Creation* Personalization  
Family Association Know Your Customer Experiential Retail  
Customized Convenience **Customer Experience** Heritage *Ethics*  
Inspiration  
Continuous Improvement Corporate Governance  
Sustainability Community Engagement Culture Trends Digital Innovation  
Branding **Transformational Leadership** Enablement  
Omni-Channel  
Vision Strategy  
Employee Engagement Future Focused Operations Management Financial Acumen  
Informal Retail *Networking*



# Recommendations



# Reimagining Retail





# Introducing the Re-Tailor



Diverse Careers



Transformational  
Leadership



Attracting Talent



Meaningful Impact

# Next Steps



## Support Structures

- Create a sustainable, supportive framework – people and process



## Collaboration

- Working together to uplift the sector – Competition to Collaboration



## Empowering Smaller Retailers & Informal Market

- Providing a voice
- Increasing inclusion in the sector



## Ethical Governance

- Stakeholder engagement
- Compliance with legislation



# Conclusion

- We are being inform by data and learnings
- Changing retail dynamics
- Highly reliant on the current workforce capability, rigid structures and transactional leadership
- Mindsets need to change and standards need adopted.
- The ILDP Alumni is where we start



# Thank you