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## This report looks at the following areas:

- The impact of COVID-19 on the clothing retail sector
- How behaviours of clothes shoppers have changed since the start of the COVID-19 outbreak
- The main channels used to purchase clothes and how this is evolving
- · How specialists are performing compared to non-specialists
- The role of online and the emergence of online-only specialists.

Specialist retailers continue to lose share of spending in the category due to strong competition from online pureplayers and other non-specialists. However, we continue to see changes in consumer behaviour due to the pandemic, creating opportunities for retailers to establish a stronger online presence to capitalise on the substantial rise in online demand.



"Clothing, footwear and accessories is among the sectors being hit the hardest by the ongoing COVID-19 pandemic across Europe, and we expect the leading five economies to experience drops in retail specialists' sales of between 20% and 32% in 2020."

– Armando Falcao, European Retail Analyst

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Figure 256: Clothes shopping behaviour in-store once clothes stores have reopened following COVID-19 lockdown, August 2020

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Figure 257: Agreement with statements 'I have visited a clothing store', 'I feel comfortable going shopping for clothes in-store' and 'I think social distancing is being done properly in stores' now that stores have reopened, by age, August 2020

- Women think it is pointless to visit stores without fitting rooms
- Appendix Data Sources, Abbreviations and Supporting Information
- Abbreviations
- Consumer research methodology
- Appendix Market/Sector Size and Forecast
- Forecast methodology

## **ARCADIA**

- What we think
- Arcadia closes more stores and plans restructure post-COVID-19...
- ...Westfield Stratford is to close after lease expires...
- ...but Topshop on Oxford Street to remain open after £310 million refinancing
- Arcadia furloughs 14,500 staff and execs face 50% pay cuts
- Snapchat teams up with adidas and Topshop in new ecommerce initiative
- Company background
- Company performance

Figure 258: Arcadia Group: Group financial performance, 2014/15-2018/2019

Figure 259: Arcadia: Outlet data, 2014/15-2018/19

Retail offering

#### C&A

- · What we think
- New store concept to tempt customers through the door
- New concession format to replace no longer sustainable standalone stores
- · A leader in fashion sustainability

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## Company background

## Company performance

Figure 260: C&A: Estimated group sales performance, 2015/16-2019/20

Figure 261: C&A: Estimated outlet data, 2015/16-2019/20

Retail offering

#### **H&M HENNES & MAURITZ**

- What we think
- New hyper-local store concept
- Custom-made perfect fit jeans
- Online expansion giving more customers more options to access its brands
- Livestreaming shopping events
- Fashion rental and re-sale point towards an increased focus on sustainability
- Company background
- Company performance

Figure 262: H&M Hennes & Mauritz: Group financial performance, 2014/15-2018/19

Figure 263: H&M Hennes & Mauritz: Outlet data, 2014/15-2018/19

Retail offering

#### **GRUPO INDITEX**

- What we think
- A global business
- Upsizing stores
- · Online a big opportunity for growth
- Technology at the heart of the business
- Flexible and responsive approach to production helped it cope with COVID
- Sustainability is key to future
- · Where now?
- Company background
- Company performance

Figure 264: Grupo Inditex: Group financial performance, 2015/16-2019/20

Figure 265: Grupo Inditex: Sales by brand, 2019/20

Figure 266: Grupo Inditex: Outlet data, 2015/16-2019/20 Figure 267: Grupo Inditex: Outlet numbers by brand, 2019/20

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#### **MARKS & SPENCER**

- What we think
- · Clothing delivered with groceries
- Drive-through fashion service
- Online instalment payment option to help spread the cost of buying fashion
- Wider choice of brands to broaden customer appeal
- Shifting focus away from formalwear range to contemporary everyday fashions
- Eradicates alpaca wool from products
- Company background
- Company performance

Figure 268: Marks & Spencer: Group financial performance, 2015/16-2019/20

Figure 269: Marks & Spencer: Outlet data, 2015/16-2019/20

Retail offering

#### **NEXT GROUP**

- What we think
- Location of stores has been key
- · Greater shift towards online
- Product mix benefited from bias to sports and loungewear
- Growing focus on beauty
- Next ups its ante on underwear
- Where next
- Company background
- Company performance

Figure 270: Next Group: Group financial performance, 2014/15-2019/20

Figure 271: Next Group: Outlet data, 2014/15-2019/20

Retail offering

## PRIMARK/PENNEYS

- · What we think
- Missing out on online sales costs the brand millions in lost revenue
- A must-visit destination for consumers shopping for clothes in-store
- Cut-price fashion
- New eco-conscious fashion, homeware and beauty collection
- First ever sportswear collaboration
- Company background
- Company performance

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Figure 272: Primark/Penneys: Group financial performance, 2015/16-2019/20

Figure 273: Primark/Penneys: Outlet data, 2015/16-2019/20

Retail offering

#### **RIVER ISLAND**

- What we think
- · 'Buy now, pay later' online option
- · Needs to do more to get customers back through the door
- Commits to being more transparent
- Exclusive childrenswear collaboration with TV star and personality Samantha Faiers
- Own-brand beauty offering
- Company background
- Company performance

Figure 274: River Island Holdings Limited: Group financial performance, 2015-19

Figure 275: River Island Holdings Limited: Outlet data, 2015-19

Retail offering

#### TJX INTERNATIONAL (TK MAXX EUROPE)

- What we think
- Turbocharging the in-store experience to better compete with online
- Discounted brands and designer labels to tempt valueconscious fashionistas
- Tapping into the flourishing Russian off-price retail market
- A sustainable business model of sorts
- Company background
- Company performance

Figure 276: TJX International (TK Maxx Europe): Group financial performance, 2015/16-2019/20
Figure 277: TJX International (TK Maxx Europe): Outlet data, 2015/16-2019/20

Retail offering

## **ZALANDO**

- What we think
- Taking the guesswork out of size and fit
- Customers can now tailor their experience by following their favourite brands
- Boosting sustainability credentials with eco-friendly offering and second-hand platform

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- Expanding luxury ranges to meet demand among younger consumers
- Company background
- Company performance

Figure 278: Zalando: Group financial performance, 2015-19

Figure 279: Zalando: key metrics, 2017-H1 2020

Retail offering

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