



RETAIL, FOOD, BEVERAGE, AND LEISURE IN 2020

## Mind the Gap

Our theme for 2020 is to support businesses to “mind the gap”! We are positioned to support you to identify, quantify, and treat new, emerging, and changing risks. This approach aims to enhance your resilience, supporting you to smooth out volatility and protect your stakeholders.

### Factors Driving Change

2020 will be dynamic, challenging, and exciting! Your business is being shaped by a number of factors.



Further convergence between Retail, Food, Beverage, and Leisure, as these sectors become increasingly interconnected and start to compete directly for customer spend.



Wellness, this key trend is redefining how businesses meet consumer and employee needs.



New buying criteria, decisions are being driven by new factors, including, convenience, provenance, and sustainability.



An always on culture, driven by consumers who are online 24/7, with their decisions being influenced by engagements across multiple media platforms.



Pricing transparency and comparison has never been easier, leading to reduced customer loyalty.



Developing technologies will continue to permeate all areas as companies utilise new know-how to help them innovate new products and new processes.

# The Future

Business models need to continually change and adapt to meet customer needs, which are evolving at unprecedented levels. Maintaining the status quo is no longer a viable option.

## Your Business is at Risk

### Risk Financing

Risk financing programmes are not keeping pace with changing business models and the new risks they create. Firms are storing up volatility because changing technology, supply chain, weather, mental health, and trade exposures, to name a few, are not being financed effectively.

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#### CONTACT US

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