



THE RETAIL **MOVERS & SHAKERS** 2016

Top 100 report

Glynn Davis | RetailInsider.com



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“It is great to see the diversity of line of business within the retail space”



Connecting Customer Journeys

It's been another phenomenal year of change in our exciting world of retail and our 7th edition of the Movers & Shakers 2016 report really does mirror the dynamic market we're all part of.

The decision to broaden the remit of the report from multi-channel and ecommerce shows just how eclectic our market is and reflects how retailers are changing their focus be it from multiple channels, multi-channel, cross-channel or omni-channel to delivering connected customer journeys.

It is great to see the diversity of line of business from those individuals who are shaping the retail space, so much so that we now have expanded the top 35 to the top 50. It was the only way we could reflect the incredible individuals who are really making an impact in the world of retail, and this year we see 21 new arrivals hitting the Movers & Shakers report - an all-time record!

A huge thank you must again go to Glynn and the Advisory Panel of Experts who once again spent the early summer locked away to debate who would be in the final report.

My final words of thanks must go to the stars of the Movers & Shakers report - all those named individuals and the businesses they represent. In this age of digital transformation anything is possible and with the talent we are seeing emerging in the retail arena, combining with the experienced heavyweights, I am genuinely excited at what is possible and look forward to the journey ahead of us all.

As usual I look forward to some lively debate and discussion about who's in and who's out and would welcome your feedback.

Tony Bryant
Business Development Director K3 Retail
tony.bryant@k3retail.com
Twitter | @K3Retail

Welcome

Welcome to the annual 'Retail Insider Top 100 Movers & Shakers in Retail' report that continues to evolve as the retail industry moves along its journey to becoming a more digitally focused sector.

Whereas the report has previously concentrated on celebrating the achievements of the stars of multi-channel and e-commerce this year it recognises that the industry has changed to such a level that the remit for inclusion has been broadened.

Most businesses have progressed sufficiently down the multi-channel route, or are e-commerce specialists, that the skills of the individuals operating within these specific areas have become increasingly main-stream.

This year, therefore, the people in the report are still being recognised for their digital prowess but they are increasingly not holding the titles of e-commerce or multi-channel directors. These roles are frequently merging within retailer organisations or are becoming subsumed by new broader reaching titles such as chief customer officer.

Whatever titles are used the criteria for inclusion in the report remains largely the same. We are still looking for individuals that are contributing greatly to their organisation through exhibiting outstanding achievement, displaying great innovative skills, or if working within large businesses then they are showing the leadership capabilities to enable digital transformation to take place.

While a lot has changed since last year's report, what has stayed the same is the continued level of dynamism in the industry. This is fully reflected in this latest Movers & Shakers report that includes a tremendously varied mix of individuals from across the entire industry.

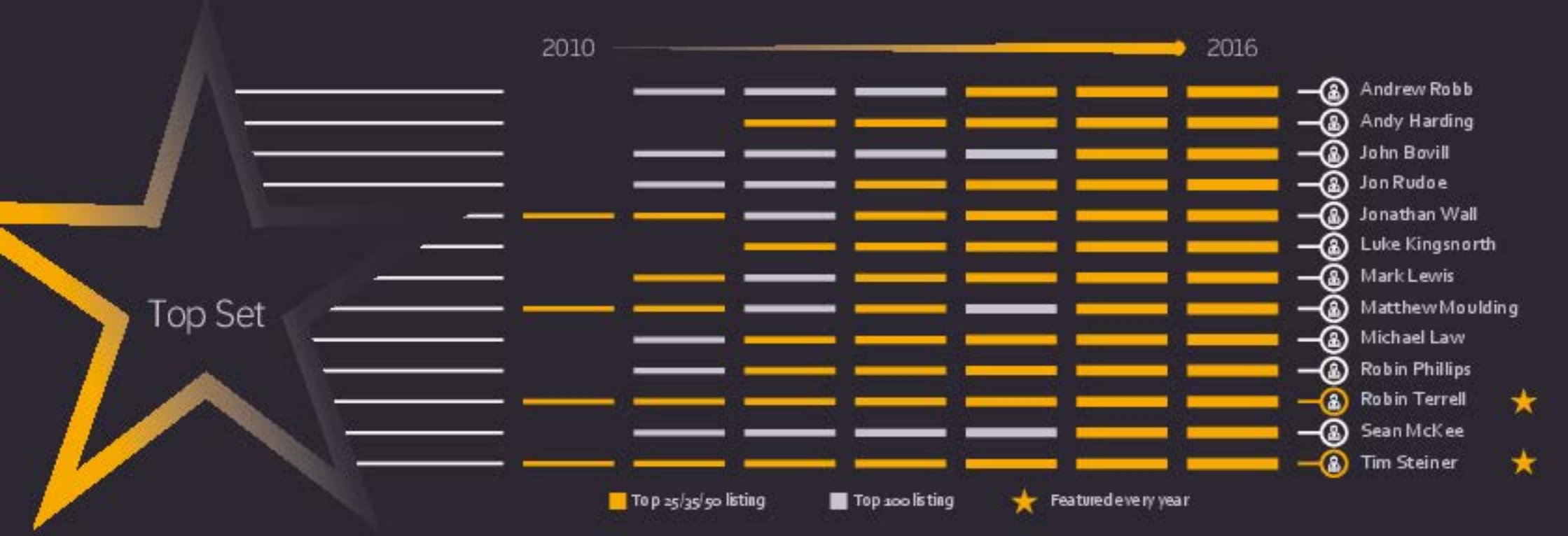
I would very much like to thank the Advisory Panel involved in this year's report for the time and diligence they each committed to this increasingly rigorous process and ensured that the 2016 report is bigger and better than previous versions.

And finally it's an especially big thank-you to K3 Retail for their much appreciated ongoing sponsorship of this definitive Movers & Shakers report that has earned itself a firm place in the retail calendar.

Glynn Davis
Retailinsider.com
Twitter | @glynnDavis

"The report focuses on individuals that are contributing greatly to their organisations"





The Key & Methodology

Over the past 12 months a wide range of experts from across different disciplines within the retail industry have been consulted to help draw up an initial long list of potential constituents of the Top 100 for 2016.

These individuals comprised consultants, technology vendors, service providers, senior recruitment specialists, high-level retailers, advisors and City analysts whose expertise encompassed all aspects of the sector.

The carefully selected Advisory Panel then helped to reduce this long list down to a Top 100 names and from within this grouping they selected a Top 50. The Panel is chosen on the basis of their combined knowledge and expertise covering every part of the retail industry.

The Top 50 names was then given to each of the Panel to score privately on a number of important criteria - innovation, performance over the last 12 months, potential future performance, customer engagement, future business leader potential, and multi-channel strategy. By collating these scores a ranked Top 50 list was created.

To highlight the different skillsets of the individuals in this year's report all the non-retailers in the report are grouped under relevant headings: 'Service providers/enablers', 'Consultants/recruitment specialists', and 'Investors/non-executive directors'.



Moving up

Where you see this symbol the entrant has plainly been applying themselves to the world of retail, moving up in position compared to the 2015 report.



One to watch

Energy, excitement with a touch of the retail X factor about them. Keep an eye on this entrant as we think they will be capable of great things.



New entrant

Say hello and welcome to this entrant who is obviously doing the right thing, ping-ponging into the Retail Top 100 Movers and Shakers report.



Moving down

A change of role or commercial position? Maybe a change of environment?... either way this entrant has slipped down the scale since 2015.

The Movers & Shakers

Top 100 Advisory Panel

Additional special thanks to:

Martin Newman | Founder and CEO
PRACTICOLOGY

Orlando Martins | Founder & CEO
ORES EXECUTIVE SEARCH

Will Treasure | Director of Technology & Operations
JAVELIN GROUP

Andy Harding |

Harding most recently held the position of chief customer officer at House of Fraser, which followed a two-year stint as executive director of multi-channel and a period as e-commerce director. Prior to this he held a number of positions that have all contributed to giving him a substantial level of experience in the digital area. He is an advisor at Catapult Ventures.



Jonathan Wall | Group e-Commerce Director SHOP DIRECT

Prior to joining Shop Direct in 2010 to head up its e-commerce function Wall held the CEO position at Floveedirect.co.uk and before that he was marketing director at Dabs.com, which he joined during the dotcom boom in 1999.



Alison Lancaster | Interim Director

Lancaster has held a number of interim positions, most recently as chief customer officer at House of Fraser and Bravissimo, which follows a career involving many multi-channel and digital roles in executive positions at numerous retailers including Bonmarche, White Stuff, Feather & Black, H&M, Charles Tyrwhitt and John Lewis.



Steve Robinson | CEO GROWTHDECK

Most recently Robinson held the CEO position at Achica, between April 2014 and May 2015, which follows a career at a number of retailers including B&Q, M and M Direct, Tesco, and Argos, where he has been heavily involved with multi-channel and digital developments.



Sean McKee | Head of e-Commerce & Customer Services

McKee has headed up the online division at Sainsbury since June 2010 and has along the way taken on responsibility for customer services. Prior to this he held the positions of divisional and regional manager at the Edinburgh-based footwear retailer.



Sue Shipley | Managing Director SVS EXECUTIVE SEARCH

Currently running her own executive search firm SVS, Shipley has vast experience placing retail executives into senior positions having previously been head of retail at The Miles Partnership, and head of global retail executive search at Odgers Berndtson.



John Bovill | Head of Digital DAVID JONES

Recently took up the position of head of the digital practice at Australia-based department store chain David Jones, based in Sydney. Prior to this Bovill was IT and e-commerce director at Monsoon Accessorize. Earlier experience was gained through technology roles at Jacques Vert, Avon Fashion, and Oasis.



James Bilefield | Non-executive Director & Investor

Bilefield has a varied portfolio of interests including board positions at Stagecoach and The Cambridge Satchel Company, senior advisor at McKinsey & Company and Advent International, and is also chairman at Ticketscript. He is also an investor in a number of technology and digitally-driven businesses.



Kate Walsh | Executive Director RUSSELL REYNOLDS ASSOCIATES

Joined Russell Reynolds in late 2015 to work within its consumer practice – with responsibility for retail – which followed a four-year stint at Ridgeway Partners. Prior to this Walsh covered the retail and luxury sectors at The Sunday Times.



The Top 50 Breakdown

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02 Jo Bertram | UBER

03 Martijn Bertsen | GOOGLE

04 Doug Gurr, Ajay Kavan | AMAZON UK

05 William Shu | DELIVEROO

11 Graham Cooke | QUBIT

12 David Schneider | ZALANDO

13 John Roberts, Yossi Erdman | AO.COM

14 Andrew Robb, Jose Neves | FARFETCH

15 David Buttress | JUST EAT

21 Nitin Passi | MISSGUIDED

22 Sebastian James, Vic Self | DIXONS CARPHONE

23 Andy Harding | (CTO)

24 Rowan Gormley, Benji Meyer | MAJESTIC WINE

25 Matthew Moulding | THE HUT GROUP

31 Alison Loehnis, Federico Marchetti | YOOX

32 Robin Teneill | TESCO

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The Top 50 Movers & Shakers

While a lot has changed since last year's report, what has stayed the same is the continued level of dynamism in the retail industry. The number of ranked names has been expanded from 35 to a Top 50, to give greater visibility of the individuals who are making a difference as the retail industry moves along its journey to becoming a more digitally focused sector.

"The Top 50 names include a varied mix of individuals from across the entire industry, all exhibiting outstanding achievement and displaying great innovative skills to enable digital transformation to take place."

Glynn Davis



01



Angela Ahrendts |
SVP - Retail & Online Stores
APPLE

Since joining Apple from Burberry – which she turned into a digital powerhouse – in 2014 she has unified previously separate units that handle online and store sales as well as bringing her own touch to the look and feel of the physical stores. Some of the older units are undergoing serious refits, which will no doubt incorporate many of the Ahrendts-inspired digital touches.



02



Jo Bertram |
Regional General Manager UK & Ireland
UBER

Since joining Uber in 2013 from consultancy McKinsey & Company Bertram has no doubt been kept extremely busy. The company not only has its core taxi business for her to handle but other logistics initiatives constantly appear and evolve as part of the Uber business such as UberEats. As the UK boss of a growing, extremely disruptive, pure digital business Bertram more than justifies her place in this report.



03



Martijn Bertsen |
Country Manager
GOOGLE UK

Nine years at Google certainly marks Bertsen as a veteran of the global organisation Google, which continues to play a serious part in the retail sector. As lead man in the retail category within the UK he certainly wields some influence. Although Google is so much more than just search the challenge for Bertsen is to keep retail engaged when the cost of flying search terms continues on an ever upward trajectory.



04



Doug Gurr | MD
Ajay Kavan | VP of Consumables
AMAZON UK

Recently installed as UK MD, Gurr looked a banker for the top job at Amazon in the UK, with his combination of intellect and operational experience. Having earned respect at the company as a VP and latterly leader of its China business he is more than capable of dealing with the myriad projects the business concurrently pursues. One of these is online food, which is headed up by Kavan, who has online experience dating way back to Littlewoods Home Shopping Group in 1997.



05



William Shu | CEO
DELIVEROO

Shu co-founded delivery company Deliveroo in 2012 and its cyclists can now be spotted on many streets delivering food from restaurants. It is not a complicated idea, but it has been met with penance by restaurants (a recent success was signing up Pizza Express) and also by customers, as well as financial backers. He has recently created a centralised kitchen to be shared by restaurants that should help boost the volumes of possible deliveries, which highlights the ongoing innovation being driven in this competitive new industry.



06



Mark Lewis | Retail Director
Paul Coby | CIO
JOHN LEWIS

Increasing amounts of sales are moving online for the John Lewis business but this is not a problem for Lewis as online director because he and the rest of the company have been progressive in developing a multi-channel model. His task is being helped by the significant investment in IT undertaken by Coby who now also oversees IT at sister company Waitrose.



07



Andrew Livingston | CEO
James MacKenzie (OTW) |
Commercial & e-Commerce Director
SCREWFIX

In his seven years at Screwfix (the latter three and a half as CEO) Livingston has helped it become the innovative heart of the overall Kingfisher business driving digital best practice across the group. He has helped it become a multi-channel operation with 60 stores opening each year and a successful Click & Collect service. Playing a significant role for Livingston is MacKenzie who has worked in various parts of Kingfisher.



08



Anthony Fletcher | CEO
GRAZE.COM

It has been a tremendous year for Fletcher who has driven serious change at Graze, which is the benchmark for direct-to-consumer subscription businesses in the UK. But this was not enough for Fletcher as he has expanded into the US and more recently made the significant leap to selling Graze goods in physical stores. His branding skills (developed at Innocent Drinks) have been fully leveraged this past year to push Graze on to another level.



09



Ray Kelvin | CEO
Craig Mackinnon Smith |
Brand Communication Director
TED BAKER

Kelvin might be publicity shy but his business Ted Baker is not shy of success and profitability – with recent figures impressive. His imprint is all over the quirky organisation that continues to cleverly set the pace online and with its digital initiatives, which sit well with its global stores base. Integral to the branding is Mackinnon Smith who has helped develop strategy across the group since joining in 2003.

“As the UK boss of a growing, extremely disruptive, pure digital business Bertram more than justifies her place in this report.”

#02 Jo Bertram | UBER

“Kelvin might be publicity shy but his business Ted Baker is not shy of success and profitability – with recent figures impressive.”

#09 Ray Kelvin | TED BAKER



11

Graham Cooke | CEO
QUBIT

Co-founded Qubit in 2010 after five years at Google where he honed his analytical skills and recognised the potential to set up a business focused on delivering analytics, personalisation and A/B testing. These are becoming increasingly in demand from retailers who acknowledge the need for greater understanding of customer behaviour online. Cooke has led Qubit to being a vital supplier to the likes of Topshop, Superdry and Shop Direct.



12

David Schneider | Co-founder
ZALANDO

The Berlin base of Zalando and its proximity to Asda in the UK clothing market can mean it gets a little overlooked but the business (with its £3 billion of European sales), and its co-founder Schneider, should be treated with great respect. He is clearly serious about the UK business and continues to innovate – with brands running their own stores on the Zalando platform, offering a personalised shopping service Zalori, and building a hub and spoke delivery infrastructure across Europe.



10

Nick Beighton | CEO
ASOS

Since taking over from inspirational founder Nick Robertson, Beighton has delivered on all fronts. The most recent set of results showed a slight deterioration of margins but the rest of the metrics were stronger than analysts had expected. Asos continues to set the benchmark for delivering exactly what millennial shoppers seem to want. Beighton has set the ship on course for further success.



13

John Roberts | Founder
Yossi Erdman | Head of Brand & Social Media
AD.COM

Since floating AD.com Roberts has had his ups and downs with the City but he has stuck resolutely to growing the business internationally while sticking to its core objective of delivering an exemplary customer experience. He is a pioneer in this area and is helped greatly by Erdman who has carved out a unique position as the face of the business across social media, which is a major tool in the AD.com armoury.



14



Andrew Robb | COO

Jose Neves | Jose Neves, Founder & CEO

FARFETCH

The differentiated model of Farfetch – with its global marketplace linking luxury clothing buyers with designers and brands of all sizes – keeps it powering ahead. Further fundraising has helped it with its build-out and China now accounts for 12% of revenues – generated through a dedicated Chinese app. The purchase of the Browns boutique in London, which acts as a laboratory, continues to give insight into physical retailing. The complementary skills of Robb and Neves continue to be fundamental to the ongoing success of the business.



15



David Buttress | CEO

JUST EAT

Operating in one of the most exciting parts of the retail industry, Buttress has been with Just Eat since the Danish company set up shop in this country in 2006 and from 2013 he has been CEO of the overall business across Europe. With 40% growth delivered in the most recent numbers and various initiatives underway – including lots of data analytics – Buttress has shown himself just as adept at running a quoted business valued at multi-billions of pounds as he was a disruptive digital start-up.



16



Simon Mottram | Founder & CEO

RAPHA

Rapha oozes style and credibility for its cycle clothing range and this stems from the thinking of Mottram who has built a brand of real stature since its creation in 2004. From the website to the two café/stores (a third is on the way) they represent a differentiated offer with the channels seamlessly linked. It will be interesting to see how Mottram expands the brand.



17



Brian McBride | Chairman

ASOS

McBride is a vastly experienced operator who headed up Amazon in the UK between 2006 and 2011 before taking on a variety of non-executive and advisory roles that have digital running through them. Presently he chairs Asos and Wiggle and is a non-executive at AD.com as well as having links to Skyscanner through his advisory role at Scottish Equity Partners.



18



Martin Newman | CEO

PRACTICOLOGY

Multichannel consultancy Practicology has become one of the key sources of digital expertise for retailers looking to transform their organisations since Newman set it up in late 2009. This followed a career in retail where he worked with in early e-commerce departments at the likes of Ted Baker and Harrods. The drive and passion of Newman has pushed Practicology to become a leader in its field, which continues to grow at a cracking rate in the UK and overseas.



19



Jonathan Wall | Group e-commerce Director

Gareth Jones | Group Deputy CEO

SHOP DIRECT

Wall is widely respected in the industry for his tech-heavy ways and appetite for constant innovation. To his credit, and that of the rest of his team, he has more often than not called things correctly. Mobile, personalisation through using data, and a keen focus on the user experience have all been delivered by Wall, helped by the support of Jones, who is due to leave the business at the end of the year.

“ Since taking over from inspirational founder Nick Robertson, Beighton has delivered on all fronts. ”

#10 Nick Beighton | ASOS

“ Rapha oozes style and credibility for its cycle clothing range and this stems from the thinking of Mottram. ”

#16 Simon Mottram | RAPHA

20



Ning Li | CEO
Annabel Kilner | Commercial Director
MADE.COM

Hard work is paying off for Li and his furniture business that is now operating in seven countries across Europe. From a pure online model the company is now opening showrooms to highlight its wares. After opening two outlets in the UK a Paris store has recently been added, which will integrate technology to give customers a flavour of the goods that can then be ordered online. While Li pursues overseas expansion, colleague Kilner has taken on more responsibility with a recent promotion from UK country manager to commercial director across the whole group.

21



Nitin Passi | Founder & CEO
MISSGUIDED

Entrepreneur Passi has gained great respect for building a successful pure play fashion retailer with around £50 million annual sales but having sold goods through Next and Selfridges in Manchester he is very much into opening company-owned stores around the UK. It will be a challenge to add this increased complexity to the business but Passi has proved more than up to the task so far.

22



Sebastian James | Group CEO
Vic Self (OTW) | Online Director
DIXONS CARPHONE

James is a widely respected operator who continues to navigate the Dixons Carphone business through choppy digital waters despite it having almost been written off on more than one occasion. A major two-year project to shift its IT infrastructure into the cloud has just been kick-started, which shows the intent of James. Leading the work to define the future of e-commerce at the group is Self who is one to watch.

23



Andy Harding (OTW)

Vastly experienced and respected player in the retail industry, Harding was latterly chief customer officer at House of Fraser, before leaving in May. He overhauled the e-commerce and then multi-channel operations at the company between 2011 and 2015, which helped drive no-store sales. Harding engendered a culture of constant innovation at the business. He is one to watch as he sets his sights on heading up a digitally-committed retail business.

24



Rowan Gormley | CEO
Benjy Meyer | Customer Director
MAJESTIC WINE

If the recent results at Majestic are anything to go by (like-for-like sales up for the first time in four years) then Gormley is already having an impact since taking on the CEO role after Majestic bought his Naked Wines business. But it is only just the start because his task is to undertake a total digital transformation at the company – hence no more stores. It is instead all about driving online sales and generating more from the existing outlets. He is being helped by Meyer who recently joined from Marks & Spencer with a remit to focus on the customer journey.

25



Matthew Moulding | CEO
THE HUT GROUP

With annual sales running at over £30 million The Hut Group is a serious business but you will not hear much from, or about, Moulding as he just gets on with running the company – that includes the Zorvi and MyProtein brands. But ask around and he is widely respected with The Hut Group recognised as a retailer that truly understands the power of data and is using it to build a global business.



26



Mahmud Kamani | Co-founder & CEO
Carol Kane | Co-founder
 BOOHOO.COM

Recent results have shown the two co-founders of Boohoo.com are in full control of their own destiny after a recent tough period for the company that is 10 years old this year. With sales rising 42% for the three months to end-May compared with last year it shows the range continues to prove popular with its young price-conscious customers – with an impressive 500 new lines produced every week. There is little doubt Kamani and Kane are serious fashion players.



27



Euan Sutherland | CEO
 SUPERDRY

Sutherland joined Superdry in late 2015, following a tough year as CEO of The Co-operative Group, and has quickly made his mark with very impressive recent results. Superdry operates purely online in many countries as well as running a round 340 company-owned stores throughout Europe, which highlights the multi-channel nature of the business. On his performance to date Sutherland definitely deserves his place in this year's report.



28



Colin Porter | CEO
Tom Joule | Chief Brand Officer
 JOULES

Porter joined Joules in 2010 after a brief spell at C & A and has been developing the business across channels. Online is important but it sits alongside stores, which Joules continues to open and which total almost 200. Since recently floating, the business has recorded strong sales globally, which reflects the digitally-savvy strategic thinking of founder Joule who is still very much involved with the business.

VENREX

29



Mark Esiri | Chairman
 VENREX

Experienced venture investor Esiri has been involved with a raft of digitally-focused and pure play retailers through various funds over the years including Just Eat, Not on the High Street, Matala, Dressipi, Snap Fashion and Thread. As well as investing on behalf of professional investors Esiri has sought to democratise the process by allowing all investors access to his latest deals through an unusual £1m fund raising on Seed&Spark.



30



Michael Ross | Chief Scientist
 DYNAMICACTION

Although Ross is involved with DynamicAction he is as well known today for his non-executive and advisory roles at a variety of new and established businesses that want to make improvements through greater use of data and analytics. From studying Mathematics at University he has constantly sought to convince others to use science rather than just gut instinct in their decision making processes.



31



Alison Loehnis | VP of Sales & Marketing
 at Net-A-Porter
Federico Marchetti | Founder & CEO
 YOOX GROUP

Loehnis joined Net-A-Porter in 2007 and with the recent personnel and corporate changes, which have caused some upheaval she has taken on more responsibility. Loehnis will be working with the owner of Yoox Group (that acquired Net-A-Porter) Marchetti who has a take-no-prisoners approach. Net-A-Porter and Yoox operate in an increasingly competitive field but the sheer size and influence of the combined group makes it a serious player in online fashion.

32



Robin Terrell | Chief Customer Officer
TESCO



Terrell recently announced his intention to leave Tesco, having been promoted to his present role in early 2015. The title highlighted the broad remit that Terrell held within Tesco and the improved fortunes at the company undoubtedly reflected to some extent his efforts. He is steeped in e-commerce and multi-channel experience and will be in great demand when he leaves Tesco. He was recently appointed as a non-executive director at Karen Millen.

33



John Browett | CEO
DUNELM



With a wealth of digital experience dating back to his time running Tesco.com, Browett is bringing some good times to Dunelm as he seeks to develop a more multi-channel proposition. The appointment of Gavin Chappell from Asda to improve the company's supply chain highlights how the focus is on delivering a more cohesive business across channels. Meanwhile store sales have been rising.

34



Tim Steiner | CEO
OCADO



There is a constant need for Steiner to argue the case for Ocado in the face of long-time critics who have continued to question its business model since its original creation. The failure to sign up another customer to add to Morrison's has not particularly helped. Neither has the recent launch of Amazon Fresh in the UK. But if anybody can give Ocado a happy ending it is the pioneering and indefatigable Steiner.

35



Ross Bailey | Founder
APPEAR HERE



In 2013, Bailey set up Appear Here to take advantage of the empty units on high streets by providing an online marketplace that matches landlords with retailers. He has pushed the business out across Europe where its tables units to be rented at a daily rate on short-term agreements. It's a truly disruptive model that has caught the attention of landlords and developers as well as retailers and brand owners of all sizes.

36



Chris Morton | Co-Founder
LYST



Since co-founding Lyst in 2010 after a spell in private equity, the well-respected Morton has built a successful personalised fashion retail platform upon a foundation of rich data. Global growth is a key objective of the company this year as it seeks to justify its lofty valuation. The challenge for Morton and his business will be to continue to set the pace in what is a very competitive field.

37



Amee Chande (OTW) | MD of UK
ALIBABA GROUP



After only one year into the job of leading the UK division of China-based online marketplace Alibaba, it will no doubt be tough for Chande to gain traction as the business remains something of an unknown quantity for many retailers. But such is its size as a global player and its obvious intent to grow its presence in the UK, Alibaba cannot be ignored and neither can Chande. She brings retail experience from her time at Tesco and Staples.

38



Bertrand Bodson |
Chief Digital Officer
HOME RETAIL GROUP



It has been all change at Home Retail Group, with its dismantling that has resulted in the sale of Homebase and Argos. The latter was acquired by Sainsbury's and where Bodson's services are being retained. Such has been his impact at HRS that his digital skills will have plenty of value at Sainsbury's but this could also mean that it might be time to consider the options. With experience at EMI and Amazon as well as founding online business Bragster, he has plenty of digital urgency.

39



Ben Lewis | CEO
Doug Gardner | CIO
RIVER ISLAND



Lewis has ensured the family-owned business remains relevant through concentrating on multi-channel and driving innovation. The River Island tie-up with TrueStart gives it visibility of the latest developments in retail which are helping it retain its core customers who demand at the very least digital competency from the retailers they buy from. Lewis is ably assisted by Gardner who brings IT execution know-how to River Island, which he joined in 2011 from French Connection.

40



Jon Rudoe |
Digital & Technology Director
SAINSBURY'S



Sainsbury's acquisition of Argos highlights its intent with multi-channel and in taking the fight to Amazon. With his digital and IT responsibility, Rudoe will undoubtedly have an involvement in the integration of the Argos business into Sainsbury's as it very much underpins the thinking of the supermarket in linking stores, digital and fulfilment. These are busy times for Rudoe but he is more than capable of rising to the challenge.



41



Will Kernan | CEO
Dom McBrien | Multi-channel Director
THE WHITE COMPANY

Well established operator in the fashion world Kernan joined The White Company in 2012 as CEO and has pushed it on from its mail order heritage by driving its multi-channel credentials in the home wares category. Vital to the evolving model is McBrien who joined in 2012 from M&S, having spent time at New Look and Arcadia Group.



42



Sarah Manley (OTW) | Chief Marketing Officer
BURBERRY

Extremely experienced operator Manley remains a key part of the Burberry business, with a continued involvement in its digital activities, while significant changes have taken place around her including the appointment of a new CEO. As the poster child for the seamless mixing of stores with online the challenge for Burberry is to remain ahead of the pack, which will be no mean feat for Manley and her new boss.



If the recent results at Majestic are anything to go by, then Gormley is already having an impact since taking on the CEO role.



#24 **Rowan Gormley** | MAJESTIC WINE



43



Richard Pennycook | CEO
Mike Bracken | Chief Digital Officer
CO-OPERATIVE GROUP

Although there are no plans to sell food online at the Co-op the company is being taken on a journey of digital transformation by Pennycook who has experience in this area as a director at Morrison's. Leading Pennycook's digital charge is Bracken who recently joined the business after five years helping the Government with its adoption of digital practices. This experience navigating and reforming an institution will be invaluable to The Co-op and its CEO Pennycook.



44



Nick Wheeler | CEO
Luke Kingsnorth | e-Commerce & Marketing Director
CHARLES TYRWHITT

Since setting up Charles Tyrwhitt in 1986 Wheeler has moved it on from being a mail order business into an online powerhouse, which also operates 23 stores. He is still very much involved with its strategy and continues to set the pace in his retailing with the help of Kingsnorth who joined in 2012 and plays a key role in the company's online operations.



45



John Bovill | Head of Digital
DAVID JONES

After three years at Monsoon Accessorise that showed Bovill bring in many changes and upgrade the business to one that has more sound digital capabilities, he has recently moved on to head the digital practice at Australian department store chain David Jones. His wealth of experience in fashion and technology makes him a valuable operator and his place in the report is fully justified for yet another year.

“With a wealth of digital experience dating back to his time running Tesco.com Browett is bringing some good times to Dunelm as he seeks to develop a more multi-channel proposition.”

#33 John Browett | DUNELM



46

Sean McKee |
Head of e-Commerce & Customer Services
SCHUH

With limited budget and no own-brand goods Schuh has carved out a successful niche based on offering memorable customer service. Leading the charge is the thoughtful McKee who uses technology in a straightforward uncomplicated way, deploying it where it will have most impact on the broadest swathe of customers. His clear thinking makes him a valuable player in the industry.



47

Zia Zareem-Slade |
Customer Experience Director
FORTNUM & MASON

Becoming a more multi-channel business is at the top of the agenda of F&M as proven by the appointment of Zareem-Slade into the newly created customer experience director role. She moved over from being head of online where she was involved with the launch of a responsive website last year, which helped increase online sales by 25%. She has been working on other projects including an overhaul of the supply chain and bringing in new staff that will have much more functionality for shop-floor employees. This is all part of her remit of improving the customer experience.



48

Simon Harrow | CEO
ELEVAATE

Harrow is widely respected in the retail industry for his combination of technology nous and operational skills. He is using these as CEO of Elevaate, which takes retail trade funding and introduces it to online businesses. He has been signing up so many serious retailers and brand owners to utilize the new innovative solution. Harrow is also an investor in business incubator Haatch and will no doubt be in demand for non-executive roles.



49

Ulric Jerome | CEO
MATCHESFASHION.COM

Very experienced operator Jerome has been with the company since early 2013 and helped build it into a successful multi-channel operation with 22 physical stores complementing its predominantly online proposition, which has led to designer fashion brands globally. The progress he has made at the business has led to talk of an IPO but other external factors will no doubt impact any such plans.



50

Joe Murray / Richard Tucker | Co-founders
Masood Choudray (OTW) | COO
WORLDSTORES

With a variety of businesses now in the fold – including Achica and Kiddicare – as well as an own-label range under the Casafina brand it has been a period of consolidation at Worldstores. This has included the build-out of an in-house delivery service and the associated IT systems that should be bearing fruit. Although Murray and Tucker remain the driving forces they will be increasingly relying on Choudray who joined in late 2015 from Asda where he was director of supply chain development. He is one to watch.

A-Z

The Recognised Retailers

Chosen from our long list and deservedly included in the Top 100 Movers & Shakers, these individuals have been recognised for

- Their innovation
- Performance over the year
- Potential future performance
- Customer engagement
- Future business leader potential
- Multi-Channel strategy

They are listed here in alphabetical order by the organisation employing them.

Robbie Feather | Commercial Director
ARGOS

The purchase of Argos by Sainsbury's gives Feather the opportunity to take on a broader role within the supermarket group at its Argos subsidiary where he will be able to utilise his extensive digital skills built up at Sainsbury's, John Lewis and at his own business Feather & Black. With the Argos infrastructure set to play a key role in Sainsbury's multichannel plans Feather is one to watch.

Mike Durbridge | Director of Omni-channel
B&Q

The major systems overhaul that continues at B&Q sees Durbridge as very much the architect of the digital transformation at Kingfisher Group's key brand. As well as dealing with the technology challenges he is also adeptly handling the people and cultural changes at the company that represent a major part of his role, which will ultimately position B&Q for a more digitally-focused future.

Matt Hiscock | Director of Global Marketing
BODEN

There is little doubt that marketing is a strong element of Boden, which has grown from a catalogue retailer to fully-fledged multichannel business, and heading up this is Hiscock who joined two years ago with a wealth of experience from Asos. With more stores planned, a new head of e-commerce in place, and the long-time CEO stepping down, there will no doubt be plenty of opportunity for Hiscock to have an even greater impact on the future of Boden.

Robin Phillips |
Omni-channel & Development Director
BOOTS

With almost two years under his belt at Boots Phillips has been making some serious headway in bringing more of a digital mindset to the business. This has recently manifested itself with the launch of the Sales Assist app for iPads that empowers shop floor employees. However, much of his role is to act as an evangelist for change, which he is well qualified to undertake following his time at Waitrose where he was director of e-commerce.

Sergio Bucher | CEO
Ross Clemmow | Retail Director
DEBENHAMS

Taking up the CEO role in October Bucher joins Debenhams from Amazon where he gained international and online experience. This is complemented by the brand experience he built up at Puma and Nike, which should set him up well for success at his new berth. He will be assisted by Clemmow who has been promoted into a role heading up the management of the stores and the online division, which has been created from a merge of the two groups and signals the intent of Debenhams to take its multichannel transformation seriously.

Martyn Gibbs | CEO
GAME DIGITAL

Gibbs is a long-standing Game employee and prior to that he worked at Gamestation a head of its purchase by Game Group. The company is now very much digitally-focused since shifting to wards online gaming where it has built a massively engaged audience as evidenced by its loyalty programme, which is behind only Tesco and Boots in terms of number of members. Gibbs' challenge will be to leverage value from these many customer relationships.

Steve Robinson | CEO
GROWTHDECK

Robinson has a wealth of digital experience, latterly as CEO of Achica, which he left in May after two years in charge. Previous senior roles at B&Q, M&M Direct, Argos and Tesco fill out the CV and make him an attractive personality in the sector. Robinson is presently CEO of private equity firm Growthdeck while considering his retail options.

Angus Thirlwell | Co-founder
HOTEL CHOCOLAT

Hotel Chocolat is the creation of Thirlwell and it moves on apace with the most recent activity being the company's flotation. The fact it was well received is a reflection of the success Thirlwell has had in building a modern business that is fit for the current multichannel times. The Bio-plus stores, hotel, restaurants, and website all sit well together and work coherently and put forward a consistency that can sometimes be difficult to achieve. Thirlwell's vision for the business continues to drive much of the company's strategic thinking.

David Walmsley | Chief Customer Officer
HOUSE OF FRASER

Walmsley moved into the seat vacated by Andy Harding as chief customer officer, which involves bringing together the online and store operations at the department store. He certainly brings experience to the job, having been director of digital at Marks & Spencer for five years and also enjoyed stints at Dixons and John Lewis where he has specialised in e-commerce and multichannel developments.

Sara Prowse | CEO
HOTTER SHOES

Newly installed in the role as CEO of growing shoe retailer Hotter, Prowse has the task of building the company's multichannel credentials, which she is perfectly qualified to deliver. From early operational roles at Debenhams and River Island she moved onto direct mail and more recently has held multichannel positions at Shop Direct and Lands' End Europe. She will be helped by the wise counsel of chairman Alan White.

Becoming a more multi-channel business is at the top of the agenda of Fortnum & Mason as proven by the appointment of Zareem-Slade into the newly created customer experience director role.

#47 Zia Zareem-Slade | FORTNUM & MASON

Gillian Drakeford | Country Retail Manager
IKEA UK & IRELAND

Running the UK business of IKEA not only involves Drakeford opening new stores but also crucially developing its online business that will help it fill in the gaps in the market that it is failing to serve because of its limited number of outlets. As part of this strategy Drakeford has been boosting the range of goods it sells online, trialling order and collection points, and utilising clever augmented reality solutions for customers to design their rooms.

Steve Willett | CEO of Group Development & Productivity
Pierre Woreczek | Chief Customer Officer
KINGFISHER

With experience across the Kingfisher Group including the core B&Q chain Willett is a respected operator charged with initiating some of the digital changes at the company which have a major priority for the group as it grapples with changing consumer behaviour and home improvements. Willett will be helped by new recruit Woreczek who brings digital expertise from McDonald's Europe. He is one to watch.

Patrick Bousquet-Chavanne | Director of Customer Marketing & M&S.com
MARKS & SPENCER

Extremely experienced brand and retail executive Bousquet-Chavanne joined M&S in 2012 and has continually added to his portfolio, which has taken him to his present role that involves board level responsibility for customer, marketing and M&S.com – encompassing all the group's digital activities. This represents a serious challenge because there have been a number of senior departures in this increasingly important area at the company.

Tom Athron | Group Development Director
JOHN LEWIS

Athron quietly continues his ascent at John Lewis, with a new role including innovation, new revenue streams, and customer insight, which places him in an interesting position and one which draws on his wide experience. He was involved with e-commerce in the early days at Javelin before moving on to John Lewis in 2005 where he has worked as a buyer of electrical goods and also as interim finance director of Waitrose.

Guy Lister | COO
GAME

Lister recently took on the role of COO at Game to lead the continued development of its multi-channel offer. He previously held the chief customer & marketing officer role at Office Shoes that had him involved in all customer interfaces. This followed stints at New Look, River Island, and Marks & Spencer, which gives him well rounded skills. But most importantly he has a full grasp of how digital is impacting on retail and has shown he is able to draw upon this to execute strategically.

Mark Newton-Jones | CEO
MOTHERCARE

Newton-Jones' pedigree as a digital player (with 20 years experience at Shop Direct) is having an impact at Mothercare where he has been CEO since 2014. As well as overall sales climbing in the first quarter of the year he has also overseen a major online sales increase – with 62% now coming via mobile. And at its Early Learning Centre business web sales now account for two-thirds of total revenues. The turnaround under Newton-Jones looks to be well underway.

Beth Butterwick | CEO
Charlotte Ellis | Director of Digital
KAREN MILLEN

Butterwick was recently appointed as CEO of Karen Millen on the back of the largely successful turnaround of Bonmarche, which she developed into a multi-channel business with sufficient appeal from investors to justify an IPO. She will be helped on the digital side of the business at Karen Millen by Ellis who has been in her present position for two years and has plenty of IT and strategic experience to call on. They are both ones to watch.

Siobhan Fitzpatrick | Marketing & Multi-channel Director
MAPLIN

Fitzpatrick is building up a healthy level of digital experience with stints at Homebase and Argos before she joined Maplin in late-2015. It is still early into her tenure at the electronics retailer but there will be high expectations that she can boost its online presence, which has been helped by serious investment in new systems. She is therefore one to watch.

Michael Law | Group Operations Director
Jane Shields | Group Sales & Marketing Director
NEXT

The Directory business continues to be the driver of growth at Next although it has been under some pressure recently. Keeping the group's online operations ahead of the field is largely the task of Law who has been responsible for its back-end infrastructure since 2013. He is complemented by Shields who is responsible for the front-end of Next's business and added Directory and online marketing to her expanding remit in 2010.

Sally Heath | e-Commerce Director
Jack Smith | Group Digital Director
NEW LOOK

Heath has gained plenty of fast food experience since joining House of Fraser in 1999, but most critically she has been working within online and multi-channel since joining New Look in 2011. She has played a key role in developing the company's non-store business and has been assisted since 2014 by Smith who is tasked with growing the group's multi-channel proposition.

Simon Belsham | CEO
NOTONTHEHIGHSTREET.COM

Extremely experienced operator Belsham is bringing some big company thinking to pure play business Notonthehighstreet.com that continues to offer a unique product mix on its curated marketplace. He brings a myriad of skills from Tesco where he was latterly online director and has been building a strong team around him to deliver on expectations, which will involve driving up its £50 million of annual sales, recorded in 2015, and bringing it to profitability.

Jody Ford | CEO
Jonathon Brown | COO
PHOTOBOX



It is a new team at PhotoBox following the departure of Stan Laurent, which has paved the way for Ford to take up the CEO role. Having only started in mid-July it is too early to tell the impact he is having but he brings expertise from his time at eBay – latterly as leader of global growth at eBay Marketplaces. He will be assisted by e-commerce veteran Brown who joins from Matala Direct where he was CEO.

Dermott Boyd | CEO
QVC UK

Long-time QVC employee, Boyd has been CEO since 2010 and has helped build the business into a significant operation. But it is not just about TV shopping as it also has a presence online that complements the core TV channels. Like other TV-based commercial brands QVC might suffer from low-key perceptions but there is no disputing their significance in the marketplace and Boyd is a major player at this leading multi-channel organisation.

Jon Owen | CEO
RIBBLE CYCLES

In the very competitive category of online cycling, Ribble is setting the pace with its user experience recognised as a major differentiator. Chief architect of this is Owen who is earning some reputations in the industry for his understanding and use of data. He cut his analytical teeth at Shop Direct where he was latterly retail and trading director and he has also gained some marketing nous from his time as a director at Asda.

Nish Kukadia | CEO
Sach Kukadia | Buying Director
SECRETSALES

Founded in 2007 by the Kukadia brothers the flash sales site SecretSales sends discounted offers on branded goods to 4.5 million members each week. They have helped it drive revenues of almost £50 million in 2015 – up 20% on the previous year – and hit profitability in Q4 this year. The brothers are kept busy attracting new brands onto the site, including recently Dyson and Bose, as well as developing its marketing activity to acquire new customers.

Gareth Rees-John | Global Digital Director
TOPMAN



Rees-John has been with Topman since 2013 where he has been focused on building its non-store activity across the global brand. He is utilising the digital skills that he acquired at Marks & Spencer where he worked on multi-channel development from 2009. This builds on his earlier store management experience gained at M&S, which gives him a rounded set of skills to bring to bear at Topman.

Kate Walmsley | Digital Director
TOPSHOP

Topshop is the jewel in the crown of the Arcadia Group and handling its digital activity is vitally important because of its tech-heavy core customer. As director of digital Walmsley is therefore a vital cog in the wheel of the company. She will fully recognise the challenge of constantly staying ahead of new agile competitors in the sector but she has the advantage of three-and-a-half years in the role and plenty of earlier relevant experience.

Virginie Charlès-Dear | Founder
TOUCAN BOX



Former investment banker Charlès-Dear set up Toucan Box four years ago as a children's gift subscription box service that has grown to £2 million sales per year – from the 25,000 boxes it regularly despatches. With new funding in place the company has secured a new warehouse at Heathrow that gives it capacity for the next two years. The longevity of subscription services are being questioned, but the direct-to-consumer model is not, and so Charlès-Dear is undoubtedly one to watch.

Neil Sansom | CEO
Martin Francis | Chief Customer Officer
WOOLOVERS



Widely respected retailer Sansom is currently tasked with overhauling the sleepy Woolovers business by driving some serious systems changes, bringing about supply chain improvements, and implementing new web infrastructures. He is bringing his vast experience gained from Moss Bros, Matala Direct, Otto UK and Shop Direct to bear in his new role. Highlighting the big aims of Sansom was the appointment of Francis in March who brings an extensive digital toolkit.

It is still early into her tenure at the electronics retailer but there will be high expectations that she can boost its online presence.

Siobhan Fitzpatrick (OTW) | MAPLIN

Enablers

Supporting & Inspiring UK Retailers

These individuals represent enablers that continue to thrive on the changing needs of consumers and in turn help the retailers included in this report to achieve success.

They are listed here in alphabetical order by the organisation employing them.

Chris Griffin | CEO ANATWINE

With a fine pedigree in online trading and entrepreneurial endeavour Griffin continues to push the integrated platform of Anatwine, which he created to link multiple retailers with a myriad of brand owners to ensure the best possible selection is available on retailers' websites and ensure a level of service is given by the brand that mirrors that of the merchant. Investment from Zalando has been important to the ongoing development of the business.

Neil Ashworth | CEO COLLECT+

Since joining Collect+ in early 2013 Ashworth has ridden the wave of demand for Click & Collect that continues to grow at a phenomenal rate as consumers increasingly demand convenience. Retailers such as M&S guided now use the service for both the collection and the return of goods at Collect+ stores. As well as pushing up the number of stores to 5,800 Ashworth has driven recent innovations such as a label printing service that allows people without the facilities to access such resources from within the Collect+ network.

Tim Robinson | CEO DODDLE

Steeped in mail freight and logistics experience Robinson is the ideal founder of Doodle that is at the forefront of third-party collection points for Click & Collect online transactions. The number of Doodle stores at train stations has grown along with that of the retailers signing up to the service. But Robinson is pushing things on, with Doodle Neighbour, which enables customers' homes to be used as collection and delivery hubs.

Steve Hatch | UK & Ireland Director FACEBOOK

Facebook has not loosened its grip on being the leading platform for engagement with consumers and therefore advertising, which makes Hatch an important person for retailers and brand owners as he has been the director for UK & Ireland since early 2014. He brought built-in loads of media experience with him from specialist agencies MEC, Mediaedge, Y&R Brands and PHD Media.

Cameron McLean | MD of UK & Ireland PAYPAL

McLean has headed up PayPal in the UK & Ireland for nearly five years and has therefore successfully navigated the split from former parent eBay. He is presently dealing with competition in the form of Apple Pay and the next thing he will have to contend with is the recent tie-up between PayPal and Visa. But based on past form this should not be an issue for the reliable McLean.

Claire Valoti | General Manager UK SNAPCHAT

Steeped in mobile experience Valoti joined Snapchat in February 2015 from Facebook and prior to that had stints at Weave and Co. Media Telefónica UK. She also chairs the Mobile Marketing Association. As manager of the UK operation of Snapchat she will no doubt be looking to see how it can work more closely with retailers because there is no doubt consumers are increasingly looking to adopt simple and immediate engagement channels.

It's not just the participants that have changed

We started in 2010...

Facebook was the UK's top retailer in 2011

2012 saw a change in design direction

2013 saw Burberry hit No.1

John Lewis took over for 2014

Angela Ahrendts of Apple, this year's No.1, also took the top spot in 2015

A-Z

Consultants & Recruitment Specialists

These are the most influential consultants in the retail industry today, and the leading recruitment specialists working at the heart of the sector to make things happen in the world of retail.

Listed alphabetically by their surname.

“Lewis has ensured the family owned business remains relevant through concentrating on multi-channel and driving innovation.”

#39 **Ben Lewis** | RIVER ISLAND

Steve Baggi | Co-founder & Head of Retail
GREEN PARK

Baggi founded Green Park in 2006 and has worked hard at setting it apart from the pack by taking a forward-looking approach that has ultimately exposed the company to the digital skill sets that are required by the retail industry's future leaders and senior executives. Prior to Green Park Baggi worked at Penna Interim for four years.

Clare Johnston | Joint-CEO
THE UP GROUP

With a focus purely on the digital marketplace Johnston has built a sizeable and credible recruitment organisation. The business also has a presence running events that bring together senior and entrepreneurial individuals. This has helped Up Group create an ecosystem of digital talent, which gives Johnston some influence in the retail sector, which is one of Up Group's core areas of focus.

Alison Lancaster | Consultant

There are few individuals in the retail industry as well travelled as Lancaster who has been at the blazer in operating as an independent consultant dedicated to taking interim roles helping retailers with their digital strategies – particularly from a customer and marketing perspective. Lancaster's vast experience working for a myriad of retailers, dating back to John Lewis in its early online days, ensures she is in constant demand.

Orlando Martins | Director
ORES A

Martins founded ORES A in 2008 with a focus on the digital end of retail, which has served him well as he has built his executive headhunting firm in line with the increased demand for individuals in this burgeoning area of the sector. He continues to look to expand the business and set up a London office to complement the company's Yorkshire headquarters.

Fran Minogue | Managing Partner
CLARITY SEARCH

Minogue is a vastly experienced operator in the executive search firmament, which she joined following an early career in marketing and management for a number of well known brands. She set up Clarity in 2011 after 20 years at Heidrick & Struggles, latterly as managing partner of the European consumer and global retail practice, which has given her a wealth of experience at the senior level.

Christina Starkey | Consultant
ODGERS BERNDTSON

Starkey is an established recruitment specialist with a focus on senior appointments, with experience at Odgers dating back to 2006 when she initially joined the business as a researcher. The senior roles that Starkey frequently deals with invariably have a digital component.

Tony Stockil | CEO
JAVELIN GROUP

Stockil formed Javelin way back in 1997 and has built the business into a consulting powerhouse in the field of multi-channel strategy, with some very capable people operating in the company. Its intellectual capital and its broad customer base, led to its acquisition by Accenture Strategy in 2015. This deal should enable Stockil to further drive his established overseas growth agenda.

Kate Walsh | Executive Director
RUSSELL REYNOLDS

Joined Russell Reynolds in late 2015 after almost four years at Ridgeway Partners where she learned the craft of executive recruitment having previously worked at The Sunday Times as the retail sectors specialist. She is building a reputation as a very capable operator in the field.

to top 50 and
Movers & Shakers



A-Z Investors / Non-executive Directors

A mix of private investors and specialists at investments firms along with influential non-exec directors with multiple roles. This list comprises the most prominent figures currently investing in the retail industry and experienced directors who are helping retailers navigate the challenging digital journey.

Listed alphabetically by business name

Peter Williams | Chairman
BOOHOO.COM

Williams' experience spans both physical retail, as the former CEO of Selfridges, and digital, from almost eight years as a non-executive director at Asda and presently chairman of Boohoo.com. With a myriad of other roles under his belt including the present chairmanship at U and I, Minter Spex and Briss, Williams is in constant demand for his unrivalled experience.

Simon Calver / Harry Briggs / Rory Stirling |
Co-founders
BUSINESS GROWTH FUND VENTURES

With a wealth of experience between them Calver, Briggs and Stirling set up BGF Ventures with an initial £200 million for investment in start-ups and young businesses that are technology based. The portfolio includes Gousto, Mastered, and Toucan Box, with more to follow as they look to take advantage of their previous impressive records.

Danny Rimer | Partner
Neil Rimer | Partner

INDEX VENTURES

Co-founded by Neil Rimer in 1996 Index Ventures is one of the most successful early stage venture firms around, with offices in the US and Europe. The Rimer brothers and the rest of the Index team have invested in some of the most important digitally-focused companies in Europe including Deliveroo, Etsy, Photo Box, Farfetch, Asos and Net-a-Porter.

Rakhi Goss-Custard |
Non-executive Director
KINGFISHER

Recently took up a non-executive director role at Kingfisher where Goss-Custard's valuable knowledge built up over a 12-year career at Amazon - encompassing a broad array of roles - will be massively useful as the home improvement group undergoes something of a digital transformation. She also sits on the boards of Intu Properties and Rightmove.

Doug McCallum | Chairman
PHOTOBOX

With the chairman roles at PhotoBox and TheTimeline.com as well as a non-executive directorship at Ocado McCallum is kept busy at these three digitally disruptive businesses. His expertise in this area was gained over a nine-year period at eBay and prior to that at Capital Radio as well as some early time spent at technology leaders Apple and Intel.

Saul Klein | Partner
Robin Klein | Partner

THE ACCELERATOR GROUP

Robin Klein is massively experienced in technology, start-ups, venture capital and retail and has been involved in some of the most disruptive businesses over the years. Son Saul has very firmly substantiated the family's claims to be among the most influential investors and mentors in the business. They are both involved in the Accelerator Group as well as having links to Index Ventures.

Matt Truman | Co-founder & CEO
TRUE CAPITAL AND TRUESTART

Truman co-founded True Capital as an investment fund for retail and consumer start-ups and also in innovation hub TrueStart in 2012 after a career in the City latterly at JP Morgan Chase. He is on the lookout for disruptive businesses and the portfolio currently includes Tyres on the Drive, Ribble Cycles, Love Crafts and Alexa and Alexa.

2016 Top 100 Sector Breakdown

Sectors that the top 50 & A-Z entries operate in



Movers & Shakers 2016

Brought to you by retail experts



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It's not just another news site but instead offers up a cocktail of opinions and insights on the retail industry along with the occasional leisure sector content to spice up the mix. These regular insights have recently been complemented by a range of carefully selected columnists, and regular slots such as Q&A's with leading retailers and the 'Innovative Retailers' series. Retail Insider also produces the annual 'Digital Retail Innovations' report.



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