

A Candid Conversation with Industry Leaders

Tuesday, November 1, 2022

COVID-19 has had a profound impact on consumer shopping habits and accelerated the saturation of ecommerce. With the pandemic in the rearview, consumers have returned in record number to physical stores. Three of Canada's top retailers shared their candid thoughts and experiences when discussing the pandemic impacts on their business models, and revealed how technology and innovation are now playing new critical roles. The discussion also touched on the impacts of rising inflation, the importance of ESG, supply chain and labour strategies, and looking ahead, the must-have retail amenities and growth opportunities that will see the retail sector thrive.



Watch the webinar [here](#)

Top takeaways:

- **Bricks and Mortar stores are here to stay!** Though the pandemic was a challenging and sometimes dark time for retail, the future of retail is optimistic and bright! Physical stores remain critical to the omnichannel retail strategy.
- **Growth strategies are ever-present.** Many retailers remain in expansion mode, with real estate being a critical part of their growth objectives.
- **The landlord relationship is essential to helping a business thrive.** The relationship between tenants and landlords has never been better and is defined by a new level of transparency, collaboration and open communication!

