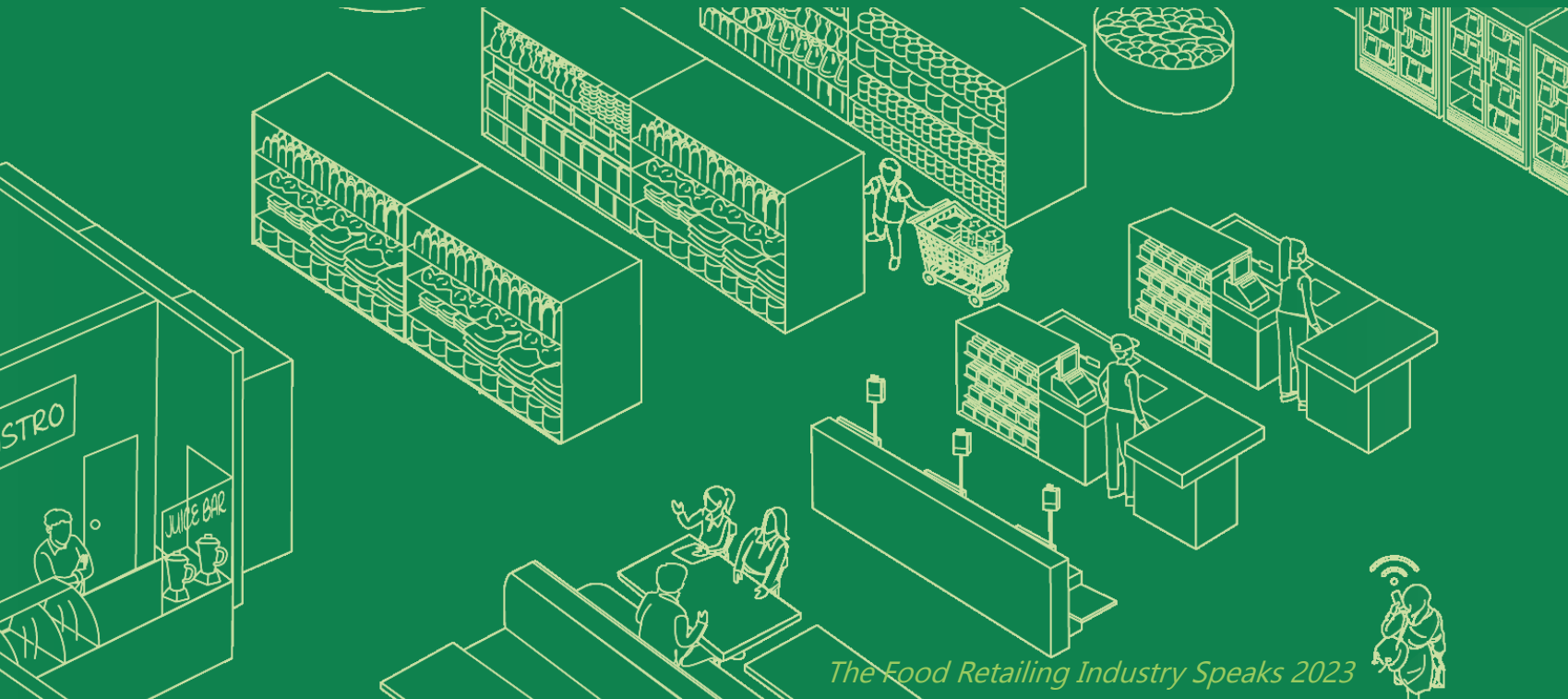


The Evolving Grocery Experience



Food retailers are focusing on investments to improve the grocery environment and shopper experience.



Embracing Ecommerce

Changes at Checkout

Growing Selections

Expanding Departments

Investing in our Workforce

Technology on the Front Burner



ONLINE
ORDERS

81%
of retailers now sell
groceries online



88%
offer curbside pick-up
of online orders

CURBSIDE
PICKUP

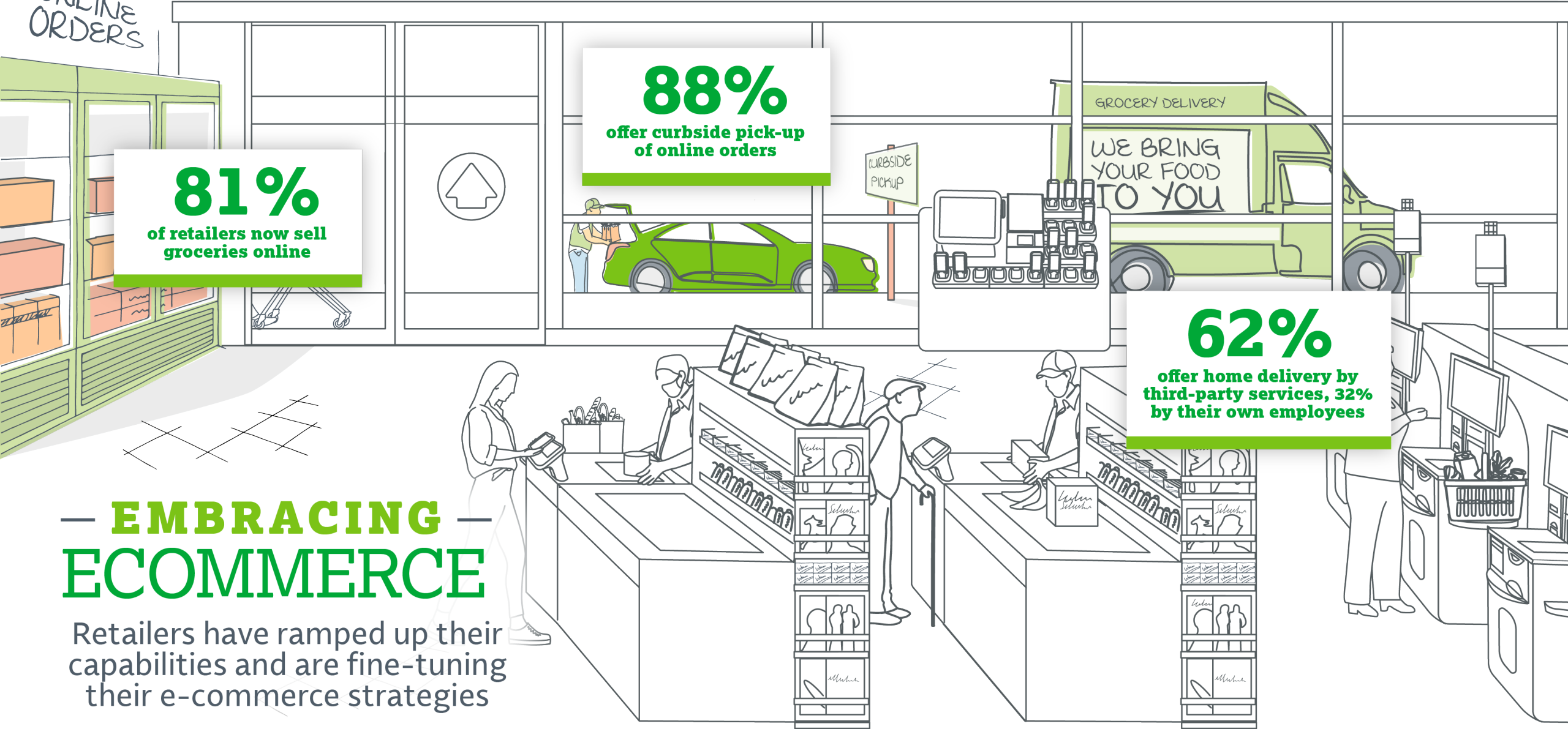
GROCERY DELIVERY

WE BRING
YOUR FOOD
TO YOU

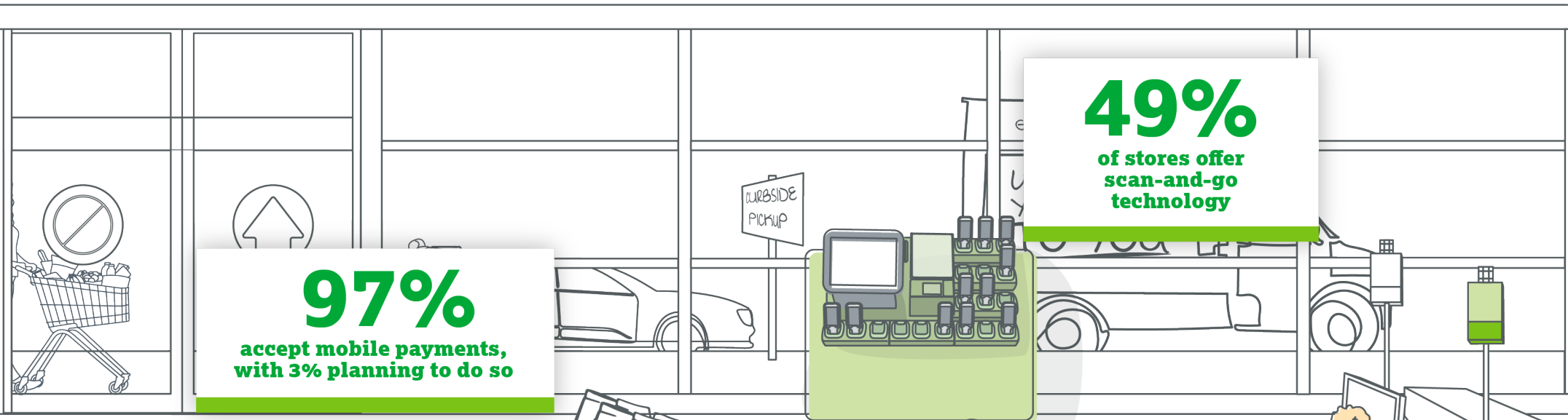
62%
offer home delivery by
third-party services, 32%
by their own employees

— **EMBRACING** —
ECOMMERCE

Retailers have ramped up their capabilities and are fine-tuning their e-commerce strategies



ONLINE
ORDERS



97%
accept mobile payments,
with 3% planning to do so

49%
of stores offer
scan-and-go
technology

CHANGES AT CHECKOUT

Food retailers are employing a variety of technology to improve the checkout experience



96%
of stores offer
self-checkout lanes,
which make up 29%
of all transactions



88%

offer local products throughout the store

64%

offer products with beneficial nutrition attributes for health and well-being

77%

offer organic products

57%

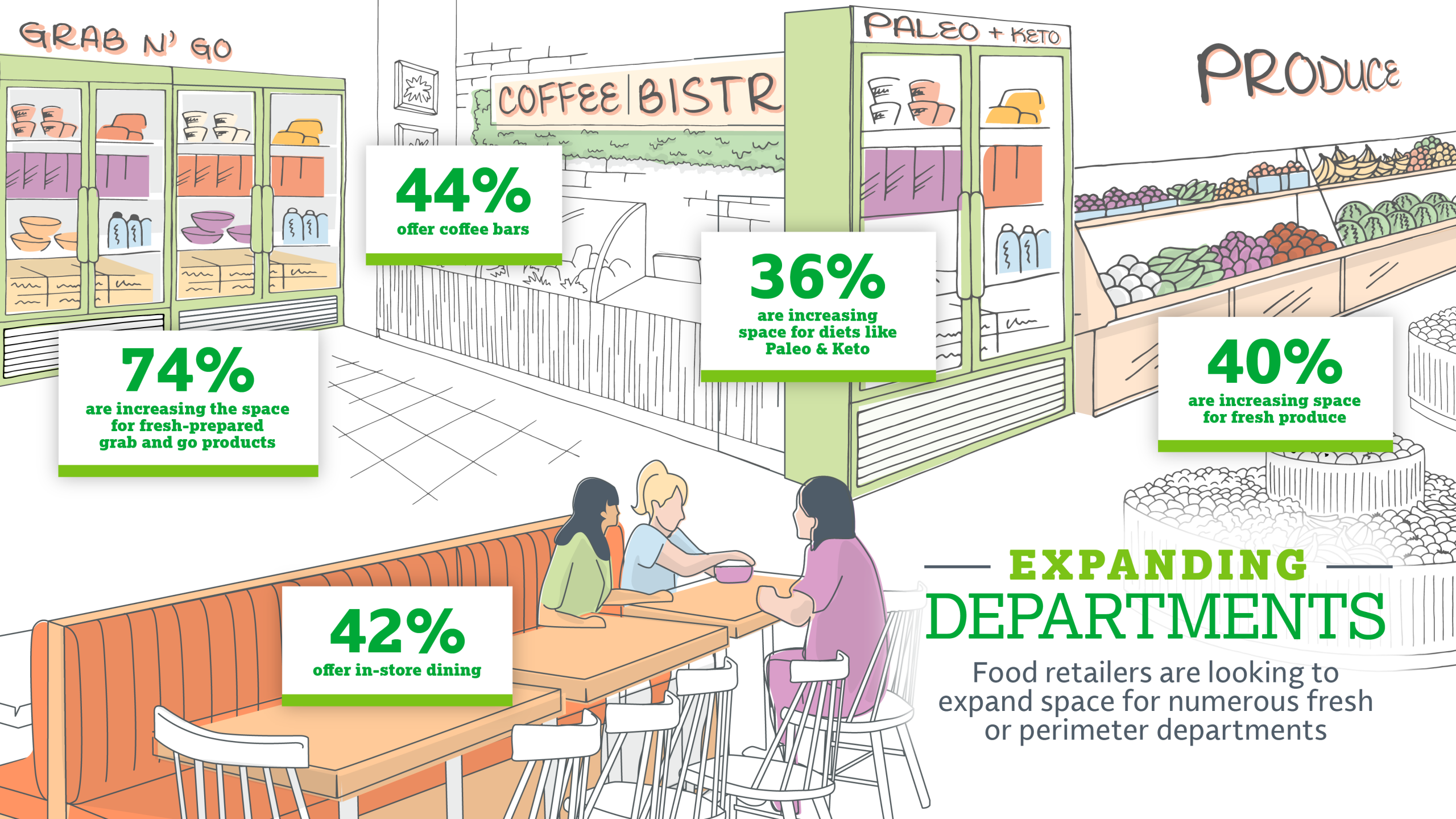
are increasing space for private brands

48%

of retailers are expanding space for plant-based foods

GROWING SELECTIONS

Food retailers are increasing the number of SKUs to meet consumer preferences



44%
offer coffee bars

36%
are increasing
space for diets like
Paleo & Keto

40%
are increasing space
for fresh produce

74%
are increasing the space
for fresh-prepared
grab and go products

42%
offer in-store dining

EXPANDING DEPARTMENTS

Food retailers are looking to expand space for numerous fresh or perimeter departments



INVESTING IN OUR WORKFORCE

Retailers are investing more in their most important asset – their associates

91%
of retailers offered
higher compensation

73%
offer improved benefits

51%
offer bonuses

92%
have in-house training
and development programs

67%
offer flex time

TECHNOLOGY ON THE FRONT BURNER

Food retailers are employing a variety of technology to improve the customer experience

85%
experimenting with new tech for customer experience

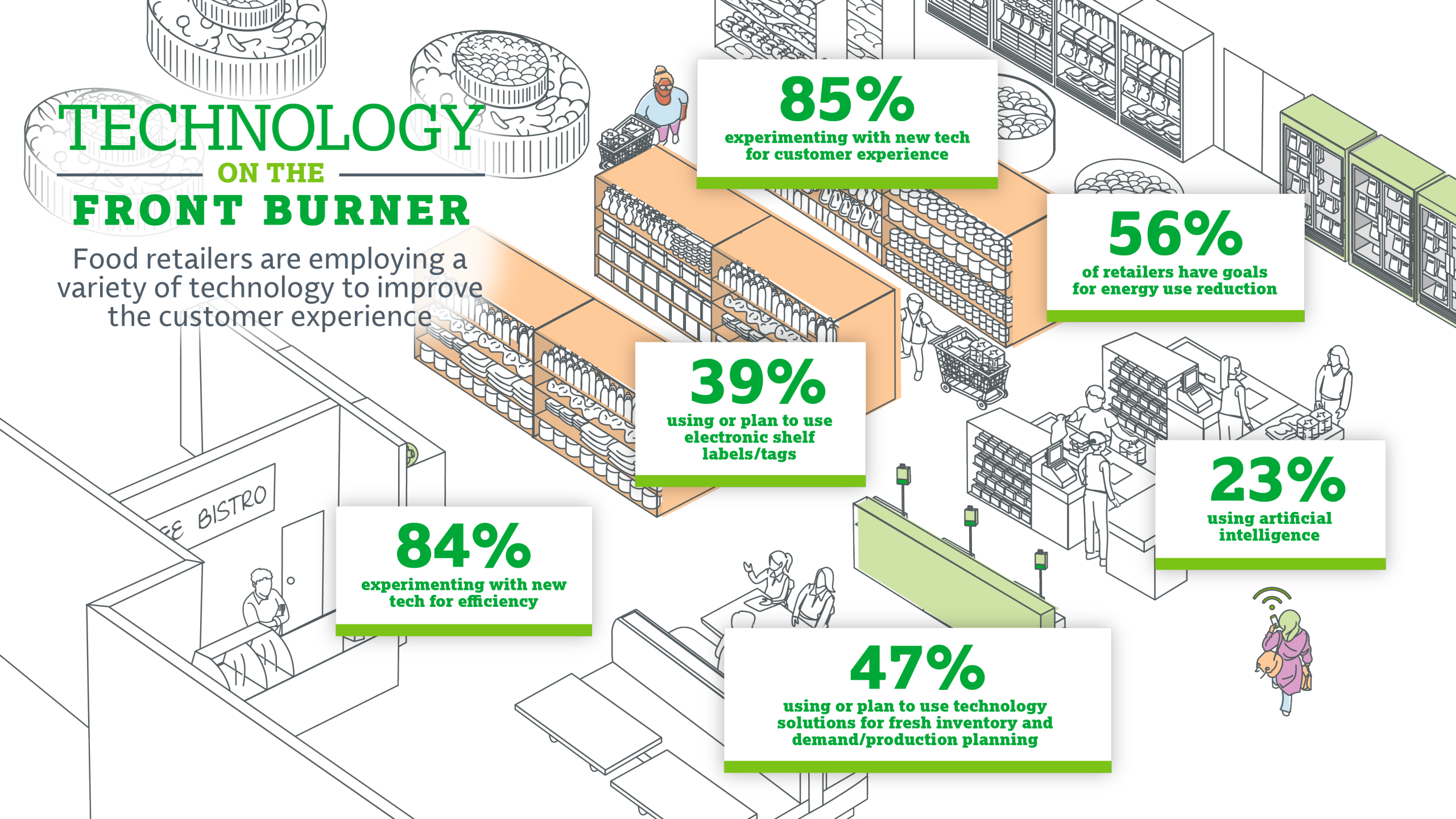
56%
of retailers have goals for energy use reduction

39%
using or plan to use electronic shelf labels/tags

23%
using artificial intelligence

84%
experimenting with new tech for efficiency

47%
using or plan to use technology solutions for fresh inventory and demand/production planning



THANK YOU



THE FOOD
INDUSTRY
ASSOCIATION

