



Retail Forum – Social Partnership Case Study

A shared vision for Wales' retail sector

The retail sector is Wales' biggest private sector employer, employing more than 114,000 workers. It is hugely important to our economy, our communities and well-being as a nation.

The sector, however, is facing a range of significant challenges, including the changing role of town centres; the impact of new technologies; shifts in consumer patterns and behaviours; and workforce recruitment, retention and development issues. This is happening at a time when the sector is adapting to the ongoing impact of the UK's exit from the EU on supply chains, delivery against the climate change agenda, dealing with the aftershocks of the Covid pandemic and facing the headwinds of the cost-of-living crises and surging inflation.

Despite these difficult and challenging issues, there are significant opportunities – and that is why Welsh Government are taking a social partnership approach, working with trade unions and business representatives through the Retail Forum. The purpose of the Forum is to work

together to inform a shared vision for a successful, sustainable and resilient retail sector that offers fair, secure and rewarding work.

The Forum has met regularly since its inception and has worked in social partnership to produce a Position Statement in March 2022, followed by the publication of a Shared Strategic Vision in June 2022. The Forum is now working on a Delivery Plan, which will set out specific actions to help realise the vision.

Working in social partnership through the Forum has helped to nurture relationships and has improved the mutual understanding of the different perspective of each Forum member. In turn, this is helping to inform relevant policy development across the Welsh Government.

