



TAKING ON THE MACHINES THE OC&C PROPOSITION INDEX 2012

This year marks the third year we have produced the OC&C Proposition Index, a major piece of consumer research measuring shopper perception of the strength of different retail propositions. Consumers are asked to systematically rate retailers they had shopped at on the strength of their overall proposition – and then across different elements of the proposition (such as price, service etc).

The OC&C Proposition Index 2012 is the biggest and most comprehensive we have yet compiled. We surveyed nearly 25,000 different consumers in 8 countries on their perceptions of over 450 retailers. The quarter of a million ratings of individual retailers that this research generates provides an exceptionally strong foundation by which the strength of different retail propositions can be measured.



Rise of the Machines

Once again the OC&C proposition index is headed by Amazon, a retailer that continues to show tremendous strengths across multiple markets and dimensions of the consumer proposition. Amazon has topped the OC&C index in all three years it has been run, and its lead over the rest of the index is now at its most commanding ever.

Amazon's success has been built on consistent and ruthless delivery of a proposition with compelling consumer appeal across a broad set of dimensions. In the consumer's eyes, it delivers greater breadth of range, and presents them with a choice of products that is suited to them better than any other retailer on the planet. Combined with highly rated service and delivery, this results in a proposition with winning appeal across a broad set of consumer segments and countries. Amazon is, perhaps, the best of a new breed of retail 'machines' – using scale, expert systems and effective deployment of customer data to provide the most efficient retail proposition to customers.

Beyond Amazon and other well established eCommerce players (such as Bol.com), we welcome a number of relatively 'new ecommerce kids' in the form of Allegro and Dawanda – both demonstrating that

AMAZON RANKING BY COUNTRY AND PROPOSITION DIMENSION

Criteria / Country	Germany	USA	France	ик
Low Prices	6	6	2	7
Quality of Products	1	10	3	4
Wide Choice of Products	1	1	1	1
Products Suited to Me	1	1	1	1
Service	1	6	1	1
Store / Website Look & Feel	1	6	3	1
Value For Money	1	1	1	2
Trust	1	2	1	2
Overall Rating	1	1	1	1

competing online is not only the preserve of the behemoth, but also those with a creative and dynamic offering and ambitious plans.

Dawanda, in particular, provides an interesting example of a differentiated proposition. In its role as a marketplace for gifts and unique handmade items, one of its stand-out strengths is the strong sense of community and customer engagement it builds in a 'hobbyist' category.

How the Proposition Index is Measured

The OC&C Proposition Index is compiled by surveying nearly 25,000 consumers across 8 different countries (UK, Germany, France, Netherlands, USA, India, Poland and China).

Respondents were asked to rate a random selection of 10 retailers that they had shopped at (ie, visited or purchased) in the last 3 months on the overall strength of their proposition – and on individual elements (such as low prices, quality of products, service etc). Questions were based on a 5 star rating system (from 1=poor to 5=excellent) which was then converted into the simple 0-100 score shown in the index. The scores have been normalised between countries for international comparison.

The sample sizes collated for each retailer means that ratings are accurate to within +/- 1.5 - and that differences greater than this are statistically significant.

OC&C PROPOSITION INDEX - TOP 20 RETAILERS

Rank	Company	Category	Country	Score ¹	Chg ²
1	Amazon	Gen Merch	DE, UK, FR, US, CN, NL	92.0	-0.8
2	DM	Health & Beauty	DE	87.3	2.4
3	Picard	Grocery	FR	87.1	1.5
4	Allegro	Gen Merch	PL	86.7	-
5	John Lewis	Department Stores	UK	86.1	2.6
6	IKEA	Furniture	PL, NL, UK, FR, US	85.7	-
7	Rossmann	Health & Beauty	PL, DE	85.0	-
8	Thalia	Entertainment	DE	84.2	1.5
9	Bol.com	Entertainment	NL	83.9	0.4
10	Dawanda	Other	DE	83.3	10.3
11	M&S	Apparel	UK, IN	83.2	3.0
12	M&S Simply Food	Grocery	UK	83.0	-0.1
13	Flipkart.com	Gen Merch	IN	82.8	-
14	Leboncoin	Gen Merch	FR	82.7	-
15	Card Factory	Stationers	UK	82.6	5.1
16	L'Occitane	Health & Beauty	FR	82.3	5.3
17	Globus	Grocery	DE	82.3	0.2
18	The Raymond Shop	Apparel	IN	82.1	-
19	Empik	Entertainment	PL	82.1	-
20	Yves Rocher	Health & Beauty	FR	81.8	1.4

Diversity of Winning Models

While online players continue to expand the appeal of their consumer proposition, a look down other retailers in the top 20 demonstrates the vibrant retail landscape that we currently operate in. Online pureplays still only account for 20 out of the Top 100 in the index (although this is up from 14 last year) – and other leading consumer propositions can be found across a broad range of sectors, countries and business models.

There are the international retail juggernauts, leveraging international scale and a consistent customer proposition across a broad set of territories. Ikea is the best rated of these, with Inditex, Douglas and H&M following a similar path.

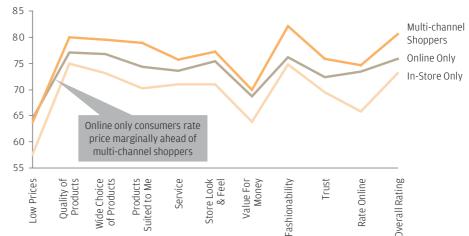
But there are also a number of strong local champions who have built a huge consumer franchise in their home markets. DM, Picard and John Lewis are the most notable examples – playing off strong quality perceptions or compelling stores for shoppers. Delivering customer engagement, service, theatre and excitement is a consistent theme as to how these players fight back and differentiate against the machines and the juggernauts.

TOP 5 MULTICHANNEL RETAILERS

	Company	Category
1	Thalia	Entertainment
2	John Lewis	Department Stores
3	Esprit	Apparel
4	Zara	Apparel
5	Ernstings Family	Apparel

CUSTOMER RATING BY CHANNEL SHOPPERS





consistent with the experience of most retailers, who find that their multichannel customers typically spend more and are far more loyal.

From a consumer perspective it is the clothing and department store sectors where many of the best examples of multichannel proposition delivery are to be found (with John Lewis, Esprit, Zara and Ernstings Family some of the highest rated proposition for consumers shopping across multiple channels). These players use stores as assets to improve the service offering, deliver theatre and convenience to consumers providing good examples of how to decisively take on the online pureplay challenge.

¹ The score is the retailer's highest overall proposition rating globally. Consumer proposition index ratings within a country have been normalised to make them comparable globally ² Change indicates delta in overall proposition rating 2011-12

Using Multi-channel to Fight Back

While the pureplay retailers are making tremendous progress in the index, stores are providing a critical asset to the more multichannel retailers. Consumers who experience a retailers' offer across multiple channels typically rate propositions better across nearly every dimension than those shopping solely in store or online. This is



Staying in Fashion

Looking over time, we see some long term changes underway in the fashion landscape. In previous years, the big vertically integrated young fashion players, like H&M and Zara, had been the proposition stars in the apparel space – providing a winning combination of both cheap prices and fashionable product, supported by rapid response supply chains and purchasing scale.

But the rising stars in the fashion space now are the curators and aggregators.

Asos, Zolando and Zappos have been rapidly rising up the index over the last few years - with their online model allowing them to offer winning collections of both third party and owned brands. Interestingly, the attribute that stands out most for shoppers is not an ever expanding breadth of range, but the curation of a fashionable collection. The rise of Office, the UK multi-brand footwear retailer operating out of high street stores provides an effective illustration that this trend is not just limited to online pureplays where ranges are unconstrained.

In fact, this highlights something that nearly all of the proposition champions at the top end of our index have in common – their ability to systematically deliver against the dimensions that involve the presentation and curation of a compelling range. This isn't just about the relentless expansion of range however - the best of these retailers are not just offering choice, but appropriate / relevant choice. And it is this that is enabling small box retailers (such as Picard, L'Occitane or Trader Joes) to deliver on this dimension as well as big box and online players.

COUNTRY PROPOSITION LEADERS

GERMA	NY		UK			FRANCE		
	Rank	Retailer		Rank	Retailer		Rank	Retailer
	1	Amazon		1	Amazon		1	Amazon
	2	DM		2	John Lewis		2	Picard
	3	Thalia		3	M&S		3	Leboncoin
	4	Dawanda		4	M&S Simply Food		4	L'Occitane
	5	Globus		5	Card Factory		5	Yves Rocher
NETHER	LAND	5	US			POLANI		
	Rank	Retailer		Rank	Retailer		Rank	Retailer
	1	Bol.com		1	Amazon		1	Allegro
	2	IKEA		2	Trader Joes		2	IKEA
	3	Hornbach	-	3	Costco	-	3	Rossmann
	4	Albert Heijn		4	Zappos		4	Empik
	5	Amazon		5	iTunes		5	Biedronka (JMD)
INDIA			CHINA					
	Rank	Retailer		Rank	Retailer			
	1	Adidas		1	Nike			
	2	Flipkart.com		2	RT Mart			
	3	The Raymond Shop		3	Adidas			
	4	Reebok		4	T-Mall			
	5	Nike		5	Li Ning			

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CATEGORY PROPOSITION CHAMPIONS



GENERAL MERCHANDISE



APPAREL



HEALTH & BEAUTY



ELECTRICALS



FURNITURE



SPORTS & OUTDOORS



DIY



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Discount Marches Onwards

Discount retailers have made significant strides in improving their consumer appeal, with customer ratings of their proposition improving significantly ahead of that of other retailer propositions. The march of the discounters is seen across many countries with both long established players (such as Aldi and Lidl) and rapidly expanding formats (such as Home Bargains and B&M Bargains) gaining in appeal.

The growing importance of the propositions at a time of economic hardship and austerity

in Europe in particular may come as no surprise. But it is interesting that the growing appeal of these propositions is driven not by further improving price and value perception - but by closing the proposition gap on service and store standards enabling their appeal to cross into new consumer segments.

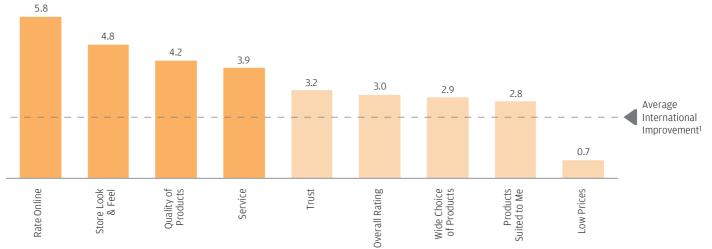
For some existing mainstream retailers this will create an increasing challenge on delivering a sufficiently strong value proposition that minimises defection or basket disaggregation of more price sensitive customers.

Change in Overall Proposition Rating 2011-12 Delta



International Discounters - 2011-12 Change in Overall Proposition Rating

Change in Score Out of 100



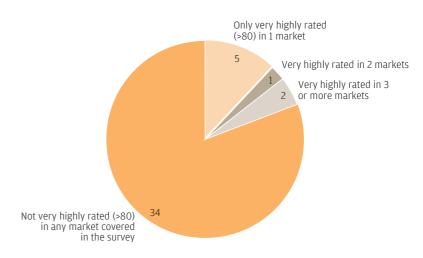
Taking Retail Propositions International Remains a Challenge

The Proposition Index covers over 40 retailers with sufficient breadth and depth of international operations for us to be able to assess consumer perceptions of their proposition strength in multiple countries. Many of these propositions score relatively consistently across different countries – highlighting their ability to deliver a proposition with a reasonable consumer appeal internationally.

However, what is striking, is while many of these propositions are rated reasonably well, there are very few that are rated very strongly in many countries simultaneously. Taking overall ratings above 80 as the mark of excellence, there are only two retailers (Amazon and Ikea) that are able to achieve that in each of more than two countries. Yet there are 39 'local' players able to achieve a rating of 80 or higher in one country. For retailers, it highlights how tough it is to deliver excellence (not just good) in international expansion, and how important local proposition adaption is unless you are lucky enough to have one of the few propositions with genuine mass universal appeal.

Excelling Internationally

How 42 International Retailers are Rated Across Territories



CONSUMER PROPOSITION CHAMPIONS

LOW PRICES



Rank	Retailer	Shopper Rating
1	Card Factory	90.3
2	Primark	90.2
3	Poundland	89.2
4	99p Store	89.1
5	Action	88.1
6	Dollar Tree	86.9
7	Home Bargains	86.6
8	Aldi	86.0
9	Amazon	85.0
10	Lidl	84.6

VALUE FOR MONEY



Rank	Retailer	Shopper Rating
1	Card Factory	88.5
2	Amazon	87.9
3	Primark	84.2
4	Home Bargains	84.1
5	Allegro	84.0
6	Aldi	83.7
7	Poundland	83.3
8	99p Store	83.3
9	Lidl	82.2
10	DM	82.2

TRUST



Rank	Retailer	Shopper Rating
1	Amazon	87.9
2	John Lewis	85.0
3	Picard	84.6
4	DM	83.9
5	Rossmann	83.3
6	M&S Simply Food	82.7
7	Thalia	81.7
8	Zappos	81.6
9	Waitrose	81.5
10	M&S	81.2

SERVICE



Rank	Retailer	Shopper Rating
1	Amazon	88.0
2	Thalia	84.9
3	John Lewis	84.6
4	Douglas	84.2
5	Trader Joes	83.7
6	Zappos	82.4
7	Waitrose	82.2
8	Expert	82.2
9	Bath and Body Works	81.8
10	Apple Store	81.8

PRODUCT QUALITY



Rank	Retailer	Shopper Rating
1	Picard	89.0
2	M&S Simply Food	87.1
3	John Lewis	87.0
4	Amazon	86.8
5	Waitrose	86.4
6	DM	86.3
7	Apple Store	85.5
8	Douglas	85.5
9	Thalia	85.0
10	Williams-Sonoma	84.4

WIDE CHOICE OF PRODUCTS Dank Datail

	Rank	Retailer	Shopper Rating
	1	Amazon	95.0
	2	eBay	91.8
	3	Allegro	91.1
	4	Taobao	88.0
	5	Globus	87.9
	6	Dawanda	87.5
amazan	7	Bol.com	87.2
amazon	8	Kaufland	86.4
	9	Douglas	86.3
	10	Real	86.2

STORE / WEBSITE LOOK AND FEEL

Ra



Retailer	Shopper Rating
Amazon	92.1
Allegro	90.2
Nature et Découvertes	86.2
Douglas	86.0
John Lewis	85.5
Thalia	85.3
DM	84.7
Flipkart.com	84.4
Bol.com	84.4
eBay	83.9
	Amazon Allegro Nature et Découvertes Douglas John Lewis Thalia DM Flipkart.com Bol.com

FASHIONABILITY

	Rank	Retailer	Shopper Rating
	1	Asos	88.3
	2	Zalando	86.9
	3	Zara	85.8
	4	Office	83.3
	5	Esprit	83.2
	6	Galeries Lafayette	83.2
0000	7	Top Shop	82.8
CISOS	8	Zappos	81.2
	9	H&M	81.1
	10	River Island	81.0

THE OC&C PROPOSITION INDEX 2012 – THE RATING OF OVERALL RETAIL PROPOSITION BY CONSUMERS VISITING OR PURC

Rank	Company	Category	Country	Score ¹	Chg ²	Ranl	Company	Category	Country	Score ¹	Chg ²
1	Amazon	Gen Merch	DE, UK, FR, US, CN, NL	92.0	-0.8	51	Levi's	Apparel	IN	79.7	-
2	DM	Health & Beauty	DE	87.3	2.4	52	Droguerie Müller	Health & Beauty	DE	79.6	1.7
3	Picard	Grocery	FR	87.1	1.5	53	Asos	Apparel	UK	79.5	3.8
4	Allegro	Gen Merch	PL	86.7	-	54	H&M	Apparel	PL,DE, UK, FR, NL, CN, US	5 79.5	-
5	John Lewis	Department Stores	UK	86.1	2.6	55	Richer Sounds	Electricals	UK	79.5	1.9
6	IKEA	Furniture	PL, NL, UK, FR, US	85.7	-	56	Sam's Club	Club	US	79.5	2.2
7	Rossmann	Health & Beauty	PL, DE	85.0	-	57	Hornbach	DIY	NL, DE	79.4	5.0
8	Thalia	Entertainment	DE	84.2	1.5	58	Kaufland	Grocery	DE	79.4	-0.4
9	Bol.com	Entertainment	NL	83.9	0.4	59	Reserved	Apparel	PL	79.3	-
10	Dawanda	Other	DE	83.3	10.3	60	RT Mart	Grocery	CN	79.2	3.9
11	M&S	Apparel	UK, IN	83.2	3.0	61	Nordstrom	Department Stores	US	79.2	2.7
12	M&S Simply Food	Grocery	UK	83.0	-0.1	62	Club des créateurs de Beauté	Health & Beauty	FR	79.2	4.3
13	Flipkart.com	Gen Merch	IN	82.8	-	63	T-Mall	Other	CN	79.1	-
14	Leboncoin	Gen Merch	FR	82.7	-	64	Zalando	Apparel	DE, NL, FR	79.1	5.1
15	Card Factory	Stationers	ИК	82.6	5.1	65	Big Bazaar	Grocery	IN	79.0	-
16	L'Occitane	Health & Beauty	FR	82.3	5.3	66	Bath and Body Works	Health & Beauty	US	78.8	1.0
17	Globus	Grocery	DE	82.3	0.2	67	P&C	Apparel	DE	78.7	1.2
18	The Raymond Shop	Apparel	IN	82.1	-	68	Marionnaud	Health & Beauty	FR	78.7	2.2
19	Empik	Entertainment	PL	82.1	-	69	Whole Foods	Grocery	US	78.6	-
20	Yves Rocher	Health & Beauty	FR	81.8	1.4	70	Li Ning	Apparel	CN	78.5	2.3
21	Tchibo	Department Stores	DE	81.8	0.0	71	360buy	Other	CN	78.4	3.2
22	Specsavers	Optical	UK	81.7	-	72	Albert Heijn	Grocery	NL	78.4	0.0
23	Nature et Découvertes	Department Stores	FR	81.7	0.9	73	C&A	Apparel	DE, PL, FR, NL, CN	78.4	1.2
24	Apple Store	Electricals	FR, US	81.7	-	74	Super-Pharm	Health & Beauty	PL	78.3	-
25	Trader Joes	Grocery	US	81.7	-	75	Croma	Electricals	IN	78.3	-
26	Ebay	Gen Merch	UK, DE, IN, FR, US, PL	81.5	-1.3	76	Clarks	Apparel	UK	78.3	-2.6
27	Sephora	Health & Beauty	FR, PL, US, CN	81.4	-0.4	77	Leroy Merlin	DIY	FR, PL	78.3	4.0
28	Biedronka (JMD)	Grocery	PL	81.4	-	78	Aldi	Grocery	DE, UK, US, NL	78.3	0.3
29	Reebok	Apparel	IN	81.2	-	79	Maisons du Monde	Household	FR	78.2	0.0
30	FNAC	Electricals	FR	81.2	0.3	80	Galeries Lafayette	Department Stores	FR	78.2	3.4
31	Waitrose	Grocery	UK	81.0	-0.4	81	Espace Culturel Leclerc	Entertainment	FR	78.2	1.8
32	Vente-privée	Apparel	FR	81.0	-1.7	82	Iceland	Grocery	UK	78.2	4.3
33	Play.com	Entertainment	UK	80.8	-2.3	83	Williams-Sonoma	Household	US	78.2	4.4
34	Wilkinson	Gen Merch	UK	80.8	1.5	84	Depot	Other	DE	78.1	-
35	Costco	Club	US	80.7	-0.7	85	Asda	Grocery	UK	78.0	0.7
36	Notebooksbilliger	Electricals	DE	80.6	7.3	86	Walmart	Grocery	CN	78.0	5.1
37	Zappos	Apparel	US	80.6	-	87	Toys R Us	Other	UK	77.9	4.2
38	Argos	Gen Merch	UK	80.5	2.2	88	Bonprix	Apparel	DE, FR	77.8	1.5
39	Cultura	Entertainment	FR	80.5	2.5	89	Barnes & Noble	Entertainment	US	77.8	0.2
40	Bata	Apparel	IN	80.5	-	90	Alma Market	Grocery	PL	77.8	-
41	Greggs	Other	UK	80.4	4.1	91	Pets at Home	Other	UK	77.8	2.4
42	Decathlon	Sports & Outdoors	FR	80.3	-0.4	92	Hema	Department Stores	NL	77.8	1.3
43	Douglas	Health & Beauty	DE, PL, NL, FR	80.3	-1.9	93	Merlin	Gen Merch	PL	77.7	-
44	Home Bargains	Discount	UK	80.1	3.7	94	Castorama	DIY	PL, FR	77.7	-
45	Dunelm Mill	Gen Merch	UK	80.1	4.7	95	Expert	Electricals	NL, DE	77.6	-
46	Selfridges	Department Stores	UK	80.0	-1.1	96	Ocado	Grocery	UK	77.6	0.9
47	Boots	Health & Beauty	UK	80.0	2.0	97	Ernstings Family	Apparel	DE	77.6	-
48	Esprit	Apparel	DE, NL, CN, IN	79.9	-2.4	98	Watsons	Health & Beauty	CN	77.6	3.8
49	Otto	Department Stores	DE	79.8	-0.5	99	Omoda	Apparel	NL	77.5	-
50	iTunes	Entertainment	FR, US	79.8	1.5	100	Lifestyle	Department Stores	IN	77.5	-

The score is the retailer's highest overall proposition rating globally. Consumer proposition index ratings within a country have been normalised to make them comparable globally
Change indicates delta in overall proposition rating 2011-12

TOP 400 RETAILERS CHASING AT RETAILER IN LAST 3 MONTHS (INDEXED 0-100)

Int Solar OH 7/4 SA 102 Bakhnesske Cub US 774 SA	Rank	Company	Category	Country	Score ¹	Chg ²	Rank	Company	Category	Country	Score ¹	Chg ²
133 Bedmann Aparel 6F, PL 74 64 255 Sumine Electricits OH 743 5.4 134 Bauka Onner ON 724 14 Hotolit Aparel N 725 5.5 155 MAMINICK Aparel UK 723 5.5 157 Port Parel Ginery N 753 5.7 105 Subs MMINICK Department Stors N 772 150 Fort Parel Ginery N 755 61 103 Contrad Edutanis Electricital 0.6 72 123 160 Vinturen Apparel N 755 61 111 Lectric Gracery 78.8 721 124 160 Vinturen Apparel N 755 61 113 Autoha Gracery N.4 750 16 164 Apparel N.4 755 61 154 Muthar Concard Edutanis	101	Belle	Apparel	CN	77.4	5.4	151	Blokker	Household	NL	76.0	3.1
194 Taobaa Onler DK 774 1.4 154 Maché Heath à Bearty FR 75.8 0.7 105 BAM Margine Cascurt UK 723 5.6 Fast Margine Appart IN 7.8.8 . 107 Sals fith Averac Degettmerf Stres UK 7.3 5.5 Fast Margine Onler ON 7.6.8 3.7 105 Stopper Song Opportmer Stores N. 7.2.2 17 194 arenegs Flort IPavel N.L 7.6.6 6.5 110 Carnal bekernik Electricals UK 7.7.2 14 144 Henchene Appart N.L 7.6.6 0.0 114 Electricals UK 7.7.0 1.4 144 Henchene Appart N.L 7.6.6 0.6 114 Electricals UK 7.7.0 1.4 144 Henche Gacary DE 7.5.5 0.8 1.12 115	102	BJs Wholesale	Club	US	77.4	-	152	Holland & Barrett	Health & Beauty	UK	75.9	3.9
105 8MA herry Biscourt UK 7.3 4.0 155 Processors Auparel IN 7.8 5 106 MAM Nerry Aparel UK 7.3 4.5 In May Nerry PL 7.8 1.5 Processors PL 7.8 1.5 107 Sala riffs Avanuel Decartrent Stors N 7.2 1.5 Decartrent Stors N 7.2 1.5 Decartrent Stors N 7.2 1.5 Decartrent Stors N 7.5 0.5 1.6 N N 7.5 0.1 N N 7.5 0.1 1.6 N N 7.5 1.6 N N 7.5 0.1 1.6 N N 7.5 1.1 Ederic N 7.5 1.1 1.2 N N N 7.5 1.1 1.6 N N 7.5 1.1 1.6 N N 7.5 1.2 1.6 N N 7.5	103	Deichmann	Apparel	DE, PL	77.4	0.4	153	Suning	Electricals	CN	75.9	3.3
106 MAM Privert Apparet UK 73 4.3 156 ápagságg O'ner CH 75.8 3.7 107 Saka (hth Avenue Department Streen N 72.2 159 Dera Davel Concery PL 7.8.4 - 109 7/a Apparet N 7.2 - 159 Perevegg Perrirals NL 7.5.3 - 100 Concal Faleronik Elercicals PL 7.2 - 159 Perevegg Perrirals NL 7.5.6 0.1 111 Lederc Gracery FR, PL 7.1 2.3 161 Meter fraginal Apparet NL 7.5.6 0.0 120 Burbo Gracery FR, PL 7.1 130 Heb Gracery PA 2.8 0.0 131 Auhan Affiebo Opical FR 7.8 0.4 166 Earnery Pality Apparet NL 7.5.5 0.8 1.2 Intreano	104	Taobao	Other	CN	77.4	1.4	154	Nocibé	Health & Beauty	FR	75.8	0.7
167 Saks Fifth Avenue Department Stores US 7.23 5.5 157 PMOL Playet Grocery PL 7.58 - 108 Stropper's Stoo Department Stores N N.N. 7.22 - 156 Guid Philippe Apparel N 7.57 - 100 Corrand Elektronik Electricals DE 7.22 -2 150 Van Itaern Apparel N 7.56 4.1 111 Lecler Grocery FR, PL 7.12 1.3 160 Camalies Apparel N 7.56 4.0 113 Auchan Grocery FR, PL 7.71 5.1 150 Camalies Apparel N 7.56 4.0 114 Buder Electricals FR 7.72 7.51 1.59 Apparel N 7.56 4.2 115 Jurbio Grocery N 7.68 4.0 1.75 N 1.66 Gronry Hilliget Apparel N 7.5 0.8 116 Main Athelon Department Stores	105	B&M Bargains	Discount	UK	77.3	5.0	155	Pepe Jeans	Apparel	IN	75.8	-
166 Shoppers Stop Department Stores N 722 158 Loads Philippe Apparel N 757 - 106 Zira Apparel (f), C, N Y 109 Zira Magarel US 757 - 100 Zira Magarel N 756 - 110 106 Connot Elektronik Electricals Circa Yira 711 124 Malarshore Apparel NK 756 4 112 Krys Optical FR 721 35 168 Nater Selande Apparel NK 756 4 113 Krys Optical FR 701 14 164 Mare Selande Apparel NK 756 4 105 Trons Nater Apparel NK 756 4 107 Nater Apparel NK 756 5 109 Apparel NK 755 5 109 Apparel NK 755 5 1	106	M&M Direct	Apparel	UK	77.3	4.3	156	dangdang	Other	CN	75.8	3.7
100 Zara Appare! (F, P, F, W, W) 722 1.7 (F, P, F, W, W) 722 1.7 101 Conrad Elektronik Electricals DE 77.2 1.0 Gorvan Lauer Apparel NL 75.6 6.5 112 Krys Optical F.R 77.1 3.5 162 Canaleu Apparel NL 75.6 6.0 113 Acchan Grocery F.R.P. 77.1 3.5 162 Canaleu Apparel NL 75.6 6.0 114 Etwer Electricals UK 77.0 8.4 106 Rene Grocery D.E 75.6 6.0 116 Atain Affleion Optical F.R 76.7 15 169 Apparel NL 75.5 0.8 118 Bauhaus DIV DE 76.7 15 169 Apparel NL 75.4 3.3 120 Tocoro Grocery NLW, PL 76.7	107	Saks Fifth Avenue	Department Stores	US	77.3	5.5	157	Piotr i Paweł	Grocery	PL	75.8	-
109 243 Appare! No. C.M. 77.2 2-1 109 Reverses Execution No. 7.5.6 6.5. 111 Concol flextronik FR PL 77.1 2.3 16.4 Metersborne Appare! N. 7.5.6 6.5 111 Explore Goodery FR.PL 77.1 2.3 16.4 Metersborne Appare! N. 7.5.6 6.5 112 Krys Optical FR 7.71 1.5 16.5 Peter frighted Appare! N. 7.5.6 6.5 113 Juncho Gordery N. 7.6.9 1.65 1.65 There frighted Appare! N. 7.5.5 6.5 1.55 1.64 Appare! N. 7.5.5 7.5 1.64 Appare! N. 7.5.5 7.5 1.3 1.45 Appare! N. 7.5.5 7.5 1.3 1.45 Appare! N. 7.5.3 7.5 7.5 1.43 1.4 7.5 1.4<	108	Shoppers Stop	Department Stores	IN	77.2	-	158	Louis Philippe	Apparel	IN	75.7	-
10 Conad Elektronik Electricals DE 722 -100 Wontaker Apparel NL 756 6.5 111 Lerker Gronery PR, PL 7.1 2.3 161 Metersborne Apparel NL 75.6 6.0 113 Auchan Gronery PR, PL 7.1 5.1 163 Peter England Apparel NL 7.5.6 4.2 114 Edward Gronery PR 7.0 1.4 164 Peter England Apparel NL 7.5.6 -6.0 116 Mahn Afflebu Optical FR 7.0.6 1.05 The Sing Apparel NL 7.5.5 -2.2 119 Optical FR 7.0 1.0 1.0 Peter Singland Apparel NL 7.5.5 2.2 120 Optical FR 7.0 1.0 1.0 Peter Singland Apparel NL 7.5.3 1.1 121 Derestrical Singlan	109	Zara	Apparel		77.2	-1.7	159	newegg	Electricals	US	75.7	-
112 Krys Optical FR 77.1 3.5 162 Canaleu Apparel FR 75.6 0.0 13 Auchan Grocery FR, PL 77.1 5.1 163 Peter England Apparel N 75.6 5.2 115 Jumbo Grocery NL 76.9 -05 165 The Sing Apparel NL 75.6 -0.6 116 Main Affielou Optical FR 76.8 40 165 The Sing Apparel NL 75.5 -0.6 117 Wehkamp Apparel NL 76.8 20 168 Eam Apparel NL 75.5 3.2 110 Barty Electricials FR 76.7 20 172 Marganel Apparel NL 75.4 3.3 120 Tessco Grocery OK 76.7 0.1 172 Van Hesson Apparel NL 75.3 1.4 1.4 E	110	Conrad Elektronik	Electricals		77.2	-1.9	160	Van Haren	Apparel	NL	75.6	6.5
113 Archan Grovery FR, PL 72.1 5.1 163 Peter Englend Apparel IN 75.6 2.5 14 Ebuver Electricals UK 77.0 1.4 Elever Grovery D.E 75.6 3.2 13 Junto Oracery N.L 76.8 4.9 166 Tommy Hilfgar Apparel N.L 75.5 3.2 10 Mehamp Apparel N.L 76.8 4.9 166 Tommy Hilfgar Apparel N.L 75.5 3.2 10 Darkhamp Apparel N.L 76.8 2.0 168 Tomm Apparel FR 75.5 3.2 110 Darkam Grovery CL N.L 76.7 1.5 169 Acoparel FR 75.4 3.3 120 Second Grovery CL NLK 76.7 1.1 17.3 Wetside Department Stores NL 75.3 1.4 121 K	111	Leclerc	Grocery	FR, PL	77.1	2.3	161	Metersbonwe	Apparel	CN	75.6	3.1
114 Ebuyer Electricals UK 720 1.4 164 Reve Grocery DE 756 9.2 115 Jumbo Grocery NL 769 0.5 165 The Sting Apparel NL 75.6 0.6 16 Akin Affleiou Optical FR 76.8 4.9 166 Grocery DF 75.5 3.2 19 Darty Electricals FR 76.7 7.5 109 Aeropotale Apparel FR 75.4 .2 120 Tesco Grocery CN, UK, PL 76.7 6.0 17.2 Kon Health & Beauty NL 75.3 1.4 122 Target Gen Merch U.S 76.7 0.01 1.7 Kon Health & Beauty NL 75.3 1.4 122 target Gen Merch U.S 76.7 0.1 17.2 Wan Health & Beauty NL 75.3 1.4 123 Morison Grocery	112	Krys	Optical	FR	77.1	-3.5	162	Camaieu	Apparel	FR	75.6	0.0
115 Jumbo Grocery NL 769 -0.5 165 The sting Apparel NL 75.6 -0.6 116 Alian Afflebu Optical FR 76.8 0.4 167 Metro Grocery DE 75.5 0.8 117 Wehkamp Apparel NL 76.8 0.4 167 Metro Grocery DE 75.5 0.8 117 Wehkamp Apparel NL 76.8 0.4 167 Metro Grocery DE 75.4 0.2 109 Argozet US 75.4 3.3 120 Teccó Dr Orcery UK 76.7 0.1 172 Van Housen Apparel IN 75.3 3.4 122 target Gen Merch US 76.7 0.1 172 Van Housen Apparel IN 75.3 3.4 122 farget Gen Merch US 76.6 17.5 Trust Mar Grocery	113	Auchan	Grocery	FR, PL	77.1	5.1	163	Peter England	Apparel	IN	75.6	-
116 Alain Afflelou Optical FR 76.8 4.9 166 Tommy Hillger Apparel IN 75.5 0.8 117 Wehkamp Apparel N. 76.8 0.4 167 Metro Gracery DE 75.5 0.8 118 Bauhaus DIY DE 76.8 0.0 168 Etam Apparel FR 75.5 0.8 120 Tesco Grocery ON, UK, PL 76.7 D.5 109 La Redoute Apparel UK 75.3 3.1 121 Lowe's DIY US 76.7 O.0 17 Elos Apparel N. 75.3 3.1 122 Gracery D.W US 76.7 O.0 17 Elos Apparel N. 75.3 3.1 123 Morrison Grocery UK 76.7 O.0 17.1 Elos Apparel N. 75.2 2.6 124 <t< td=""><td>114</td><td>Ebuyer</td><td>Electricals</td><td>UK</td><td>77.0</td><td>1.4</td><td>164</td><td>Rewe</td><td>Grocery</td><td>DE</td><td>75.6</td><td>3.2</td></t<>	114	Ebuyer	Electricals	UK	77.0	1.4	164	Rewe	Grocery	DE	75.6	3.2
117 Wehkamp Apparel NL 76.8 0.4 167 Metro Grocery DE 75.5 0.8 118 Banhaus DiV DE 76.8 2.0 168 Efam Apparel FR, CN 75.5 3.2 129 Darty Electricals FR 76.7 70.0 1.24 Metro Apparel FR, CN 75.4 3.3 120 resco Grocery O, UK, PL 76.7 70.0 1.71 Eros Heath & Beauty ML 75.3 1.4 123 Morrison Grocery UK 76.7 1.0 1.72 Van Heusen Apparel IN 75.3 1.4 124 Generale ("Optique Optical FR 76.6 1.0 1.75 Trust Mart Grocery CN 75.2 2.0 128 Kohl's Department Stores N 76.6 1.75 70.0 1.70 0.0 Dpicical FR 75.2	115	Jumbo	Grocery	NL	76.9	-0.5	165	The Sting	Apparel	NL	75.6	-0.6
118 Buhaus DIY DE 76.8 2.0 168 Etam Apparel FR. CM 75.5 3.2 110 Darty Electricials FR 76.7 1.5 169 Aeropostale Apparel US 75.4 3.1 120 Tesso Grocery CN, UK, PL 76.7 70.0 172 Karebuite Apparel FR 75.3 1.4 122 Target Gen Merch US 76.7 70.1 172 Van Heusen Apparel FR 75.3 - 123 Morrison Grocery UK 76.7 70.1 173 Wesside Department Stores N 75.3 - 124 Generale d'Optique Optical FR 76.6 75 174 Meneshopl&com Genearment Stores N 75.2 6.7 126 Price Minister Gen Merch FR 76.6 176 7016 170 Optic 2000 Optical FR	116	Alain Afflelou	Optical	FR	76.8	4.9	166	Tommy Hilfiger	Apparel	IN	75.5	-
119 Darty Electricals FR 7.6.7 1.5 169 Aeropostale Apparel US 7.5.4 . 120 resco Grocery CN, UK, PL 7.6.7 8.2 170 La Redoute Apparel FR 7.5.3 1.3 121 Lowe's DY US 7.6.7 0.0 171 Etos Health & Beauty NL 7.5.3 1.3 122 Varget Gen Merch US 7.6.7 1.1 173 Westside Department Stores N 7.5.3 - 123 Morrison Grocery UK 7.6.7 1.1 173 Westside Department Stores N 7.5.3 - 124 Generale d'Optique Optical FR 7.6.6 0.7 177 Interestination Grocery CN 7.6.6 175 Trust Mart Grocery UK 7.5.2 0.1 128 Vihaodan Grocery CN 7.6.6 1.19 <td>117</td> <td>Wehkamp</td> <td>Apparel</td> <td>NL</td> <td>76.8</td> <td>0.4</td> <td>167</td> <td>Metro</td> <td>Grocery</td> <td>DE</td> <td>75.5</td> <td>0.8</td>	117	Wehkamp	Apparel	NL	76.8	0.4	167	Metro	Grocery	DE	75.5	0.8
120 Texo Grocery ON, UK, PL 76.7 8.2 121 Lowe'S D/Y US 76.7 0.0 171 Etos Health & Beauty NL 75.3 1.4 122 Target Gen Merch US 76.7 0.0 172 Van Heusen Apparel NN 75.3 1.4 123 Marrison Grocery UK 76.7 0.0 172 Van Heusen Apparel NN 75.3 1.4 124 Generale d'Optique Optical FR 76.6 0.5 175 Trust Mart Grocery CN 75.2 8.6 126 Pritex Minister Gen Merch FR 76.6 0.5 175 Trust Mart Grocery CN 75.2 1.0 128 Vandodian Grocery CN 76.6 126 177 Optic 2000 Optical FR 75.2 0.0 128 Vindodian Grocery U.S 76.5 1.1 179 0.8 Department Stores DE 75.2 0.7 <td>118</td> <td>Bauhaus</td> <td>DIY</td> <td>DE</td> <td>76.8</td> <td>2.0</td> <td>168</td> <td>Etam</td> <td>Apparel</td> <td>FR, CN</td> <td>75.5</td> <td>3.2</td>	118	Bauhaus	DIY	DE	76.8	2.0	168	Etam	Apparel	FR, CN	75.5	3.2
121 Lowe's DIY US 76.7 0.0 171 Etos Health & Beauty NL 75.3 1.4 122 Target Gen Merch US 76.7 -0.1 172 Van Heusen Apparel IN 75.3 - 123 Morrison Grocery UK 76.7 -0.1 172 Van Heusen Apparel IN 75.3 - 124 Generale d'Optique Optical F.R 76.6 - 175 Trust Mart Grocery CN 75.2 8.6 125 Kohl'S Department Stores IN 76.6 - 176 Snirobury's Grocery UK 75.2 1.5 127 Pataloons Department Stores IN 76.6 - 178 Kuanfor Department Stores DE 75.2 0.0 128 Total Andros Department Stores IK 76.5 - 188 Apparel CN, US, UK 75.2 -07	119	Darty	Electricals	FR	76.7	1.5	169	Aeropostale	Apparel	US	75.4	-
122 Target Gen Merch US 76.7 -0.1 172 Van Heusen Apparel IN 75.3 - 123 Morrison Grocery UK 76.7 1.1 173 Westside Department Stores IN 75.3 - 124 Generale d'Optique Optical FR 76.6 2.0 174 homeshop18.com Gen Merch IN 75.2 4. 125 Kohl's Department Stores UK 76.6 - 176 Sainsbury's Grocery CN 75.2 4.0 125 Nikadian Grocery CN 76.6 - 178 Sainsbury's Grocery UK 75.2 -0.1 128 Nihaodian Grocery CN 76.6 - 178 Sainsbury's Grocery UK 75.2 -0.1 129 Debenhams Department Stores NL 76.5 1.1 179 081 Direnatal Department Stores <td< td=""><td>120</td><td>Tesco</td><td>Grocery</td><td>CN, UK, PL</td><td>76.7</td><td>8.2</td><td>170</td><td>La Redoute</td><td>Apparel</td><td>FR</td><td>75.4</td><td>3.3</td></td<>	120	Tesco	Grocery	CN, UK, PL	76.7	8.2	170	La Redoute	Apparel	FR	75.4	3.3
123 Morison Grocery UK 76.7 1.1 124 Generale d'Optique Optical FR 76.6 2.0 125 Kohl's Department Stores US 76.6 0.5 125 Kohl's Department Stores US 76.6 0.5 126 Price Minister Gen Merch FR 76.6 0.5 127 Pantaloons Department Stores N 76.6 - 128 Vhaodian Grocery QN 76.6 - 176 Sainsbury's Grocery UK 75.2 -0.7 129 Debenhams Department Stores UK 76.5 -1 179 OBI DIY DE, PL 75.2 -0.7 131 Kroger Grocery US 76.5 - 180 House of Fraser Department Stores UK 75.0 - 133 Neiman Marcus Department Stores UK 76.5 - 183 So	121	Lowe's	DIY	US	76.7	0.0	171	Etos	Health & Beauty	NL	75.3	1.4
124 Generale d'Optique Optical FR 76.6 2.0 125 Kohl's Department Stores US 76.6 0.5 175 Trust Mart Grocery CN 75.2 8.6 126 Price Minister Gen Merch FR 76.6 - 176 Sainsbury's Grocery UK 75.2 0.1 128 Vihadian Grocery CN 76.6 - 176 Sainsbury's Grocery UK 75.2 0.7 129 Debenhams Department Stores UK 76.5 - 178 Klaufhof Department Stores UK 75.2 0.7 130 Prenatal Department Stores UK 76.5 - 181 GAP Apparel CN. US, UK 75.1 1.0 133 Neiman Marcus Department Stores US 76.4 - 183 Sollver Apparel DE 75.0 - 134 99 pstore Discount	122	Target	Gen Merch	US	76.7	-0.1	172	Van Heusen	Apparel	IN	75.3	-
125 Kohl's Department Stores US 76.6 0.5 175 Trust Mart Grocery CN 75.2 8.6 126 Price Minister Gen Merch FR 76.6 - 176 Sainsbury's Grocery UK 75.2 1.5 127 Pantaloons Department Stores IN 76.6 - 177 Optic 2000 Optical FR 75.2 0.1 128 Vihaodian Grocery CN 76.5 -1 178 Kaufhof Department Stores DE 75.2 0.07 130 Prenatal Department Stores IK 76.5 - 180 House of Fraser Department Stores IK 75.2 -0.7 133 Neiman Marcus Department Stores UK 76.5 3.1 182 The Home Depot DIV US 75.1 1.0 133 Neiman Marcus Department Stores UK 76.4 - 183 Soliver Apparel <td>123</td> <td>Morrison</td> <td>Grocery</td> <td>UK</td> <td>76.7</td> <td>1.1</td> <td>173</td> <td>Westside</td> <td>Department Stores</td> <td>IN</td> <td>75.3</td> <td>-</td>	123	Morrison	Grocery	UK	76.7	1.1	173	Westside	Department Stores	IN	75.3	-
126 Price Minister Gen Merch FR 76.6 · 176 Sainsbury's Grocery UK 75.2 1.5 127 Pantaloons Department Stores IN 76.6 - 177 Optic 2000 Optical FR 75.2 -0.1 128 Vihaodian Grocery CN 76.5 -1 178 Kaufhof Department Stores DE 75.2 -0.7 129 Debenhams Department Stores NL 76.5 - 186 House of Fraser Department Stores UK 75.1 1.0 130 Prenatal Department Stores UK 76.5 -1 182 The Home Depot DIY US 75.1 1.0 133 Neiman Marcus Department Stores US 76.4 - 183 Soliver Apparel DE 75.0 - 135 Miss Etam Apparel NL 76.2 -2.8 187 Back Red White Funcital	124	Generale d'Optique	Optical	FR	76.6	2.0	174	homeshop18.com	Gen Merch	IN	75.2	-
127 Pantaloons Department Stores IN 76.6 177 Optic 2000 Optical FR 75.2 0.1 128 Vihaodian Grocery CN 76.6 178 Kaufhof Department Stores DE 75.2 0.1 129 Debenhams Department Stores NL 76.5 1.1 179 OBI DIV DE, PL 75.2 0.9 130 Prenatal Department Stores NL 76.5 7.0 180 House of Fraser Department Stores UK 75.1 5.9 132 Ted Baker Apparel UK 76.5 3.1 182 The Home Depot DIV US 75.1 1.0 133 Neima Marcus Department Stores US 76.4 183 GAP Apparel DE 75.0 -39 134 99p store Discount UK 76.4 185 Charles Vögele Apparel DE 75.0 - 135 Miss Etam Apparel NL 76.2 2.8 187 Black Red White Furniture PL 75.0 - <td>125</td> <td>Kohl's</td> <td>Department Stores</td> <td>US</td> <td>76.6</td> <td>0.5</td> <td>175</td> <td>Trust Mart</td> <td>Grocery</td> <td>CN</td> <td>75.2</td> <td>8.6</td>	125	Kohl's	Department Stores	US	76.6	0.5	175	Trust Mart	Grocery	CN	75.2	8.6
128 Vihaodian Grocery CN 76.6 17.8 Kaufhof Department Stores DE 75.2 0.7 129 Debenhams Department Stores NL 76.5 1.1 179 OBI DIY DE, PL 75.2 0.9 130 Prenatal Department Stores NL 76.5 1.0 180 House of Fraser Department Stores UK 75.2 0.7 131 Kroger Grocery US 76.5 181 GAP Apparel CN, US, UK 75.1 1.0 133 Neiman Marcus Department Stores US 76.4 183 Soliver Apparel DE 75.0 3.9 134 99 pstore Discount UK 76.4 184 DeSlegte Entertainment NL 75.0 - 135 Miss Etam Apparel NL 76.2 7.1 186 MediaMarkt Electricals PL, DE, NL, CN 75.0 - 13	126	Price Minister	Gen Merch	FR	76.6	-	176	Sainsbury's	Grocery	UK	75.2	1.5
129 Debenhams Department Stores UK 76.5 1.1 130 Prenatal Department Stores NL 76.5 7.0 131 Kroger Grocery US 76.5 180 House of Fraser Department Stores UK 75.2 -0.7 131 Kroger Grocery US 76.5 181 GAP Apparel CN, US, UK 75.1 5.9 132 Ted Baker Apparel UK 76.4 - 183 Soliver Apparel DE 75.0 - 134 99 pstore Discount UK 76.4 - 183 Soliver Apparel DE 75.0 - 135 Grate and Barrel Household US 76.3 11.9 187 Black Red White Furniture PL 75.0 - 138 Gome Electricals CN 76.2 7.1 188 MediaMarkt Electricals PL 76.0 -	127	Pantaloons	Department Stores	IN	76.6	-	177	Optic 2000	Optical	FR	75.2	-0.1
130 Prenatal Department Stores NL 76.5 70.5 131 Kroger Grocery US 76.5 18 GAP Apparel CN, US, UK 75.1 5.9 132 Ted Baker Apparel UK 76.5 3.1 18 GAP Apparel CN, US, UK 75.1 1.0 133 Neiman Marcus Department Stores US 76.4 183 Soliver Apparel DE 75.0 -3.9 134 99p store Discount UK 76.4 6.0 184 De Slegte Entertainment NL 75.0 - 135 Miss Etam Apparel NL 76.2 -2.8 185 Charles Vögele Apparel DE 75.0 - 136 Gorne Electricals CN 76.2 7.1 186 MediaMarkt Electricals PL, DE, NL, CN 75.0 - 136 Gorne Electricals CN 76.2 7.1	128	Yihaodian	Grocery	CN	76.6	-	178	Kaufhof	Department Stores	DE	75.2	-0.7
131 Kroger Grocery US 76.5 181 GAP Apparel CN, US, UK 75.1 5.9 132 Ted Baker Apparel UK 76.5 3.1 182 The Home Depot DIY US 75.1 1.0 133 Neiman Marcus Department Stores UK 76.4 - 183 Soliver Apparel DE 75.0 -3.9 134 99p store Discount UK 76.4 -0 184 De Slegte Entertainment NL 75.0 - 135 Miss Etam Apparel NL 76.3 -0.4 185 Charles Vögele Apparel DE 75.0 - 136 Crat and Barrel Household US 76.2 -2 187 Black Red White Furniture PL 75.0 - 138 Gorne Electricals CN 76.2 -2 188 Lloyds Pharmacy Health & Beauty UK 74.9 - 140 Printemps Department Stores FR 76.2 2.6 <td>129</td> <td>Debenhams</td> <td>Department Stores</td> <td>UK</td> <td>76.5</td> <td>-1.1</td> <td>179</td> <td>OBI</td> <td>DIY</td> <td>DE, PL</td> <td>75.2</td> <td>-0.9</td>	129	Debenhams	Department Stores	UK	76.5	-1.1	179	OBI	DIY	DE, PL	75.2	-0.9
132 Ted Baker Apparel UK 76.5 3.1 133 Neiman Marcus Department Stores US 76.4 - 133 Neiman Marcus Department Stores US 76.4 - 134 99p store Discount UK 76.4 - 135 Miss Etam Apparel NL 76.3 - 136 Crate and Barrel Household US 76.3 119 138 Gome Electricals CN 76.2 -2.8 138 Gome Electricals CN 76.2 -2.8 140 Printemps Department Stores FR 76.2 5.6 140 Printemps Department Stores FR 76.2 5.6 141 Action Household NL 76.2 5.6 142 Cdiscount Gen Merch FR 76.2 1.2 143 Edeka Grocery DE 76.2 1.2 144 ChaineaetionCycles.com (CRC) Sports & Outdoors UK 76.2	130	Prenatal	Department Stores	NL	76.5	7.0	180	House of Fraser	Department Stores	UK	75.2	-0.7
133 Neiman Marcus Department Stores US 76.4 183 Soliver Apparel DE 7.5.0 -3.9 134 99p store Discount UK 76.4 6.0 184 De Slegte Entertainment NL 75.0 -3.9 135 Miss Etam Apparel NL 76.3 -0.4 185 Charles Vögele Apparel DE 75.0 - 136 Crate and Barrel Household US 76.3 11.9 186 MediaMarkt Electricals PL, DE, NL, CN 75.0 - 138 Gome Electricals CN 76.2 - 188 Lolyds Pharmacy Health & Beauty UK 74.9 - 140 Printemps Department Stores FR 76.2 - 189 02 Other DE 74.8 - 144 Action Household NL 76.2 - 190 Office Apparel UK 74.8 - 144 Chiscount Gen Merch FR 76.2 -	131	Kroger	Grocery	US	76.5	-	181	GAP	Apparel	CN, US, UK	75.1	5.9
134 99p store Discount UK 76.4 6.0 135 Miss Etam Apparel NL 76.3 -0.4 136 Crate and Barrel Household US 76.3 11.9 137 Bijenkorf Department Stores NL 76.2 -2.8 138 Gome Electricals CN 76.2 -2.8 138 Gome Electricals CN 76.2 -1 139 Only Apparel CN 76.2 -1 140 Printemps Department Stores FR 76.2 -1 141 Action Household NL 76.2 -1 144 Printemps Department Stores FR 76.2 -1 142 Cdiscount Gen Merch FR 76.2 -1 143 Edeka Grocery DE 76.2 -1 144 ChaineaetionCycles.com (CRC) Sports & Outdoors UK 76.2 -1 145 Lidl Grocery NL 76.0 1.8 <td>132</td> <td>Ted Baker</td> <td>Apparel</td> <td>UK</td> <td>76.5</td> <td>3.1</td> <td>182</td> <td>The Home Depot</td> <td>DIY</td> <td>US</td> <td>75.1</td> <td>1.0</td>	132	Ted Baker	Apparel	UK	76.5	3.1	182	The Home Depot	DIY	US	75.1	1.0
135Miss EtamApparelNL76.30.4136Crate and BarrelHouseholdUS76.311.9137BijenkorfDepartment StoresNL76.22.8138GomeElectricalsCN76.27.1139OnlyApparelCN76.27.1140PrintempsDepartment StoresFR76.25.6141ActionHouseholdNL76.27.2142CdiscountGen MerchFR76.27.1143EdekaGroceryDE76.27.1144ChainReactionCycles.com (CRC)Sports & OutdorsUK76.27.1145LiddGroceryNL76.27.1146PoundlandDiscountUK76.27.1147WEApparelNL76.07.8148NextApparelNL76.07.1148NextApparelNL76.07.1149ButlersOtherDE7.67.1149ButlersOtherDE7.67.1149ButlersOtherDE7.67.1149ButlersOtherDE7.67.1149ButlersOtherDE7.67.1149ButlersOtherDE7.67.1149ButlersOtherDE7.67.1140ProceryNL <td>133</td> <td>Neiman Marcus</td> <td>Department Stores</td> <td>US</td> <td>76.4</td> <td>-</td> <td>183</td> <td>SOliver</td> <td>Apparel</td> <td>DE</td> <td>75.0</td> <td>-3.9</td>	133	Neiman Marcus	Department Stores	US	76.4	-	183	SOliver	Apparel	DE	75.0	-3.9
136 Crate and Barrel Household US 76.3 11.9 137 Bijenkorf Department Stores NL 76.2 -2.8 138 Gome Electricals CN 76.2 -2.8 139 Only Apparel CN 76.2 -2.8 140 Printemps Department Stores FR 76.2 -6.6 141 Action Household NL 76.2 -6.6 142 Cdiscount Gen Merch FR 76.2 -6.6 143 Edeka Grocery DE 76.2 -1.2 144 ChainReactionCycles.com (CRC) Sports & Outdoors UK 76.2 -1.2 145 Lidl Grocery DE 76.2 -1.2 145 Lidl Grocery NL 76.2 -1.2 144 ChainReactionCycles.com (CRC) Sports & Outdoors UK 76.2 - 145 Lidl Grocery NL, DE, UK, PL, FR 76.0 1.8 146 Poundland Discount UK 76.0	134	99p store	Discount	UK	76.4	6.0	184	De Slegte	Entertainment	NL	75.0	-
137BijenkorfDepartment StoresNL76.2-2.8138GomeElectricalsCN76.27.1139OnlyApparelCN76.2-140PrintempsDepartment StoresFR76.2-141ActionHouseholdNL76.2-142CdiscountGen MerchFR76.2-143EdekaGroceryDE76.2-144ChainReactionCycles.com (CRC)Sports & OutdoorsUK76.2-145LidlGroceryDE76.2-146PoundlandDiscountUK76.0-147WEApparelNL76.0-148NextApparelUK, IN76.0-149ButlersOtherDE76.0-149ButlersOtherDE76.0-149ButlersOtherDE76.0-149ButlersOtherDE76.0-149ButlersOtherDE76.0-	135	Miss Etam	Apparel	NL	76.3	-0.4	185	Charles Vögele	Apparel	DE	75.0	-
138GomeElectricalsCN76.27.1139OnlyApparelCN76.27.1140PrintempsDepartment StoresFR76.25.6141ActionHouseholdNL76.25.6142CdiscountGen MerchFR76.21.2143EdekaGroceryDE76.21.4144ChainReactionCycles.com (CRC)Sports & OutdoorsUK76.21.4145LidlGroceryDE76.21.4146PoundlandDiscountUK76.21.4147WEApparelNL76.01.8148NextApparelNL76.01.8149ButlersOtherDE76.01.8149ButlersOtherDE76.01.9149ButlersOtherDE76.01.5149ButlersOtherDE76.01.8149ButlersOtherDE76.01.8149ButlersOtherDE76.00.5149ButlersOtherDE76.01.9149ButlersOtherDE76.01.9140PortenSparelNL76.01.8141Chainseation ControlUK, IN76.01.9142PortenApparelNL76.01.9143NextApparelUK, IN<	136	Crate and Barrel	Household	US	76.3	11.9	186	MediaMarkt	Electricals	PL, DE, NL, CN	75.0	-
139OnlyApparelCN76.2189O2OtherDE74.974.9140PrintempsDepartment StoresFR76.25.6190OfficeApparelUK74.9-141ActionHouseholdNL76.20.8191OrlenService StationPL74.8-142CdiscountGen MerchFR76.21.2192Max BahrDIYDE74.83.6143EdekaGroceryDE76.21.4193LandmarkEntertainmentIN74.8-144ChainReactionCycles.com (CRC) Sports & OutdoorsUK76.2-194Système UGroceryFR74.82.1145LidlGroceryNL, DE, UK, PL, FR76.01.8195DirkBasDigrosGroceryNL74.7-0.1146PoundlandDiscountUK, IN76.0-197SaturnElectricalsDE, PL, NL74.6-0.7148NextApparelUK, IN76.00.5198JC PenneyDepartment StoresUS74.60.6149ButlersOtherDE76.0-199Bed Bath and BeyondHouseholdUS74.61.9	137	Bijenkorf	Department Stores	NL	76.2	-2.8	187	Black Red White	Furniture	PL	75.0	-
140PrintempsDepartment StoresFR76.25.6190OfficeApparelUK74.9-141ActionHouseholdNL76.20.8191OrlenService StationPL74.8-142CdiscountGen MerchFR76.21.2192Max BahrDIYDE74.83.6143EdekaGroceryDE76.21.4193LandmarkEntertainmentIN74.8-144ChainReactionCycles.com (CRC)Sports & OutdoorsUK76.2-194Système UGroceryFR74.82.1145LidlGroceryNL, DE, UK, PL, FR76.01.8195DirkBasDigrosGroceryNL74.7-0.1146PoundlandDiscountUK76.0-196Snapdeal.comGen MerchIN74.6-147WEApparelNL76.0-197SaturnElectricalsDE, PL, NL74.6-0.7148NextApparelUK, IN76.00.5198JC PenneyDepartment StoresUS74.60.6149ButlersOtherDE76.0-199Bed Bath and BeyondHouseholdUS74.61.9	138	Gome	Electricals	CN	76.2	7.1	188	Lloyds Pharmacy	Health & Beauty	UK	74.9	1.7
141ActionHouseholdNL76.20.8142CdiscountGen MerchFR76.21.2143EdekaGroceryDE76.21.4144ChainReactionCycles.com (CRC) Sports & OutdoorsUK76.2-145LidlGroceryNL, DE, UK, PL, FR76.01.8146PoundlandDiscountUK76.02.2147WEApparelNL76.0-148NextApparelUK, IN76.00.5149ButlersOtherDE76.0-149Bet Bath and BeyondHouseholdUS74.6149ButlersOtherDE76.0-	139	Only	Apparel	CN	76.2	-	189	02	Other	DE	74.9	-
142CdiscountGen MerchFR76.2-1.2143EdekaGroceryDE76.21.4144ChainReactionCycles.com (CRC) Sports & OutdoorsUK76.2-145LidlGroceryNL, DE, UK, PL, FR76.01.8146PoundlandDiscountUK76.02.2147WEApparelNL76.0-148NextApparelUK, IN76.00.5149ButlersOtherDE76.0-149Bet Bath and BeyondHouseholdUS74.6149ButlersOtherDE76.0-	140	Printemps	Department Stores	FR	76.2	5.6	190	Office	Apparel	UK	74.9	-
143EdekaGroceryDE76.21.4144ChainReactionCycles.com (CRC) Sports & OutdoorsUK76.2-145LidlGroceryNL, DE, UK, PL, FR76.01.8146PoundlandDiscountUK76.02.2147WEApparelNL76.0-148NextApparelUK, IN76.00.5149ButlersOtherDE76.0-149Bed Bath and BeyondHouseholdUS74.6149ButlersOtherDE76.0-	141	Action	Household	NL	76.2	0.8	191	Orlen	Service Station	PL	74.8	-
144ChainReactionCycles.com (CRC) Sports & OutdoorsUK76.2194Système UGroceryFR74.82.1145LidlGroceryNL, DE, UK, PL, FR76.01.8195DirkBasDigrosGroceryNL74.7-0.1146PoundlandDiscountUK76.02.2196Snapdeal.comGen MerchIN74.6-147WEApparelNL76.0-197SaturnElectricalsDE, PL, NL74.6-0.7148NextApparelUK, IN76.00.5198JC PenneyDepartment StoresUS74.60.6149ButlersOtherDE76.0-199Bed Bath and BeyondHouseholdUS74.61.9	142	Cdiscount	Gen Merch	FR	76.2	-1.2	192	Max Bahr	DIY	DE	74.8	3.6
145 Lidl Grocery NL, DE, UK, PL, FR 76.0 1.8 146 Poundland Discount UK 76.0 2.2 147 WE Apparel NL 76.0 - 148 Next Apparel UK, IN 76.0 - 148 Next Apparel UK, IN 76.0 - 149 Butlers Other DE 76.0 -	143	Edeka	Grocery	DE	76.2	1.4	193	Landmark	Entertainment	IN	74.8	-
146PoundlandDiscountUK76.02.2196Snapdeal.comGen MerchIN74.6-147WEApparelNL76.0-197SaturnElectricalsDE, PL, NL74.6-0.7148NextApparelUK, IN76.00.5198JC PenneyDepartment StoresUS74.60.6149ButlersOtherDE76.0-199Bed Bath and BeyondHouseholdUS74.61.9	144	ChainReactionCycles.com (CRC)	Sports & Outdoors	UK	76.2	-	194	Système U	Grocery	FR	74.8	2.1
147WEApparelNL76.0197SaturnElectricalsDE, PL, NL74.6-0.7148NextApparelUK, IN76.00.5198JC PenneyDepartment StoresUS74.60.6149ButlersOtherDE76.0-199Bed Bath and BeyondHouseholdUS74.61.9	145	Lidl	Grocery	NL, DE, UK, PL, FR	76.0	1.8	195	DirkBasDigros	Grocery	NL	74.7	-0.1
148 NextApparelUK, IN76.00.5198 JC PenneyDepartment StoresUS74.60.6149 ButlersOtherDE76.0-199 Bed Bath and BeyondHouseholdUS74.61.9	146	Poundland	Discount	ИК	76.0	2.2	196	Snapdeal.com	Gen Merch	IN	74.6	-
149 Butlers Other DE 76.0 - 199 Bed Bath and Beyond Household US 74.6 1.9	147	WE	Apparel	NL	76.0	-	197	Saturn	Electricals	DE, PL, NL	74.6	-0.7
	148	Next	Apparel	UK, IN	76.0	0.5	198	JC Penney	Department Stores	US	74.6	0.6
150 Crossword Entertainment IN 76.0 - 200 Real Grocery DE, PL 74.6 -0.1	149	Butlers	Other	DE	76.0	-	199	Bed Bath and Beyond	Household	US	74.6	1.9
	150	Crossword	Entertainment	IN	76.0	-	200	Real	Grocery	DE, PL	74.6	-0.1

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THE OC&C PROPOSITION INDEX 2012 – THE RATING OF OVERALL RETAIL PROPOSITION BY CONSUMERS VISITING OR PURC

Rank	Company	Category	Country	Score ¹	Chg ²	Ranl	Company	Category	Country S	icore ¹	Chg ²
201	Abercrombie & Fitch	Apparel	US	74.5	4.8	251	Spencers	Grocery	IN	73.3	-
202	GameStop	Entertainment	US	74.5	-1.4	252	Wal-Mart	Gen Merch	US	73.3	3.2
203	Boulanger	Electricals	FR	74.5	3.6	253	HMV	Entertainment	UK	73.3	0.4
204	Primark	Apparel	UK, DE	74.4	0.5	254	Intersport	Sports & Outdoors	FR	73.2	2.1
205	Monsoon	Apparel	UK	74.4	1.0	255	Strauss Innovation	Department Stores	DE	73.2	-0.8
206	Matalan	Apparel	UK	74.4	0.4	256	River Island	Apparel	UK	73.2	2.4
207	Jack and Jones	Apparel	CN, IN	74.4	4.0	257	Mannings	Health & Beauty	CN	73.2	4.1
208	Asos De	Apparel	DE	74.3	4.6	258	Alinea	Household	FR	73.2	-0.5
209	Benetton	Apparel	IN	74.3	-	259	361°	Apparel	CN	73.1	-
210	Kruidvat	Health & Beauty	NL	74.3	0.0	260	Praxis	DIY	NL	73.1	2.9
211	Dollar Tree	Discount	US	74.2	3.6	261	B&Q	DIY	UK	73.1	1.6
212	Macy's	Department Stores	US	74.2	1.5	262	Zodiac	Apparel	IN	73.1	-
213	New Look	Apparel	UK	74.2	0.8	263	Ross Stores	Department Stores	US	73.0	-
214	Praktiker	DIY	PL, DE	74.1	-	264	Boots Opticians	Optical	UK	73.0	-
215	Intermarche	Grocery	PL, FR	74.0	-	265	Walgreens	Health & Beauty	US	73.0	-0.6
216	DA	Health & Beauty	NL	74.0	0.5	266	Carrefour	Grocery	CN, FR, PL	73.0	7.0
217	Superdrug	Health & Beauty	UK	74.0	1.5	267	RTV Euro AGD	Electricals	PL	73.0	-
218	BCC	Electricals	NL	74.0	2.7	268	Superdry	Apparel	UK	73.0	2.7
219	Dillards	Department Stores	US	74.0	-	269	Karwei	DIY	NL	73.0	2.3
220	Xenos	Household	NL	74.0	2.0	270	Redcoon	Electricals	DE	73.0	0.4
221	Hobbycraft	Other	UK	73.9	0.5	271	Very	Gen Merch	UK	72.9	5.7
222	Arrow	Apparel	IN	73.9	-	272	Les 3 Suisses	Apparel	FR	72.9	4.5
223	Bruna	Entertainment	NL	73.9	0.1	273	Mappin & Webb	Jewellery	ИК	72.8	17.2
224	M&S Mode	Apparel	NL	73.9	0.8	274	Kolporter	Stationers	PL	72.8	-
225	Rueducommerce	Gen Merch	FR	73.8	-	275	Intertoys	Entertainment		72.8	0.3
226	Virgin	Entertainment	FR	73.8	-	276	Courtepaille	Food Service		72.7	-
227	Breuninger	Department Stores		73.8	-0.9	277	Toom - Der Baumarkt	DIY		72.7	-
228	Majestic Wine	Other	UK	73.8	5.6	278	Neckermann	Apparel		72.7	0.2
229	Sports Direct	Sports & Outdoors	UK	73.8	0.1	279	Vision Express	Optical		72.6	-
230	Vancl	Apparel	CN	73.8	0.3	280	Robert Dyas	DIY		72.6	2.9
231	Marshalls	Department Stores		73.7	-	281	Bloomingdale's	Department Stores		72.5	0.5
232	Uniqlo	Apparel	CN	73.7	1.5	282	Forever 21	Apparel		72.5	-
233	BP Polska	Service Station	PL	73.7	-	283		Apparel			-1.5
234	Telekom	Other	DE	73.7	-	284	Boden	Apparel		72.4	8.1
235	Kiabi	Apparel	FR	73.7	2.7	285	Semir	Apparel		72.4	3.5
236	Maplin	Electricals	UK	73.6	3.5	286	Bart Smit	Entertainment		72.4	-1.4
237	Burlington Coat Factory	Apparel	US	73.6	-	287	Brico Dépôt	DIY		72.4	2.9
238	Reliance Fresh & Reliance Mart		IN	73.6	-	288	Cache Cache	Apparel		72.3	3.6
239	WuMart	Grocery	CN	73.6	5.8	289	Easy Day	Grocery		72.3	-
240	Görtz	Apparel	DE	73.5	-1.5	290	0	Grocery		72.3	-
241	Daphne	Apparel	CN	73.5	3.3	291	Pottery Barn	Household			-0.5
	Vanguard	Grocery	CN	73.5	6.9	292		Apparel		72.3	-
243	Gamma	DIY	NL	73.5	0.6	293	Pixmania	Electricals		72.3	0.8
244	Star Bazaar	Grocery	IN	73.5	-	294		Apparel		72.2	-
245	Mothercare	Other	ик	73.4	-2.4	295		DIY		72.2	3.3
246	Base / Eplus	Other	DE	73.4	-	296		Jewellery		72.1	4.9
247	Wiggle.co.uk	Sports & Outdoors	UK	73.4	-	297	Best Buy	Electricals			-2.9
	Staples	Stationers	US	73.4	0.3	298		Service Station		72.1	-
249	Lotus	Grocery	CN	73.4	7.7	299		Apparel		72.1	0.9
250	Карра	Apparel	CN	73.4	-	300	Famila	Grocery	DE	72.0	-2.6

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09 An OC&C Insight Taking on the Machines

TOP 400 RETAILERS CHASING AT RETAILER IN LAST 3 MONTHS (INDEXED 0-100)

	Company	Category	Country	Score ¹	Cng ²	Rank	Company	Category	Country	Score	¹ Chg ²
301	Phones 4 U	Electricals	UK	72.0	8.5	351	Giordano	Apparel	CN	70.7	3.6
302	Billiger	Electricals	DE	72.0	2.7	352	Womai	Grocery	CN	70.6	-
303	Johnsons Dry Cleaners	Other	UK	72.0	-	353	Spartoo	Apparel	FR	70.6	-
304	American Eagle Outfitters	Apparel	US	72.0	-	354	Dorothy Perkins	Apparel	UK	70.5	1.9
305	Dolland & Atchison	Optical	UK	72.0	-	355	Gemo	Apparel	FR	70.5	3.9
306	Five Star	Electricals	CN	71.9	2.8	356	Reno	Apparel	DE	70.5	2.5
307	Karstadt	Department Stores	DE	71.9	2.7	357	The Mobile Store	Electricals	IN	70.5	-
308	Bonita	Apparel	DE	71.9	-	358	Vodafone	Other	DE	70.4	-
309	H. Samuel	Jewellery	UK	71.9	6.7	359	Baleno	Apparel	CN	70.4	3.5
310	Office Depot	Stationers	US	71.9	-	360	Sarenza	Apparel	FR	70.4	-
311	Monoprix	Grocery	FR	71.9	3.9	361	Subway	Food Service	FR	70.4	-
312	Carphone Warehouse	Electricals	UK	71.8	5.7	362	White Stuff	Apparel	UK	70.3	3.8
313	Adler	Apparel	DE	71.8	-	363	Poundstretcher	Discount	UK	70.3	-0.6
314	Moonbasa	Apparel	CN	71.7	-	364	Gamestation	Entertainment	UK	70.3	0.6
315	Fat face	Apparel	UK	71.7	3.9	365	Leen Bakker	Furniture	NL	70.2	1.2
316	Reliance Digital	Electricals	IN	71.7	-	366	Mirapodo	Apparel	DE	70.2	3.7
317	Save-A-Lot	Grocery	US	71.7	-	367	Atol	Optical	FR	70.2	6.8
318	C1000	Grocery	NL	71.7	0.8	368	Century Mart	Grocery	CN	70.2	5.7
319	Ernest Jones	Jewellery	UK	71.7	4.3	369	futurebazaar.com	Gen Merch	IN	70.2	-
320	TopShop	Apparel	UK	71.6	2.6	370	Plus	Grocery	NL	70.2	0.7
321	Buffalo Grill	Food Service	FR	71.6	-	371	Big Lots	Discount	US	70.1	-
322	Jack Wills	Apparel	UK	71.6	1.6	372	Dixons	Electricals	NL, UK	70.1	3.9
323	Home Center	Household	IN	71.6	-	373	Euronics	Electricals	DE	70.1	-1.3
324	Safeway	Grocery	US	71.6	-	374	Homebase	DIY	UK	70.1	3.3
325	Edinburgh Woollen Mill	Apparel	UK	71.6	-	375	WH Smith	Stationers	UK	70.1	1.3
326	CVS	Health & Beauty	US	71.5	0.9	376	Blacks	Sports & Outdoors	UK	70.1	1.1
327	Body Shop	Health & Beauty	US	71.5	3.3	377	Original Factory Store	Discount	UK	70.0	7.0
328	Conforama	Household	FR	71.5	2.6	378	Timpson's	Other	UK	70.0	-
329	Formido	DIY	NL	71.5	4.4	379	Cora	Grocery	FR	70.0	2.7
330	Old Navy	Apparel	US	71.5	-0.7	380	Sears	Department Stores	US	70.0	-0.1
331	Hagebau	DIY	DE	71.5	0.9	381	Game	Entertainment	UK	70.0	-3.4
332	Odyssey	Entertainment	IN	71.4	-	382	Lianhua	Grocery	CN	70.0	6.4
333	Brand4Friends	Apparel	DE	71.4	0.0	383	Polo Market	Grocery	PL	69.8	-
334	Halfords	Other	UK	71.4	5.7	384	Banana Republic	Apparel	US	69.8	-2.7
335	Promod	Apparel	FR	71.3	1.5	385	Kaiser's	Grocery	DE	69.6	-
336	Kijkshop	Household	NL	71.3	4.9		La Halle	Apparel	FR	69.6	2.0
337	Vero Moda	Apparel	CN, NL	71.3	2.4	387	Furniture Village	Furniture	UK		16.2
338	JD Sports		UK	71.2	4.6	388	Rite-Aid	Health & Beauty	US	69.5	1.9
339	@Home	Household	IN	71.1	-	389	Family Dollar	Discount	US	69.5	0.1
340	Marskramer	Household	NL	71.1	4.0		Currys	Electricals	UK	69.5	3.9
	Jcrew	Apparel	US	71.1	5.4	391		Optical	FR	69.5	-0.6
	Orsay	Apparel	DE	71.0	-		Go Sport	Sports & Outdoors		69.4	1.3
	Planet M	Entertainment	IN	70.9	-		Trekpleister	Health & Beauty	NL	69.4	1.9
344		Electricals	DE	70.9	5.3	394		Stationers	PL	69.4	-
345	Jessops	Electricals	UK	70.9	0.1	395		Entertainment	NL	69.4	
	V&D	Department Stores		70.9	0.1	396	Komfort	Furniture	PL	69.3	
340	Me&City	Apparel	CN	70.9	-	390	NKD	Apparel	DE	69.3	2.6
348	Agata Meble	Furniture	PL	70.9	-	398	Dreams	Furniture	UK	69.2	5.4
349	Brioche Dorée	Food Service	FR	70.8	-	399		Grocery	IN	69.0	-
350	Electronic Partner	Electricals	DE	70.7	2.0	400	Meble VOX	Furniture	PL	69.0	-

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