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The Grocer Guide to...

The
Grocer

Franchise & Fascia



Analysis

➡ The UK franchise and fascia market is experiencing substantial change in 2025, with leading operators implementing ambitious expansion strategies while addressing mounting economic pressures and intensifying competition from supermarket chains.

“The biggest challenge is maintaining footfall and margins in a market that remains price-sensitive and highly competitive,” observes Guy Swindell, joint managing director of Parfett’s.

“Major supermarkets are increasingly expanding their convenience store formats, creating more competition for independent and small chain convenience stores,” adds Jamie Davison, retail director at Bestway Retail.

On the other hand, the cost-of-living crisis “remains a key influence on consumer behaviour”, leading to strategic adaptations across the sector, notes Parfett’s Swindell.

Companies are responding with overarching value strategies. For example, Stewart Fenn, sales director at Budgens and Londis, notes that Budgens has “doubled down on value”. Meanwhile, Martyn Parkinson, sales director at Premier, reports that the business has expanded its own-label range “which has seen over 30% growth”.

Overall, the emphasis on supporting independent retailers reflects the franchise and fascia category’s shift from traditional wholesale relationships toward comprehensive business partnerships that are being developed to address the challenges convenience retail is facing.

Looking at accomplishments

The sector’s major players are pursuing significant expansion programs that reflect confidence in the franchise and fascia model’s resilience. This growth spans both traditional wholesale-backed symbols and innovative franchise models, demonstrating that the sector is both diverse and adaptable.

“Parfett’s has enjoyed a strong year of growth, marked by the ongoing expansion of the network and the acquisition of a ninth depot in Southampton,” says Swindell. This strategic investment has allowed the business to serve over 1,800 retailers across its multiple fascias,

including Go Local, Go Local Extra, The Local and Shop & Go, while targeting ambitious goals of reaching “2,000 retailers and £1bn in turnover”, he adds.

Likewise, Premier – the UK’s largest symbol group – welcomed “over 500 new independent stores” in 2024 alone, bringing its total to “over 4,800 stores nationwide”, says Premier’s Parkinson. This development includes “a growing number of forecourt retail outlets and small-format stores (measuring 300-600 sq ft)”, he adds.

Also demonstrating how format flexibility drives network expansion, “Spar has enjoyed a strong year of growth, welcoming new independent retailers across the UK and continuing

to invest in developing the estate,” explains Ian Taylor, Spar UK retail & development director. “With over 2,300 stores nationwide, including a number of very successful forecourt retail sites, our focus remains on supporting retailers with flexible, locally tailored formats that deliver long-term value,” he says. Looking ahead, Taylor is confident: “We are actively engaging with prospective retailers who share our ambition to grow with the strength of the Spar brand,” he adds.

Premier’s success reflects the strength of the Booker Group’s wholesale infrastructure, with Parkinson explaining: “Booker is committed to supporting Premier retailers by delivering outstanding



Why smart partnerships work

How major operators are navigating the competitive convenience landscape as supermarket giants muscle into their territory



choice, price, and service – backed by a low/no cost model, exclusive promotions, and one of the largest store support teams in the UK.”

Bestway Retail’s Davison, meanwhile, emphasises a different strategic approach focused on innovation rather than pure numerical expansion. “Over the next six months we’ll continue the development of our innovative, market-leading, dual-branded stores,” he says. “Our focus is on creating a dynamic, modern, and customer-centric spaces that cater to evolving shopper missions. These stores emphasise convenience, sustainability and an exceptional product range, aligning us with emerging market trends.”

Rejigging formatting by targeting specific market segments

The development of specialised store formats is key as operators seek to address specific consumer needs and market opportunities. Parfett’s has introduced ‘Shop & Go’, a dedicated format for high-footfall commuter areas, forecourts and transit zones, reveals Swindell. “This new fascia offers a focused product range tailored to on-the-go missions, with stores already operational in Bristol and Hull,” he says. The Shop & Go concept demonstrates careful analysis of consumer behaviour in high-traffic locations, where shoppers typically prioritise speed and convenience.

Premier’s format extends to

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Analysis

operational efficiency improvements, with “over 225 beer caves and 40 soft drinks caves installed – delivering energy efficiencies and reducing labour demands by an average of six hours per week per store,” explains Parkinson. New concepts include Refresh@Premier (a self-serve drinks station), the Vape Vault (a secure, regulation-ready solution) and even in-store laundrettes, that boost “dwell time, footfall and customer satisfaction”, he adds.

Londis has developed its comprehensive ‘Store of the Future’ concept, with Fenn noting that “over 270 stores have been upgraded, including the introduction of new product categories such as bubble tea, milkshakes and Costa Coffee, which are now featured in over 100 and 130 stores respectively”. The company has also enhanced its in-store experience for consumers, with updated digital screens for promotions and new till counters, he says.

Bestway Retail’s dual-brand strategy, exemplified in its Hybrid concept, takes a different approach to format innovation, with Davison explaining the company’s emphasis on “convenience, sustainability, and an exceptional product range, aligning us with emerging market trends”. The company plans to “tailor solutions to the unique needs of retailers and optimise the Shopper First program to target key audience demographics”, he notes.

Lastly, Spar is demonstrating format development through specific store innovations. “We never stop innovating and continue to deliver a successful multi-format retail, own label and marketing strategy designed to meet specific customer needs and tailored to each store, local community, and shopper profile,” explains Taylor. Recent examples include “Spar City Tower in Manchester and Spar Parkfoot forecourt store, both stand-out sites that reflect the very best in modern convenience retailing”, he adds. “These formats are highly customer-focused, with flexible, design-led layouts that maximise product visibility, enhance the shopping experience and support mission-based purchases.”

Supporting independents

The approach to supporting independent operators is shifting



towards a business partnership model stepping away from traditional wholesale.

Parfett provides a “free fascia package that includes free delivery, EPOS, marketing support, and merchandising materials”, explains Swindell. “With no membership fees or delivery surcharges, retailers benefit from straightforward, transparent pricing support tailored to their needs and store profile,” he adds. This comprehensive approach eliminates traditional barriers to franchise participation while providing essential operational support.

Similarly, Bestway Retail offers

extensive operational support through its flexible delivery and collect model, saving retailers time and money, notes Davison. “Retailers can receive store deliveries or top up at local depots, ensuring well-stocked stores and product availability every day,” he explains.

The company also provides planning support. “Category planners use market insights to create annual product ranges and planograms by store size, optimising sales, profit, and footfall,” he adds.

Spar maintains comprehensive support frameworks while continuously enhancing services for independent retailers. “Our focus remains on helping retailers drive footfall, increase basket spend and grow profit margins,” notes Taylor. “This means delivering a combination of quality, value, convenience, and exceptional service that builds customer loyalty and long-term success long-term value.”

“Our mission is to support independents by keeping things simple, offering real value and providing the tools needed to stay agile and competitive”



Who's winning in fresh food?

The expansion of fresh and chilled food offerings represents a critical battleground as convenience stores seek to compete more effectively with supermarket chains.

Parfett's has "significantly expanded its fresh and chilled offer to over 500 lines, adding 12 fresh protein SKUs under its Go Local own label", reports Swindell. The company's "partnership with Eden Farm supports further growth in this category, and we are currently working on launching new meal deal and 'meal for tonight' solutions to better serve changing shopper habits." This expansion to the company's offer demonstrates

Parfett's recognition that convenience shoppers view local stores as primary food destinations rather than simply emergency or top-up locations.

Bestway Retail has developed comprehensive fresh food capabilities, with Davison noting that the business "supports retailers with a chilled distribution centre, expanded fresh food ranges, and long-life products like pizzas and ready meals". Meanwhile, its Costcutter stores access 2,000+ Co-op own-label products, "offering quality, value, and a nationally recognised fresh food brand", he adds.

The Co-op partnership provides Costcutter with access

to fresh food brands that carry consumer trust and quality expectations. The relationship allows independent retailers to compete directly with larger chains while maintaining operational flexibility and personal service, says Davison.

Spar has further developed its own-label in fresh categories, with Taylor highlighting the company's "exclusive own-brand range, with over 750 carefully developed lines across ambient, chilled, frozen and licensed categories".

Spar has also developed a fresh pasta range with high-quality meals that don't compromise on taste, he reveals. This includes authentic

filled tortelloni and matching pasta sauces, "offering a complete, convenient meal solution that's perfect for busy lifestyles". "Personalised service, strong community connections, and a curated, relevant product range, especially in fresh foods, are increasingly important differentiators," adds Taylor. "These support local suppliers, champion local causes and offer a shopping experience that's tailored to the needs of their community," he says. "Every product is benchmarked against market-leading brands to ensure it meets quality, value and the convenience expectations of today's shoppers."

How ahead is tech?

Different digital implementations are also shaping how franchise and fascia operators support their retailers. While some focus on comprehensive deployment, others prioritise targeted ROI-driven performance.

Parfett's has revamped its retailer app with promotional calendars, spend tracking, and barcode scanning, creating what Swindell describes as "a digital ecosystem designed to simplify retail operations and support profit margins."

However, Spar takes a more measured approach, with Taylor explaining that its focus is "on using technology where it adds real, measurable value", implementing electronic shelf-edge labels and self-checkouts "where there is a clear return on investment".

Premier, meanwhile, has deployed integrated electronic point of sale (EPOS) systems, electronic shelf-edge

labels (ESELs) and advanced security measures, including facial recognition technology, while expanding digital screens for promotional messaging, reveals Parkinson.

Budgens is keen to emphasise its security partnerships with Reliance Protect and Facewatch aimed at addressing shrinkage and in-store crime, while Londis leverages AI-driven predictive analytics and the retail development manager portal to improve operational efficiency and retailer support.

Bestway Retail is rolling out its in-house CPoS system alongside next-generation self-checkout units and trialling age verification technology. The company is also piloting Socio Local, a digital marketing platform that, according to Davison, "empowers retailers with a smarter approach to social media" – all by managing multiple platforms from a single dashboard.

What does strategic growth mean?

Despite the challenges, all major operators are looking to new strategies and ways to stay ahead of the curve.

Parfett's has a target to reach "2,000 retailers and £1bn in turnover" with "further fascia expansion planned over the coming months", demonstrating its confidence in market opportunities. Swindell emphasises that "Parfett's mission is to support independents by keeping things simple, offering real value, and provide the tools needed to stay agile and competitive."

Bestway Retail plans to "invest further in technology to streamline order fulfilment and improve delivery efficiency, including exploring micro-fulfilment models and expanding e-commerce capabilities", according to Davison. Investing in technology is key to be able to push network growth while maintaining operational quality and brand standards, he says.

It goes without saying that the

Analysis

market continues to evolve in response to changing consumer behaviours, requiring strategic adaptation from all operators. “We may see further changes in consumer behaviours driven by the growth of e-commerce and delivery services like Deliveroo, Uber Eats, and rapid delivery services,” says Bestway Retail’s Davison. Consumers are “seeking greater convenience through fast delivery and digital ordering”, he adds.

Health and wellness trends are also influencing product strategies across the sector. Companies report expanding their fresh and healthy food offerings, with Davison noting that “retailers may need to adapt by offering healthier, more sustainable products that align with consumers’ changing values.”

This trend aligns with Spar’s product development, as Taylor outlines the company’s focus on launching products that meet “evolving consumer needs”, including vegetarian options that align “with the trend towards more plant-based choices”.

The sector is also responding to broader demographic shifts that present both opportunities and challenges. Bestway Retail’s Davison observes: “As the UK’s population continues to age, there will be increased demand for convenience products tailored to older consumers, including health and wellness offerings or easy-to-prepare meals.

“The growing ethnic and cultural diversity in the UK presents both an opportunity and a challenge for convenience retailers to diversify their product ranges to appeal to various customer segments,” he adds. The challenge lies in staying on top of these advancements and integrating them effectively while managing the associated costs and complexity.

What’s up next?

The UK franchise and fascia market in 2025 is demonstrating remarkable adaptability across its major operators. From the ambitious expansion targets of companies like Premier, which welcomed over 500 new independent stores in 2024, to the innovative format development seen across multiple operators, the sector has shown its ability to evolve and grow despite significant challenges.



“The growing ethnic and cultural diversity in the UK presents both an opportunity and a challenge for retailers to diversify their product ranges”

The collective investment in technology across all operators reflects the sector’s understanding that digital transformation is essential for future competitiveness. Whether through Premier’s comprehensive technology deployment, including integrated EPOS systems, to the security investments made by Budgens through trusted partnerships with Reliance Protect, Facewatch, and Veesion, operators are providing retailers with tools to compete effectively.

Value strategies have moved beyond the traditional wholesale to a more holistic approach to drive consumer affordability with retailer profitability. Parkinson from Premier’s observation that consumers “are not just looking for low prices – they’re seeking quality, convenience, and added benefits all in one place” reflects the nuanced understanding operators have developed about modern consumer expectations.

Meanwhile, the emphasis on fresh food across all operators is a

testament to the sector’s commitment to transforming convenience stores into food destinations. From Premier’s plans for long-life chilled ranges (350+ SKUs offering 25-30% POR) to Budgens’ fresh and chilled range of over 2,000 lines, operators are making substantial investments in territories that were traditionally dominated by larger supermarket chains.

Support services have also evolved far beyond traditional wholesale relationships. “Our entire team is invested in the success of our retailers,” says Parfett’s Swindell.

Alternative business structures could influence sector development. “We awarded our staff with 12% profit-share bonus last year to recognise their contribution,” he explains.

All of this demonstrates how aligned incentives can create competitive advantages in retailer support and relationship building. The forecourt focus across multiple operators highlights the sector’s ability to identify and capitalise on specific market opportunities that play to the strengths of convenience retail – for example, Londis being “the largest forecourt partner in the UK” with 50% of stores in forecourt locations, and Premier’s growth in “forecourt retail outlets and small-format stores”.

Looking ahead, the challenges identified by industry leaders are “maintaining footfall and margins while navigating intense pressure on consumer spending due to the cost of living crisis”, explains Parfett’s Swindell. However, the strategic responses from across the sector suggest operators are well-positioned to navigate these challenges, with a robust ecosystem that can address different retailer needs and market conditions. As Fenn from Budgens notes: “Our commitment is to help every retailer thrive, now and into the future.” This collaborative approach to market development, combined with continued innovation and adaptation, suggests the UK franchise and fascia market is well-equipped to address future challenges while maintaining its vital role in the convenience retail landscape. The sector’s shift towards more comprehensive business partnerships is focused on addressing the full spectrum of modern retail challenges ahead.

One Stop

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Unrivalled support for franchisees

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KEY BRANDS

One Stop

As the cost-of-living crisis drives shoppers to look for value from their groceries, One Stop has worked hard to support its franchisees' success. The UK trading environment, together with the impact of a number of new regulations within the industry, are making it harder than ever for convenience retailers. However as retail experts we guide our franchisees, whether family-run businesses or larger convenience enterprises, to reach their business ambitions.

We invest significantly into the refit of a franchisee's store, installing technology such as self-service tills, and helping to meet their needs on online delivery. At One Stop with our fully managed, award-winning online delivery model we provide the biggest opportunity for our retailers to generate additional sales by reaching customers outside of their store catchment area. With one device and one app across all four leading providers, we've made it



“As retail experts we guide our franchisees to reach their business ambitions”

easy using a time-saving system that removes any complexity. It's just pick and pack! We also support multisite retailing with efficient EPOS and finance systems to enable them to scale their business efficiently. We offer a seamless supply chain and despite tougher recent trading, we've provided better promotions so our retailers stay competitive in the market.





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Brand refresh to stay ahead

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best-one

2024 was a significant year for best-one, culminating with a full refresh of the brand, proposition, our operation and the services and support provided for our retailers, explains Jamie Davison, retail director at Bestway Retail.

“In an ever-competitive market, rising operating costs and legislation for retailers to navigate through, it was important we did all we could to support them,” he says. “We focused on delivering more of what we know is important for our retailers and innovating where we believed we could make retailing simpler for them.

“We continued to build on our value-led consumer offer and play to our strengths: impulse & tobacco, underpinned by a leading alcohol proposition, with a developing grocery and fresh offer. We relaunched and expanded our award-winning own-label ‘Best-in’ range (over 300 SKUs and growing with an average percentage of +30%). We continued to support PMPs as well as upweight our promotions.”

The business also created a dedicated best-one field team of business development managers, allowing it to programme a quality visit every four weeks. “We have invested in external coaching for our field team, ensuring they have the right skills to support our customers to grow their business,” adds Davison. “And we invested in a customer service team, available to help retailers six days a week.”

Supported by the Bestway network and central functions, best-one



“In 2024, we focused on delivering more of what we know is important for our retailers and innovating where we believed we could make retailing simpler for them”

continues to be backed by dedicated specialist teams including trading, stock management/availability, marketing and store POS, promotions, implementation guides and category guides, he notes. best-one symbol POS and leaflets are also still free of charge.

“We simplified the retailer rebate scheme ‘My Rewards’ making it even easier,” adds Davison. “There are only three things we ask of our retailers:

1. Support our fascia.
2. Place an order every week.
3. No aged debt please.

“Retailers love it and average spend has grown consequently.”

best-one has also refreshed its website, relaunched its Tobacco Club, and, at the same time, has opened up its range by serving depot so retailers can now order all lines in their serving depot, he reveals.

“We launched the best-one app, making it even more convenient for retailers to shop with us,” he notes. “Retailers can now place orders straight from their phones, whether that be ‘click & collect’ or delivered (retailers can scan products on the shop floor to build their shopping list).

“We will continue to invest – our licensed offer is incredibly competitive and continues to be reviewed and sharpened as the market needs. We provide our retailers with access to a compelling and extensive range of drop shipment suppliers from a dedicated platform, enabling them to build their store offer locally for their communities.”



best-one

Best-in

Exclusive
award-winning
own label range



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Competitive
wholesale pricing



Store development
co-investment
funding available

More retailers are joining best-one

because they can see we're the right
choice for them



“ After working with the
team at best-one, we feel
we are definitely going in
the right direction. We are
so proud to be a part of
the best-one family and
look forward to the
future. ”

Barry Thomas - best-one, Doncaster



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Costcutter^c

best-one

Bargain Booze

simplyfresh

Guide to retail resilience

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KEY BRANDS

Budgens

➔ This past year's growing consumer demand for convenience, speed and accessibility has driven significant innovation, says Stewart Fenn sales director - BRP at Budgens. "The continued cost-of-living pressures reshaped consumer behaviour, with value, local accessibility, and service speed becoming non-negotiables," he notes.

"At Budgens, we recognised this shift early and responded with the launch of Scoot, our exclusive rapid home delivery platform, developed in partnership with Booker. This wasn't just a new service – it was a broader strategic shift", explains Fenn. "We supported Budgens using Scoot with tailored launch packages, retail development managers, and ongoing marketing support, so retailers could capitalise on the opportunity with minimal friction," he adds. Demonstrating how Budgens retailers' future-proof their stores, drive incremental growth, and build loyalty.

Moreover, through the 'Fit for the future' programme, Budgens is helping retailers identify cost-saving opportunities, improve margins and tap into enhanced supplier terms. "Our zero-cost model, no joining or membership fees and access to free EPOS systems* mean we're actively reducing barriers to entry and growth for new partners," explains Fenn.

Shaping the future of convenience

"We now operate over 400 stores nationwide, and our growth strategy is rooted in a unique advantage: format versatility. From large neighbourhood stores to forecourt locations, our model adapts – across footprints from 1,500 to 5,000sq ft" says Fenn.

What sets Budgens apart is their zero-cost entry model and absence of restrictive joining or trading fees, making it one of the most accessible symbol groups for independent retailers looking to grow or convert. "We have also expanded our food-to-go areas and refined our meal deal offers: with over 2,000 fresh and chilled lines and more than 800 own-label products across trusted brands like Euro Shopper



“Whether through flexible formats or meaningful commercial support, our goal is to be the most responsive and future-focused symbol group in the market”

and Jack's" says Fenn.

Budgens believes that hyper-local loyalty through digital and in-store hybrid experiences will characterise the upcoming year. "We have decided to provide retailers with POS kits, promotional materials and social media tools to maximise their reach" Fenn explains. "Combined with our spend & save' rebate scheme offering up to 6% back," he adds.

In the year to come, Budgens will support its retailers with cutting-edge tools to tackle shrinkage and ensure safety, while its investments in AI-driven analytics and predictive inventory management are starting to deliver real ROI. "We're here to help independent retailers thrive, not just survive," says Fenn. Whether through flexible formats, innovative services or meaningful commercial support, Budgens goal is to be the most responsive and future-focused symbol group in the market.

*terms apply

JOIN Budgens



- **Industry Leading Rebate**
*Up to 6%
- **Market Leading Fresh & Chilled Range**
- **Free to Join**
No membership fees, free marketing package
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 **Great quality products**

“Our store is flourishing with the support of the Budgens team. Through implementing the Jack’s brand, we have been able to provide our consumers with plenty of choice therefore optimising our sales.”
Budgens Wooler

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*Terms and conditions may apply

Costcutter

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Costcutter

➔ In a retail landscape marked by rising operational costs and shifting consumer behaviour, Costcutter has emerged as one of the most agile, innovative and supportive retail brands in the symbol group sector. By aligning local insight with national expertise, Costcutter is helping independent retailers not just survive, but thrive. “We are now better equipped to deliver value, convenience and growth in an increasingly competitive convenience retail landscape,” says Jamie Davison, retail director at Bestway Retail. “The work we’ve done over the past year is about delivering footfall, loyalty and spend-per-visit through meaningful support, focused campaigns, and a sharper offer,” he adds.

Costcutter’s model empowers independent retailers to remain flexible and locally relevant, while also benefiting from national scale and strategic innovation. Through Bestway Retail insights and access to circa 2,000 Co-op own-label products, Costcutter stores benefit from unmatched supply resilience by not just having their partnered delivered solution but with access to Bestway Cash and Carry outlets and the brand heritage and trust.

The fascia’s focus on fresh food, food-to-go and innovation means it is more relevant than ever. By bolstering meal for tonight solutions, collaborating on bakery and premium meal solutions, Costcutter is winning over consumers seeking value and quality in one place.

Smart stores: designed for growth

Costcutter’s modern concept stores are built on insight. From in-store bakery and fresh produce to chilled grab-and-go zones and seasonal WOW deals, stores are laid out around shopper missions, driving increased basket spend. A standout format integrates premium and value with dedicated modular zones – including a modern Costcutter Wine Rack model for specialist wine and spirits, and a dual-fascia Costcutter Bargain Booze concept for high-volume value alcohol sales.



“The work we’ve done over the past year is about delivering footfall, loyalty and spend-per-visit through meaningful support, focused campaigns and a sharper offer”

Promotions that perform

With value more important than ever, Costcutter has introduced a triple-tier promotional engine:

- Mega deals and events: big night in, meal solution, customer event focuses;
- Everyday essentials: KVI promotions on key lines from crisps to fruit and veg;
- Profit drivers: supporting retailers in this competitive landscape to still sell more and make more’.

Smarter tech means better retail

Investment in EPOS, analytics and mobile tech is giving retailers better control, visibility and flexibility. “This remains a key priority for Bestway to continue to grow as technology advancements keep moving, Costcutter stores are enabled for next-gen retail,” explains Davison. Dedicated business development managers now support each brand on a call cycle, offering tailored insight and action plans.

Why join Costcutter in 2025?

- Unbeatable quality and fresh food-to-go expansion;
- Backed by Co-op own-label power and branded value;
- Agile customer-centric options to suit location and demographics;
- Digital innovation driving sales to help retailers improve their margins;
- Access to Bestway cash and carry as well as direct to store.

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Access to over
2,000 own label
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to 6% available



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Championing and supporting
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“If you really want to
make money and make
your store a success,
then you need to look
at Costcutter and
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KEY BRANDS

Costcutter
best-one
Bargain Booze
Wine Rack

Over the past year, the most significant challenge faced by our hybrid stores has been the continued pressure on costs and shifting consumer preferences. We have worked hard to balance all the demands and maintain affordability and accessibility in a disruptive market. “Customers increasingly sought greater value, convenience, and flexibility, prompting us to reassess our product range, in-store layout, and digital integration,” says Jamie Davison, retail director at Bestway Retail.

This challenge led to a key innovation: the seamless fusion of convenience retail with value-driven alcohol through the Bargain Booze range under one roof, supported by data-led localised ranging. “We introduced smarter merchandising strategies, optimised store footprints, and expanded value product lines while leveraging customer insights to tailor offers at a very local level”, explains Davison.

Furthermore, investments where made in digital tools such as mobile promotions, real-time stock management and click-and-collect services to improve operational efficiency and customer engagement.

This transformation has not only enhanced the customer experience but also boosted footfall, increased basket spend, and positioned us for sustainable growth. Heading into 2025, these innovations will underpin stronger store performance, deepen customer loyalty and set a blueprint for future hybrid retail models within



“We expanded our value product lines while leveraging customer insights to tailor offers at a very local level”

the Bestway family. In response to the evolving UK convenience landscape, Bestway’s ‘Costcutter with a Bargain Booze’ hybrid stores are strategically positioning themselves to meet changing consumer demands. By integrating essential grocery items with a comprehensive alcohol selection through Bargain Booze, these stores offer a one-stop solution that caters to diverse shopping missions. This dual-brand approach has led to significant performance improvements, including a 48% increase in weekly sales, a 40% rise in footfall, and an 11.7% boost in basket spend as well as +3% margin growth. “A notable market opportunity that others may be overlooking is the potential of hybrid store formats to serve both everyday convenience needs and specialist product desires,” says Davison. Bestway’s model capitalises on this by combining the strengths of Costcutter’s grocery offerings with Bargain Booze’s extensive and value led alcohol range, creating a unique shopping experience that appeals to a broad customer base. This approach not only enhances customer satisfaction but also drives profitability.

Looking ahead to 2025, Bestway plans to expand this hybrid model further, leveraging its extensive supply network and data-driven insights to tailor store offerings to local demographics. By doing so, the group aims to strengthen its market position and continue delivering value to both customers and independent retailers.



Costcutter[®]

Bargain Booze



Over 2,000 own label products and market leading fresh and alcohol range



Enhanced rebates, up to 6% available



Experienced & dedicated Business Development Manager

Make more sales and profit!

Increase your sales & profit with our convenience & off-licence concept.



“A truly unique concept. By combining the convenience of everyday essentials with the diverse selection and competitive prices of a dedicated off licence, it offers unparalleled value and convenience to shoppers.”



Peter Patel - Costcutter Bargain Booze Meopham

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w: www.londis.co.uk/

Embracing innovation

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Sales Director – Londis

KEY BRANDS

Londis

As we look ahead to 2025, Londis, part of the Booker Group and the UK's largest food and drink wholesaler, finds itself at an exciting juncture. "With over 2,400 stores across the UK, including more than 50% operating as forecourts, we are firmly committed to supporting our retailers in navigating both immediate challenges and long-term trends," says Stewart Fenn, sales director at Londis.

Rising costs and innovation

With inflation, fluctuating fuel prices, and energy costs affecting customers' purchasing decisions, Londis had to remain agile and responsive. "By focusing on providing efficient, cost-saving solutions, such as exclusive deals on security services, energy-efficient upgrades, and value-added products like EV charging points, we've helped our retailers drive stronger margins, improve service offerings, and enhance profitability," explains Fenn. "Our 'Make more, save more' programme alone has generated an average of £40k in opportunities for our participating retailers," he adds.

Growth in a changing landscape

Londis is uniquely positioned to seize the opportunities in the changing UK convenience landscape. "Our extensive forecourt network – the largest in the UK places us in a prime position to serve consumers who are relying on local stores for their everyday needs," says Fenn. The growing demand for extended services presents untapped revenue streams many competitors overlook. "At Londis, we're already ahead of the curve, having launched



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innovative services such as exclusive Costa Coffee deals, bubble tea offerings, and even milkshakes in over 130 stores,” explains Fenn.

Operational excellence and support

Londis has invested heavily in streamlining retailer operations, from automatic claiming processes to improved customer service support. "Over the last 12 months, we've invested in fleet improvements, boosting delivery capacity and vehicle safety," Fenn states. "Additionally, our retail development managers (RDMs) have completed over 10,000 visits to support our retailers," he adds. With a 270 stores already embracing the 'Store of the future' concept, seeing 22% higher sales and 2% better margins.

Looking at the future

Londis is committed to reducing its environmental footprint, supporting energy-saving initiatives like LED lighting upgrades and energy-efficient equipment. The partnership with Hawley's 'Energy saving club' provides cost-saving solutions, while collaborations with FareShare and Too Good to Go reduce food waste. With 190 new stores joining last year, Londis continues expanding. "We'll continue to focus on providing our retailers with the right tools, products, and services to thrive in this ever-changing landscape," concludes Fenn.

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Londis

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Helping retailers thrive

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Go Local
Go Local Extra
The Local
Shop & Go

➔ The past year has tested the retail sector like never before. For Parfett, the UK's largest employee-owned wholesaler, the challenge of the cost-of-living crisis drove innovation and strategic growth to support independent retailers.

"The pressure on consumer spending meant we acted decisively to support our customers," says Guy Swindell, joint managing director of Parfett. "We doubled down on delivering value for money, strengthening our digital services, and investing in our product range so retailers can protect their margins and keep customers coming back."

A key part of this transformation has been the development of the Go Local own-label range, which now offers over 200 lines with up to 75% product on promotion (POR). It's designed to meet shopper demand for value while offering retailers better profits. At the same time, Parfett expanded its chilled and fresh category to over 500 lines through a partnership with Eden Farm, helping convenience stores cater to everyday missions like 'a meal for tonight' or 'grab-and-go' snacking.

To support this, Parfett unveiled a refreshed mobile app. This tool gives shopkeepers more control over their orders with features like personalised spend charts, daily deals and a new brand hub. "Our investment in technology is about giving retailers time back and making their jobs easier," Parfett's Swindell explains.

The business has also introduced a new format. Shop & Go is a fresh fascia designed for forecourts, commuter and high-footfall areas. "It's a concept



"We've doubled down on delivering value for money strengthening our digital services and investing in our product range so retailers can protect their margins and keep customers coming back"

that directly addresses the mission-based shopper," Swindell explains. "Quick visits, clear pricing and high turnover products, all backed by our promotional firepower and retail development support." Parfett's unique model as an employee-owned company underpins everything it does. It means more investment into services like free delivery, no membership fees and a growing depot network, which is now extending to the South Coast with the upcoming Southampton site.

Looking ahead, Swindell believes Parfett is well placed to help independent retailers stay competitive in a tough market. "We're not just another wholesaler. We're your partner. Our focus is on giving you the tools, products and support to grow your business, but without the red tape." For shopkeepers that means serving their communities with the right range, at the right price, and full wholesaler support every step of the way.



SHOP&GO

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- Free EPOS system, extensive POS kits and digital marketing support

*Delivery availability is based on minimum spend and order quantity qualifications.

To discuss joining, email joinus@parfettts.co.uk

Driving growth in 2025

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Premier

Looking back over the past year, Premier has faced challenges driven by the ongoing cost-of-living crisis and the evolving needs of both retailers and consumers. However, these challenges have also created opportunities for innovation and growth, helping us to open 507 new stores last year, explains Martyn Parkinson, sales director at Premier.

“One of the biggest opportunities for growth has been Premier’s ability to simplify operations, while introducing product innovations that reduce waste and enhance profitability for independent retailers,” he says. “A key example is the trial of Kepak’s ‘thaw and serve’ food-to-go products, which eliminate the need for additional labour while reducing wastage and offering a 7-day shelf life. This was made possible even in small format stores (below 500 sq ft), where independent retailers have been able to operate efficiently. “Premier has placed a strong emphasis on developing product ranges that cater to the changing habits of today’s consumers,” Parkinson notes. “For example, our extended range of long-life chilled products, along with the success of our Jack’s own-label range, has helped retailers meet the rising demand for healthy and convenient meal solutions.”

Digital advancements

Over the past year Premier has embraced digital advancements, with the launch of a new loyalty scheme and the introduction of Scoot, its new ordering platform, Parkinson reveals. “These initiatives are designed to help Premier retailers boost sales



“The most significant market opportunity for Premier is tapping into the growing demand for healthier, sustainable food options and on-the-go products”

and profitability by enhancing customer engagement and improving the efficiency of delivery services.” Looking ahead, Premier is focused on continuing to evolve in response to the shifting landscape of the UK convenience sector. “The most significant market opportunity for Premier is tapping into the growing demand for healthier, sustainable food options and on-the-go products,” says Parkinson. “We are seeing younger consumers, who prioritise both convenience and value, becoming a larger segment of the retail market. Premier’s ability to offer a diverse range of products, from healthy meal solutions to indulgent snacks, positions us perfectly to cater to these emerging trends.”

Driving value for retailers

Premier’s commitment to supporting independent retailers through tailored solutions and training remains a cornerstone of its business strategy. “As the sector continues to evolve, Premier will continue to drive value for retailers by offering cost-effective products and providing tools that simplify store management and enhance profitability,” explains Parkinson. “Moving forward, at Premier we’ll continue to focus on efficiency and sustainability, whilst also catering to the needs of local communities,” Parkinson concludes.



Premier

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Arun Ehamparam,
Premier Talbot Stores,
Bournemouth



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*Terms and conditions apply.



How retailers can succeed

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KEY BRANDS

SPAR
EUROSPAR
SPAR Market
SPAR Express

Independent retailers are navigating a fast-evolving convenience landscape, but with the right support, it's also a landscape full of opportunity. According to Ian Taylor, SPAR UK retail & brand development director, the key lies in remaining mission-led and focused on real shopper needs.

"Over the past year, we have seen significant change in how, when and why people shop," says Taylor. "At SPAR, we have responded by expanding our flagship store programme, designed specifically around shopper missions such as 'food for now' and 'food for later'. These formats enable our retailers to meet demand for quick, high-quality meals as well as top-up shopping for home cooking."

Taylor explained that this mission-based approach will continue to shape SPAR's strategy into 2025 and beyond. "We are focused on helping independent retailers boost sales and profitability through relevant, flexible store formats that evolve with their customers," he explains. "It's all about being aligned with how people live and shop today."

Rather than pursuing one-size-fits-all models, SPAR is committed to giving retailers the independence to tailor their store to local needs. "That's what sets us apart," Taylor continues. "We combine the strength of the SPAR brand with the ability for each store to reflect its community. That combination of national scale and local relevance is powerful." Taylor believes the biggest opportunities in convenience retail



“Retailers looking for a partner that understands their world should talk to us. We are not here to dictate, we are here to support, grow and adapt together”

come from truly understanding local missions and shopping behaviours within each community and then acting on those insights with agility to deliver what customers need in that particular location. "While it's important to keep pace with emerging trends in the sector, we see long-term success coming from getting the basics right - convenience, quality, and value - delivered in a way that works for the local community," says Taylor.

Supporting this approach is SPAR's investment in tools and innovation. From store design and category advice to digital marketing and retail technology, the symbol group offers practical, scalable solutions shaped through collaboration with suppliers and retailers. "We are not just a symbol fascia or a wholesale distributor," explains Taylor. "We are a strategic partner. That means giving retailers the insight, flexibility and backing they need to grow sustainably," he adds.

Looking ahead, SPAR's future-facing strategy is designed to help retailers stay competitive as shopper habits continue to evolve. For independent businesses thinking about their next move, Taylor says now is the time to think big. "Retailers looking for a partner that truly understands their world should talk to us. We are not here to dictate, we are here to support, grow and adapt together. That's what being part of SPAR is all about."

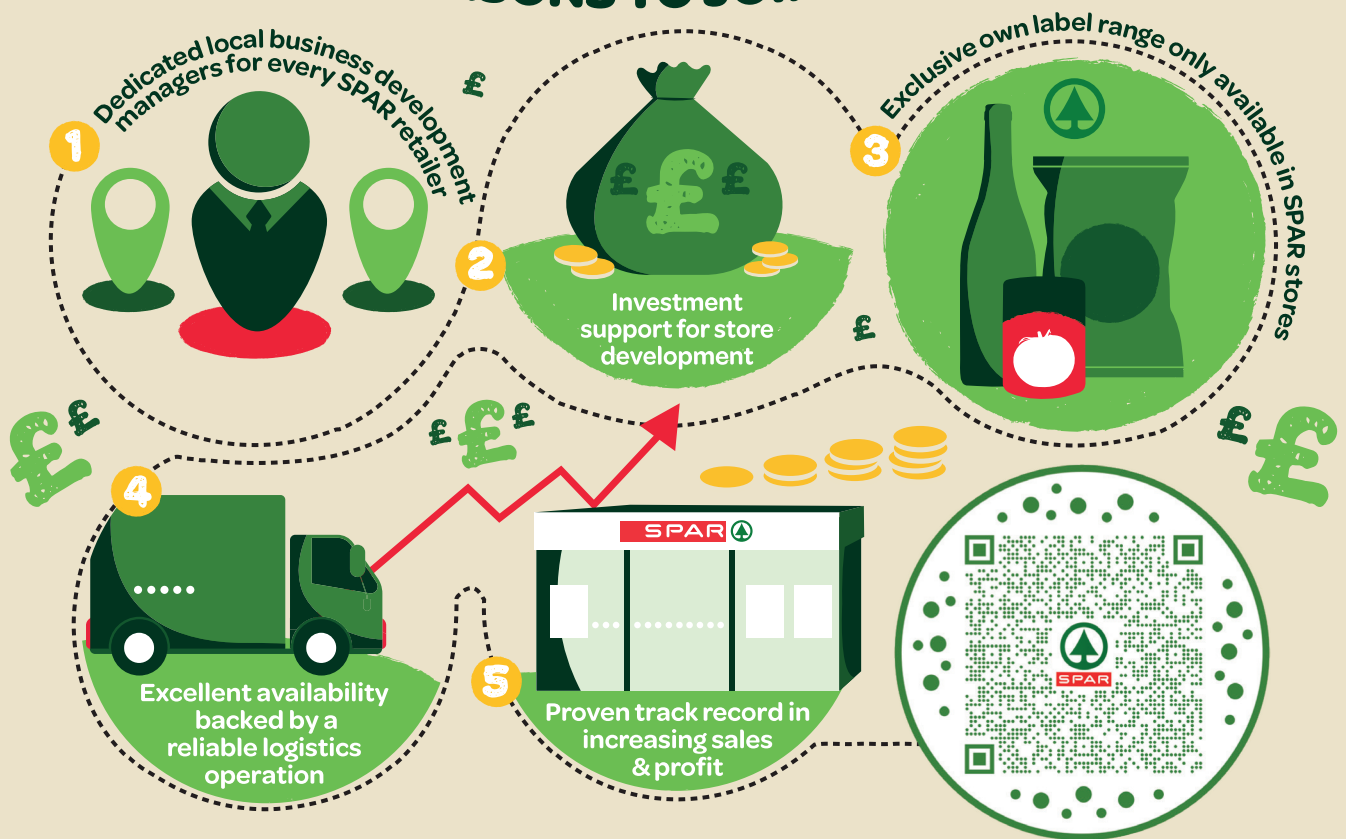




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