

WORLD RETAIL HALL OF FAME MEMBERS

The complete list of the World Retail Hall of Fame inductees 2007-2016

The World Retail Hall of Fame

was created in 2007 with an initial membership of 100, selected after extensive consultation with retail experts around the globe.

At each World Retail Congress around three retail luminaries are inducted at a special function to mark the occasion.

RAYMOND ACKERMANN

PICK 'N PAY | **SOUTH AFRICA**

When Raymond Ackermann started negotiations in 1967 for four small shops called Pick 'n Pay, lack of funds did not faze him and he turned to 25 colleagues in Johannesburg and another 25 in Cape Town for help. Ackermann gambled on growth, diversifying into hypermarkets in 1973 and building a store group to rival Shoprite.

KARL AND THEO ALBRECHT

ALDI | **GERMANY**

After the end of the war, brothers Karl and Theo Albrecht took over their mother's business and the first Aldi (Albrecht-Discount) was opened in 1961. Aldi's operations were later divided between the brothers, with Karl taking control of Aldi Süd (South), and Theo managing Aldi Nord (North). The brothers also owned California cult grocer Trader Joe's.

MOHAMMED ALSHAYA

ALSHAYA GROUP OF COMPANIES

Alshaya is a long-established Kuwaiti family business formed in 1890, but since Mohammed Alshaya became CEO in 1990, it has been transformed into a powerful retailer of some of the world's biggest brands. Mohammed has created a strong partnership approach to help drive growth not only through the Middle East but also North Africa, Turkey, Russia and Europe. The Alshaya Group now partners with over 70 brands including Starbucks and H&M and employs more than 44,000 representing over 110 nationalities. Mohammed became Executive Chairman in 2007.

JERÓNIMO ARANGO

AURRERÁ | **MEXICO**

Jerónimo Arango co-founded the Aurrerá chain of supermarkets, built Grupo CIFRA, then partnered with Wal-Mart, renaming the chain Walmex.

GIORGIO ARMANI | ARMANI | **ITALY**

In 1964, without any formal training, Armani designed a line of menswear for Nino Cerruti and in 1970 became a freelance fashion designer and consultant and in 1975 he and Galeotti started their own company and founded the Armani label. Synonymous with the power dressing of the 1980s, Armani established one of the world's leading fashion labels and a global retail empire.

LAURA ASHLEY

LAURA ASHLEY | **UK**

Laura and Bernard Ashley capitalised on Audrey Hepburn sporting a headscarf in the 1953 film Roman Holiday and their scarves were an instant success. Stores began to proliferate in the 1960s, with internationalisation in the 1970s. Ashley died in 1985 aged 60 after a fall downstairs, just two months before the company floated.

THEOPHILE BADER

GALERIES LAFAYETTE | **FRANCE**

The company's origins date to 1895, when Albert Kahn rented a shop in Paris to sell gloves, ribbons, veils, and other goods. Joined by his cousin, 34-year-old Théophile Bader, the partnership soon purchased the entire building along with adjacent buildings and in 1906 built Aux Galeries Lafayette, before opening the iconic new department store in 1912. Bader brought son-in-laws Raoul Meyer and Max Heilbronn into the management and the three steered the group's expansion until 1935 when Bader became seriously ill. Meyer and Heilbronn directed the firm for another 35 years.

RICCARDO BAGNI

COOP ITALIA | **ITALY**

The cooperative philosophy was born in Italy more than 100 years ago and Riccardo Bagni predicated growth on its founding principles such as global labour practices, food health and safety and fair trade initiatives.

OTTO BEISHEIM

METRO CASH & CARRY | **GERMANY**

Metro's global empire began as Metro SB-Grossmarkte, a cash-and-carry business founded by German entrepreneur Otto Beisheim in 1964 in Mulheim. The company received financial backing in 1967 from the Franz Haniel & Cie industrial dynasty and the Schmidt-Ruthenbeck family, also wholesalers. Beisheim retired in 1994.

LUCIANA BENETTON

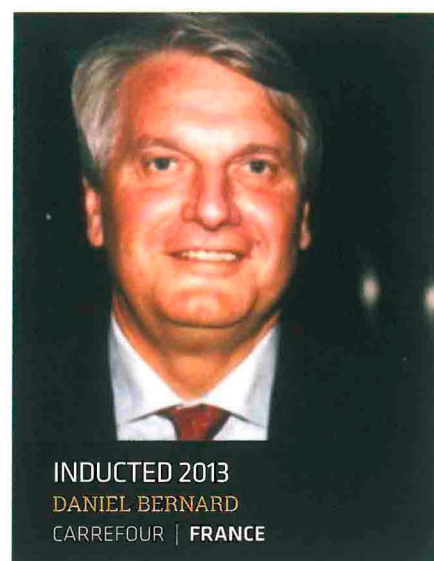
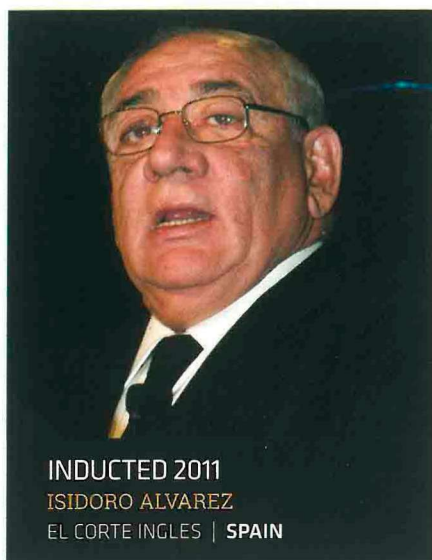
BENETTON | **ITALY**

Born in 1935 in Treviso, Italy, Luciano Benetton, together with his siblings Giuliana, Gilberto and Carlo, combined in 1965 to launch the Benetton Group. Pioneering an affordable fashion offer for Italian youngsters and never afraid to court controversy, Benetton hit upon a casual clothing formula with global appeal.

JEFF BEZOS

AMAZON | **US**

Amazon was founded (as Cadabra.com) in 1994 by the man who is still CEO, Jeff Bezos. After the first online bubble burst Amazon faced skepticism about its business model and its long term success prospects but it made its first annual profit in 2003 and the company, which began by offering books, has diversified into a wide variety of product categories and has sites across the world. Arguably the model for Internet retailing, using its immense on-line capabilities Amazon has also become the platform provider for many major retailers.



**ARTHUR BLANK
 AND BERNARD MARCUS**
 HOME DEPOT | **US**

Arthur Blank co-founded DIY retail giant Home Depot in 1978 with Bernard Marcus after the pair were fired from Handy Dan Improvement Center in the same year. He stepped down from the company in 2001, leaving it as the world's biggest home improvement retailer. Blank and Marcus made big box DIY, warehouse-style retailing their own, with a model that has been copied the world over. Home Depot – with its distinctive branding and aggressive pricing – became the youngest US retailer to break through \$70bn sales and went public just three years after formation.

JOSEPH AND LYMAN BLOOMINGDALE
 BLOOMINGDALE'S | **US**

The Bloomingdale brothers Joseph and Lyman first opened a Ladies' Notion Shop in New York in the 1860s and in 1872 Bloomingdale's expanded and opened its East Side Bazaar, selling a variety of women's fashions. The Bazaar became a harbinger of the true department store and by 1929 Bloomingdale's covered an entire city block. Two years later the glamorous Art Deco building from which it still trades was completed. The company expanded to other locations and in more recent times became part of Federated.

“
 We don't want to push
 our ideas on to customers,
 we simply want to make
 what they want.”

Laura Ashley | LAURA ASHLEY

JESSE BOOTS
 BOOTS | **UK**

Jesse Boot transformed his mother's small herbal store into one of the world's most recognisable pharmacy retailers. From first working in the store in 1863, following his father's death, he became a partner in the company and renamed it in 1883 as Boot and Company. Store expansion outside his native Nottingham began a year later and by 1900 stores began appearing all around the UK. He eventually sold the business in 1920, was knighted in 1909 and donated land for what is now the University of Nottingham in 1928.

SEMATORE AND ROMUALDO
 BORLETTI
 LA RINASCENTE | **ITALY**

La Rinascente started out as a small shop in Milan in 1865. But founders the Bocconi family sold it to rising Milan industrialist family, the Borlettis, in 1917, led by brothers Senatore and Romualdo, with famed Italian writer Gabriele D'Annunzio dubbing the store La Rinascente.

ARISTIDE BOUCICAUT
 BON MARCHÉ | **FRANCE**

Aristide Boucicaut created one of the original department stores and a great French institution. Born in Bellême, the son of a banker, Boucicaut set up Le Bon Marché as a goods store in 1838, but his innovations in retailing became most noticeable after 1852. The World's Fair in 1855 gave him further ideas such as the notion of browsing, greater advertisements, fixed prices and in 1856 a catalogue.

CLEMENS AND AUGUST
 BRENNINKMEYER
 C&A | **NETHERLANDS**

Brothers Clemens and August (C&A) left their home town in Mettingen, Germany and opened up a textile warehouse in Sneek, Netherlands in 1841. The first C&A store opened its doors there in 1861 and was one of the first outlets to offer ready-to-wear items of clothing in various sizes.

ALAIN BROUCHARD
 ALIMENTATION COUCHE TARD | **CANADA**
 Alain Bouchard orchestrated the phenomenal rise of Alimentation Couche-Tard, creating the third largest convenience store chain in the North Americas. A native of Chicoutimi, Quebec, via acquisition he started with 12 stores in 1985 and 20 years later, after a spate of acquisitions and a relentless march across North America, he was preparing to open his 5,000th store. In 2001, by which time national domination in Canada was well established, Bouchard took the company into the US and in 2003 established a serious foothold with the acquisition of Circle K.

RICHARD BURBIDGE
 HUDSON'S BAY | **CANADA**

Richard Burbidge began his career at the age of 14 as apprentice to a London grocer. After stints with Army & Navy Stores and William Whitely, then London's largest department store, he joined Harrods in 1891 and soon became managing director, introducing, among other things, the first escalator to the store. Invited by a director to run the rule over HBC, Burbidge's prescription for change saw HBC's retail operations managed separately from the company's fur trade and land sales. He was elected to the board in 1910, a position he held until his death in 1917.



Cheap drugs would be dear if they were cheap and nasty. Nasty to the palate many drugs are bound to be; but worse is the nastiness of bad quality.

Jesse Boots | **BOOTS**

JAMES CLOPPENBURG JR

PEEK & CLOPPENBURG | **GERMANY**

James Cloppenburg, Jr steered the family for 60 more years, establishing it as one of Europe's most important department store chains.

JACK COHEN

TESCO | **UK**

Sir John Edward 'Jack' Cohen was born in the East End of London as the son of an immigrant Polish-Jewish tailor. Upon demobilisation in 1919 he established himself as a market stall holder in London by purchasing surplus armed services stock and started a wholesale business. In 1924, he created the Tesco brand name from the initials of tea supplier TE Stockwell and the first two letters of his surname. The first two Tesco stores opened in 1931 and by 1939 Cohen owned a hundred Tesco stores.

GEORGE COLES

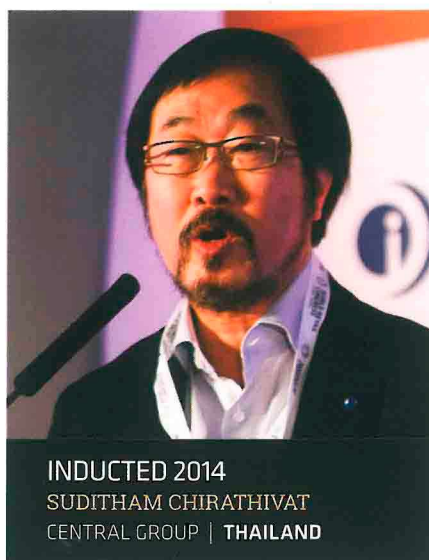
COLES MYER | **AUSTRALIA**

The first GJ Coles & Coy discount store opened in the working-class suburb of Collingwood, Victoria, in 1914. The variety store was founded by George James Coles, who had studied US and UK chain store retailing methods and ultimately the group became Australia's biggest retailer. In 1919 he opened a much larger store with the slogan 'Nothing over 2/6d' and, with eight stores to its name, GJ Coles & Coy floated on the Melbourne Stock Exchange in 1927.

JEF COLRUYT

COLRUYT | **BELGIUM**

Established in 1925 as a small baker's shop on the outskirts of Brussels, Colruyt really entered the retail arena seriously in the 1960s when it opened its first supermarkets and discount stores. Jef Colruyt succeeded father Jo at the helm of the group in 1994 and despite trading in markets with severe competition from the likes of Carrefour, steered the group's expansion.



INDUCTED 2014
SUDITHAM CHIRATHIVAT
CENTRAL GROUP | **THAILAND**

TERENCE CONRAN

HABITAT | **UK**

Born in 1931, Terence Conran founded the Habitat chain of stores that brought good, modern design within reach of the general population. His approach revolutionised domestic style in 1960s Britain and through the merger of Habitat with Mothercare and the subsequent additions of Richard Shops, Heal's, British Home Stores and Blazer, Conran created the retail group Storehouse, from which he retired in 1990. He built another group of companies involved in design, retailing, hotels and, most notably, restaurants.

ROGER CORBETT

WOOLWORTHS | **AUSTRALIA**

Roger Corbett joined Woolworths in 1990 and after becoming group managing director and CEO in 1999 he oversaw the growth of the group into a diversified operation and Australia's biggest retailer.

NINIAN CRAWFORD

THOMAS LANE

LANE CRAWFORD, **HONG KONG SAR**

In 1850, Lane Crawford was established in Hong Kong by two Scots - Thomas Lane and Ninian Crawford. The original Lane Crawford flagship store was located on Des Voeux Road Central and was a makeshift bamboo structure on the waterfront. Since then it has occupied a number of landmark locations in Hong Kong and by the early 1900s had stores in Shanghai, Kobe and Tokyo.

JULES DELHAIZE

DELHAIZE | **BELGIUM**

In 1867, commercial sciences professor Jules Delhaize who had developed his own theories about food retailing, convinced his brother, Edouard and brother-in-law Jules Vieujant, to help. Delhaize revolutionised Belgium's grocery trade by creating a network of branch stores supplied by a central warehouse. In 1883, the company opened state-of-the-art warehousing facilities, as well as a school and fire brigade, and the new site gave the company a rail link, increasing its distribution capacity. It branched into manufacturing, under the Delhaize brand name, and by the outbreak of World War I, Delhaize had expanded to some 500 stores.

ROBERT DIROMUALDO

BORDERS | **US**

Borders bookstore was founded in Ann Arbor, Michigan in 1971 by brothers Tom and Louis Borders. Former Hickory Farms president Robert DiRomualdo was hired in 1989 to expand the company exponentially and led extraordinary growth during the 1990s, diversifying into CD sales, adding coffee shops and alcohol into the stores and making book stores cool pick-up joints internationally...before Amazon arrived.

GOTTLEIB DUTTWEILER

MIGROS | **SWITZERLAND**

Migros founder Gottlieb Duttweiler shaped Swiss economic history with a strong sense of social responsibility. Duttweiler effectively gave his grocery chain away when he converted it to a cooperative in 1941. In 1962, the year of his death, he laid the foundation stone for the GDI, an independent research institute for economic and social studies.



Our company continues to demonstrate values that, from the beginning, set us apart—creativity, risk-taking, integrity, loyalty, doing what's right and staying focused on our customers.

Don Fisher | GAP

TIMOTHY EATON
EATON'S | CANADA

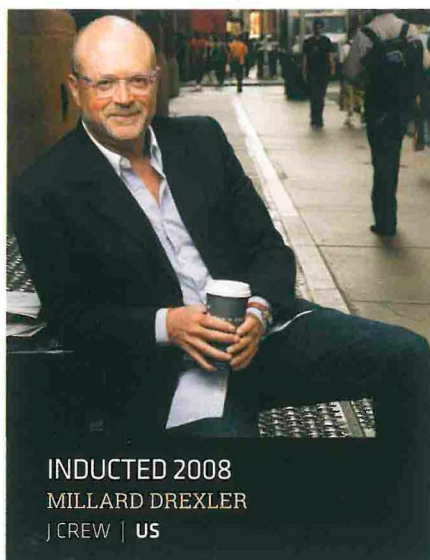
As a 20-year-old Irish apprentice shopkeeper, Timothy Eaton sailed to settle with other family members in southern Ontario, Canada. In 1861, with the help of brothers Robert and James, he set up a bakery in Kirkton which went under after only a few months. Undaunted, he opened a dry goods store in 1869, then purchased an existing dry-goods and haberdashery business on Yonge Street in Toronto. Eaton embraced two ground-breaking practices: first, all goods had one price with no credit given, and second, all purchases came with a money-back guarantee. Eaton also introduced Canada to the mail-order catalogue.

ANDRÉ ESSEL
AND MAX THÉRET
FNAC | FRANCE

After the Second World War Young Socialists André Essel and Max Théret met up and conceived the idea of forming a new buyers club that would serve members from both the commercial and consumer sides, offering discounted photographic equipment through a magazine called Contact. Federation Nationale d'Achats des Cadres' in 1966 opened its store to non-members and soon thereafter began to expand and diversify.

JOHN EWALD
AVON | US

John Ewald went to work for Avon's predecessor, the California Perfume Company, while he was still in high school. Rejoining as a full-time employee, he was named vice president and general manager in 1932 and president and CEO of Avon and its parent company, Allied Products, in 1944. He was chairman from 1962 to 1967, and continued as a director until his retirement. Ewald oversaw 23 years' of consecutive growth and is credited with introducing the "Avon Calling" slogan.



MARSHALL FIELD
MARSHALL FIELDS | US (-1906)

Marshall Field and partner Levi Leiter accepted an offer to become senior partners at the dry goods establishment Potter Palmer in 1865 as Field, Palmer, Leiter & Co and in 1867, after Field and Leiter could afford to buy him out, Palmer withdrew and in 1881 Field bought out his remaining business partner to become Marshall Field and Company. Unconditional refunds, consistent pricing and international imports are among Field's innovations. The Field Museum of Natural History was named after him.

DON FISHER
GAP | US

Donald George Fisher, co-founder with wife Doris, opened a store on Ocean Avenue called Gap, to draw reference from the popular term "generation gap". The store started selling Levi's jeans and records. Within months the records were dropped and Fisher cashed in on the ensuing jeans frenzy. In 1974 he launched the store's own brand and by 1976 the company had begun trading on the New York Stock Exchange. Under his tenure Gap continued to open new formats and he stepped down as chairman in 2004.



Remain true to yourself and your philosophy. Changing in the face of adversity will in fact diminish your credibility with your customers.

Giorgio Armani | ARMANI

MARCEL FOURNIER
AND LOUIS DEFFOREY
CARREFOUR | FRANCE

In May 1959, Marcel Fournier and Louis Defforey decided to incorporate modern retail concepts into their store in Annecy, France. Alerted to the news that Edouard Leclerc was to open a store in Annecy, Fournier offered the basement of his department store, Grand Magasin de Nouveautés Fournier, for Carrefour's use before the opening of the larger store, and it was an immediate success. Carrefour's path was set.

ADAM LONG GIMBEL
SAKS | US

The US department store chain Saks Fifth Avenue began life in 1902 as a men's clothing store in Washington, DC. The name "Fifth Avenue" was added in 1924 when the New York store moved to fashionable Fifth Avenue from Herald Square. In order to finance this move the founding Saks family gave control of the firm to the Gimbel family. Leadership passed from Horace Gimbel to Adam Long Gimbel after the former's sudden death and the successor completely renovated the one-year-old flagship upon assuming control and led Saks from 1925 to 1969.

DAVID GLASS
WAL-MART | US

David Glass carried the mantle for Wal-Mart as it grew from an upcoming chain into a retail juggernaut. He joined the company in 1976 and he became president, then CEO from 1988 until January 2000.

VICTOR GRUENSOUTHDAL CENTER | **US**

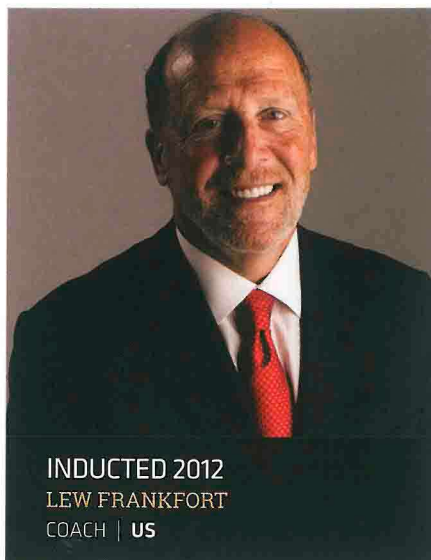
Architect Victor David Gruen emigrated from Austria to the US in 1938 and designed the influential Northland Center open-air shopping mall near Detroit in 1954, as a response to changes dictated by the automobile in postwar-America. He also designed the first fully-enclosed mall, Southdale Center in Edina, Minnesota, which opened in 1956. Although Gruen's firm designed dozens of such malls and the downtown pedestrian malls meant to compete with them, he bitterly disavowed the repetitive nature of shopping mall designs across the US.

CHARLES DIGBY HARRODHARRODS | **UK**

In 1835, Charles Henry Harrod, a tea merchant and grocery wholesaler, started his own shop opposite his home in Stepney, East London but worried by a cholera epidemic sweeping London, moved in 1849 to what was then semi-rural Brompton Road. As Knightsbridge was built up, Harrods grew with it and several adjoining buildings were taken over but it was son Charles Digby who oversaw its transformation into a grand department store after it was gutted by fire in 1863.

ERIVAN HAUBTENGMANN GROUP | **GERMANY**

Erivan Haub's mother Elizabeth originates from the Mülheimer entrepreneur family Schmitz Scholl, the owning family of the retail trade company Tengelmann. Under Haub's guidance Tengelmann expanded to become one of Germany's biggest food retailers and in 1979 took over the majority of Great Atlantic & Pacific Tea Company (A&P).



INDUCTED 2012
LEW FRANKFORT
COACH | **US**

**Things to remember**

- 1) The worth of character
- 2) The improvement of talent
- 3) The influence of example
- 4) The joy of origination
- 5) The dignity of simplicity
- 6) The success of perseverance.

Marshall Field | **MARSHALL FIELDS**

INDUCTED 2009
VICTOR AND WILLIAM FUNG
LI & FUNG | **HONG KONG SAR**

ALBERT HEIJNAHOLD | **NETHERLANDS**

Ahold's core brand Albert Heijn was started by the man of the same name when Albert took over his father's small Zaandam grocery store, selling a wide variety of products, from groceries, to dredging nets and tar. Within a decade he had built the business into a ten-store chain and the company in its modern form took shape after World War II, eventually peaking as the third largest retailer in the world.

OSUKE HIBIMITSUKOSHI | **JAPAN**

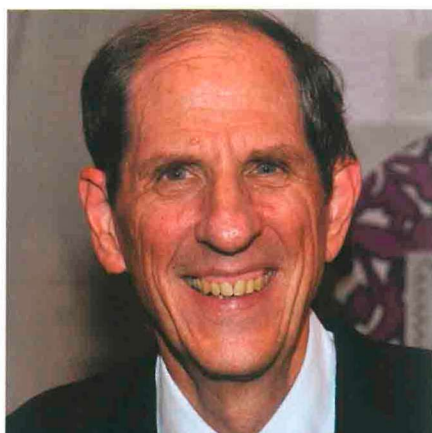
Mitsukoshi's modern day legacy began in 1900 when newly elected managing director Osuke Hibi's progressive measures – which earned him praise as the “giant of the department store industry” – helped to turn a simple drapery store into one of Japan's finest department stores over the next decade and laid the foundations for the modern day business.

BARBARA HULANICKIBIBA | **UK**

Founded in 1964 by Barbara Hulanicki and husband Stephen Fitz-Simon, Biba's anti-establishment take and the introduction of lifestyle shopping propelled it to worldwide fame.

ROWLAND HUSSEY MACYMACY'S | **US**

Rowland Hussey Macy's New York shop became the model for the modern department store and a powerful icon of business success. In 1857, Rowland Macy opened a small fancy dry goods store in New York and RH Macy and Co was built on innovative business practices that modernised the retailing industry, pioneering business procedures such as quoting specific prices for goods in newspaper advertising. He also introduced the first in-store Santa Claus and elaborate, illuminated holiday displays.



INDUCTED 2010

MICHAEL GOULD
BLOOMINGDALES | **US**



We used to think that everything started in the lab. Now we realise that everything spins off the consumer.

Phil Knight | **NIKE**



INDUCTED 2008

PHILIP GREEN
ARCADIA | **UK**

STANLEY KALMS

DIXONS | **UK**

Life president and former chairman of Dixons, Sir Stanley Kalms spent his entire career from 1948 working with the consumer electricals giant, which was a one store photographic studio owned by his father when he joined.

RUDOLPH KARSTADT

KARSTADT | **GERMANY**

Rudolph Karstadt founded his first store Tuch-, Manufactur- und Confectionsgeschäft Karstadt in Wismar in 1881. In 1884, a second store was opened in Lübeck and before long 24 stores had been opened across northern Germany. In 1920 the company merged with that of Theodor Althoff and became Rudolph Karstadt AG and the group gradually expanded through acquisition and merger.

SIMON KESWICK

DAIRY FARM | **HONG KONG SAR**

Established in 1886 to provide clean and healthy dairy cattle for Hong Kong, the company now owns supermarkets, hypermarkets, health and beauty stores, convenience shops, and home furnishing stores across Asia. Simon Keswick helped drive growth having joined in 1962 and becoming chairman of Dairy Farm in 1986.

SAMUEL KLEIN

CASAS BAHIA | **BRAZIL**

Polish immigrant Samuel Klein began by selling table and bed linen from a handcart and he predicated his philosophy on always respecting low income buyers. That philosophy remains and the company operates over 550 stores selling household goods from its own distribution centre, serving a low income consumer base.



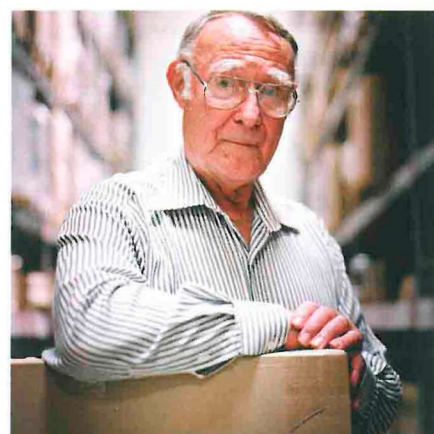
INDUCTED 2007

MASATOSHI ITO
ITO YOKADO | **JAPAN**

PHIL KNIGHT

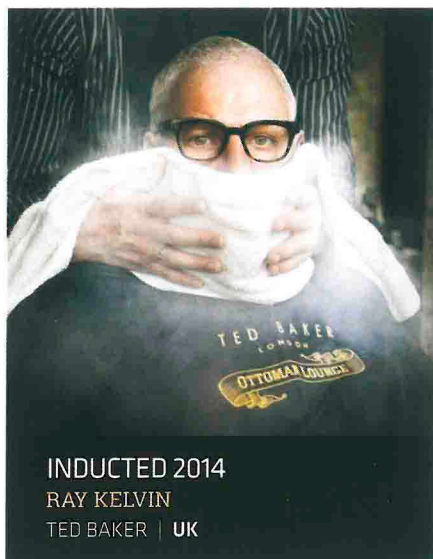
NIKE | **US**

Co-founder Phil Knight began Nike predecessor Blue Ribbon Sports in 1964 and in 1971 the famous Swoosh graphic was created and the name Nike was conjured. In 1988 the "Just do it" tagline was introduced. In 1990 Knight opened the first Niketown in Portland, inventing the concept of brand showcases, and similar stores opened around the world.



INDUCTED 2007

INGVAR KAMPRAD
IKEA | **SWEDEN**



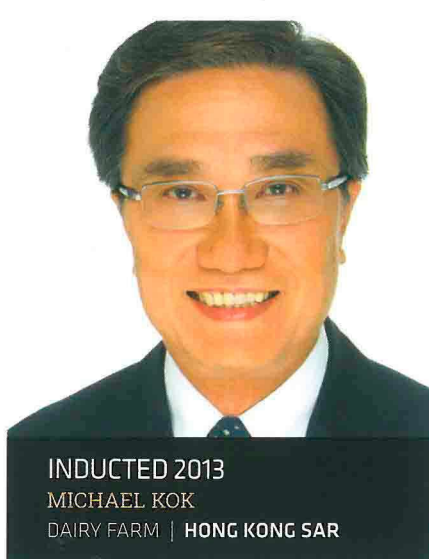
SEBASTIAN KRESGE
KMART CORPORATION | **US**

Sebastian Spring Kresge was the founder of The S S Kresge Company (later Kmart), in 1899 with an \$8,000 investment in two five-and-ten-cent stores. During World War I, Kresge experimented with raising the limit on prices in his stores to \$1 and in the 1920s experimented with larger stores that became the precursors of the discount supermarket.

CHARLES LAZARUS
TOYS 'R' US | **US**

Charles Lazarus persuaded his father to sell only toys at his Washington retail store and he went on to create the Toys 'R' Us chain, which became America's largest toy retailer, by using a sophisticated centralised information system to manage large inventories of discounted, quality-brand toys.

FRED LAZARUS JR
FEDERATED DEPARTMENT STORES | **US**
Fred Lazarus, Jr was the founder of Federated Department Stores and grew up working in his family's small department store in Columbus, Ohio. In 1929, F&R Lazarus merged with Abraham & Straus of Brooklyn, Filene's of Boston and Bloomingdale's to become Federated Department Stores, of which "Mr Fred" was the chairman. Under his leadership, Federated eventually became the largest department store company in the US. Lazarus is credited with convincing President Franklin D Roosevelt in 1939 to move Thanksgiving a week earlier in order to extend the Christmas shopping period.



EDOUARD LECLERC
LECLERC | **FRANCE**

Edouard Leclerc abandoned his studies for the catholic priesthood in 1949 and opened a small grocery store in Landerneau, in the north of France. Leclerc's pricing policies quickly brought him into conflict with other local merchants and after facing price fixing measures he succeeded in seeing the passage of new legislation, the so-called Pinay Law. It was the first of numerous battles he fought as Leclerc built a major retail empire in France.

SPEDAN LEWIS
JOHN LEWIS PARTNERSHIP | **UK**

John Lewis, named after the founder, first appeared on the UK high street as a small draper's store in 1864. However, eldest son Spedan Lewis was behind its transformation into a partnership – an ideal established when he managed the unsuccessful Peter Jones store on Sloane Square and pledged to staff that if the shop became successful they would share in the returns. In 1919 he was able to deliver, giving each worker an extra five weeks' wages and – a decade later – taking the company into a trust where it would become run as a partnership. He ran the business until 1955.

IAN MACLAURIN
TESCO | **UK**

Ian MacLaurin is best known for his 38 years with Tesco, 12 of those as managing director and another 12 as chairman. MacLaurin joined Tesco in 1959 and oversaw its growth into an international powerhouse. He also won wide praise for assembling a high calibre team to take the company on once he stepped down in 1997.



Never knowingly be undersold without my consent in writing. If you break this rule to any serious extent I am sure to hear of it.



John Spedan Lewis | JOHN LEWIS PARTNERSHIP

SHEIKH MAKTOUM BIN RASHID AL-MAKTOUM
DUBAI | **UAE**

Until his death in January 2006, Sheikh Maktoum bin Rashid Al Maktoum was the vice president and prime minister of the United Arab Emirates and the emir of Dubai. Sheikh Maktoum ran the emirate along with his two brothers, Sheikh Mohammed and Sheikh Hamdan. But Maktoum's retail legacy is in his opening up of Dubai as a global economy, led by an audacious growth strategy based around retailing. Not only has this spawned some of the world's biggest malls but has also acted as a catalyst for neighbouring states to produce their own destination blueprints.

DOMINIQUE MANDONNAUD
SEPHORA | **FRANCE**

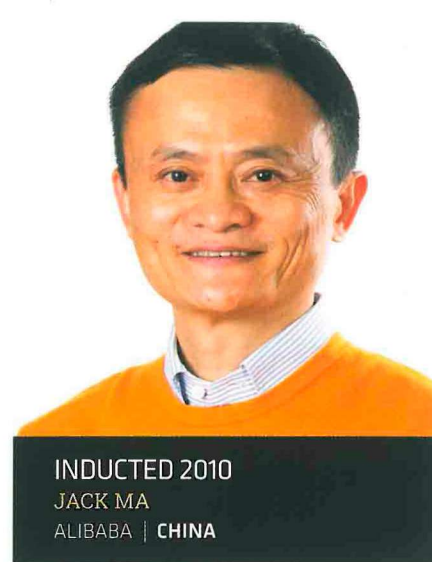
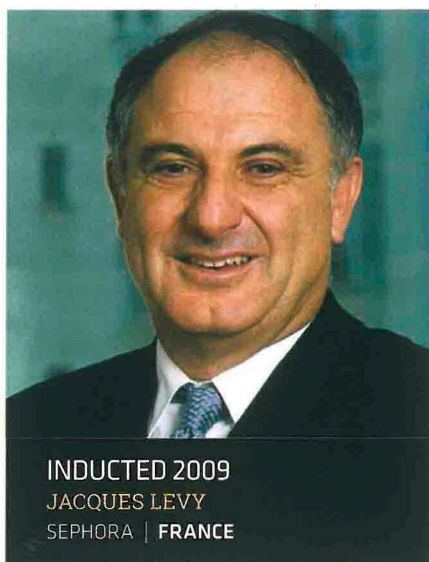
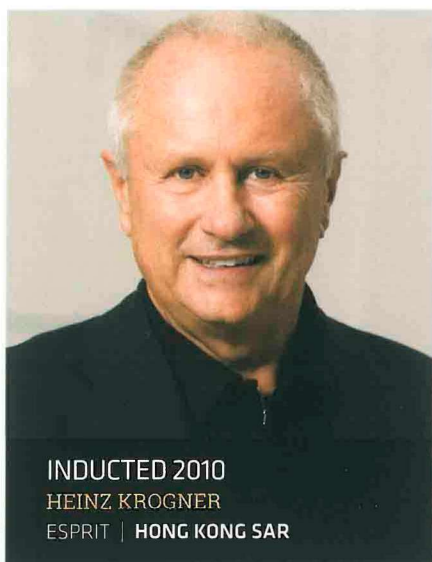
Increasingly frustrated by the counter-service culture of the beauty sector, founder Dominique Mandonnaud opened the revolutionary Shop 8 in 1979, grouping product by type instead of brand and making the product accessible on store shelves. After resolving a financial issue in the early 1990s, the new business bought the Sephora chain from UK retailer Boots and expanded throughout France before selling up to LVMH, when Mandonnaud retired.



Listening to the customer is probably the best thing in the world.



Charles Lazarus | TOYS 'R' US

**STANLEY MARCUS**NEIMAN MARCUS | **US**

Son of Neiman Marcus co-founder Herbert Marcus (who set up store with sister Carrie Neiman), Stanley joined the company in the 1930s and he created the annual autumn fashion show, made his store the first to host an art exhibition and became the first to establish an annual Christmas catalogue.

SIMON MARKS

AND ISRAEL SIEFF

MARKS & SPENCER | **UK**

Michael Marks and Tom Spencer founded M&S in 1894 when they combined to develop Marks' 'penny stalls'. The pair began to open stores in the north of England and expanded south and west as new distribution centres opened. Simon Marks took over the business in 1907 and set about building the modern day business, introducing the St Michael label and establishing the business on good quality, affordable clothing and a no quibbles money-back guarantee.

JOHN MOORESLITTLEWOODS | **UK**

John Moores founded the Littlewoods Football Pools, a hugely popular football gambling game. The Pools preceded the retail venture and made Moores a millionaire before he began a catalogue business with his new-found wealth in 1932. Five years later he opened the first Littlewoods store in Blackpool and the retailer expanded to a national chain selling inexpensive clothing and general merchandise. Moores remained a board director until his death in 1986.

GERARD MULLIEZAUCHAN | **FRANCE**

The Mulliez family founded and retains the dominant share of Auchan. The family's first company, Philidar, was founded in 1903 and has become one of the largest textiles distributors in the world. It was also the training ground for Gerard Mulliez, who decided to go into business for himself in 1961 and in 1967 Mulliez opened the first hypermarket.

SIDNEY MYERCOLES MYER | **AUSTRALIA**

Sidney Baerski Myer migrated to Melbourne from Kritchew, Russia (now Belarus) in 1899 to join his brother and opened a shop - by 1911 he had established the Myer Department store in Bourke Street, which began the Myer chain of department stores. During the Depression of the 1930s, rather than lay off workers all staff, including Myer, had their wages cut. Upon his death in 1934, 100,000 people attended his funeral and the Myer Foundation continues the tradition of philanthropy.

LEE MYUNG-HEESHINSEGAE | **SOUTH KOREA**

Part of a Korean business dynasty, Shinsegae Group chairwoman Lee Myung-hee oversaw the growth of Shinsegae and the E-Mart discount chain.



**Don't ask the price,
it's a penny**

Michael Marks | MARKS & SPENCER

**ISAO NAKAUCHI**DAIEI | **JAPAN**

Isao Nakauchi founded supermarket chain Daiei and revolutionised Japan's retail industry. A pharmacist's son and charismatic businessman he helped bring American-style, large-scale discount retail methods to a nation long dominated by independent stores.

ARCHIE NORMANASDA | **UK**

It was from 1991 when he joined Asda that Archie Norman made his reputation, becoming chief executive and then chairman and achieving an extraordinary turnaround at the supermarket chain over a decade. Along the way Asda was acquired by the company it was modelled on - Wal-Mart.

TAKUYA OKADAAEON | **JAPAN**

Jusco was formed in 1969 through the business tie-up of three companies - Okadaya, Futagi and Shiro. Post-war Okadaya founder Takuya Okada had grown his business to a small regional scale but recognised the advantages that scale could bring. Okada became president of the merged businesses and more and more companies came under the Japan United Stores Company, including companies in South Korea, Australia and Brazil. In the 1980s Okada, by now chairman and CEO, developed the company's retail operations, including franchises, and the company eventually renamed as Aeon in 2001.

“Luxury hasn't been democratised, it's been globalised.”

Francois Pinault | KERING

MICHAEL OTTO
OTTO | GERMANY

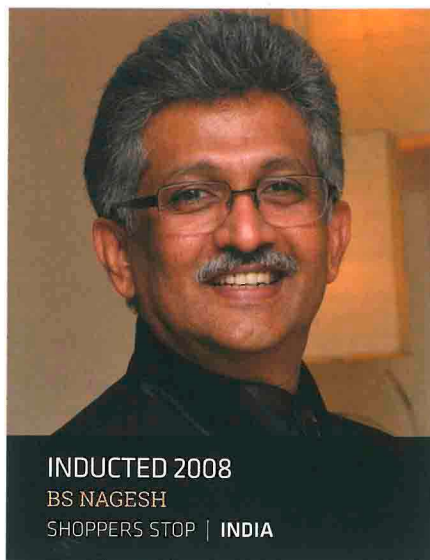
Michael Otto and his family own 75% of the company, which his father Werner Otto founded in 1949. The family also owns more than 50% of home furnishings chain and US retailer Crate & Barrel and extensive real estate in the US and Canada. Michael Otto joined the company in 1971 and is credited with turning Otto into a fully multi-channel retailer. An enthusiastic environmentalist, in 2002 he received the Vernon A Walters Prize for his efforts to promote US-German relations.

JAMES CASH PENNEY
JC PENNEY | US

In 1898 James Cash Penney began working in a small chain called the Golden Rule stores and in 1902 owners Guy Johnson and Thomas Callahan offered him a one-third partnership in a new store he would open. He invested \$2,000 and moved to Wyoming to open the store there, taking sole ownership in 1907. By 1912 there were 34 stores in the Rocky Mountain States and in 1913 he incorporated the JC Penney Company. Penneys stores expanded nationwide to 1,400 stores by 1929 and he remained as chairman until 1946 and as honorary chairman until his death in 1971.

ERLING PERSSON
H&M | SWEDEN

H&M founder Erling Persson began his career working for his father delivering cheese by bicycle to Stockholm restaurants. During a visit to New York in 1947, Persson marvelled at the success of retailers such as Macy's and launched a small women's clothing chain Hennes - Swedish for "hers". By 1968 Hennes had morphed into H&M with the acquisition of Swedish men's retailer Mauritz, and its stores were dotted across Scandinavia. In the 1970s the company embarked on a huge expansion programme, establishing itself as a global brand.



INDUCTED 2008
BS NAGESH
SHOPPERS STOP | INDIA

FRANÇOIS PINAULT
KERING | FRANCE

François Pinault runs luxury-focused group Kering. In building a multi-faceted group Pinault is best known for leading PPR through a long battle over control of Gucci, which began with an attempted takeover of Gucci by LVMH, the world's largest luxury goods company. In March of 1999, Gucci asked PPR to acquire an ownership interest in Gucci to help fend off LVMH. The result was a struggle between the two richest men in France, both self-made billionaires – Pinault and Bernard Arnault, chairman of LVMH.

ALJEKANDR POMERANZEV
GUM | RUSSIA

While not the original architect for GUM, Aljekandr Pomeranzev was behind the shopping centre's rise to international prominence. Early in the 19th century, after Napoleon's march to Russia, Tsar Aleksander I issued an edict to dignify the motley market in Red Square, Moscow but it was refurbishment to an audacious design submitted by architect Aljekandr Pomeranzev that made it famous, re-opening as GUM in 1893.



INDUCTED 2010
THE NORDSTROM FAMILY
US

MIUCCIA PRADA
PRADA | ITALY

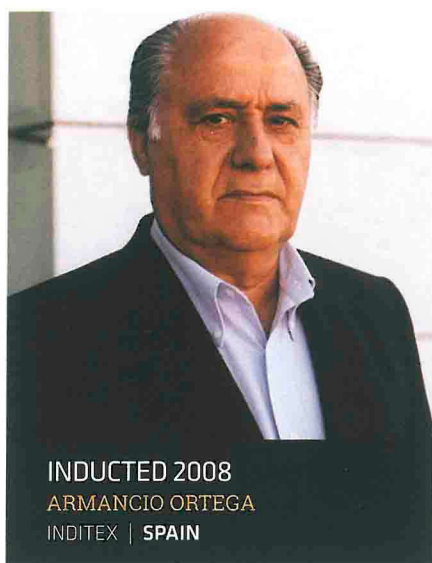
Miuccia Prada's grandfather, Mario, founded the family luxury leather goods company in Milan in 1913. In 1978, a reluctant Miuccia assumed the reins from her mother, having spent the previous five years studying and performing mime at Milan's Teatro Piccolo, being a paid-up member of the Communist party and champion of women's rights. But in 1985 she designed a new line of black handbags that immediately became fashion must-haves. Grasping the international popularity of the Prada brand, she embarked on a strategy to develop Prada as an international retail brand and chain.

FEARGAL QUINN
SUPERQUINN | IRELAND

In 1960, Feargal Quinn opened his first shop in Dundalk, Ireland and, five years later, his first Dublin shop. Superquinn (as the original Quinn's Supermarket became in 1970) soon built itself a reputation for innovation.

HENRY RACAMIER
LVMH | FRANCE

Henry Racamier, husband of Gaston Vuitton's daughter Odile, took over management of the company in 1977. Racamier had founded steel manufacturing business Stonox after the Second World War and had sold it at a huge profit. Under Racamier, the company's sales soared from \$20 million in 1977 to nearly \$1 billion in 1987. Racamier recognised that the major opportunities were in retail and internationalisation, so Louis Vuitton expanded its presence all over the world and Asia became the company's principal export market. In 1987 Louis Vuitton and Moët-Hennessy merged to create the world's biggest luxury goods group.



EJ RAILO
 KESKO | FINLAND

The name Kesko was invented by managing director EJ Railo and phonetically resembles the Finnish verb for concentration (keskittyminen). Railo became president and CEO in 1946, a position he held for a decade, and expansion really started in the 1950s as the company began to turn into a major chain store group.

LEONARD RIGGIO
 BARNES & NOBLE | US

The company was acquired in 1971 by Leonard Riggio, who subsequently transformed its Fifth Avenue store into 'The World's Largest Bookstore'. In 1975 the company became the first bookseller to discount books, offering New York Times bestsellers at 40% off. Riggio is company chairman.

JEAN-PIERRE LE ROCH
 INTERMARCHÉ | FRANCE

Intermarché, the Société Civil des Mousquetaires, and ITM Entreprises were founded by Breton Jean-Pierre Le Roch in 1969. Le Roch had formerly owned and operated a supermarket as part of the E Leclerc supermarket cooperative. Le Roch, together with 95 other Leclerc supermarket owner-operators, decided to quit that group and Le Roch founded Intermarché, with a group identity borrowed from the Three Musketeers.



ANITA RODDICK
 BODY SHOP | UK

Overtly pro-fair trade and anti-animal testing, Roddick amassed an empire of over 2,000 stores as Body Shop became an international hit. In 2005 she began stepping away from the business, pledging to give away much of her fortune to good causes, and in 2006 she sold Body Shop to L'Oréal. In February 2007 Roddick announced that she was a long-term sufferer with Hepatitis C.

RAMON ARECES RODRIGUEZ
 EL CORTE INGLÉS | SPAIN

Ramón Areces Rodríguez was born in 1905 in Asturias and he emigrated to Cuba and worked in the forward-looking department store El Encanto where he worked alongside José (Pepín) Fernández Rodríguez, his uncle's cousin, who would later become his business rival. Returning to Madrid he acquired a tailor's shop called El Corte Inglés. In 1940, shortly after the end of the Spanish civil war, he bought the department store El Aguila, and repositioned his business as a luxury, customer services led retailer. It precipitated years of growth, which Rodríguez oversaw until his death in 1989.



**If you paid full price,
 you didn't get it at
 Barnes & Noble.**



Leonard Riggio | BARNES & NOBLE

JOHN JAMES SAINSBURY
 SAINSBURY'S | UK

Sainsbury's was founded in 1869 by John James and Mary Ann Sainsbury. They opened their first small dairy shop on Drury Lane, one of London's poorest areas, and the shop quickly became popular for high-quality products at low prices. By 1882 Sainsbury had four shops and opened a depot in north-west London to supply his growing chain. It was also in 1882 that Sainsbury opened his first branch in the prosperous suburb of Croydon. This shop sold a wide range of premium provisions and was more elaborately decorated than the earlier shops. Between 1890 and 1900 the number of Sainsbury's branches trebled to 48 and by 1928, the year of his death, there were 128. At its modern peak Sainsbury's was the UK's biggest retailer.

VALENTIM DOS SANTOS DINIZ
 CBD | BRAZIL

Portuguese immigrant, Valentim dos Santos Diniz, arrived in Brazil in 1929 and founded the Doceira Pão de Açúcar, a pastry shop, in 1948, which was to become Brazil's biggest retail group.

CLARENCE SAUNDERS
 PIGGLY WIGGLY | US

Piggly Wiggly was the world's first true self-service grocery store, founded in Memphis, Tennessee in 1916 by Clarence Saunders, who opened his first store with shopping baskets, open shelves and no clerks to shop for the customer. Piggly Wiggly lays claim to being the first retailer to provide checkout stands; price mark every item in the store; use refrigerated cases; put employees in uniforms; use patented fixtures throughout the store and franchise independent grocers to operate under the self-service method. However, Saunders and Piggly Wiggly parted company and at the time of his death in 1953 he was developing plans for a fully automated store called Foodelectric.



It's just as easy to be happy
with a lot of money
as with a little.



Marvin Traub | BLOOMINGDALES

DIETER SCHWARZ

SCHWARZ GROUP | GERMANY

Taking over from his father and Josef Schwarz upon his death in 1977, Dieter set about focusing on a discount model similar to that of now great rival Aldi. He bought the rights to use the Lidl name from retired teacher Ludwig Lidl for 1,000 German marks and accelerated growth of the Lidl format from its southern German base. The company has since become known for its aggressive growth strategy and has created its own store profile, with a wider assortment and generally larger stores than Aldi. Schwarz also established a chain of Handleshof and Kaufland supermarkets in the new German states following the fall of the Berlin Wall.

GORDON SELFRIDGE

SELFRIDGES | UK

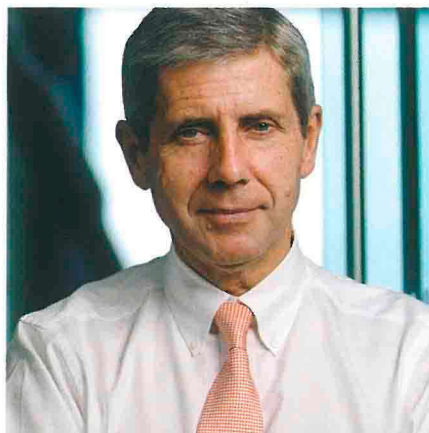
Harry Gordon Selfridge joined the retail firm Field, Leiter and Company (which became Marshall Field and Company) in 1879 and for 25 years worked his way up the commercial ladder. He was appointed a junior partner, married Rosalie Buckingham (of the Chicago Buckinghams) and amassed a personal fortune. In 1906 Selfridge travelled to London and decided to invest £400,000 building his own department store. Selfridges opened to the public in 1909 and set new standards for retailing. He enjoyed a colourful private life but during the years of the Great Depression he watched his fortune disappear. In 1941 he left Selfridges and moved from his lavish home and in 1947 he died in straitened circumstances.



There are no hard times
for good ideas



Harry Gordon Selfridge | SELFRIDGES



INDUCTED 2012

STUART ROSE

MARKS & SPENCER | UK

JAMES SINEGAL

COSTCO | US

James Sinegal was one of the principal founders of Costco in 1983. As CEO, he has built the fledgling wholesale shopping business into the largest such organisation in the United States, outpacing both Wal-Mart's Sam's Club and BJ's Wholesale. He was a protégé of Sol Price, who pioneered the concept of the warehouse store that sells high volumes of a small variety of goods and Costco's success is considered a benchmark case study in competing against Wal-Mart. Sinegal is best known for his progressive management practices which have enabled Costco to benefit from low employee turnover and high productivity.

JUAN CÚNEO SOLARI

AND REINALDO SOLARI

FORMER CHAIRMEN | FALABELLA

Reinaldo Solari with his nephew Juan Cúneo are acknowledged as being the key architects in taking Falabella from being a department store in Chile to today's Latin American giant that operates five distinct business units of: Department Stores, Home Improvement, Supermarkets, Financial Services and Real Estate across Chile, Argentina, Colombia, Uruguay, Brazil and Peru.



INDUCTED 2007

GORDON SEGAL

CRATE & BARREL | US

LEVI STRAUSS

LEVI STRAUSS | US

Born as Löb Strauss in 1847, Strauss moved to San Francisco, where the California Gold Rush was still in high gear and the story goes that prospectors and miners, complaining about their easily torn cotton britches and pockets gave him the idea to make a rugged overall trouser. In 1872 customer Jacob Davis told Strauss about using metal rivets in clothes and he and Strauss patented the method a year later. Levi Strauss died in 1902, at the age of 73, leaving a legacy that would help globalise denim wear.

TOSHIFUMI SUZUKI

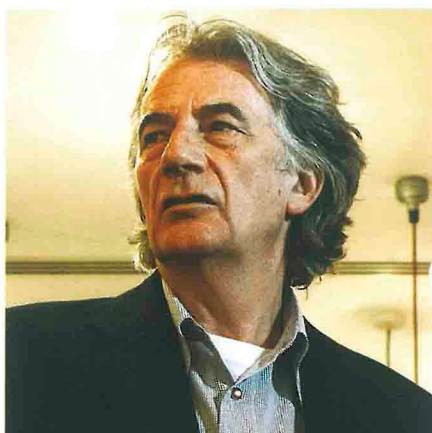
7-ELEVEN, ITO YOKADO, JAPAN

Toshifumi Suzuki, head of the Ito-Yokado Group of Japan, helped revolutionise his country's retail sector and introduced franchising to the Japanese retail industry in 1974, as founder of Japan's 7-Eleven convenience stores.

MARVIN TRAUB

BLOOMINGDALE'S, US

Among the legendary figures of Harvard's 'class of '49' was Marvin Traub, who turned Bloomingdale's into a fashion trendsetter. His alumni included James Burke, who built Johnson & Johnson into a household name; Peter McCollough, whose Xerox Corporation spearheaded the personal computer revolution; and William Ruane, who oversaw one of the most successful mutual funds of all time. Traub spent two decades at the helm of Bloomingdale's until its takeover by Robert Campeau in 1989.

**INDUCTED 2012****PAUL SMITH**

PAUL SMITH | UK

SEIJI TSUTSUMI

SEIYU | JAPAN

Over several decades Seiji Tsutsumi was the driving force behind Seibu's successful retailing operations, formed a tie-up with Sears Roebuck, experimented with small store formats and internationalised the business in the final years of his tenure.

CAL TURNER JR

DOLLAR GENERAL | US

Dollar General was founded in 1955 by Cal Turner and Cal developed the expanding business, with Cal Turner Jr joining the company in 1965. He succeeded his father – himself a hugely influential figure in US retail history – and turned it into a retail sales giant.

IAN WADE

AS WATSON | HONG KONG SAR

When Ian Wade stepped down as group managing director of AS Watson at the end of 2006 he had presided over a remarkable period in the retailer's growth. Under the guidance of Wade, it made a series of large acquisitions – mainly in Europe – to become the world's largest health and beauty retailer. Among its 6,300 stores it includes Kruidvat, Marionnaud, Rossmann and Superdrug.

**INDUCTED 2013****MARTHA STEWART**

MARTHA STEWART LIVING | US

CHARLES WALGREEN JR

WALGREENS | US

Charles Rudolph Walgreen Jr, who died in February 2007, was the son of Charles R Walgreen, the founder of the Walgreen drug store chain, and took over the company after the death of his father in 1939. He was the president of Walgreens from 1939 until 1971, overseeing the culturally important emergence of the drug store concept in US retailing.

SAM WALTON

WAL-MART | US

Sam Walton cut his retail teeth after purchasing a Ben Franklin variety store in Newport, Arkansas. It was here that Walton pioneered concepts such as ensuring the shelves were consistently stocked with a wide range of goods at low prices. His store stayed open later than most other stores and he pioneered the practice of discount merchandising by buying wholesale goods from the lowest priced supplier. Walton located a variety store in Bentonville, Arkansas which he opened as 'Walton's Five and Dime' and over time he went on to open more Ben Franklin stores with the help of his brother, father-in-law, and brother-in-law. By 1962, Walton and his brother Bud owned 16 variety stores in Arkansas, Missouri, when the first true Wal-Mart opened in 1962 in Rogers, Arkansas.

“

When a customer enters my store, forget me. He is king.

”

John Wanamaker | WANAMAKERS

JOHN WANAMAKER

WANAMAKERS | US

John Wanamaker was one of the pioneers of the department store. Intending to open a central market like London's Royal Exchange, he converted an abandoned Pennsylvania Railroad depot into a multi-purpose store called Wanamaker's. He opened an in-store restaurant in 1876, installed electric lights in 1878, and added elevators in 1889. Trumpeted as "the largest space in the world devoted to retail selling on a single floor," the store featured 129 circular counters that ringed a central gas-lit tent to demonstrate women's ballroom fashions.

AARON MONTGOMERY WARD

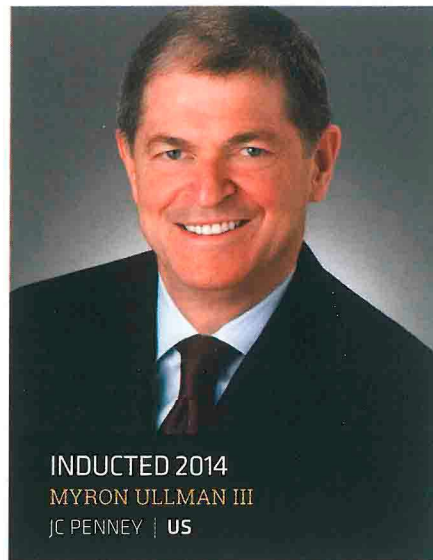
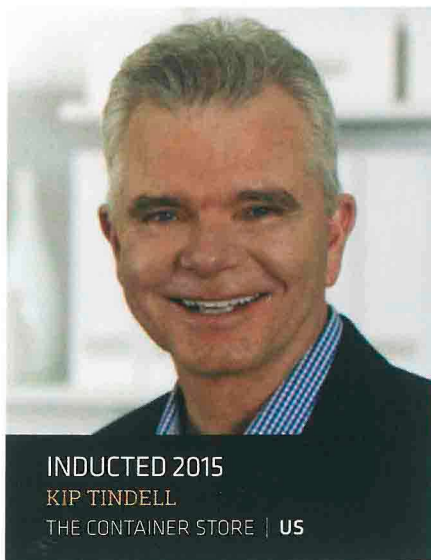
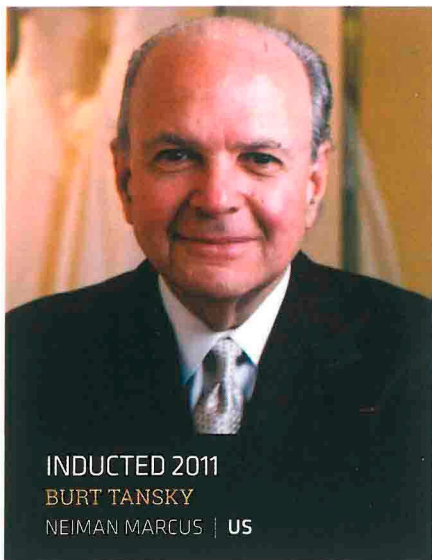
MONTGOMERY WARD | US

Aaron Montgomery Ward helped create mail-order retailing and built the large mail-order house that bears his name. Ward and his partner started their business with only \$2,400 stock of goods housed in a loft and displayed in a one-page catalogue, but the enterprise was immediately successful. The 1876 catalogue had 150 pages, and annual sales reached \$1 million by 1888. At the time of Ward's death, annual sales were \$40 million.

GEORGE WESTON

GEORGE WESTON | CANADA

George Weston, a baker's apprentice, started this family-run business in 1882 with two Toronto bread routes. Early success led to a rapid increase in the number of routes he managed and through diversification and expansion this became the forerunner to its Canadian food process and distribution business. Son Garfield built the business empire further, taking the company into the retail arena. As a result George Weston now holds a controlling stake in Loblaw Companies, Canada biggest supermarket operator. Other family interests include Associated British Foods, Fortnum & Mason, Holt Renfrew and Selfridges.

**LESLIE WEXNER**

THE LIMITED | US

In 1963, after helping his parents (Russian-Jewish immigrants) run their store in a suburban Columbus, Ohio shopping centre, Leslie Wexner borrowed \$5,000 from his aunt to start 'The Limited' (so named because the store focused on clothing for younger women, unlike his parents' general merchandise store). Wexner's formula for good value clothing and an aggressive expansion policy made his brands ubiquitous in US malls and built a fashion conglomerate.



Growing up, I knew you were supposed to have a profession - and something better than being a shopkeeper, which is what my parents were.

Les Wexner | THE LIMITED

ROBERT WOOD

SEARS ROEBUCK | US

In 1919, former military man Robert Wood became an executive at Montgomery Ward, eventually becoming a vice-president. In 1924, he left to become vice-president of Sears, Roebuck. He became one of the most important leaders in that company's history, serving as vice-president from 1928 until 1939 and as chairman from 1939 until 1954. Under his leadership, Sears shifted the focus of its operations from mail-order sales to retail sales at large urban department stores and became one of the country's largest retailers.

DR CHRISTO WIESE

PEPKOR HOLDINGS AND SHOPRITE HOLDINGS

Christo Wiese is without doubt one of the leading figures in African retail having joined his family's small discount clothing business and took it on to become Africa's largest clothing retailer. The Financial Times described him as the "patriarch of African retail". Under his leadership, he also built the Shoprite supermarket chain into Africa's largest food retailer with sales of around \$8bn. And through acquisition, the group has moved into department stores and other sectors.

FRANK WINFIELD WOOLWORTH

FW WOOLWORTH | US

Frank Winfield Woolworth opened his first Woolworth's 'five-and-dime' store in Utica, New York in 1878 and undeterred by its failure opened a second in 1879 in Lancaster, Pennsylvania. He brought his brother Charles Sumner Woolworth into the business and together they began to open more stores. In 1910, Frank Woolworth commissioned construction of the Woolworth Building in New York, which became the tallest building in the world until 1930.