

# CALIFORNIA RETAIL

## Retail's Commitment to Employees



### BENEFITS OF WORKING IN RETAIL

According to a survey conducted by the National Retail Federation, 79% of retail employees reported being happy working in retail and 78% satisfied with the jobs. Benefits of working retail included:

#### UPWARD MOBILITY

- A majority of retail employees reported receiving raises within the first year of employment.
- Six in ten current retail employees had been promoted and 85% had received at least one raise.
- 94% of retail employees report being hired for a job when they use a retail manager as a reference. 80% of those believe the retail reference helped them get it.

#### FLEXIBLE SCHEDULING

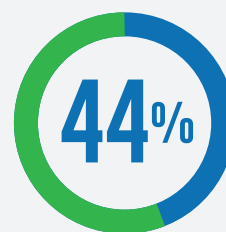
- 76% of former retail employees took advantage of scheduling flexibility in their retail job to help balance other priorities in their lives, such as school or raising a family, and two-thirds of current employees had done so.

### COMMITMENT TO DIVERSITY AND INCLUSION

## THE 15% PLEDGE

The 15% Pledge acknowledges the need for representation of African American workers and small businesses and pledges 15% of a store's shelf space to products from Black-owned businesses. Numerous retailers including Macy's, Nordstrom, Ulta, Sephora and Gap have made the Pledge.

When people think of jobs in retail, sales associate or store manager is usually what comes to mind, but the fact is...



of people who work in retail don't work in sales.

Retail offers flexible, collaborative careers in supply chains, data science, marketing, environmental, technology, financial, engineering and design – and that is only the beginning. Retail companies, large and small, are a driving force in California's innovation.

## ADDRESSING RACIAL DISPARITIES

Walmart committed \$100 million to addressing racial disparities through its own Center for Racial Equality, targeting grants toward nonprofits and programs that benefit underrepresented communities. Other CRA member companies making multi-million-dollar commitments to racial justice include PepsiCo, Albertson's, Target and Best Buy.

Best Buy's New Wave program aims to increase diverse leadership by recruiting and training leaders from outside the company who bring unique knowledge, backgrounds and skillsets.

## COVID RESPONSE

Retail played a vital role in the response to the COVID-19 outbreak and led the way in keeping employees and customers safe during the shopping experience:

- Retailers provided special shopping hours for seniors and vulnerable populations.
- Retailers were early adopters of COVID supplemental sick leave policies, voluntarily granting employees paid time off if they were sick or exposed to COVID. Some retailers voluntarily closed their stores and continued to pay their employees.
- Retailers made substantial donations of personal protective equipment (PPE) during the early stages of the pandemic. Companies such as The Home Depot, Target and others donated N-95 masks and face coverings to state emergency services.
- Prior to any requirements to do so, retailers were early adopters of masking in stores and social distancing protocols. Numerous California retailers joined in CRA's Safe Shopping for All pledge, in which retail stores committed to providing a safe shopping experience for customers and employees through strict COVID-19 protocols including masking, social distancing and new or expanded options for contactless shopping such as curbside pickup. Twenty-one retail CEOs wrote a letter in 2020 asking state governors to require masking in retail stores.
- Retailers voluntarily provided substantial and often multiple bonuses to their employees. Target employee bonuses totaled over \$1 billion in 2020. They also gave employees paid time off to get the COVID-19 vaccine. Target offered its employees four hours of paid time off to get the vaccine.
- Retail pharmacies were at the forefront of the 2021 rollout of the COVID-19 vaccine that helped to mitigate the pandemic.
- Retailers including AutoZone, Target and Trader Joe's provided incentives of \$100-\$200 for employees to receive the vaccine.



