



RETAIL AND WHOLESALE DISTRIBUTION

Retail Stores

Regardless of their size, retail stores present a wide variety of risks which must be managed effectively to ensure successful business continuity and profitability. Whether the store is part of a large department store chain, a franchise operation or a single-location specialty shop, they share similar challenges and risks such as:

- Safety and security of customers and merchandise
- Inventory controls and supply-chain management
- Protection of customers' personal information and data
- Employee training and retention
- Enhancing and protecting their reputation with customers
- Product liability, contamination and product recall
- Information technology or cyber risks

Wholesale Distribution

Wholesalers are the essential link between the manufacturer and retailer. They provide facilities and services for the storage and distribution of products, and their operations can present some unique risks and hazards also requiring management. Expanding globalization, technological advancement and increased government regulation also create new opportunities and risks for wholesalers. Some examples of such risks are:

- Transportation, logistics and supply-chain management
- Safety and security of product shipments and storage facilities
- Protection against fire, theft and pilferage of goods in storage or transit
- Compliance with government regulation regarding product safety, especially for imported products
- Product liability, contamination and product recall
- Employee training and retention
- Information technology or cyber risks
- Wholesalers of food products have additional risk exposures associated with cold storage warehouses and refrigerated or freezer trucks

The retail and wholesale operations specialist team at BFL CANADA understands the strategic and operational risks facing your business. Team members are experienced at proactively identifying your risks and they will help you assess, manage and transfer some of those risks to other parties and/or insurers. They will design customized loss control and insurance solutions to fit your specific risk profile.

BFL CANADA has access to domestic and international insurance markets, and our specialists have the experience to structure the optimal insurance program, coverage and pricing to meet your unique needs.

