

Consumer trust in 2019 - 28 Jan 2019

BY LAUREN HARTZENBERG, RETAIL EDITOR (@BIZ_RETAIL)

In top BizTrends highlights this week:

- **If 'toxic' was the word of 2018, could 'trust' be the word for 2019?** - GfK South Africa's Rachel Thompson
- **Payments, engagement, partnership: African retail trends for 2019** - Innervation PAN African Payment Solutions' Mark Schech
- **Single-use plastic, circular economy, ethical supply chains and climate action to drive retail in 2019** - Woolworths' Feroz Koor
- **Key trends in wellness and ethical retail for 2019** - Faithful to Nature's Robyn Smith
- **Five customer engagement technology trends we can't ignore** - OnShelf Pharma's Eben Esterhuizen

In other top news, Argility Technology Group CEO Marko Salic unpacks **how data science is transforming retail**, while BrandsEye shares how the **Woolworths-Ubuntu Baba baby carrier incident had a significantly negative impact** on public perception of Woolworths' ethics and reputation.

We've also got the winners of the **inaugural Faithful to Nature Eco Awards**, which highlights the SA businesses committed to promoting conscious consumption and eco-friendly, ethical products.

And in food news, PepsiCo's **outdoor, self-driving robot is delivering snacks** and beverages to hungry students in California, while Kate Stewart and Matthew Cole look into how **meaty fast-food tie-ins aimed at children** combine the consumption of food and the sympathetic engagement with animals.

Until next week!

Lauren Hartzenberg
Retail Editor: Bizcommunity.com

For more, visit: <https://www.bizcommunity.com>