



Retail E-Commerce in the United Arab Emirates

February 2024

Table of Contents

KEY DATA FINDINGS

2023 DEVELOPMENTS

Discounts, promo codes and points – e-commerce platforms continue to entice consumers

Chinese e-commerce platform Temu attracts customers with its “Shop like a billionaire” positioning

New e-commerce law aims to strengthen market’s position in digital economy

PROSPECTS AND OPPORTUNITIES

Enhanced regulatory landscape in light of integrating new technologies and use of consumer data

Alternative payment methods and integrated loyalty are key elements of future e-commerce platforms in the United Arab Emirates

Artificial intelligence to reshape online shopping experiences

CHANNEL DATA

Table 1 - Retail E-Commerce by Channel: Value 2017-2022

Table 2 - Retail E-Commerce by Channel: % Value Growth 2017-2022

Table 3 - Retail E-Commerce by Product: Value 2017-2022

Table 4 - Retail E-Commerce by Product: % Value Growth 2017-2022

Table 5 - Retail E-Commerce GBO Company Shares: % Value 2018-2022

Table 6 - Retail E-Commerce GBN Brand Shares: % Value 2019-2022

Table 7 - Forecast Retail E-Commerce by Channel: Value 2022-2027

Table 8 - Forecast Retail E-Commerce by Channel: % Value Growth 2022-2027

Table 9 - Forecast Retail E-Commerce by Product: Value 2022-2027

Table 10 - Forecast Retail E-Commerce by Product: % Value Growth 2022-2027

Retail in the United Arab Emirates - Industry Overview

EXECUTIVE SUMMARY

Retail in 2023: The big picture

Retailers explore innovative ways to integrate technology to improve shopping journey

Sustainability takes centre stage in board discussions with COP28

What next for retail?

OPERATING ENVIRONMENT

Informal retail

Opening hours for physical retail

Summary 1 - Standard Opening Hours by Channel Type 2023

Seasonality

Dubai Shopping Festival

Dubai Summer Surprise

Back to School

Super Sales

White Friday

MARKET DATA

Table 11 - Sales in Retail by Retail Offline vs Retail E-Commerce: Value 2018-2023

Table 12 - Sales in Retail by Retail Offline vs Retail E-Commerce: % Value Growth 2018-2023

Table 13 - Sales in Retail Offline by Channel: Value 2018-2023

Table 14 - Sales in Retail Offline by Channel: % Value Growth 2018-2023

Table 15 - Retail Offline Outlets by Channel: Units 2018-2023

Table 16 - Retail Offline Outlets by Channel: % Unit Growth 2018-2023

Table 17 - Sales in Retail E-Commerce by Product: Value 2018-2023

Table 18 - Sales in Retail E-Commerce by Product: % Value Growth 2018-2023

Table 19 - Grocery Retailers: Value Sales, Outlets and Selling Space 2018-2023
Table 20 - Grocery Retailers: Value Sales, Outlets and Selling Space: % Growth 2018-2023
Table 21 - Sales in Grocery Retailers by Channel: Value 2018-2023
Table 22 - Sales in Grocery Retailers by Channel: % Value Growth 2018-2023
Table 23 - Grocery Retailers Outlets by Channel: Units 2018-2023
Table 24 - Grocery Retailers Outlets by Channel: % Unit Growth 2018-2023
Table 25 - Non-Grocery Retailers: Value Sales, Outlets and Selling Space 2018-2023
Table 26 - Non-Grocery Retailers: Value Sales, Outlets and Selling Space: % Growth 2018-2023
Table 27 - Sales in Non-Grocery Retailers by Channel: Value 2018-2023
Table 28 - Sales in Non-Grocery Retailers by Channel: % Value Growth 2018-2023
Table 29 - Non-Grocery Retailers Outlets by Channel: Units 2018-2023
Table 30 - Non-Grocery Retailers Outlets by Channel: % Unit Growth 2018-2023
Table 31 - Retail GBO Company Shares: % Value 2019-2023
Table 32 - Retail GBN Brand Shares: % Value 2020-2023
Table 33 - Retail Offline GBO Company Shares: % Value 2019-2023
Table 34 - Retail Offline GBN Brand Shares: % Value 2020-2023
Table 35 - Retail Offline LBN Brand Shares: Outlets 2020-2023
Table 36 - Retail E-Commerce GBO Company Shares: % Value 2019-2023
Table 37 - Retail E-Commerce GBN Brand Shares: % Value 2020-2023
Table 38 - Grocery Retailers GBO Company Shares: % Value 2019-2023
Table 39 - Grocery Retailers GBN Brand Shares: % Value 2020-2023
Table 40 - Grocery Retailers LBN Brand Shares: Outlets 2020-2023
Table 41 - Non-Grocery Retailers GBO Company Shares: % Value 2019-2023
Table 42 - Non-Grocery Retailers GBN Brand Shares: % Value 2020-2023
Table 43 - Non-Grocery Retailers LBN Brand Shares: Outlets 2020-2023
Table 44 - Forecast Sales in Retail by Retail Offline vs Retail E-Commerce: Value 2023-2028
Table 45 - Forecast Sales in Retail by Retail Offline vs Retail E-Commerce: % Value Growth 2023-2028
Table 46 - Forecast Sales in Retail Offline by Channel: Value 2023-2028
Table 47 - Forecast Sales in Retail Offline by Channel: % Value Growth 2023-2028
Table 48 - Forecast Retail Offline Outlets by Channel: Units 2023-2028
Table 49 - Forecast Retail Offline Outlets by Channel: % Unit Growth 2023-2028
Table 50 - Forecast Sales in Retail E-Commerce by Product: Value 2023-2028
Table 51 - Forecast Sales in Retail E-Commerce by Product: % Value Growth 2023-2028
Table 52 - Grocery Retailers Forecasts: Value Sales, Outlets and Selling Space 2023-2028
Table 53 - Grocery Retailers Forecasts: Value Sales, Outlets and Selling Space: % Growth 2023-2028
Table 54 - Forecast Sales in Grocery Retailers by Channel: Value 2023-2028
Table 55 - Forecast Sales in Grocery Retailers by Channel: % Value Growth 2023-2028
Table 56 - Forecast Grocery Retailers Outlets by Channel: Units 2023-2028
Table 57 - Forecast Grocery Retailers Outlets by Channel: % Unit Growth 2023-2028
Table 58 - Non-Grocery Retailers Forecasts: Value Sales, Outlets and Selling Space 2023-2028
Table 59 - Non-Grocery Retailers Forecasts: Value Sales, Outlets and Selling Space: % Growth 2023-2028
Table 60 - Forecast Sales in Non-Grocery Retailers by Channel: Value 2023-2028
Table 61 - Forecast Sales in Non-Grocery Retailers by Channel: % Value Growth 2023-2028
Table 62 - Forecast Non-Grocery Retailers Outlets by Channel: Units 2023-2028
Table 63 - Forecast Non-Grocery Retailers Outlets by Channel: % Unit Growth 2023-2028

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SOURCES

Summary 2 - Research Sources

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