

SCOTTISH GROCER FEATURE SYNOPSIS

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Shopfitting & AI in Retail

Editorial contacts for this feature are:

Mairi Clark mairi.clark@peeblesmedia.com 0141 567 6074

Callum McDade callum.mcdade@peeblesmedia.com 0141 567 6032

Deadline for editorial submission Monday 24th November 2025

- *We're keen to have opinions, thoughts and predictions on the following topical issues as well as general market information such as market share, market trends and details of brand activity.*
- *It's always very useful to receive images – 300 dpi if possible. Good images include product shots, pictures of people quoted in the copy, and pictures of advertising and marketing activity.*
- *And please feel free to provide anything else you think is relevant.*

Shopfitting doesn't have to just be about shelving and lighting, new innovations are now enabling retailers to introduce technical gadgets that allows them to streamline operations, monitor stock and allows them to up the level of security. In this feature, we will look at the current trends across AI tech in shopfitting and ask firms to offer advice for retailers who are considering introducing something new to their stores. We would welcome comments on the following:

- In your view, what are the technology innovations that you're seeing retailers ask for?
- Security is an obvious opportunity for shops to upgrade, are there more intelligent CCTV systems on the market now?
- Age verification systems seem to be talked about quite a lot, is this something that's becoming popular?
- How can shops make more revenue from things like parcel lockers or new franchises (Post Office, Subway, FTG counters)? What's the best way for shops to get the most bang for their buck when investing in their stores?
- Facial recognition that enables serial offenders to be identified are becoming common, what are the benefits and is the quality good enough to be used to identify people? Anti-theft cameras that react when an object is moved or taken out of sight are popular, are you seeing much take up from retailers?
- How can retailers ensure minimum disruption to their business while the work is carried out in the store?