

Harrods

THE ART OF

The Possible



Back in
1849, it all
started
with tea...







Our Customers



Cashmere

Regenerated cashmere is created from post-factory waste.

Wool

Stella McCartney sources wool from farms with high standards of animal welfare.

And the product in demand...

Polyester

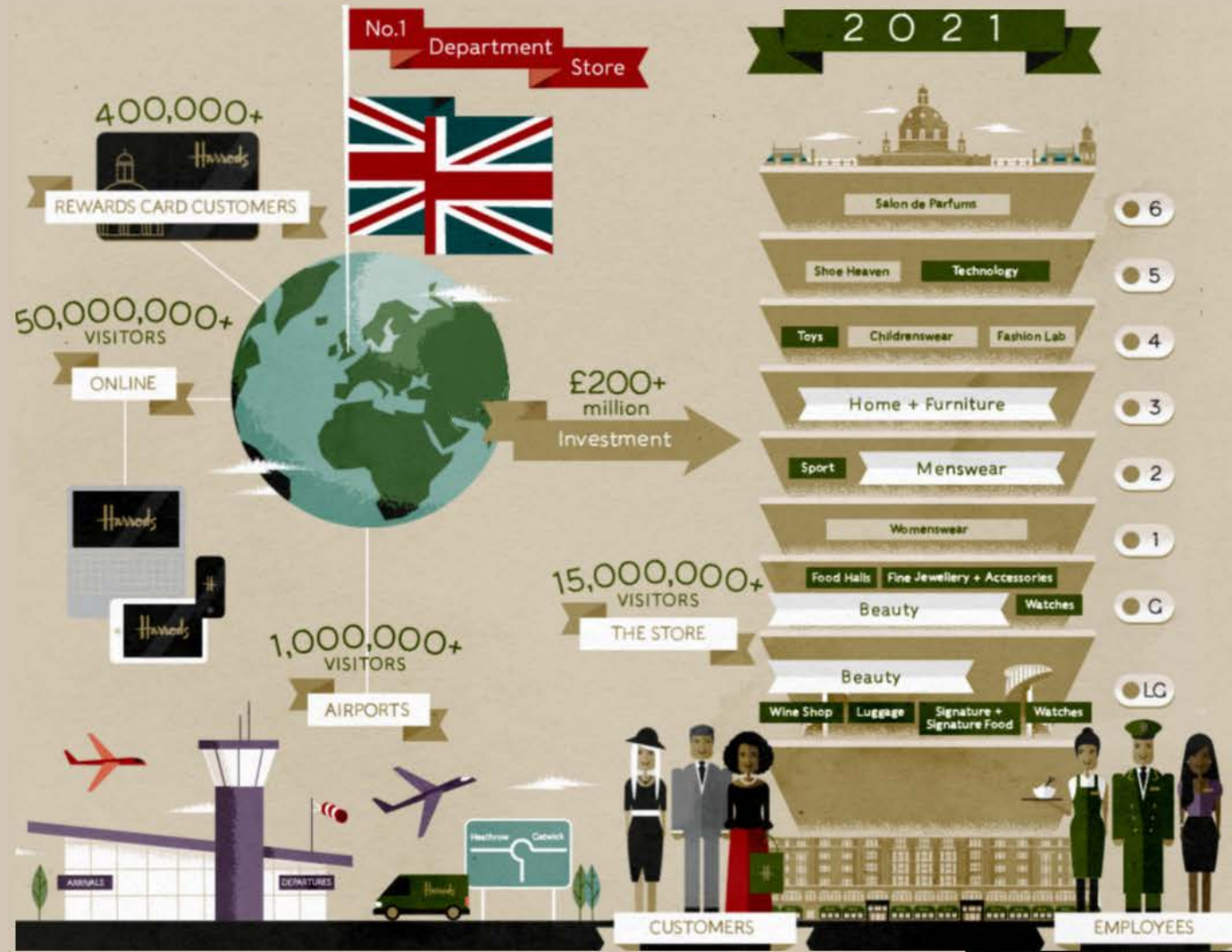
Plastic water bottles are recycled into polyester to create sneakers.

Curators of
luxury must
bring their
product to life



Those who
will succeed
are those
who adapt
to change





No.1 Department Store

2021

400,000+ REWARDS CARD CUSTOMERS

50,000,000+ VISITORS ONLINE

£200+ million Investment

15,000,000+ VISITORS THE STORE

1,000,000+ VISITORS AIRPORTS

6

5

4

3

2

1

C

LG

CUSTOMERS

EMPLOYEES

ARRIVALS DEPARTURES

Heathrow Gatwick



Unprecedented Investment



The Powder Room...





Luxury is
travelling...

Harrods

AT HEATHROW





Elevating an
airport retail
experience...

