Press Release

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Cyber incidents highlight the importance of resilient retail

Recent cyber incidents affecting refrigeration systems in a few European supermarkets are a reminder that threats are growing and increasingly digital. Retailers and wholesalers rely on connected technology every day to keep food cold, run tills and manage deliveries.

EuroCommerce Director General Christel Delberghe said:

"Retail and wholesale play an essential role in keeping Europe supplied with the goods people rely on every day. But what is clear is that the threats must be taken seriously and the risks are real. Companies, suppliers and public authorities need to work together, learn quickly from incidents and strengthen preparedness.

Rest assured that food safety is non-negotiable. If it cannot be guaranteed, for example because the cold chain is interrupted, retailers withdraw affected products. Whatever the disruption, our priority is the same: protect consumers, keep goods moving and maintain customer trust."

Cyber-attacks are one of several risks that can disrupt supply chains, alongside other major disruptions such as power cuts or extreme weather. EuroCommerce supports practical cooperation and information-sharing that strengthen resilience, while ensuring businesses have a stable and proportionate regulatory framework that allows them to invest in secure, modern systems.

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EuroCommerce is the principal European organisation representing the retail and wholesale sector.

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EuroCommerce is the principal European organisation representing the retail and wholesale sector. It embraces national associations in 28 countries and 5 million companies, including leading global players and many small businesses. Over a billion times a day, retailers and wholesalers distribute goods and provide an essential service to millions of businesses and individual customers. The sector generates 1 in 7 jobs, offering a varied career to 26 million Europeans, many of them young people. It also supports millions of further jobs throughout the supply chain, from small local suppliers to international businesses. EuroCommerce is the recognised European social partner for the retail and wholesale sector.