



Quarterly Economic Indicator

Q4 2017

Contents

1. **Methodology** *Page 2*
2. **Foreword** *Page 3*
3. **Key Findings** *Pages 4-6*
4. **Construction** *Page 7*
5. **Financial and
Business Services** *Page 8*
6. **Manufacturing** *Page 9*
7. **Retail and Wholesale** *Page 10*
8. **Tourism** *Page 11*

Methodology

The Quarterly Economic Indicator is owned and produced by the Scottish Chambers of Commerce Network, in collaboration with the Fraser of Allander Institute of the University of Strathclyde.

This survey was conducted between November and December of 2017. 405 firms responded to the Q3 2017 edition of the Indicator.

Results are reported as the "net % balance", calculated by deducting the % of firms reporting a decrease from the % of firms reporting an increase.

E.g. If 50% of firms report an increase in profits over the quarter (compared with the previous quarter) and 49% report a decrease, the net % balance of firms reporting an increase in profits is $(50-49 = +1)$.

A negative net % balance generally indicates contraction and a positive net % balance expansion.

For further information on the Quarterly Economic Indicator, please contact:

Shane Taylor

Business Intelligence Executive

Scottish Chambers of Commerce

Office No. 0141 444 7508

Mobile No. 0779 515 8137

Email address: staylor@scottishchambers.org.uk

Foreword

The latest results from the Scottish Chambers of Commerce Quarterly Economic Indicator show that after a challenging 2017, businesses in Scotland are remaining resilient in the face of ongoing uncertainty.

This week we will have official Scottish GDP statistics for the third quarter of 2017 with most indicators pointing to continued growth across the economy although it remains relatively fragile. The Chambers of Commerce survey results for Q4 show that this trend of positive but modest growth is continuing.

Business optimism was positive amongst firms in financial and business services and manufacturing. Following a difficult couple of years, there is evidence that the festive season has provided Scottish retailers with a much-needed boost. Sales observed a significant increase in the final quarter of 2017. Similarly, activity in the construction sector – another sector that has faced challenges recently – has also strengthened.

In contrast, tourism saw a marked downgrade in optimism - although this comes on the back of a strong couple of years. It will be interesting to see if this quarter's results are temporary or the start of a more sustained challenging period for Scotland's tourist sector.

With heightened levels of uncertainty, it is unsurprising that investment intentions remain modest, whilst the tight labour market means that many firms continue to report difficulties in recruiting staff. Encouragingly training investment is holding up a little better.

In times of uncertainty, it is important that businesses focus on the drivers of growth that they can control – including investing in their own productivity and efficiency, and developing the skills of their workforce.

Professor Graeme Roy

Director, Fraser of Allander Institute

Key Findings

CONSTRUCTION

Sales

In construction, there were some positive results with total sales returning to a net % balance of +17, closer to the sector average. However, at +9, 2017 exhibited a significantly lower average % balance for sales than 2016 (+20). Domestic sales also observed an increase to +9, along with rest of UK sales pushing out of negative territory to a small positive (+2). Annually, domestic sales and rest of UK sales remain below their comparative 2016 averages.

Profitability and Cashflow

Both profitability (-4) and cashflow (-17) have maintained at negative % balances for the fourth quarter. As with sales, there has been a significant decline in these indicators in comparison to 2016 and even Q3 2017, particularly with regards to cashflow. Cashflow maintained a small positive % balance in 2016 (+3), which has declined to -13 across 2017.

FINANCIAL & BUSINESS SERVICES

Business Optimism

Although business confidence in other sectors, such as construction, has declined, Financial and Business Services has observed an increase to +18, in comparison with the third quarter (+14). This also represents a substantial improvement on Q4 2016, when confidence was at negative levels (-4).

Generally, 2017 was a more optimistic year for Financial and Business Services firms, with a net % balance of +14 contrasted with negative 2016 average of -6.

Recruitment Difficulties

At the end of 2017, there was a very slight slowdown in overall recruitment, with approximately 50% of firms recruiting compared to 52% in Q3 2017. However, the observed trend of recruitment difficulties across sectors, which we have highlighted in previous reports, continues to challenge Financial and Business Services firms. In Q3 2017, 32% of businesses had reported recruitment difficulties, this increased to 47% in the fourth quarter. This is the highest figure ever observed for FBS firms, and pushes the 2017 average for recruitment difficulties (38%) above that of 2016 (31%).

This appears to have influenced investment, with investment in training across 2017 significantly higher than 2016. To provide some context, the Q4 2016 net % balance was +5, compared to +14 for Q4 2017.

Key Findings

MANUFACTURING

Key Financial Indicators

Generally, Scottish manufacturers have observed some positive results, with a substantial boost in overall sales from Q3 (+15) to Q4 2017 (+36). Increases were observed across all markets, although proportionally, the growth was higher in rest of UK (+27) and export sales (+34). Perhaps driven by this, Cashflow and Profitability metrics have risen out of the negative territory they were in the third quarter.

Price Changes

Despite the positive financial results, manufacturers have indicated that many will be increasing prices in 2018, with the net % balance of +66 the highest figure on record, significantly outstripping the Q4 average of +40.

87% of manufacturing businesses cited the rise in raw material costs as the driving force for these increases.

RETAIL & WHOLESALE

Key Financial Indicators

Following a difficult year, especially in Q3 of 2017, there is some evidence that the crucial festive season has provided Scottish retailers with a much-needed boost. Sales observed a significant increase, up to +29 in comparison to -5 in Q3 2017.

Cash flow also pushed in to positive territory at +14 net % balance, a reversal from the -16 % balance figure observed in a challenging third quarter. Similarly, profitability also returned to positive territory.

Concerns

Despite a positive fourth quarter, there are still some underlying issues in the retail data. Overall investment has observed a slowdown, declining into negative territory (-5) and significantly below the Q4 average of +8.

As with manufacturing, firms were increasingly concerned with the cost of raw materials, with 70% of businesses citing this as a reason to raise prices – which 53% of retailers have suggested they will do in the next three months.

Inflation was also listed as a significant concern by 47% of retail businesses.

Key Findings

TOURISM

Key Financial Indicators

Financial performance is reflective of the observed tourism trend of a generally negative fourth quarter, in comparison to the more positive Q2 + Q3 results.

On all financial metrics, the industry has returned to negative territory, with Total Sales **(-20)**, Domestic **(-15)** and Rest of UK sales **(-21)**, all affected. This is in line with the fourth quarter of 2016, in which a similar trend was observed, however the net % balances for 2017 are significantly more pronounced.

Linked to this, both Profitability **(-29)**, and Cashflow **(-21)** have also returned to negative % balances, following a strong, positive third quarter.

In comparison to last year, businesses indicated that total guest numbers have slightly increased **(+4)**, however rest of UK **(-8)**, and rest of EU **(-2)**, appear to be down on Q4 averages.

A net balance of **+44** of tourism businesses intend to raise their prices in 2018, higher than Q3 2017 indications and the overall average for Q4 price rises **(+32)**.

Businesses noted a number of pressures linked to this, with overheads pushing up costs for **73%**.

Business Rates were also of most concern to the tourism, with **57%** of businesses rating this as their issue of higher concern – a larger percentage than for any other analysed sector.

Employment and Training

Although there was a slight decrease in the number of businesses recruiting, from 77% in Q3 to 67% in the fourth quarter, this is still above the average for Q4 generally for the industry.

Recruitment difficulties remain very high for the sector, with **67%** of businesses reporting issues in recruiting staff, the highest figure observed since early 2016.

These difficulties may be driving some of the investment and wage decisions made by businesses, with 2017 **(+42)** holding a higher average across the year than 2016 **(+38)** for businesses opting to increase wages.

Furthermore, Q4 2017 shows a significant increase in training investment, up to **+27** from **+8** the third quarter. This is also substantially above the Q4 average of **+17**.

Taken together, this suggest the sector is trying to ameliorate their recruitment difficulties by investing in training, and increasing wages.

Construction

BUSINESS OPTIMISM

Optimism eased in the construction sector relative to Q3 2017, but 75% of businesses indicated their confidence was either increasing or remained the same, leading to a final net % balance of **+4**. This is indicative of the longer-term trend in construction, which typically observes a dip in business confidence in the fourth quarter.

CONTRACTS

A net % balance of **+14** was reported for total contracts. All areas maintained a positive net % balance, however public sector and commercial builds are less positive than in the third quarter. A net % balance of **+17** was recorded for domestic/house build contracts, significantly higher than the **+9** recorded in the third quarter.

WORK IN PROGRESS

77% of businesses reported that their level of work in progress either increased or remained the same in Q4, giving a net % balance of **+18**. While lower than the **+28** figure observed in the third quarter, it remains significantly higher than Q4 2016, and above the average for Q4 over the past three years.

CONCERNS

Concurrent with challenges around profitability and cashflow, construction firms have noted several areas of concern in the fourth quarter.

74% of firms indicated that material costs were causing pressure to raise prices. This has led to a net % balance of **+46**, which equates to 50% of firms, seeking to raise prices in early 2018.

In terms of concerns around the business environment, firms highlighted inflation, competition and taxation as continuing issues, with **48%** of businesses concerned about rising inflation.

(blank space indicates data not available)				(rounded up to nearest %)		
(balances may not add up to 100% due to N/A responses)				Q4/17	Q3/17	Q4/16
(figures given as % of respondents)	Up	Level	Down	Net % Balance	Last Quarter	Last Year
Business Optimism	29.8	44.7	25.5	4	16	4
Sales Revenue						
Total	42.6	31.9	25.5	17	3	8
Domestic (Scotland)	39.1	28.3	30.4	9	6	6
Rest of UK	11.4	18.2	9.1	2	-9	-2
Contracts						
Total new contracts	37.2	37.2	23.3	14	9	9
Public sector orders	19.5	39.0	14.6	5	3	-7
Private commercial	32.6	34.9	23.3	9	15	9
Domestic/house build	31.0	21.4	14.3	17	9	-2
Investment						
Total	27.7	51.1	12.8	15	19	22
Capital	27.7	48.9	10.6	17	14	20
Training	31.9	42.6	10.6	21	8	20
Work in Progress	40.9	36.4	22.7	18	28	4
Cashflow	20.8	41.7	37.5	-17	-8	-4
Applied for Credit?	19.1			19	24	24
Profits	31.9	29.8	36.2	-4	-3	6
Capacity used (ave. %)				80	83	83
Employment						
Total	25.5	55.3	17.0	9	14	17
Recruiting Staff			(yes)	53	57	56
Recruitment Difficulties			(yes)	50	55	43
Increased Wages?			(yes)	21	41	31
Average pay increase (%)				7.5	3	7
Expectations Next Quarter						
Price Change	50.0	45.8	4.2	46	35	33
Sales Revenue	39.6	39.6	20.8	19	34	6
Investment	25.5	51.1	14.9	11	19	-2
Employees	16.7	68.8	14.6	2	32	7
Cost Pressures (%)						
Pay Settlements			(yes)	18	-	-
Finance Costs			(yes)	5	-	-
Raw Material Prices			(yes)	74	-	-
Other Overheads			(yes)	41	-	-
Concerns (%)						
Interest Rates			(yes)	31	-	-
Business Rates			(yes)	26	-	-
Competition			(yes)	45	-	-
Exchange Rates			(yes)	26	-	-
Inflation			(yes)	48	-	-
Taxation			(yes)	40	-	-

Financial & Business Services

SALES REVENUE

Fourth quarter results present a Financial and Business Services sector which is observing both increasing revenues and confidence.

Particularly in reference to Q4 2016, the sector has seen significant improvements, with total sales up for a net % balance of **+1** in 2016, to **+42** in Q4 2017. A portion of this has been driven by improved conditions in the Oil & Gas sector, as it continues to recover from oil price fluctuations.

EMPLOYMENT

Recruitment has slowed slightly from Q3, from **52%** of firms to approximately **50%** of firms looking for fill vacancies in Q4. The number of firms experiencing recruitment difficulties has risen substantially however, up to **47%**, the highest on record and a 15-percentage point increase on Q3 2017.

INVESTMENT

Although investment is higher than the same time last year, there has been a substantial decline between Q3 and Q4 in certain areas, particularly capital investment which has declined from **+20** in Q3 to **+2** in Q4. However, it is worth noting that this still suggests over 75% of firms are either increasing or maintaining levels of capital investment.

It is also somewhat surprising to see a slight reduction in training investment from the previous quarter, given that this tends to rise when recruitment difficulties are above trend.

CONCERNS

The leading concern for FBS firms is taxation, with 41% of firms worried about the effects on their businesses. Inflation and competition were also indicated as significant issues.

(blank space indicates data not available)				(rounded up to nearest %)		
(balances may not add up to 100% due to N/A responses)				Q4/17	Q3/17	Q4/16
(figures given as % of respondents)	Up	Level	Down	Net % Balance	Last Quarter	Last Year
Business Optimism	36.1	45.9	18.0	18	14	-4
Sales Revenue						
Total	52.9	35.3	10.9	42	22	1
Domestic (Scotland)	46.7	33.3	12.5	34	8	-3
Rest of UK	18.1	38.8	6.9	11	7	-7
Exports	14.8	19.1	4.3	10	6	-1
Online	8.9	19.5	4.9	4	4	2
Investment						
Total	24.2	50.8	10.8	13	20	7
Capital	17.4	52.1	14.9	2	20	-1
Training	24.8	44.6	10.7	14	20	5
Cashflow	36.6	42.3	20.3	16	6	-7
Applied for credit?	10.6			11	13	9
Profits	43.7	34.5	21.0	23	7	-6
Capacity Used (Ave. %)				73	67	68
Employment						
Total	25.2	63.0	9.2	16	10	-7
Recruiting Staff	49.6			50	52	38
Recruitment Difficulties	46.7			47	32	28
Increasing Wages	19.8			20	27	16
Average pay increase (%)				6	6	5
Expectations Next Quarter						
Price Change	38.5	59.0	2.5	36	21	18
Sales Revenue	46.2	37.8	15.1	31	38	16
Investment	30.3	47.5	9.0	21	22	4
Employees	28.9	63.6	7.4	21	21	12
Cost Pressures (%)						
Pay Settlements			(yes)	29	-	-
Finance Costs			(yes)	13	-	-
Raw Material Prices			(yes)	25	-	-
Other Overheads			(yes)	77	-	-
Concerns (%)						
Interest Rates			(yes)	17	-	-
Business Rates			(yes)	32	-	-
Competition			(yes)	34	-	-
Exchange Rates			(yes)	23	-	-
Inflation			(yes)	35	-	-
Taxation			(yes)	41	-	-

Manufacturing

ORDERS

Although the fourth quarter was not as encouraging overall for Scottish Manufacturers as Q3, businesses remain in positive net % balance territory. Particularly when it comes to the rest of the UK, which has now returned to positive territory (+9) from a negative third quarter (-2).

CASHFLOW + PROFITS

The fourth quarter has also provided a needed boost to manufacturers when it comes to cash flow and profitability, both of which had declined to negative levels in Q3 2017.

Over 80% of businesses indicated that their cashflow had either improved or remained the same, translating to a net % balance figure of +7, which contrasts with -15 in Q4 2016.

Profits have also improved, with approximately 70% of firms indicating growth or parity with Q3, equating to a net % balance of +10, relative to the flat figures seen both in the previous quarter and in 2016 (both 0).

CONCERNS

87% of Manufacturing firms had highlighted raw materials as the main contributor to raising prices. The highest level of any of the sectors surveyed.

The majority of firms expect to raise their prices in 2018, with a net % balance figure of +66 one of the highest on record.

EXPECTATIONS

Aside from price changes, expectations do appear to be slowing for the sector when it comes to sales, with a % balance figure of +19 below the high level of +46 observed in Q3. However, this is still a more positive outlook than at the same time in 2016. There is also an expectation that investment will improve in 2018, which may augment the decline in capital investment (-2) seen in this quarter.

(blank space indicates data not available)				(rounded up to nearest %)		
(balances may not add up to 100% due to N/A responses)				Q4/17	Q3/17	Q4/16
(figures given as % of respondents)	Up	Level	Down	Net % Balance	Last Quarter	Last Year
Business Optimism	30.5	47.5	22.0	8	4.4	1.8
Sales Revenue						
Total	53.4	29.3	17.2	36	15.2	22.2
Domestic (Scotland)	32.8	39.7	20.7	12	8.7	1.8
Rest of UK	39.3	33.9	12.5	27	2.3	0.0
Exports	42.9	26.8	8.9	34	11.4	27.8
Orders						
Total	50.0	19.0	31.0	19	20.0	23.6
Domestic (Scotland)	25.9	44.8	22.4	3	7.3	-7.4
Rest of UK	25.9	46.6	17.2	9	-2.2	5.6
Exports	26.3	24.6	17.5	9	11.1	14.5
Work in Progress	42.9	33.9	23.2	20	22.7	18.9
Investment						
Total	18.6	59.3	16.9	2	2.2	16.4
Capital	19.0	56.9	20.7	-2	2.2	14.8
Training	22.4	63.8	10.3	12	9.1	12.7
Cashflow	22.4	62.1	15.5	7	-2.2	-14.5
Applied for Credit?	15.5			16	19.6	22.2
Profits	37.9	32.8	27.6	10	0.0	0.0
Capacity Used (Ave. %)				77	74.6	76.0
Employment						
Total	28.8	59.3	11.9	17	21.7	14.8
Recruiting Staff			(yes)	67	78.3	61.8
Recruitment Difficulties			(yes)	58	30.8	38.2
Increased Wages			(yes)	20	28.3	23.6
Average pay increase				5	2.8	4.5
Expectations (next quarter)						
Price Change	67.9	30.4	1.8	66	43.5	51.9
Sales	41.4	36.2	22.4	19	45.5	14.8
Investment	24.1	62.1	10.3	14	6.8	12.7
Employees	33.9	57.6	8.5	25	19.6	18.2
Cost Pressures (%)						
Pay Settlements			(yes)	28	-	-
Finance Costs			(yes)	6	-	-
Raw Material Prices			(yes)	87	-	-
Other Overheads			(yes)	54	-	-
Concerns (%)						
Interest Rates			(yes)	17	-	-
Business Rates			(yes)	20	-	-
Competition			(yes)	50	-	-
Exchange Rates			(yes)	52	-	-
Inflation			(yes)	43	-	-
Taxation			(yes)	33	-	-

Retail & Wholesale

OPTIMISM

Retail was able to buck the negative trend observed over the last several quarters, with the sector recording a % balance figure of **+2** for optimism, the same figure observed in Q4 2016.

This is the first time optimism reached positive levels in 2017, and significantly higher than the Q4 average over the past three years (-6).

SALES REVENUE

The fourth quarter was also positive for retailers in terms of sales revenue, with total sales rising to **+29**, pushing out of negative territory in Q3 (-5) and also substantially higher than the **+14** recorded in Q4 of 2016.

Online sales also observed a significant boost over 2016, rising to **+26**. On average, 2017 seen online sales hit an average % balance of **+10**, higher than 2016. Online sales also appear to be relatively more stable and likely to be positive, with an overall average of **+11**, stronger than the figures for total and domestic sales.

PROFIT & CASHFLOW

Retail firms were also able to attain some respite from exceptionally challenging conditions around cashflow and profitability.

At a net % balance figure of **+14**, cashflow has returned to a positive balance for the first time since Q3 2015.

This is also the case for profitability, which at **+12**, is also recording the first positive result since 2015.

Q1 2018 results will be critical to ascertain if these findings mark a shift in retailer's positions, or simply a more positive fourth quarter.

CONCERNS

Linked to its effect on consumer spending, inflation was the main concern (**47%**) for retail firms.

(blank space indicates data not available)				(rounded up to nearest %)		
(balances may not add up to 100% due to N/A responses)				Q4/17	Q3/17	Q4/16
(figures given as % of respondents)	Up	Level	Down	Net % Balance	Last Quarter	Last Year
Business Optimism	34.9	32.6	32.6	2	-10.3	2.0
Sales Revenue						
Total	50.0	23.8	21.4	29	-5.1	14.0
Domestic (Scotland)	41.5	19.5	22.0	20	-13.2	12.5
Rest of UK	25.6	17.9	5.1	21	5.3	0.0
Exports	10.3	5.1	2.6	8	13.2	10.9
Online	35.7	14.3	9.5	26	18.9	4.1
Investment						
Total	14.3	38.1	19.0	-5	0.0	-2.0
Capital	17.1	41.5	14.6	2	5.1	0.0
Training	20.0	35.0	15.0	5	-5.1	8.2
Cashflow	34.9	37.2	20.9	14	-15.8	-6.0
Applied for Credit?			(yes)	7	15.8	20.8
Profits	44.2	20.9	32.6	12	-15.4	-2.0
Capacity Used (Ave %)				75.7	73.9	74.9
Employment						
Total	22.5	57.5	10.0	13	-5.1	4.0
Recruiting Staff			(yes)	56	50.0	65.3
Recruitment Difficulties			(yes)	39	36.8	40.6
Increased Wages?			(yes)	33	31.6	30.0
Average Pay Increase (%)				7.6%	3.3	3.9
Expectations Next Quarter						
Price Change	57.5	37.5	5.0	53	39.5	56.0
Sales Revenue	37.5	27.5	30.0	8	12.8	-2.0
Investment	14.0	53.5	18.6	-5	-10.5	2.0
Employees	14.0	67.4	18.6	-5	10.5	10.0
Cost Pressures (%)						
Pay Settlements			(yes)	21	-	-
Finance Costs			(yes)	21	-	-
Raw Material Prices			(yes)	70	-	-
Other Overheads			(yes)	64	-	-
Concerns (%)						
Interest Rates			(yes)	24	-	-
Business Rates			(yes)	32	-	-
Competition			(yes)	38	-	-
Exchange Rates			(yes)	38	-	-
Inflation			(yes)	47	-	-
Taxation			(yes)	41	-	-

Tourism

GUESTS/CUSTOMERS

Tourism businesses reported a more downbeat fourth quarter than observed in 2016. In particular, guests from the rest of the UK **(-8)** and rest of the EU **(-2)** appear to be affected, with both figures reduced from positive levels in Q3 2017 and Q4 2016.

Despite this downturn in the fourth quarter, 2017 was a better year overall for both groups on average.

As with the retail sector, Q1 2018 results will be critical to determine whether this is just a pronounced seasonal effect or a longer-term issue.

INVESTMENT & EMPLOYMENT

Despite somewhat challenging conditions, tourism businesses continued to invest in their future.

38% of businesses increased investment in training this quarter, leading to a net % balance of **+27**, substantially higher than Q3 2017 and this time last year.

This is potentially influenced by the high levels of recruitment difficulties experienced by Tourism businesses, with **67%** having issues filling vacancies.

EXPECTATIONS AND CONCERNS

Firms were generally muted in their expectations for Q1 2018. However, expectations remain more positive than at the same time in 2016.

For example, despite a negative outlook for sales **(-2)**, this is somewhat higher than the **-12** value recorded in Q4 2016.

A significant proportion of firms are also looking to increase prices in 2018, with 48% of businesses translating to a net % balance increase of **+44**.

At **57%**, Business Rates was indicated as the most significant concern for tourism firms.

(blank space indicates data not available)				(rounded up to nearest %)		
(balances may not add up to 100% due to N/A responses)				Q4/17	Q3/17	Q4/16
(figures given as % of respondents)	Up	Level	Down	Net % Balance	Last Quarter	Last Year
Business Optimism	24.5	34.7	40.8	-16	11	3
Sales Revenue						
Total	30.6	16.3	51.0	-20	37	-4
Domestic (Scotland)	29.2	20.8	43.8	-15	2	-4
Rest of UK	19.1	17.0	40.4	-21	14	-1
Online	16.7	25.0	29.2	-13	23	-7
Investment						
Total	34.7	40.8	14.3	20	18	16
Capital	25.0	41.7	18.8	6	11	14
Training	37.5	33.3	10.4	27	8	17
Cashflow	22.9	33.3	43.8	-21	33	-15
Applied for credit			(yes)	13	23	8
Profits	20.8	27.1	50.0	-29	19	-18
Employment						
Total	12.5	54.2	31.3	-19	10	-3
Recruiting Staff			(yes)	67	77	55
Recruitment difficulties			(yes)	67	65	58
Increased wages?			(yes)	37	46	29
Average pay increase (%)				4.7	7.0	4.3
Guests/Customers vs last year						
Total	38.8	24.5	(yes)	4	23	24
From Scotland	34.7	28.6	32.7	2	11	8
From Rest of UK	26.5	26.5	34.7	-8	11	4
From Rest of EU	24.5	30.6	26.5	-2	30	1
From Outside the EU	27.1	31.3	22.9	4	25	18
Expectations Next Quarter						
Price Change	47.9	47.9	4.2	44	29	45
Sales	33.3	31.3	35.4	-2	-13	-12
Investment	24.5	44.9	20.4	4	-2	-1
Employees	20.4	63.3	16.3	4	-8	7
Cost Pressures (%)						
Pay Settlements			(yes)	39	-	-
Finance Costs			(yes)	15	-	-
Raw Material Prices			(yes)	73	-	-
Other Overheads			(yes)	73	-	-
Concerns (%)						
Interest Rates			(yes)	18	-	-
Business Rates			(yes)	57	-	-
Competition			(yes)	50	-	-
Exchange Rates			(yes)	25	-	-
Inflation			(yes)	50	-	-
Taxation			(yes)	45	-	-