

Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"Whether consumers are sympathetic towards their motivation or not, market-leading brands are using their resources towards the betterment of society."

 Richard Hopping, Senior Brand and Household Analyst

# This report looks at the following areas:

Of course, brands benefit from this in return through the positive consumer perceptions that are generated, whilst the popularity and widespread influence of the brands at large means that, whatever their intentions, they are capable of effecting change.

Whether consumers are sympathetic towards their motivation or not, market-leading brands are using their resources and their reputations towards the betterment of society. For example, more brands are taking up the fight to tackle ocean plastic, while brands are also getting involved in helping to improve consumer health and wellbeing.

Brands benefit from this through the consumer perceptions that are generated by their involvement, although the problems that are being faced are likely to take more than just brand activity to solve. However, the popularity and widespread influence of the biggest brands means that they are capable of effecting change, and helping consumers to look after the world and the people in it.

# BUY THIS REPORT NOW

**VISIT:** store.mintel.com

**CALL:**EMEA
+44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

+86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

**EMAIL:** reports@mintel.com

**DID YOU KNOW?** 

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

#### **Table of Contents**

#### **Overview**

What you need to know

Products covered in this Report

#### **Executive Summary**

#### Brand overview

#### FMCG brands have high usage

Figure 1: Top ranking of brands by overall usage, January 2015-September 2017

#### Tech brands intervene in last year

Figure 2: Top ranking of brands by usage in the last 12 months, January 2015-September 2017

#### Trust as a building block

Figure 3: Top ranking of brands by agreement with "A brand that I trust", January 2015-September 2017

#### Not necessarily a link between high price and high quality

Figure 4: Top ranking of brands by agreement with "A brand that is consistently high quality", January 2015-September 2017

## Customer service leads to positive experience

Figure 5: Top ranking of brands by agreement with "A brand that has great customer service", January 2015-September 2017

#### Dyson's technological advancement stands out

Figure 6: Top ranking of brands by agreement with "A brand that is innovative", January 2015-September 2017

#### Exclusive, quality brands create pride and satisfaction

Figure 7: Top ranking of brands by satisfaction (Net of "Good" and "Excellent" reviews), January 2015-September 2017

#### Usage influences higher commitment

Figure 8: Top ranking of brands by commitment (Net of "This is a favourite brand" and "I prefer this brand over others"), January 2015-September 2017

# Many, but not all, value brands rely on price

Figure 9: Top ranking of brands by agreement with "A brand that offers good value", January 2015-September 2017

#### Ethical profile of brands improving

Figure 10: Top ranking of brands by agreement with "ethical", January 2015-September 2017

#### Brands noted for specific attributes stand out

Figure 11: Top ranking of brands by perceived differentiation (Net of "It's a unique brand which really stands out from other brands" and "It stands out as being somewhat different from other brands"), January 2015-September 2017

## What we think

#### **Brand Overview - What You Need to Know**

FMCG brands have high usage

Trust as a building block

Not necessarily a link between high price and high quality

Customer service leads to positive experience

Dyson's technological advancement stands out

Exclusive, quality brands create pride and satisfaction

Usage influences higher commitment



VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Many, but not all, value brands rely on price

Ethical profile of brands improving

#### **Usage Leaders**

#### FMCG brands have high usage

Figure 12: Top ranking of brands by overall usage, January 2015-September 2017

#### Tech brands intervene in last year

Figure 13: Top ranking of brands by usage in the last 12 months, January 2015-September 2017

#### Technology brands also benefit from frequent contact

Figure 14: Top ranking of brands by proportion of users who describe their usage as "all the time", January 2015-September 2017

Beko's proposition lends itself to frequent usage

#### **Trust Leaders**

#### Trust acts as building block

Figure 15: Top ranking of brands by agreement with "A brand that I trust", January 2015-September 2017

A significant minority earn more trust than usage

#### **Quality Leaders**

#### Not necessarily a link between high price and high quality

Figure 16: Top ranking of brands by agreement with "A brand that is consistently high quality", January 2015-September 2017

Premium brands sometimes benefit from reputation of quality

#### **Customer Service Leaders**

## Customer service leads to positive experience

Figure 17: Top ranking of brands by agreement with "A brand that has great customer service", January 2015-September 2017

Opportunity to increase customer service methods

## **Innovation Leaders**

Innovation drives image of being worth paying more for

#### Brands considered innovative in FMCG tend to be market leaders

Figure 18: Top ranking of brands by agreement with "A brand that is innovative", January 2015-September 2017

#### **Brand Experience Leaders**

Exclusive, quality brands create pride and satisfaction

## Certain functional brands able to compete on satisfaction

Figure 19: Top ranking of brands by satisfaction (Net of "Good" and "Excellent" reviews), January 2015-September 2017

## Premium brands also likely to create enthusiasm

Figure 20: Top ranking of brands by "Excellent" reviews, January 2015-September 2017

## Brands gain recommendation from average reviews

Figure 21: Top ranking of brands by likely recommendation, January 2015-September 2017

# **Loyalty Leaders**

A number of ways to define loyalty

Usage influences higher commitment

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300 APAC +61 (0) 2 8284 8100 |



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 22: Top ranking of brands by commitment (Net of "This is a favourite brand" and "I prefer this brand over others"), January 2015-September 2017

#### 16-34s tend to be more likely to associate themselves with brands

Figure 23: Top ranking of brands by agreement with "This is a favourite brand", January 2015-September 2017

#### **Value Leaders**

Many value brands rely on price

Other brands noted for value likely to be based on experience

Figure 24: Top ranking of brands by agreement with "A brand that offers good value", January 2015-September 2017

#### **Ethical Leaders**

#### Ethical profile of brands improving

Figure 25: Top ranking of brands by agreement with "ethical", January 2015-September 2017

Brands launching eco-friendly products

Tackling the ocean plastic problem

#### **Differentiation Leaders**

#### Brands noted for specific attributes stand out

Figure 26: Top ranking of brands by perceived differentiation (Net of "It's a unique brand which really stands out from other brands" and "It stands out as being somewhat different from other brands"), January 2015-September 2017

#### **Brand Leader Activity - What You Need To Know**

Ocean plastic becomes an important topic

Brands looking to improve consumer health and wellbeing

Brands continue to seek influence of vloggers and YouTube stars

Smart products extending reach

Collaborations take prominence

Brands taking on augmented reality

Brands extend vegan products available

#### **Automotive**

#### Ford

The new Ford Fiesta prompts continued take-up

Ford integrates Alexa into cars

Figure 27: Alexa integration in Ford vehicles, January 2017

Electric car investment plans

Figure 28: Ford electric vehicle plan, January 2017

Ford and public transport

BMW

BMW noted for innovation

The first brand to use Snapchat's augmented reality lens

Figure 29: BMW and Snapchat AR lens, November 2017

Mercedes-Benz

Mercedes-Benz uses technology to improve customer experience

Figure 30: Ask Mercedes app, November 2017

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

AA

AA to assist members in need of a charge

#### **Beauty and Personal Care**

Colgate

Colgate's catch-all launch activity

Further blurring line with beauty bloggers and sponsorship

Figure 31: 'The Perfect Foundation' campaign for Colgate Expert White, July 2017

Advertising links teeth with confidence and romance

Figure 32: 'Are You Totally Ready for Mr Right?' campaign for Colgate Total, July 2017

Lush

Lush's ethical initiatives contribute towards standout

The Lush Spa Experience

Figure 33: The Lush Spa Experiment, October 2017

Lush's Sleepy body lotion goes viral

Figure 34: Tweet about Lush Sleepy Body Lotion, November 2017

Gillette

Gillette designs razor to shave someone else

Figure 35: Gillette TREO, October 2017

Gillette backs Movember and other male initiatives

Figure 36: Gillette Movember Tweet, November 2017

NIVEA

NIVEA joins forces with Matthew Williamson for longer-lasting love

Figure 37: NIVEA x Matthew Williamson Black & White deodorant, November 2017

NIVEA Q10+C launch sees continuation of blogger activity

Figure 38: Beiersdorf NIVEA Q10+C Anti-wrinkle + Energy range, September 2017

NIVEA launches product with event at London Cryo

Figure 39: London Cryo and NIVEA launch of Body Essential Deep Moisture Serum, October 2017

NIVEA sponsors The Voice

Figure 40: Lauren Murphy backstage with The Voice UK contestants as part of NIVEA Sponsorship, April 2017

#### **Drink**

Coca-Cola

Coca-Cola present at reopening of Piccadilly Lights

Figure 41: The relaunch of Piccadilly Lights, October 2017

Coca-Cola loses Life

Ambitious plans to recover packaging may boost ethical image

Figure 42: Coca-Cola: A Bottle Love Story, August 2017

Park Lives to get people active

Rekorderlig

Rekorderlig sampling vans to increase trial

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 43: Rekorderlig sampling station at Gunwharf Quays, June 2017

Use of bloggers as brand ambassadors

Capitalising on the trend for Scandinavia

Nescafé

Nescafé Gold undergoes a refresh

Figure 44: Nestlé Nescafé Gold relaunch, 2017

Continuation of limited edition Azera tins

The coffee shop without any coffee

Robinsons

Targeting lower-sugar and premium alternatives

Figure 45: Britvic Robinsons Refresh'd range, 2017

Innocent

Continuation of ethical initiatives maintain credentials

Innocent increases number of protein drinks available

Sampling campaign for Innocent Bubbles

Figure 46: Innocent Bubbles canteen tour, September 2017

#### **Fashion**

Nike

Nike attempting to break the two-hour mark for the men's marathon

Vegan shoe being launch globally in 2018

Nike launches hijab for women

Figure 47: Zahra Lari modelling the Nike hijab on International Women's Day, March 2017

Victoria's Secret

Focus on the Angels

Collaboration with Balmain

adidas

adidas launches two apps

Figure 48: The adidas App, November 2017

Championing creativity

Originals range gets modernised with ocean plastic

The Cambridge Satchel Company

The brand seeks to grow

Free personalisation to add something special

Collaborations boost perceptions

Figure 49: Cambridge Satchel Company collaboration with Brompton Bicycles, March 2017

Blogger in residence and social media takeover

# **Financial Services**

Nationwide

Nationwide launches new mortgage products

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

#### Flagship branches open

Figure 50: Nationwide flagship branch interior, November 2017

Nationwide sets aside £250k for northern housing causes

Bupa

2017 includes free check-ups and an increase in services

Bupa launches the Wellbeing Edit

Comparethemarket.com

Rewarding loyalty through giveaways

Figure 51: Rick and Russell at the Movies Episode 2, May 2017

Research and understanding

Letters of Life

Post Office

Post Office demonstrates commitment to branch network

The launch of multi-currency pre-paid travel card

A focus on first-time buyers

#### **Food**

#### Heinz

## "Beanz Meanz Heinz" turns 50

Figure 52: Beanz Meanz Heinz bus in Leeds, November 2017

Heinz sponsors NFL

Walkers

## Choose Me or Lose Me promotion

Figure 53: Walkers "Choose Me or Lose Me" winners, November 2017

Movie Nights streaming promotion

Walkers United

Figure 54: Reggie Yates using the Walkers United Snapchat Lens, March 2017

Revamping product ranges

Ben & Jerry's

#### Ben & Jerry's launches vegan variants in UK

Figure 55: Unilever Ben & Jerry's non-dairy ice cream launches, September 2017

Ben & Jerry's backs refugees

Figure 56: Together for Refugees Home Safe Home, June 2017

## **Foodservice**

## McDonald's

# Launch of The Signature Collection to increase premium perceptions

Figure 57: McDonald's Signature Collection, September 2017

#### McCafé coffee advert about simpler offerings

Figure 58: McDonald's McCafé advertising campaign, October 2017

McFlurry van at festivals

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300 APAC +61 (0) 2 8284 8100 |



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

McDelivery with UberEATS

YO! Sushi

Engaging younger eaters

Figure 59: YO! Sushi Mini Ninja School, July 2017

Afternoon tea at Selfridges

Pizza Hut

Pizza Hut launches a VIP black card

Figure 60: The Sidemen with their Pizza Hut VIP Black Card, October 2017

Strengthening links with influencers at Upload Event

World's first pizza box remixer

Pizza Hut brings the fun in Ibiza

Figure 61: #PizzaHutRocks Hangover Hut, July 2017

Greggs

Greggs ups its ethical engagement

Greggs launches an advent calendar

Figure 62: Greggs advent calendar, November 2017

Greggs Minimise Me promotes healthy menu

Greggs opens a drive-thru

## **Household Care**

Fairy

Fairy bubbles installation

Figure 63: Fairy Bubbles Project, April 2017

Fairy launches ocean plastic bottles

Figure 64: Fairy ocean plastic bottle, October 2017

Partnership with FareShare to help those in need

Figure 65: Fairy's FareShare promotion, November 2017

Dyson

Electric cars in response to air pollution

Figure 66: Dyson electric car drawings, September 2017

James Dyson Award winner

Yankee Candle

Yankee Candle launches first TV ad

Figure 67: Yankee Candle UK Christmas advert, November 2017

Yankee Candle adds personalisation service

Ecover

Ecover goes further with ocean plastic

Figure 68: Ecover limited edition ocean plastic Sea Kelp and Orange washing-up liquid, November 2017

Where Ecover leads, others follow

Potential Ecover purchase by SC Johnson

BUY THIS REPORT NOW VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

#### Media

Good Housekeeping

The new Good Housekeeping Humanitarian Seal

Good Housekeeping hosts event at Chelsea Flower Show

Figure 69: Good Housekeeping event in Jardin Blanc at RHS Chelsea Flower Show, June 2017

√ogue

Edward Enninful comes in

#### Retail

Tesco

Preventing food waste and encouragement of healthy eating

Tesco adopts other ethical initiatives

Figure 70: Tweet showing Tesco in-store signage highlighting coverage of Tampon Tax, September 2017

Clubcard goes contactless

Enhancing convenient delivery

Checking out in the slow lane

Amazon

Amazon continues to drive innovation

Amazon Smile enhances charitable contribution

Figure 71: Amazon smile supporting Marie Curie, November 2017

Amazon Echo

Extensions to Amazon Prime

eBay

Furthering individuality and avoiding 'beige shopping'

Figure 72: eBay 'The Art of Shopping' neuroscience exhibition, October 2017

Adding delivery to Doddle

This Morning Live to strength fashion links

**IKEA** 

IKEA Place app

Figure 73: IKEA Place mobile app, September 2017

IKEA collaborations to promote reputation for design and ethics

Sheffield Supertram makeover

Figure 74: IKEA makeover of a Sheffield Supertram, September 2017

IKEA rugs in Game of Thrones

Marks & Spencer

A focus on enjoying quality experiences

M&S Plan A 2025

M&S fights breast cancer

Partnership with Wasabi sushi

Figure 75: First Wasabi counter in a Marks & Spencer Foodhall in Stratford, October 2017

BUY THIS REPORT NOW

VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

M&S Frazzled Café

Figure 76: Marks and Spencer Frazzled Café, October 2017

#### **Technology Products**

Google

Google hardware launches in 2017

Figure 77: Google Pixel 2 range, October 2017

Google Translate Tour

Google driverless cars

Apple

iPhone X launch

Figure 78: Apple Pay using Face ID on iPhone X, November 2017

Apple set to enter smart home assistance market in 2018

Samsung

2017 launches help Samsung back on track

Further innovation to come in 2018

The Frame adds design to TVs

Figure 79: The Frame TV by Samsung, October 2017

Live 360 with Royal Blood

The Domestics YouTube series to promote home appliances

Figure 80: The Domestics by Samsung, September 2017

## **Technology Services**

Sky

Changes to Sky's sport line up

Sky launches a loyalty scheme

Figure 81: Tweet thanking Sky for free prize from Sky VIP loyalty scheme, September 2017

Sky becomes quad-play with Sky Mobile launch

Sky Ocean Rescue to promote ocean plastic fight

Figure 82: Sky Volvo Ocean Race team, October 2017

Netflix

Netflix continues to add new content

Netflix perception means it risks a price increase

Netflix and download

Netflix creates candle to accompany TV show

## **Travel**

Premier Inn

Ad campaign showing the number of different reasons for visiting

Premier Inn boosts customer experience for younger visitors

TripAdvisor



VISIT: store.mintel.com

**CALL:** EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Comparison sites growing in prominence

Trip Maximisers to boost real expertise

TripAdvisor uses own information to highlight best deals

Virgin Holidays

Virgin Holiday to extend experience from the first moment....

...until the last

Figure 83: Virgin Holidays Departure Beach, June 2017

Marketing activity promotes the experience of a holiday

Catering for non-nuclear families

## **Appendix - Data Sources, Abbreviations and Supporting Information**

#### Abbreviations

#### **Appendix - Automotive**

Figure 84: Brand usage metrics for the automotive sector, January 2015-September 2017

Figure 85: Key brand metrics for the automotive sector, January 2015-September 2017

Figure 86: Brand experience metrics for the automotive sector, January 2015-September 2017

Figure 87: Brand attributes for the automotive sector, January 2015-September 2017

#### **Appendix - Beauty and Personal Care**

Figure 88: Brand usage metrics for the BPC sector, January 2015-September 2017

Figure 89: Key brand metrics for the BPC sector, January 2015-September 2017

Figure 90: Brand experience metrics for the BPC sector, January 2015-September 2017

Figure 91: Brand attributes for the BPC sector, January 2015-September 2017

# Appendix - Drink

Figure 92: Brand usage metrics for the drinks sector, January 2015-September 2017

Figure 93: Key brand metrics for the drinks sector, January 2015-September 2017

Figure 94: Brand experience metrics for the drinks sector, January 2015-September 2017

Figure 95: Brand attributes for the drinks sector, January 2015-September 2017

## Appendix - Fashion

Figure 96: Brand usage metrics for the fashion sector, January 2015-September 2017

Figure 97: Key brand metrics for the fashion sector, January 2015-September 2017

Figure 98: Brand experience metrics for the fashion sector, January 2015-September 2017

Figure 99: Brand attributes for the fashion sector, January 2015-September 2017

# **Appendix - Financial Services**

Figure 100: Brand usage metrics for the financial services sector, January 2015-September 2017

Figure 101: Key brand metrics for the financial services sector, January 2015-September 2017

Figure 102: Brand experience metrics for the financial services sector, January 2015-September 2017

Figure 103: Brand attributes for the financial services sector, January 2015-September 2017

# Appendix - Food



**VISIT:** store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 104: Brand usage metrics for the food sector, January 2015-September 2017

Figure 105: Key brand metrics for the food sector, January 2015-September 2017

Figure 106: Brand experience metrics for the food sector, January 2015-September 2017

Figure 107: Brand attributes for the food sector, January 2015-September 2017

#### **Appendix - Foodservice**

Figure 108: Brand usage metrics for the foodservice sector, January 2015-September 2017

Figure 109: Key brand metrics for the foodservice sector, January 2015-September 2017

Figure 110: Brand experience metrics for the foodservice sector, January 2015-September 2017

Figure 111: Brand attributes for the foodservice sector, January 2015-September 2017

### Appendix - Household Care

Figure 112: Brand usage metrics for the household care sector, January 2015-September 2017

Figure 113: Key brand metrics for the household care sector, January 2015-September 2017

Figure 114: Brand experience metrics for the household care sector, January 2015-September 2017

Figure 115: Brand attributes for the household care sector, January 2015-September 2017

## Appendix - Media

Figure 116: Brand usage metrics for the media sector, January 2015-September 2017

Figure 117: Key brand metrics for the media sector, January 2015-September 2017

Figure 118: Brand experience metrics for the media sector, January 2015-September 2017

Figure 119: Brand attributes for the media sector, January 2015-September 2017

## Appendix - Retail

Figure 120: Brand usage metrics for the retail sector, January 2015-September 2017

Figure 121: Key brand metrics for the retail sector, January 2015-September 2017

Figure 122: Brand experience metrics for the retail sector, January 2015-September 2017

Figure 123: Brand attributes for the retail sector, January 2015-September 2017

## **Appendix - Technology Products**

Figure 124: Brand usage metrics for the technology product sector, January 2015-September 2017

Figure 125: Key brand metrics for the technology product sector, January 2015-September 2017

Figure 126: Brand experience metrics for the technology product sector, January 2015-September 2017

Figure 127: Brand attributes for the technology product sector, January 2015-September 2017

## **Appendix - Technology Service Providers**

Figure 128: Brand usage metrics for the technology service provider sector, January 2015-September 2017

Figure 129: Key brand metrics for the technology service provider sector, January 2015-September 2017

Figure 130: Brand experience metrics for the technology service provider sector, January 2015-September 2017

Figure 131: Brand attributes for the technology service provider sector, January 2015-September 2017

## Appendix - Travel

Figure 132: Brand usage metrics for the travel sector, January 2015-September 2017

Figure 133: Key brand metrics for the travel sector, January 2015-September 2017

BUY THIS REPORT NOW **VISIT:** store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £2195.00 | \$2914.30 | €2501.64

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 134: Brand experience metrics for the travel sector, January 2015-September 2017

Figure 135: Brand attributes for the travel sector, January 2015-September 2017

**Appendix - Brands Covered**