



April 2015

Contract Cleaning - UK

“With staffing expenditure accounting for up to three quarters of the cost base for some contract cleaning operators, minimum wage rises ahead of inflation will squeeze operating profits further.”

– **Ben Harris, B2B Analyst**

March 2015

Courier and Express Delivery - UK

“With the economic inefficiency of home delivery stretching margins for industry operators, there is a need to sway retail customers away from automatically selecting home delivery. But which alternative is most likely to do this?”

– **Ben Harris, B2B Analyst**