

Bridging the Gap 2015 Annual Global Working Capital Survey



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Executive summary

Bridging the Gap



Robert Smid
UK Partner, Working Capital
Practice Leader

“working capital is the easiest and fastest source of cash to bridge funding gaps”



Daniel Windaus
UK Partner, Lead Author

“this year’s survey also revealed surprising performance gaps, listed on the next page”

After years of working capital deterioration, companies have realised that optimising working capital is crucial, and failure to manage it properly can have a serious impact on their ability to fund their day-to-day operations. In 2014, we witnessed the first significant decrease in global working capital in 4 years, with a 2.9% year-on-year improvement. This improvement has directly contributed to an 11.3% jump in the level of cash held by companies, making them more awash with cash than they have been for the last five years.

However, this is no time to rest on one’s laurels. To sustain the recent revenue growth rates, companies will need EUR 237 billion of cash to finance next year’s growth alone. At the same time, net debt levels have experienced continuous growth while the ability to generate new cash through operations (cash conversion efficiency) has stagnated.

Working capital is an obvious way to bridge the gap.

Our survey shows that a company’s working capital performance is driven by four main factors:

Firstly, the industry sector it operates in. Some sectors require more working capital than others. However, our analysis shows there is a wide gap between the bottom and top performers in every industry, demonstrating that some companies are more adept at playing the cards they are dealt.

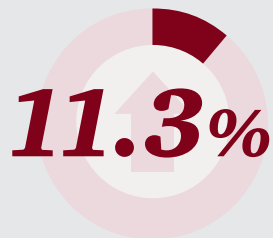
Secondly, the economic maturity of the region. Companies operating in developed economies have been able to fine-tune their operational processes over many years and adjust their business models if needed. In the emerging, fast growth economies cash and working capital are typically managed less well, as cash flows are growing each year. Only when growth curves flatten or even decline, cash and working capital management become a top priority in the boardroom.

Thirdly, company size is important. Larger companies tend to be better at managing their working capital. Smaller, at times even fledgling businesses, often have less sophisticated working processes, systems and functional expertise, whilst arguably they have a greater need for effective cash management to finance their growth.

Lastly and most significantly, the importance that management places on cash and working capital. Every company needs cash to run their day-to-day operations, but not every company attributes good working capital management to improved and more reliable cash flows. Too often management turns to banks or investors to fund their working capital rather than finding ways of generating more free cash flows themselves or reducing the funding requirements by becoming more working capital efficient. This need for cash goes far beyond working capital funding. Businesses are under increasing pressure to pay dividends or to invest in growth. Our analysis shows that market leaders recognise the true value of cash and manage their working capital tightly, despite current highs in cash-on-hand and continued low interest rates.

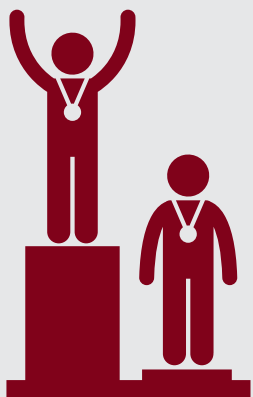
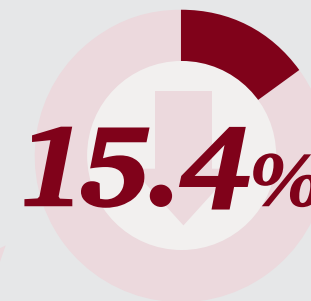


First significant improvement in global working capital since 2010, driving an impressive 11.3% jump in cash over the past year



However, the revenue trend in the last five years suggests that **EUR 237bn** of additional working capital is needed to enable next year's growth

Debt burdens rose to a five-year high and return on capital deteriorated by



There is a **wide gap between top and bottom performers** across all sectors



Only 7 out of 16 sectors managed to improve working capital since 2010



Asia lags behind most other regions in terms of working capital performance and the gap is widening

Small enterprises have a significantly **higher NWC %** than large corporations and the gap is widening



Companies that are top performers in working capital, are also significantly better at **generating cash**



EUR 950bn

could be released from the balance sheets of global listed companies by addressing poor working capital performance

Working capital is the life blood of every company. During the 2007/08 global financial crisis companies were slow to respond to declining sales, resulting in excess inventory. Combined with the reduced payment morale this led to a steady increase in working capital ratios.

2014 has seen the first shift in this trend. Globally, working capital has decreased significantly, showing the first improvement since 2010.

Despite the current low interest rates, top performing companies are focused on improving operational cash flows and working capital efficiency, which releases cash from the balance sheet. This allows them to invest, make acquisitions, reduce risk, etc., allowing them to maintain their lead.



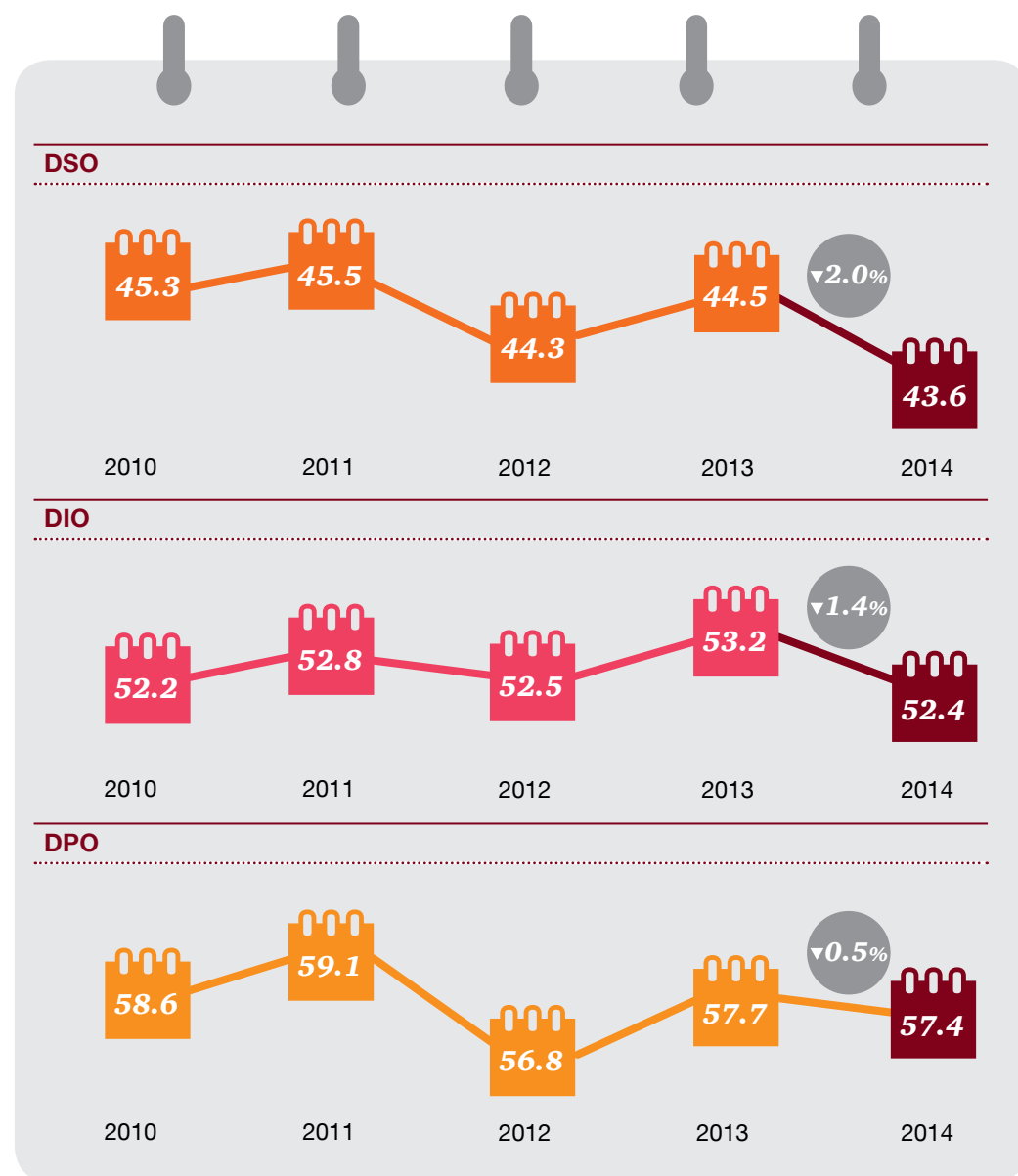
Working capital has shown the first significant improvement globally since 2010, as companies are waking up to the need for cash

Days working capital movements



In the early years after the global financial crisis, working capital continued to increase marginally. However, 2014 saw a significant reduction by almost 3%, bringing working capital performance to levels achieved before the crisis.

The largest improvements came from the asset side of the balance sheet, particularly from enhancements in receivables management



The improvement in working capital performance was mainly driven by reductions in receivables and, to a lesser extent, in inventory.

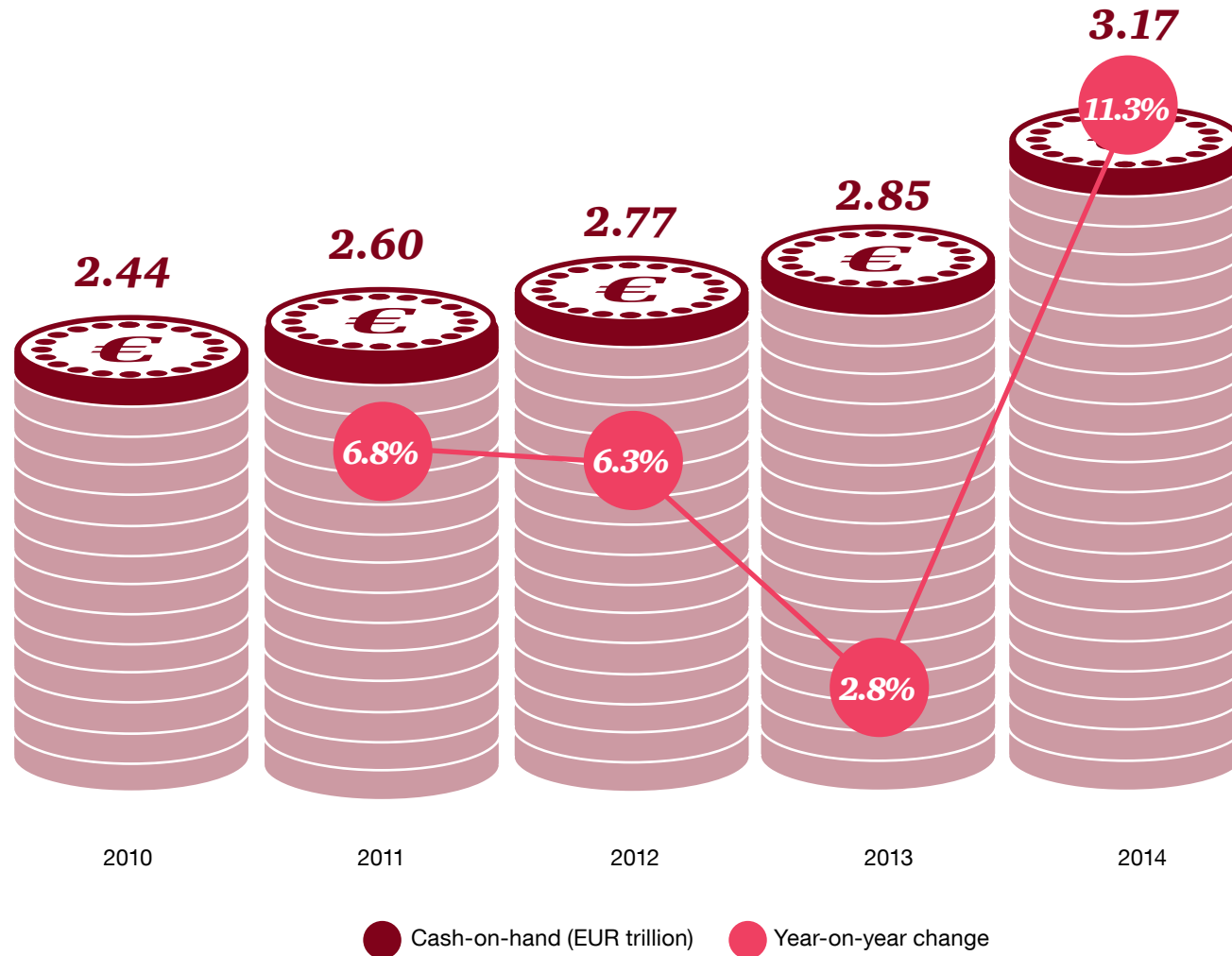
Receivables performance, measured in days sales outstanding (DSO), is at a five-year low of 43.6 days. Many corporates consider overdue reduction programmes, as the easiest and safest way to improve working capital. It is not unreasonable to assume that the European Late Payment Directive, which was introduced in 2013, has been a contributing factor to the DSO improvement in Europe. Opportunities relating to billing timeliness & quality, dispute resolution & root cause eradication, trade-offs in logistics & inventories, securitisation & outsourcing, terms & conditions, etc. have remained unaddressed.

Inventory performance, measured in days inventories on-hand (DIO), has shown a year-on-year reduction of 0.8 days (1.4%), although at 52.4 days, this is still slightly higher than the five-year historic best. However, DIO has been largely stable over the past five years. Both corporates and advisors typically focus on supply chain efficiencies, leaving many inventory reduction opportunities unaddressed. There are also some key trends at play that impact performance, such as the changing global economy or increasing environmental considerations, which have encouraged more companies to source or manufacture locally, thereby changing the retail landscape.

The gains made on the asset side of the balance sheet were somewhat countered by a deterioration on the liability side. Payables performance, expressed as days payables outstanding (DPO), was likewise affected by the European Late Payment Directive. As with inventories, the focus is usually on efficiency (cost) improvements. There is certainly untapped opportunity in this space relating to new developments such as supply chain finance, dynamic discounting platforms and overall supplier performance (including goods in transit, inventories and returns). It is often argued that changes in payables and receivables are a zero sum game for the value chain as a whole: the improvement for one entity is eliminated by the deterioration for the other. However, this is not strictly true. Towards the beginning and the end of the value chain (end-users, commodity settlements, etc.) the terms usually remain unchanged. More importantly, many corporates are starting to think about trade-offs between cash, cost and service. A change in payment behaviour for one can therefore result in a cost saving for the other. Lastly, the difference between the sector DSO and DPO can also be seen as evidence that it is not a zero sum game.

This improvement has contributed to a significant jump of 11.3% in the cash-on-hand balances, which grew to EUR 3.17 trillion in 2014

Cash-on-hand

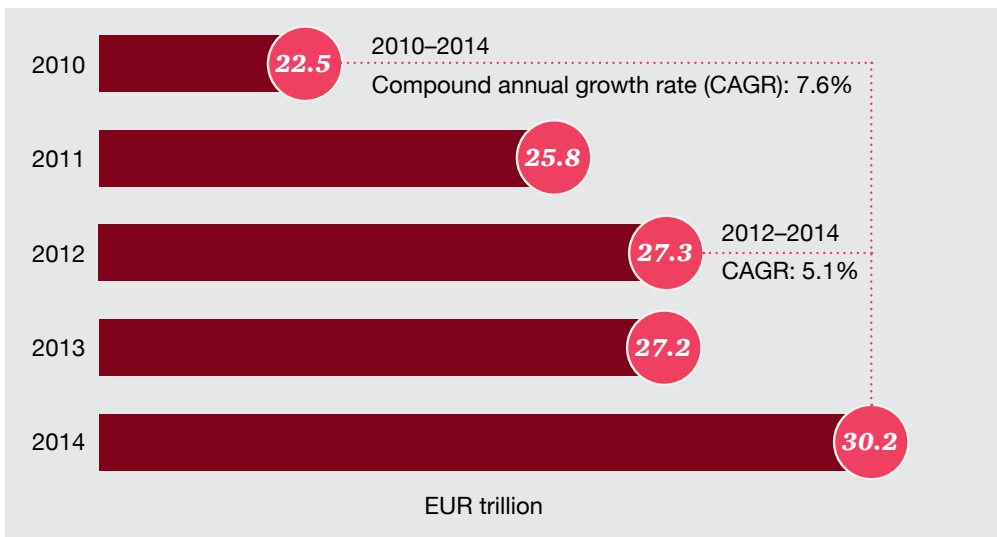


Companies appear to be more awash with cash. The upward trend was at a steeper rate than revenue growth and in 2014 the growth in cash-on-hand jumped by 11.3%. The release of cash through better working capital ratios is a key contributing factor.

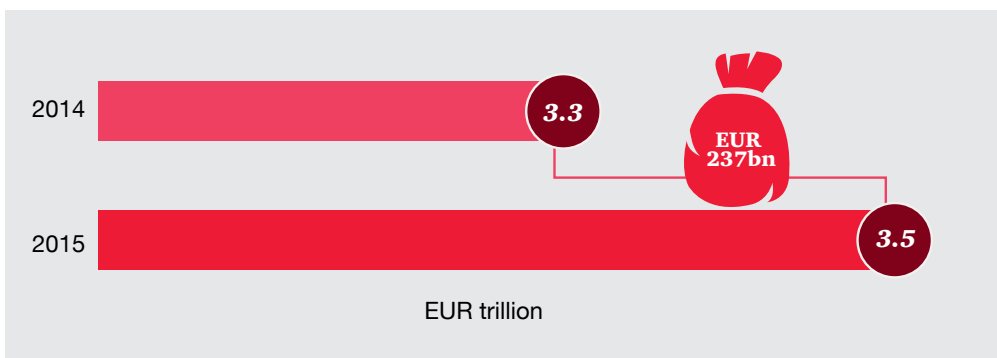
As bank lending rates remain low across many of the world's developed economies, this increasing pile of cash is starting to look extravagant to some investors. We expect to see more shareholders demanding excess cash to either be reinvested into their businesses or to be distributed in the form of dividends/share repurchase programmes. We are seeing more and more evidence in the market that investors are seeking to do both.

However, the revenue trend in the last five years suggests that EUR 237 billion of additional working capital is required to enable next year's growth

Revenue

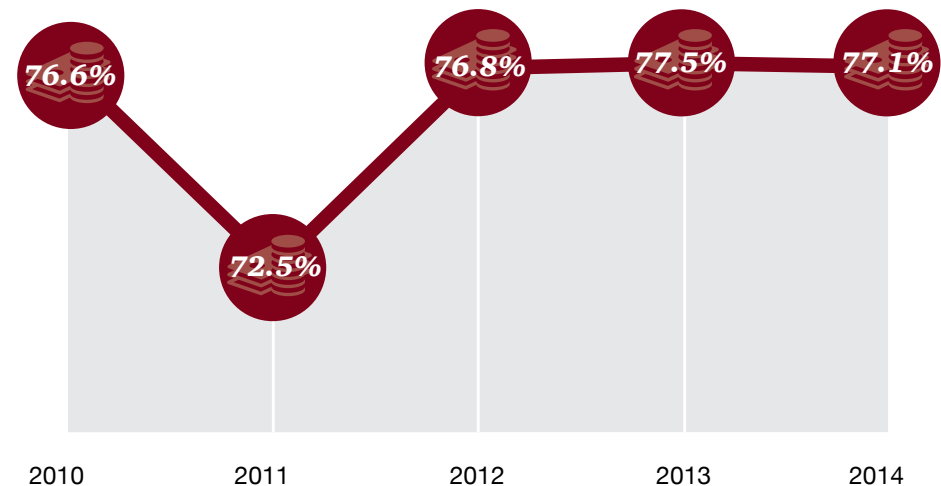


Net working capital



At the same time, companies' overall ability to generate new cash from operations has stagnated...

Cash conversion efficiency (CCE)



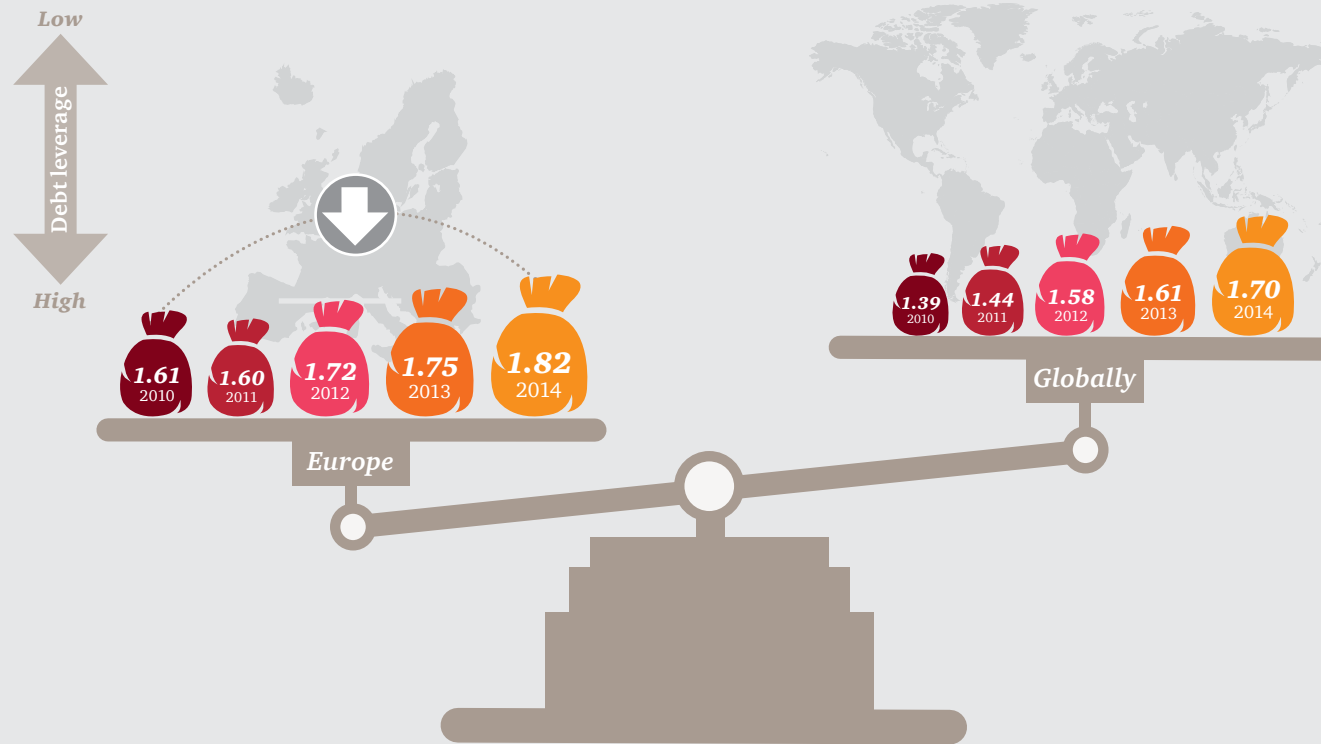
While cash levels are high at the moment, there is still a significant requirement for funds to support and enable future growth. Over the last three years the growth rate has slowed slightly compared to the previous two years, but it remains a healthy, inflation busting 5.1% per annum.

If this growth rate remains constant and companies maintain the same level of working capital performance they will need a further EUR 237 billion of working capital to fund their operations in 2015.

Despite the improvement in working capital, many companies have continued to struggle to convert more operating profit into cash. Cash conversion efficiency has improved by just 0.5% over the last five years, and in 2014 it even showed a slight year-on-year deterioration. This deterioration could be indicative of reductions in operating profit margins.

...while debt burdens rise to a five-year high (especially in Europe)...

Net debt / EBITDA

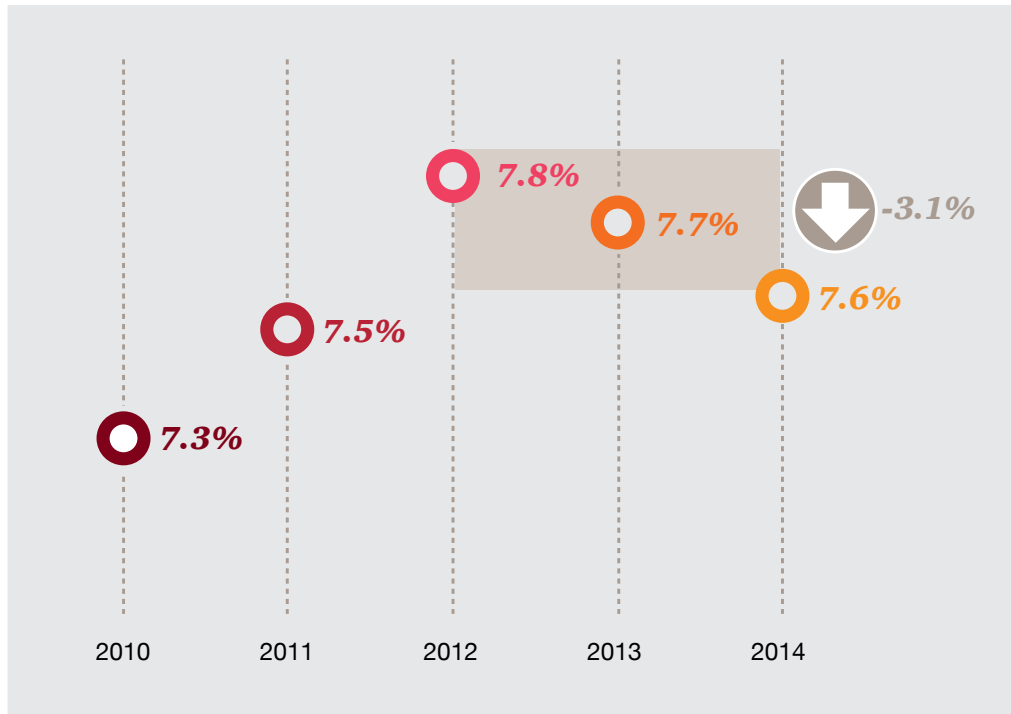


Globally, net debt relative to EBITDA has continued to rise at a compound annual growth rate of 5.1%. In 2010, net debt was 1.39 times the value of EBITDA, rising to 1.70 times in 2014.

For Europe, the rate of increase has been lower at 3.1% per annum, but the level of debt, at 1.82 times EBITDA, is already slightly higher than the global ratio. This is not surprising given the continued low interest rates in the region.

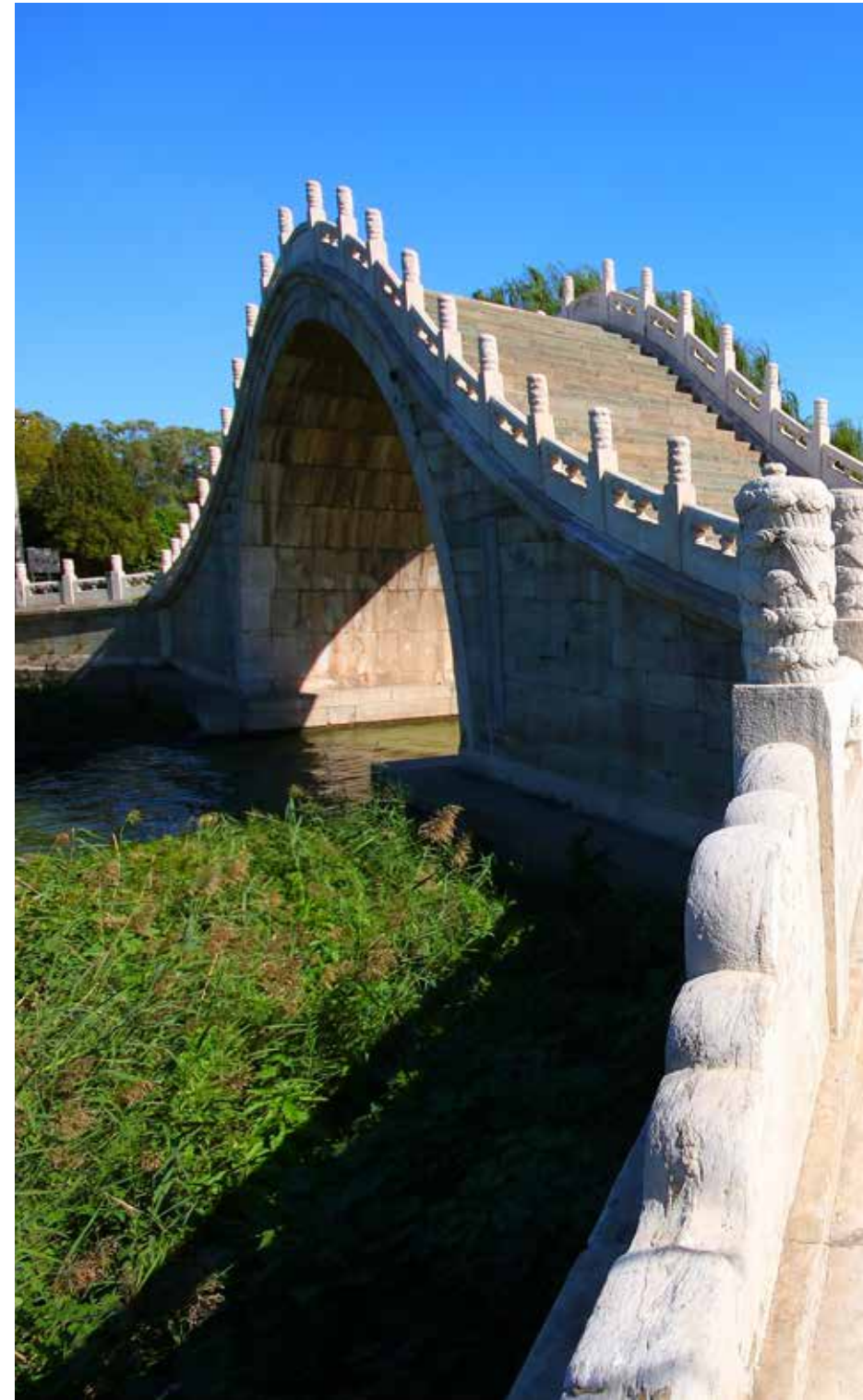
...investment rates are at a three year low...

Investment rate (Capex/ Sales)



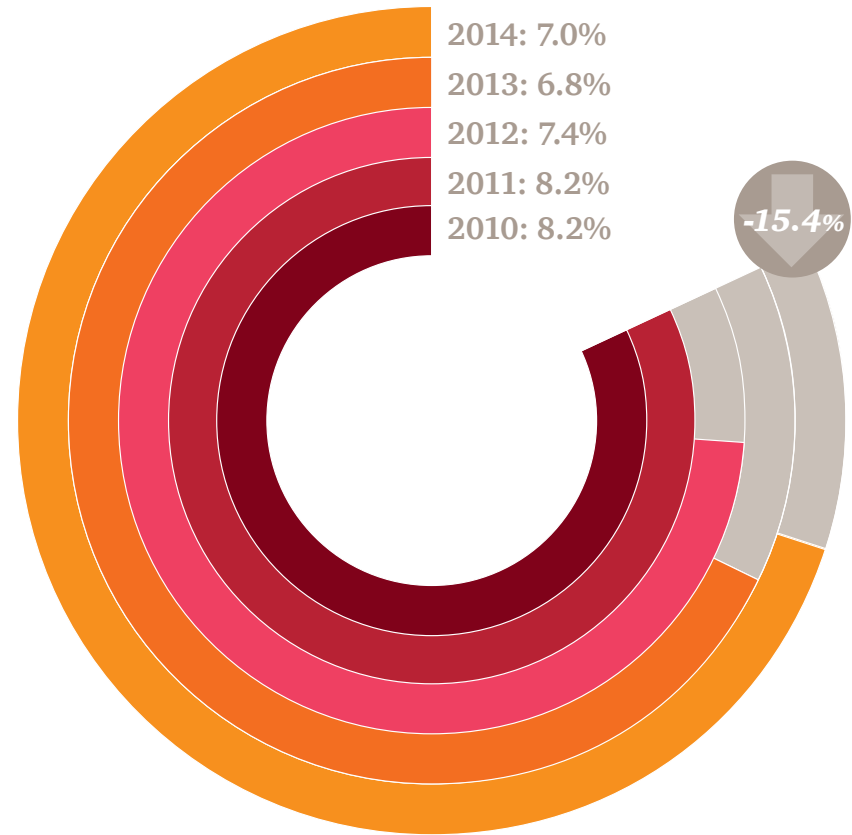
Investment rates have been volatile over the last five years. Whilst there was an encouraging growth in investment rate from 2010 to 2012, the rate has since declined. Investment rate now stands at 7.6%.

Although revenues and Capex followed a similar growth pattern, the change in sales over the past three years was more significant than the change in Capex, which explains the deterioration in the investment rate.





... and return on capital has deteriorated by 15.4% since 2011

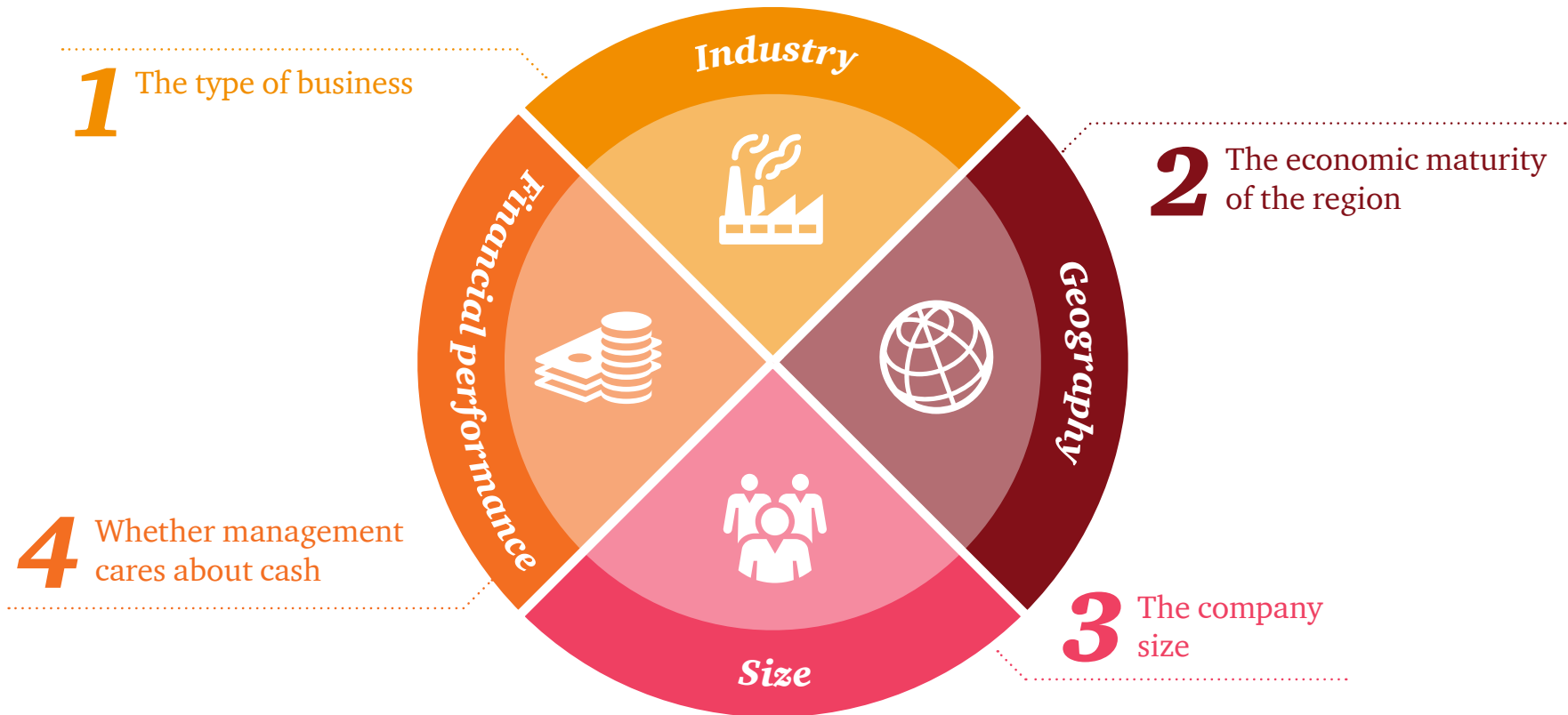


Companies' return on capital reduced from 8.2% in 2010 to 7.0% in 2014. This deterioration of 15.4% is quite significant, and we expect a greater focus on cost savings going forward. This is a great illustration of the fact that profit is not the same as cash.



*What is driving
working capital?*

There are four factors impacting a company's working capital requirements and relative performance





Industry analysis



There is a **wide gap between top and bottom performers** across all sectors

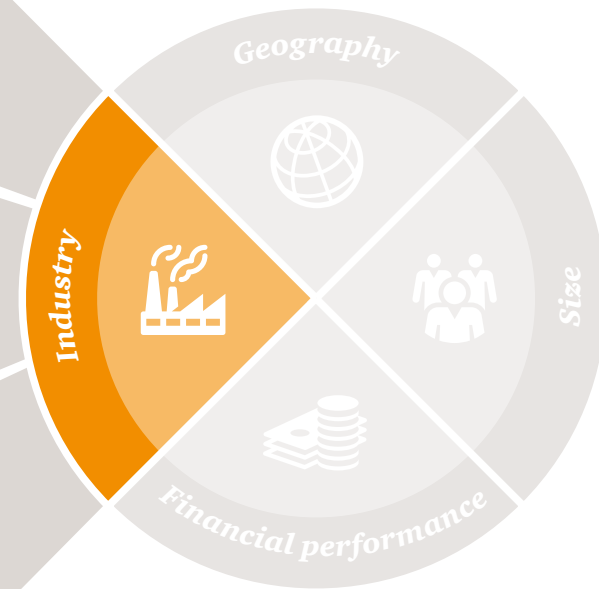
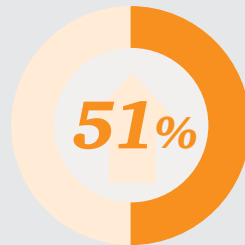


7/16

Only 7 out of 16 sectors improved working capital performance

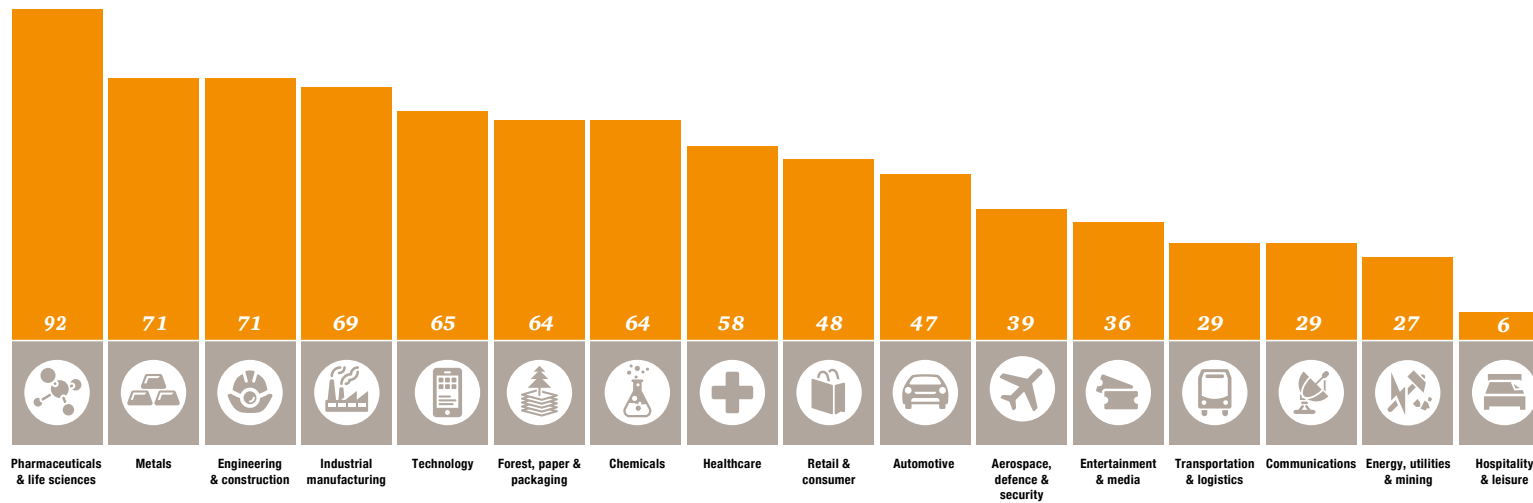
More than 50%

of companies improved their working capital in the last year



While working capital consumption is dependent on each industry...

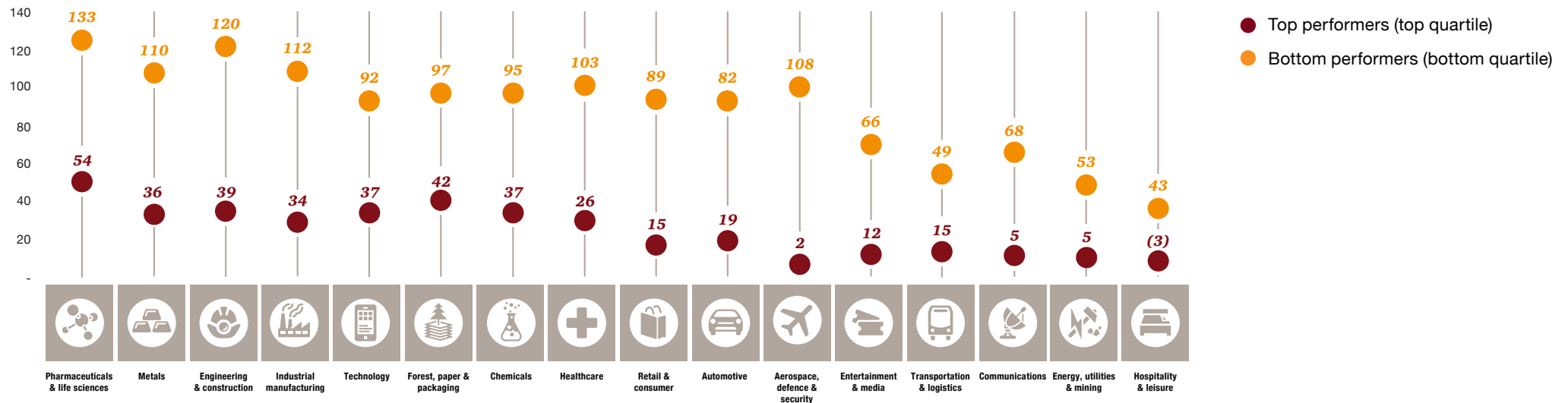
NWC Days



“Pharmaceuticals”, “Metals”, “Engineering & construction” and “Industrial manufacturing” have the highest median working capital days

... all sectors show a significant spread in performance between top and bottom performers

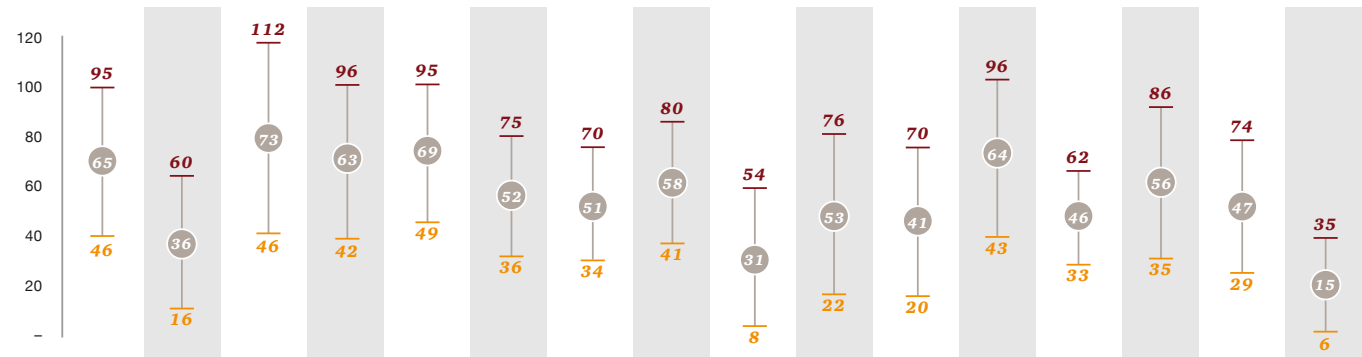
NWC Days



“Engineering & construction” is the sector with the longest DSO

DSO

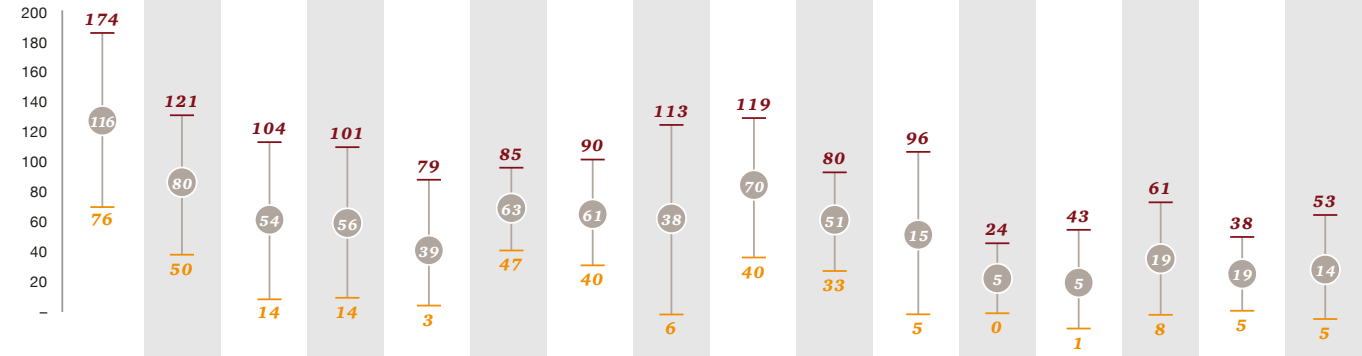
- Top performers
- Median
- Bottom performers



“Pharma & life sciences” is the sector with the longest DIO

DIO

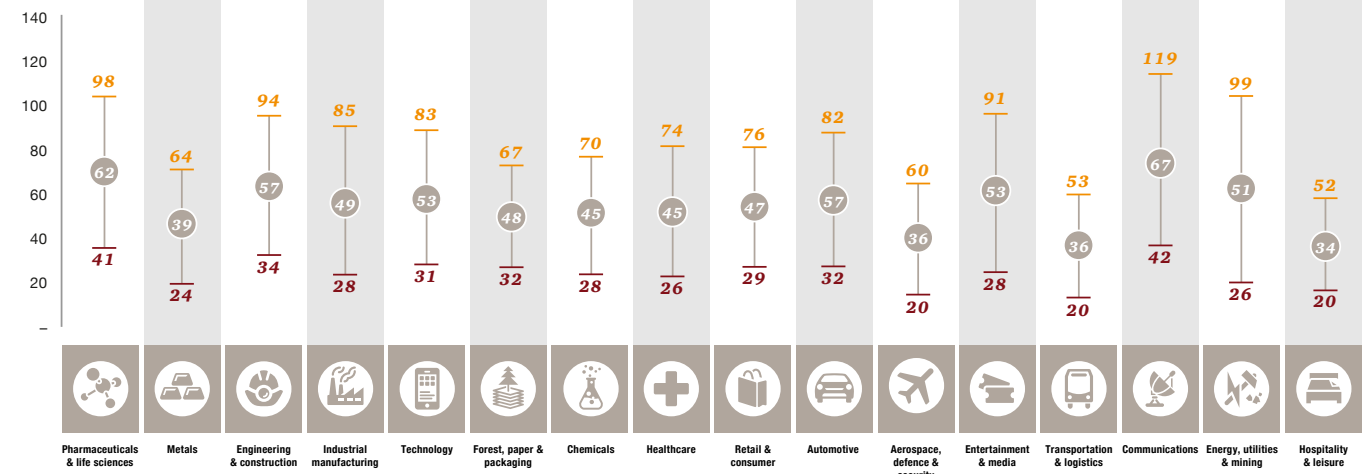
- Top performers
- Median
- Bottom performers



“Hospitality and leisure” is the sector with the shortest DPO

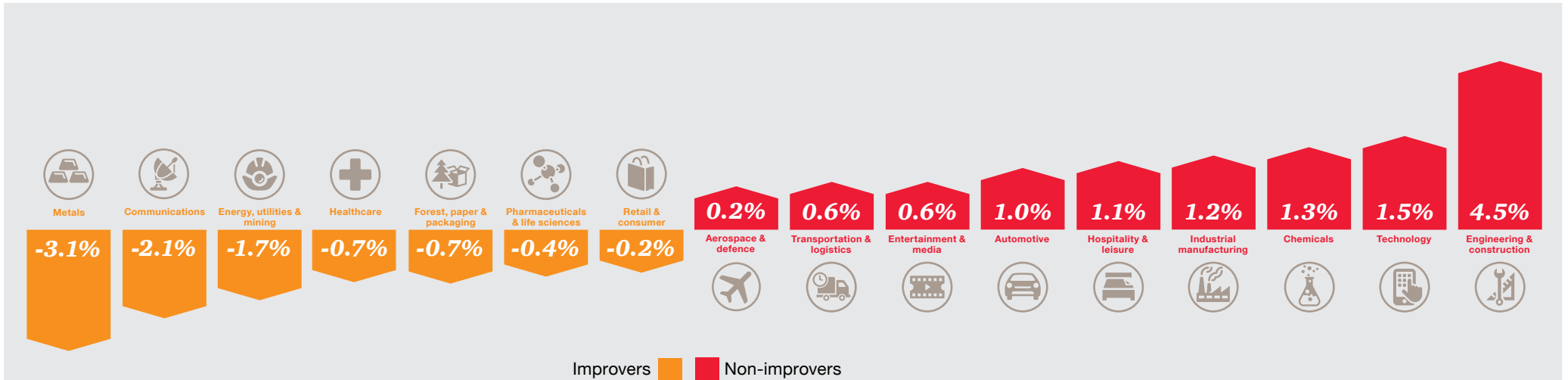
DPO

- Top performers
- Median
- Bottom performers



Only 7 out of 16 sectors managed to improve working capital since 2010

Working capital improvement 2010-2014 percentage points (pp)

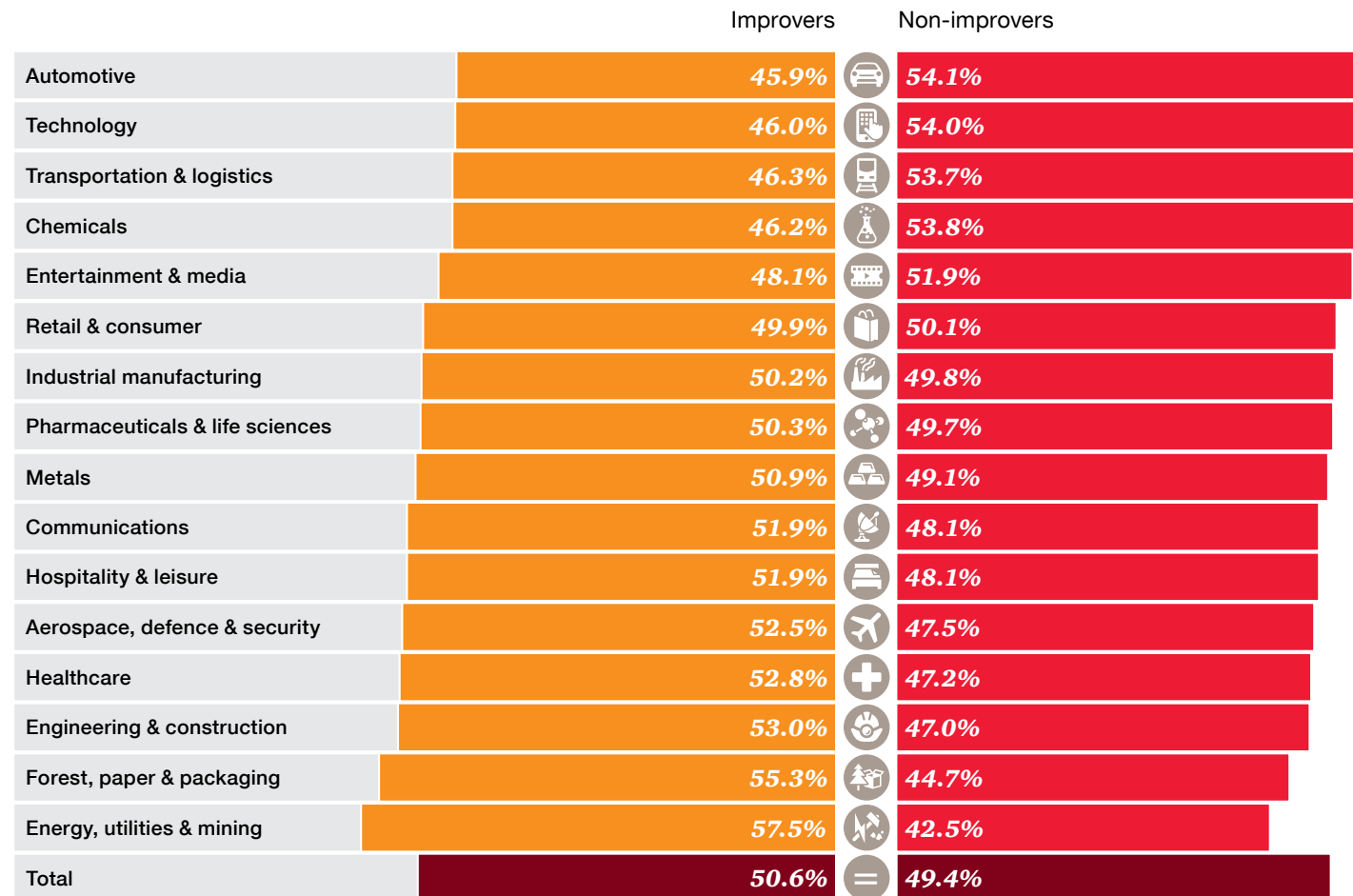


Overall, only 44% of sectors have shown an improvement in working capital since 2010.

The big winners in terms of working capital performance are companies within the “Metals” and “Communications” sectors. Additionally, companies in the “Energy, utilities and mining” sector have achieved a marked improvement since 2010.

Of the companies that have failed to show an improvement over this period, those in the “Engineering and construction” sector have shown the most significant deterioration. However, this is an average. It is encouraging that, as 46.7% of companies in this sector still managed to improve their working capital performance, the big deterioration was driven by just over half of the population.

The split between companies that improved working capital performance and those that performed worse was relatively even across all sectors



- 10 out of 16 sectors have seen more companies improving their working capital performance than deteriorating
- The “Automotive” and “Technology” sectors are the notable exceptions, as more than 54% of companies did not manage to improve their working capital performance



sectors make up 80% of the global cash opportunity




Geography analysis

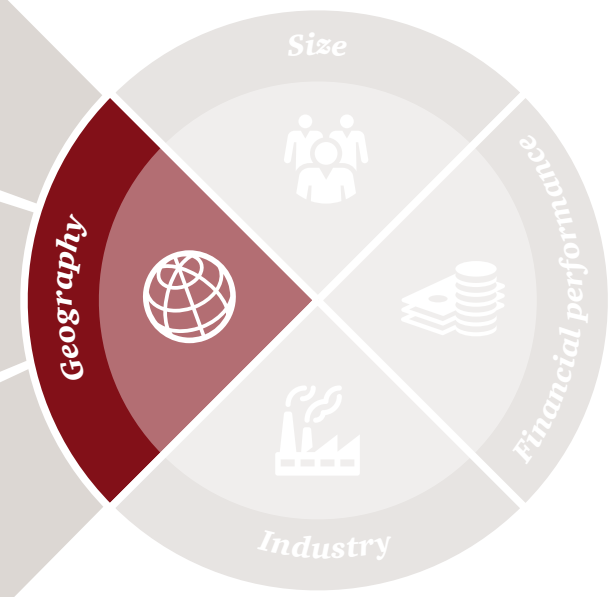
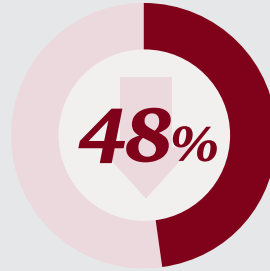


Asian
companies have some of the highest NWC %...

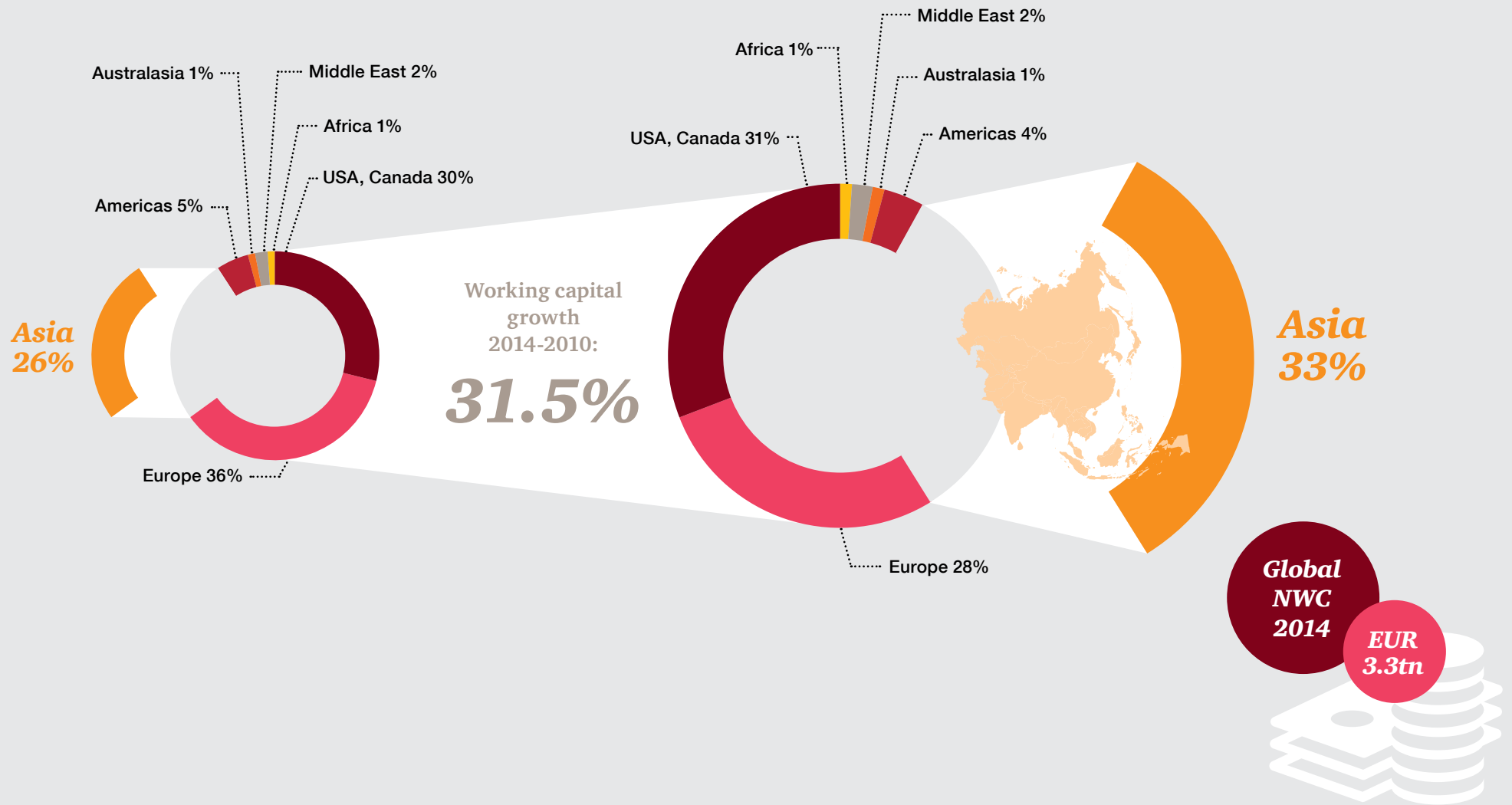
...and they also have the worst **cash conversion efficiency**



The working capital of 48% of companies in the **USA and Canada** deteriorated



The increased complexity of many supply chains due to the shift of the economic centre of gravity towards the east has a dramatic impact on working capital growth levels





Executive
summary

What is driving
working capital?

1. Industry
analysis

**2. Geography
analysis**

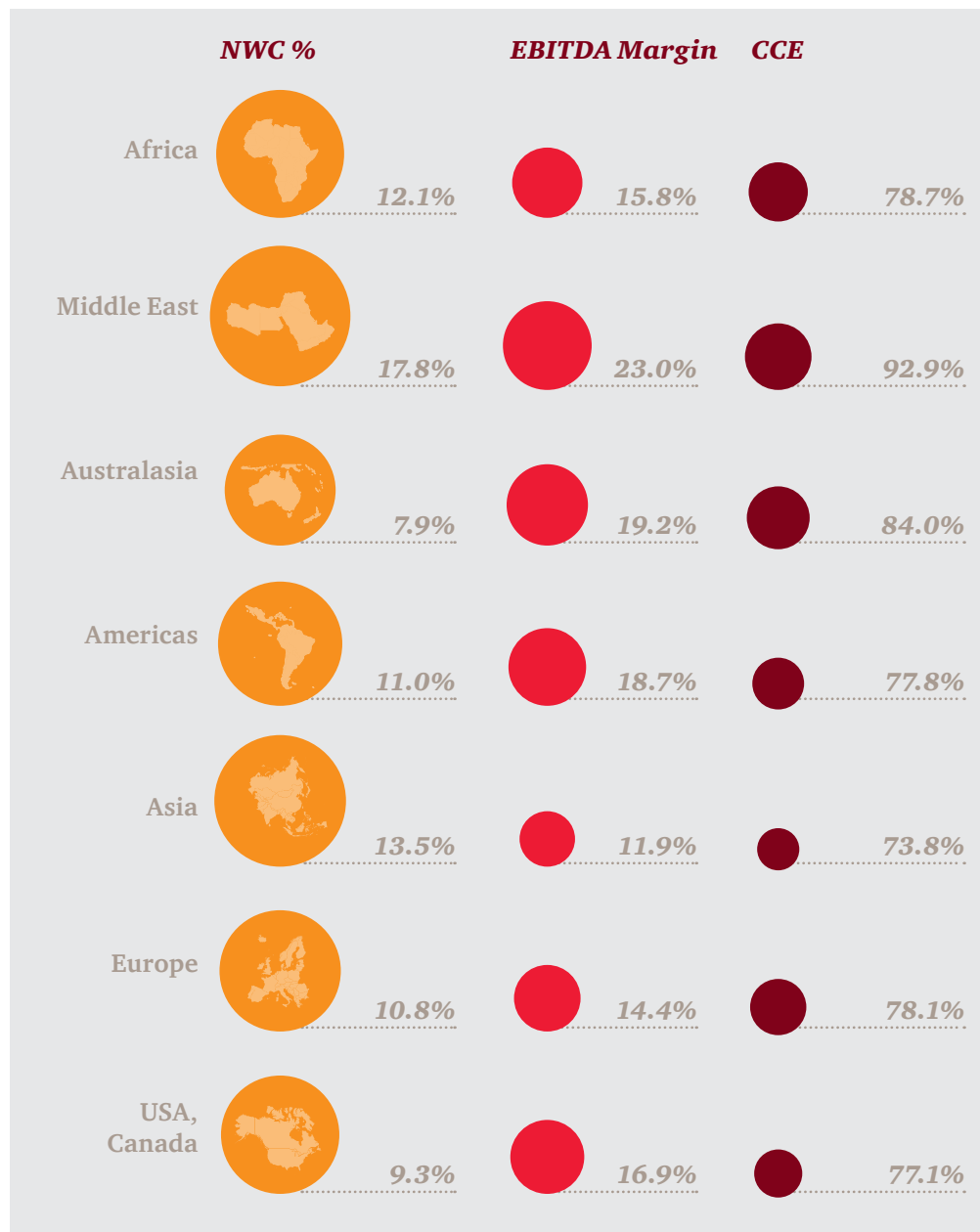
3. Size
analysis

4. Financial
performance
analysis

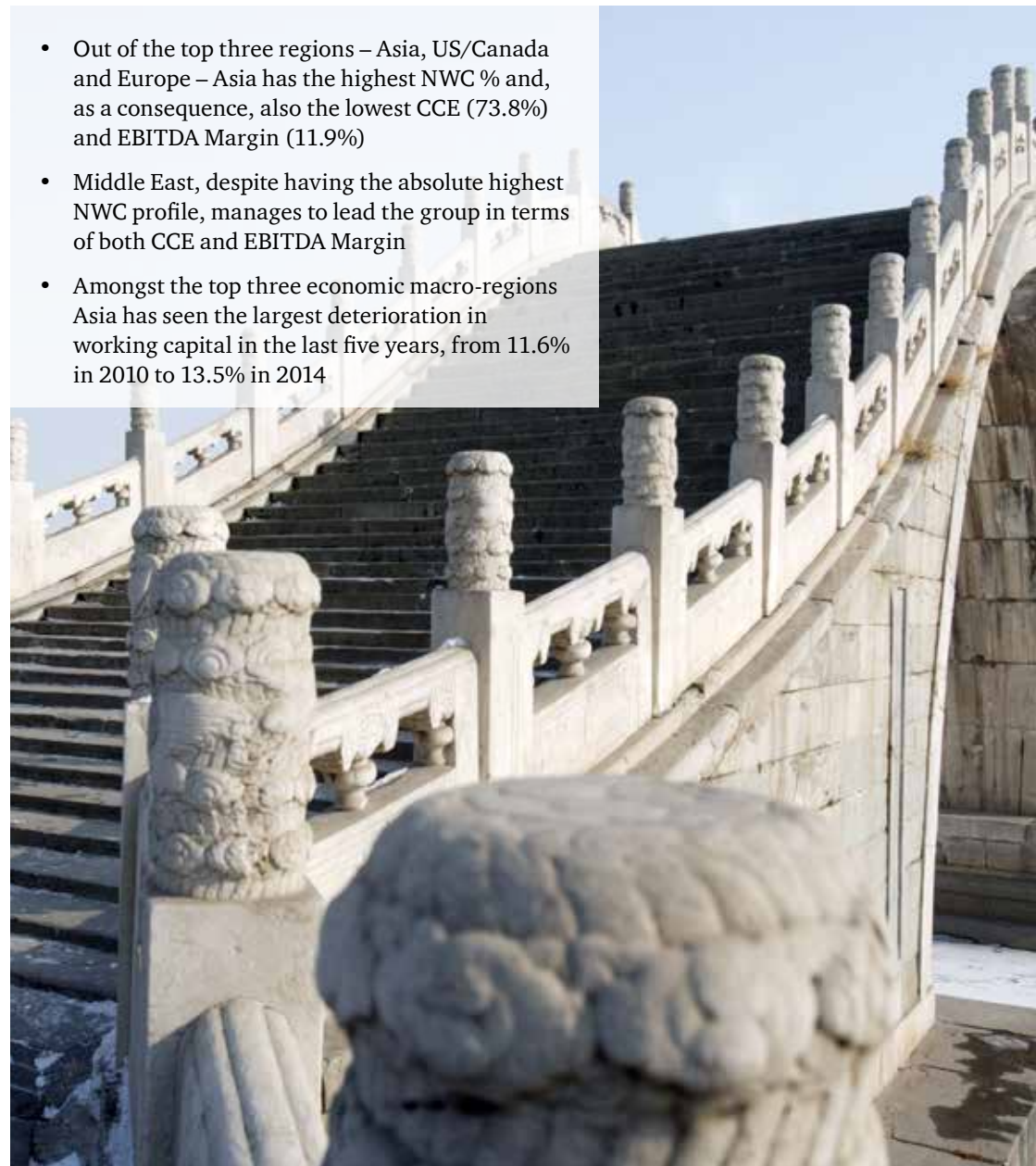
How we can
support you

Appendices &
Contacts

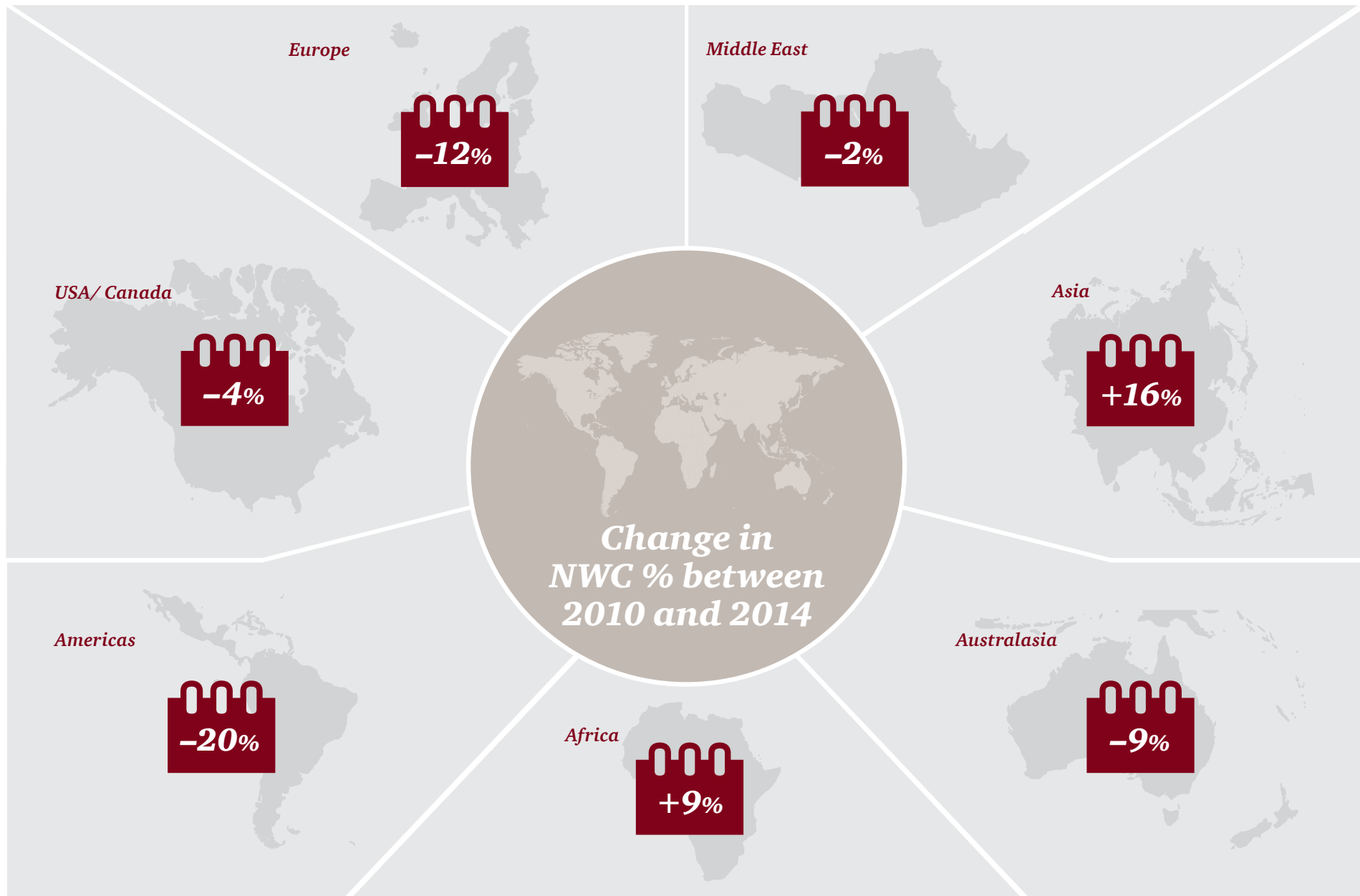
Asia lags behind most other regions in terms of working capital performance, as well as in their ability to generate cash from operations



- Out of the top three regions – Asia, US/Canada and Europe – Asia has the highest NWC % and, as a consequence, also the lowest CCE (73.8%) and EBITDA Margin (11.9%)
- Middle East, despite having the absolute highest NWC profile, manages to lead the group in terms of both CCE and EBITDA Margin
- Amongst the top three economic macro-regions Asia has seen the largest deterioration in working capital in the last five years, from 11.6% in 2010 to 13.5% in 2014



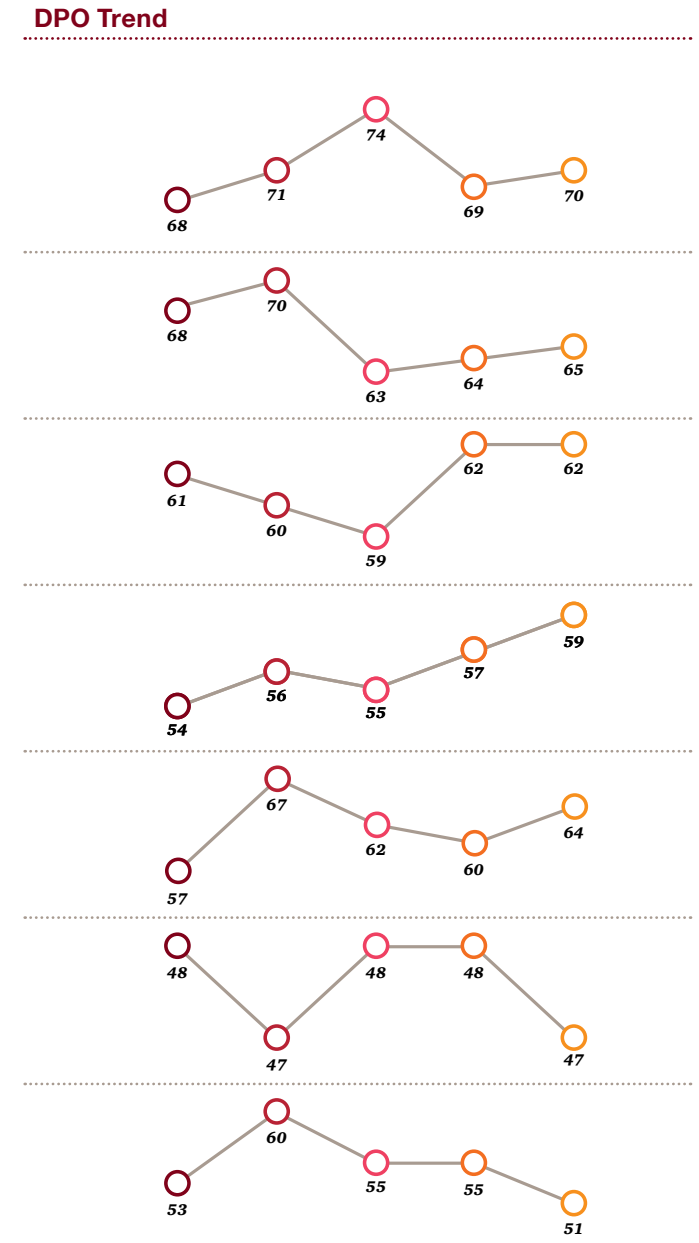
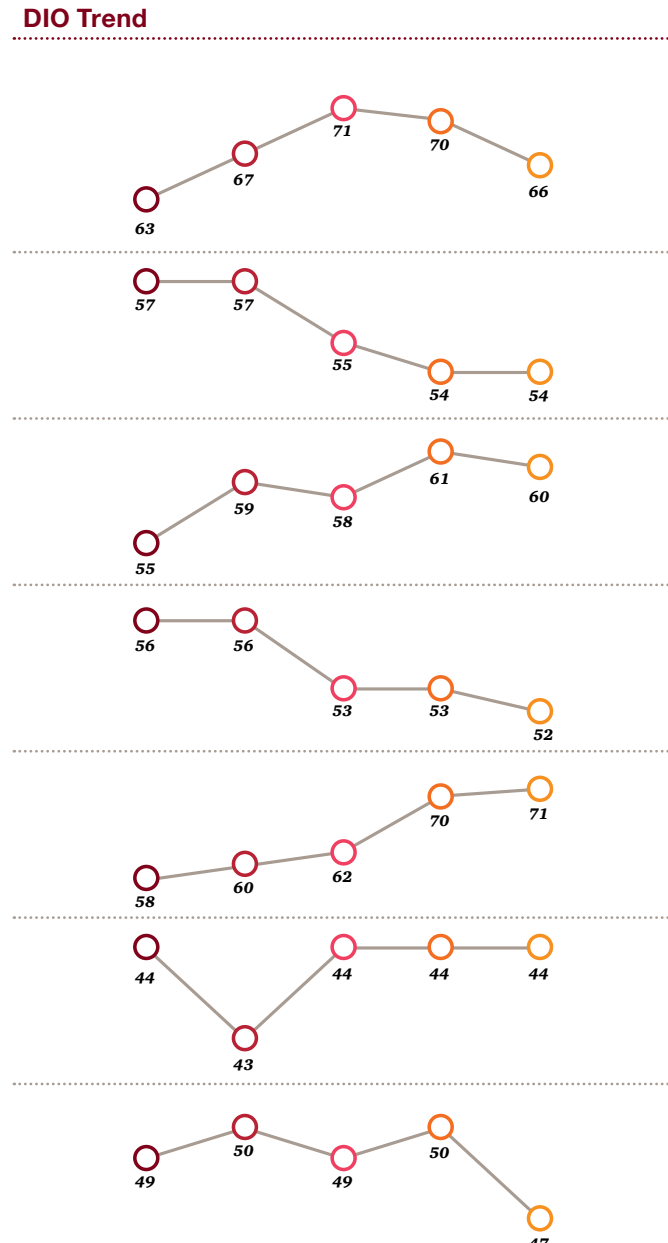
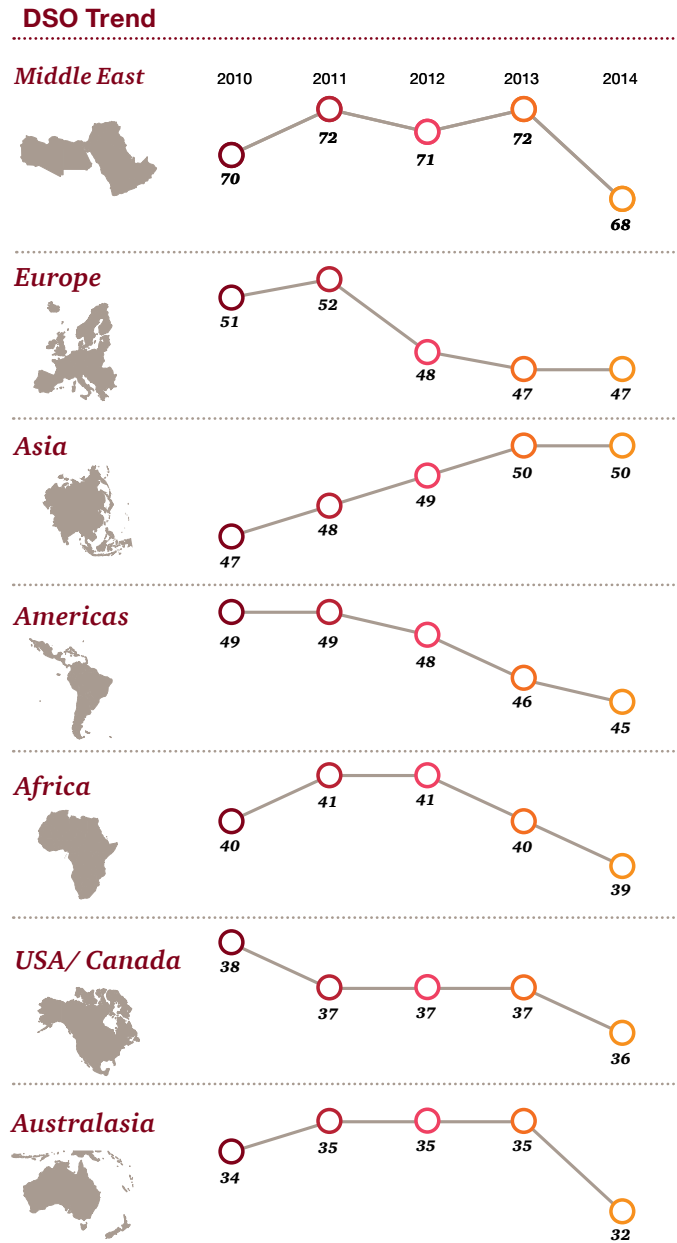
At the same time, Asia had the sharpest deterioration in working capital over the five-year period...



... and is the only macro region where DSO has deteriorated in the last five years

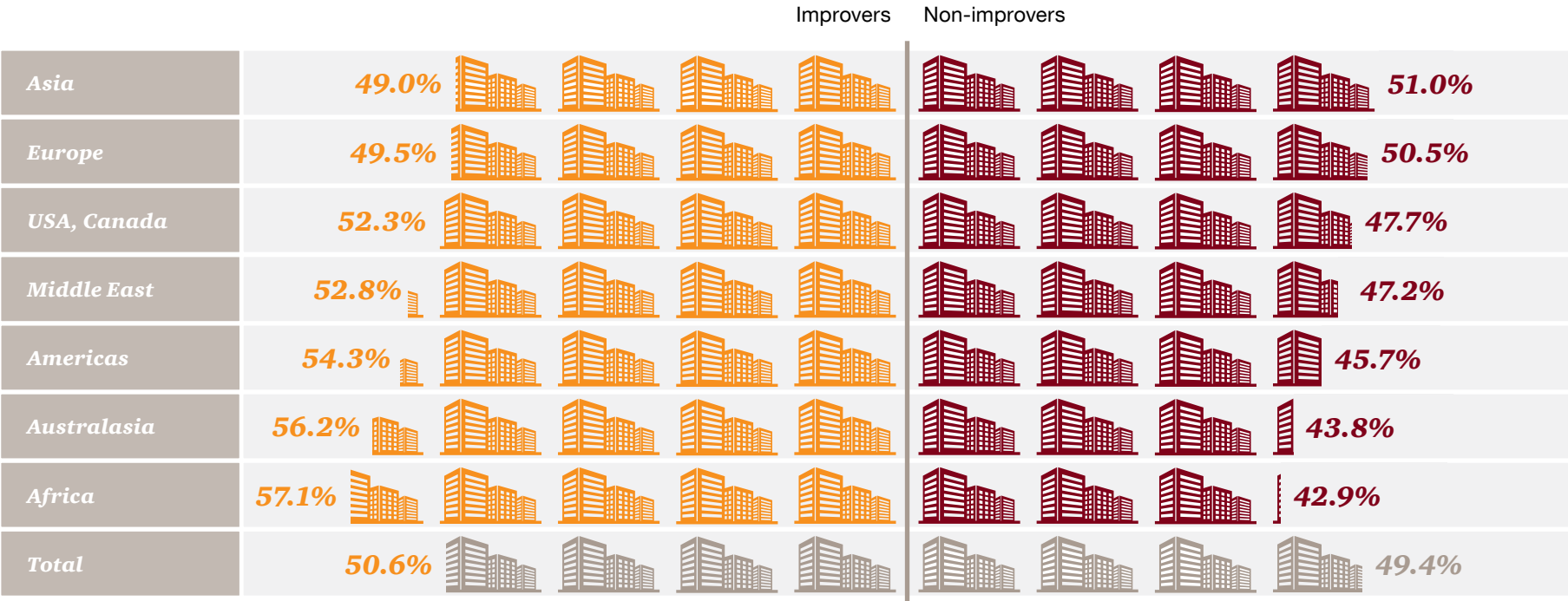
The majority of regions have continued a strong focus on improving inventories, with Africa the notable exception

Western Economies (US/CA, Europe and AUS/NZ) are the only regions where DPO has deteriorated in the last five years



Just over half of global companies managed to improve their working capital in the last year

NWC % improvement last year



In Asia only 49% of companies managed to improve their working capital in 2014.

In Europe there was a 3.2% improvement (reduction) in working capital. However, only 49.5% of companies managed to reduce their working capital, which indicates that large corporations are driving the improvement.

The regions where we have seen the highest proportion of companies improving working capital in the last year are Australasia and Africa.



Size analysis

SMEs have a

high NWC %

and it is
deteriorating



In addition, they have

**lower cash
conversion efficiency**

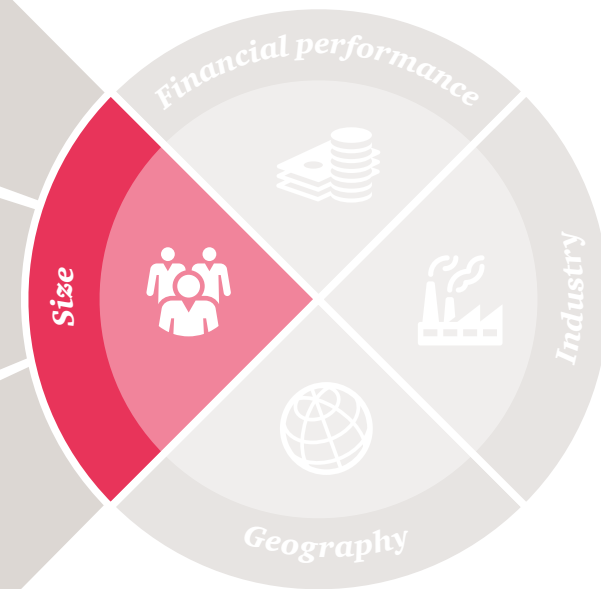
to convert EBITDA into cash



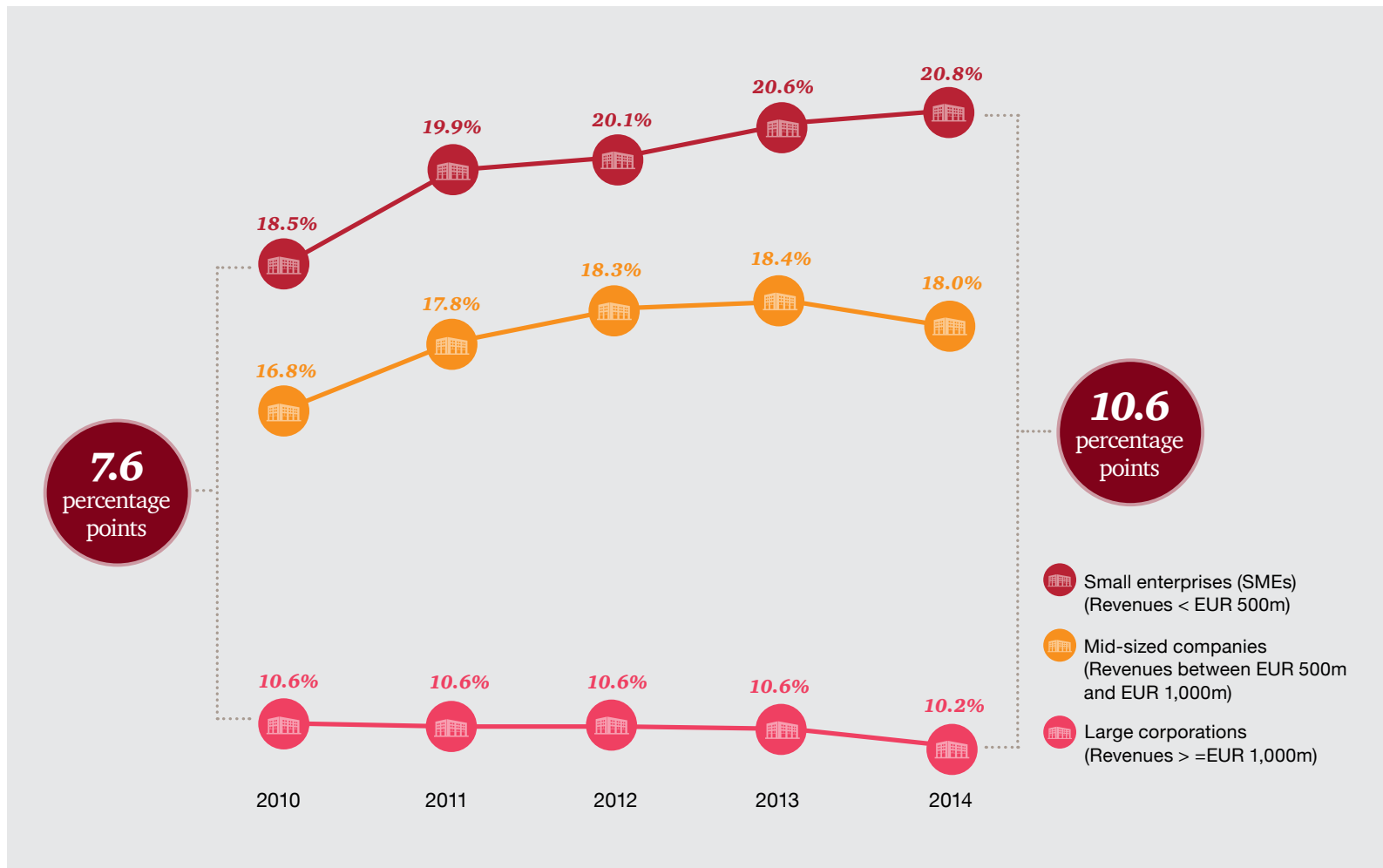
However,

**cash is more
important to
small enterprises**

as cost of debt is higher and
return on capital is lower



Small companies, also referred to as SMEs, have significantly higher NWC % than large corporations and the gap is widening



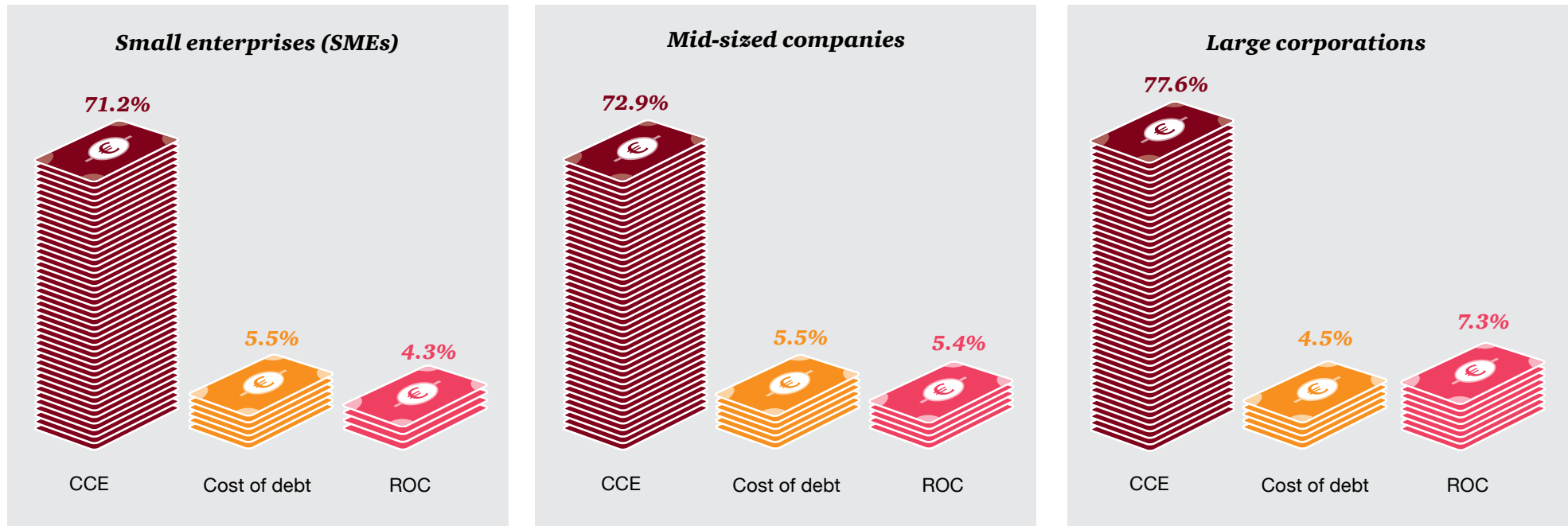
In 2010, the gap between working capital levels of large corporations and SMEs was only 7.6 percentage points. Over the following four years, this gap has widened to 10.6 percentage points.

Also, whilst large corporations have improved their working capital performance, small enterprises have experienced a sharp deterioration.

In contrast, mid-sized companies have shown a year-on-year improvement in 2014, following a four-year deteriorating trend.

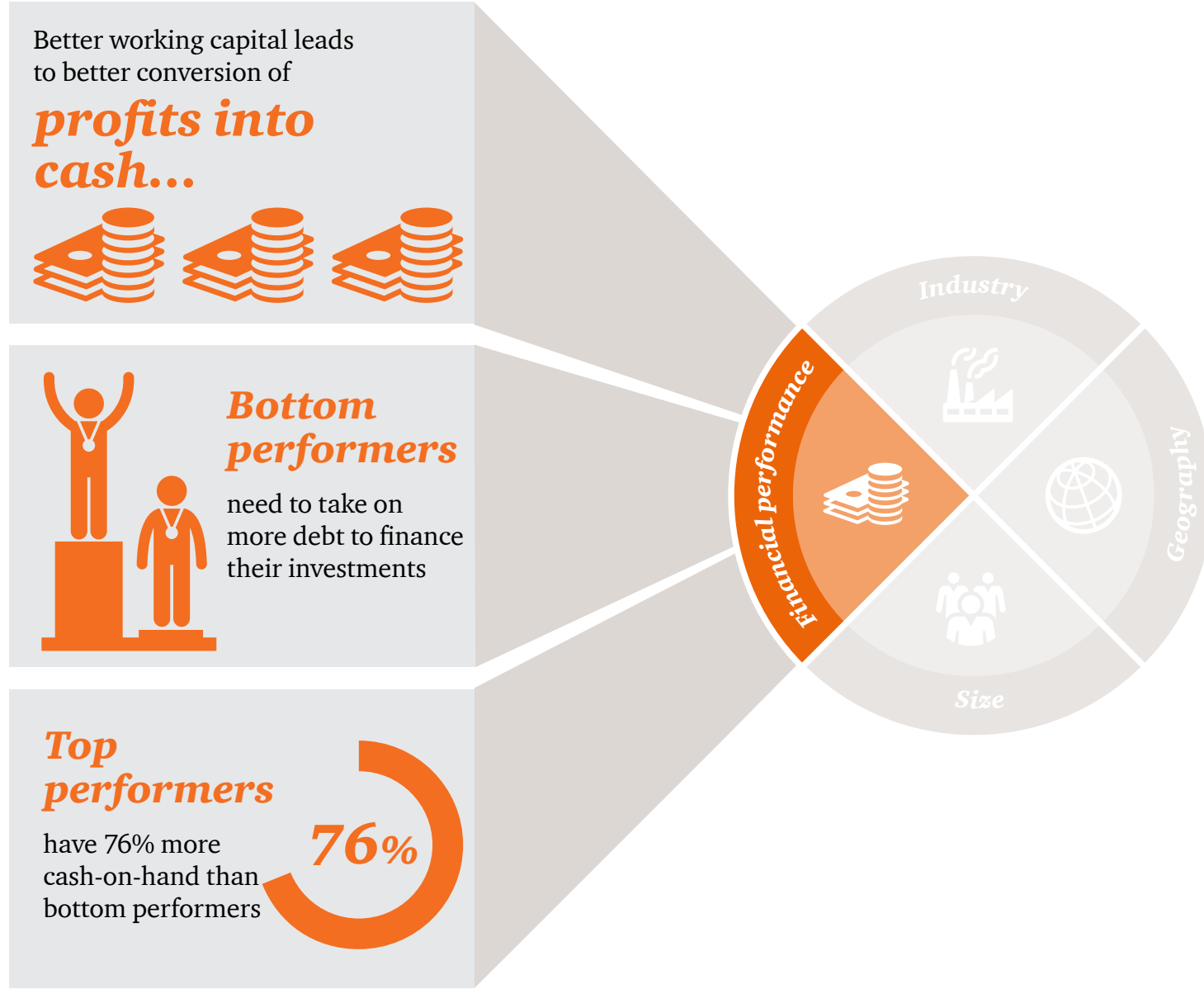
Additionally, SMEs need cash more than large corporates, as...

- their ability to generate cash from operations is lower
- their cost of debt is higher, making cash more expensive
- and their return on capital lags behind



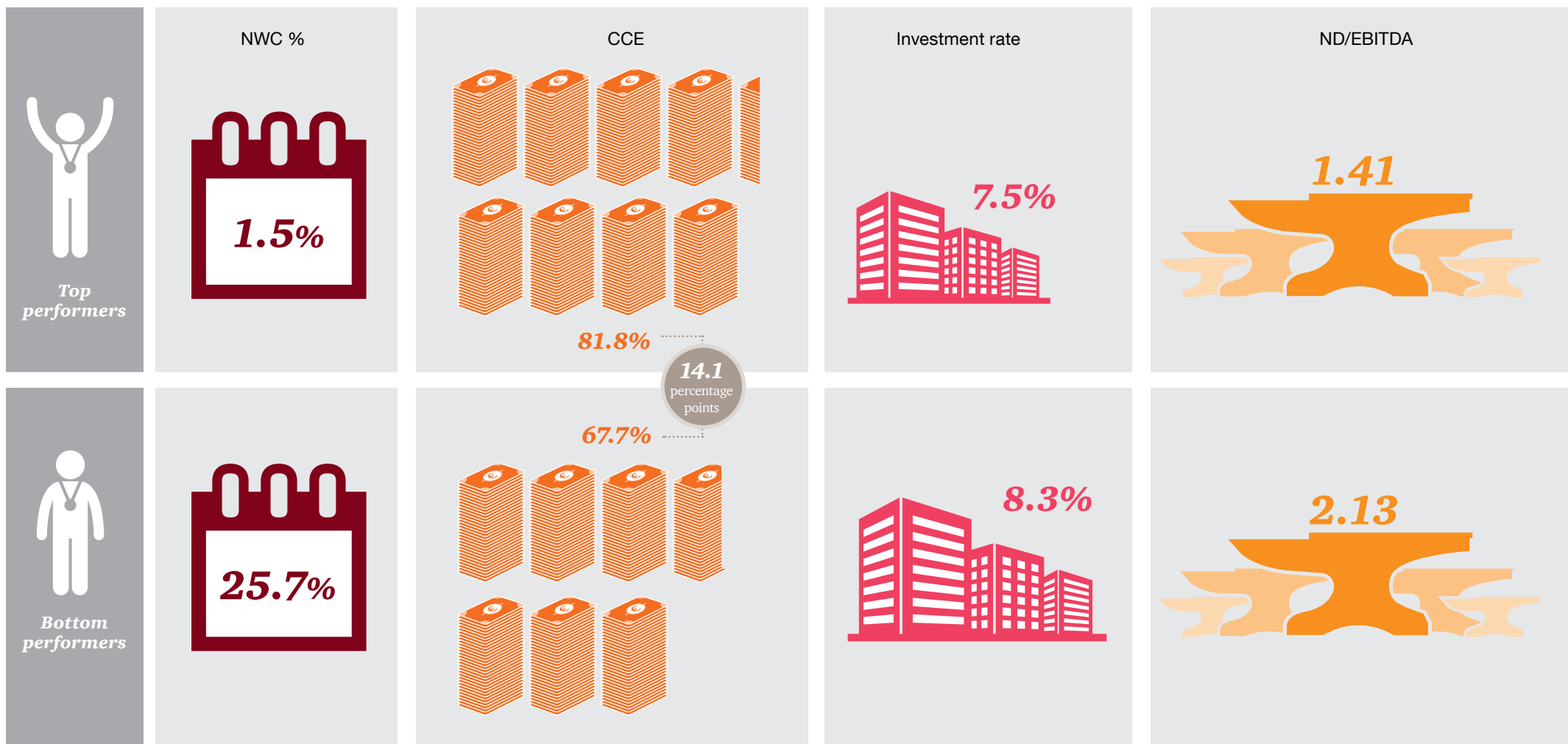


Financial performance analysis



Companies that are top performers (upper quartile) in working capital are also significantly better at generating cash, which is illustrated by a 14.1pp difference in CCE. If bottom performers (lower quartile) were to improve their CCE to top performers' levels they would be able to generate extra EUR 102bn in operating cash flow

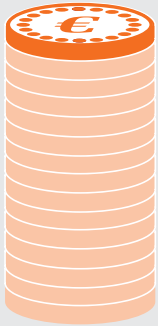
Bottom performers have a higher investment rate than top performers. However, in order to finance their investments, bottom performers need to take on more debt, as evidenced by their lower CCE ratio and by their higher net-debt-to-EBITDA ratio



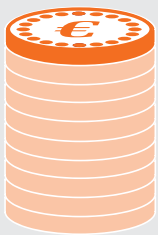
The industry leaders continue to focus on generating cash to maintain their lead

Cash-on-hand

**EUR
963tr**



**EUR
547tr**



However, the perception that working capital is not a key priority when a company is awash with cash does not hold true, as top working capital performers also have on average 76% more cash-on-hand.

Top performers realise that they need cash to enable growth and stay ahead of the competition. Cash enables them to invest, acquire, pay dividends, refinance and reduce covenant risk.



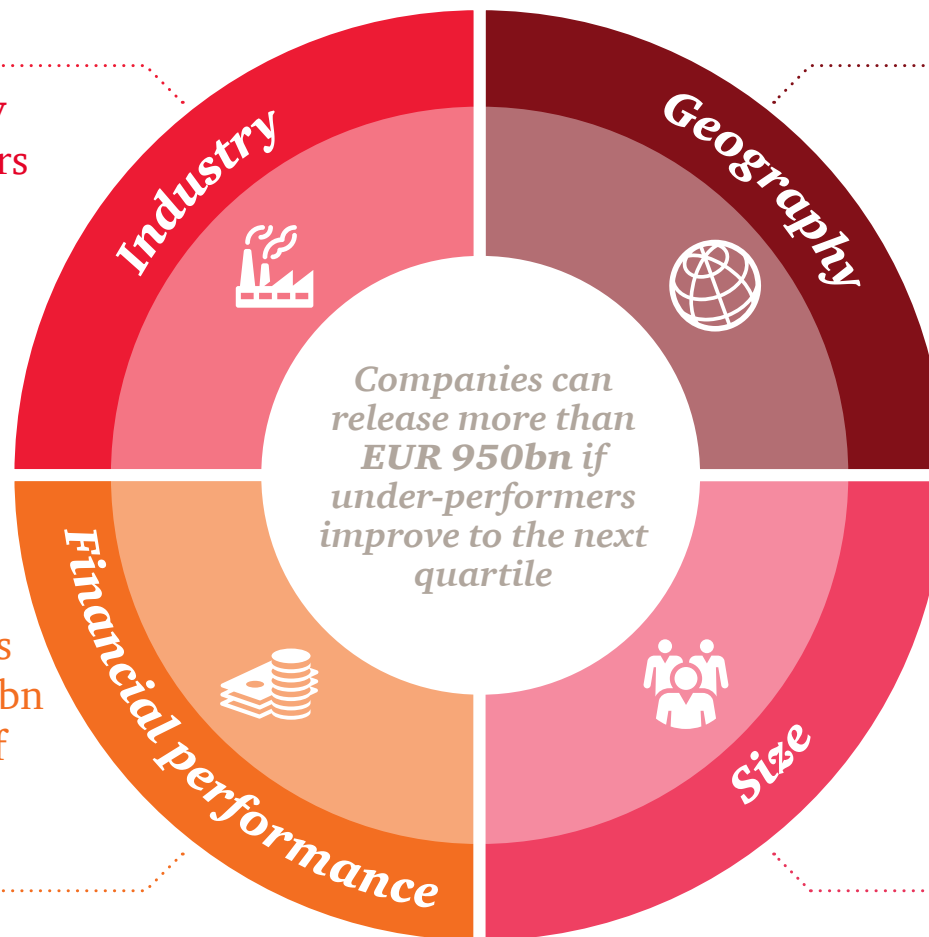


Summary

Overall EUR 950bn could be released from balance sheets through improved working capital performance

80% of cash opportunity comes from only 7 sectors

More than 1/3 of cash opportunity comes from Asia



Under-performing SMEs can release cash equal to 7% of their 2014 revenues by just moving up one quartile

Working capital laggards could generate EUR 102bn of additional cash flow if they were to catch up with leaders

How we can support you



Addressing the key levers:

- Identification, harmonisation and improvement of commercial terms
- Process optimisation throughout the end-to-end working capital cycles
- Process compliance and monitoring
- Creating and embedding a 'cash culture' within the organisation, optimising the trade-offs between cash, cost and service



Glen Babcock
UK Partner

"our team has worked with 400+ businesses, delivering cash improvements equal to 5-10% of revenues"





Rob Kortman
Germany & Austria Partner

“we are dedicated practitioners with hands-on experience, which builds trust, generates buy-in and drives sustainable results”

Examples of areas where PwC could help you to release cash from working capital:

Accounts receivable

- Credit risk policies
- Aligned and optimised customer terms
- Billing timeliness and quality
- Contract and milestone management
- Prioritised and proactive collection procedures
- Systems-based dispute resolution
- Dispute root cause elimination
- Asset based lending/ securitisation

Inventory

- Lean and agile supply chain strategies
- Global coordination
- Forecasting techniques
- Production planning
- Asset based lending
- Accurate tracking of inventory quantities
- Differentiated inventory levels for different goods
- Balanced cash, cost and service considerations

Accounts payable

- Consolidated spending
- Increased control with centre-led procurement
- Purchasing channels to avoid leakage
- Aligned and optimised payment terms
- Supply chain finance
- Payment methods and frequency
- Eradicated early payments

Appendices



Basis of calculations and limitations

Basis of calculations

This study provides a view of global working capital performance and is based on the research of the largest **10,215** listed companies worldwide. The Financial Services, Real Estate and Insurance sectors are excluded.

Metric		Basis of calculation
NWC % (Net working capital %)	NWC % measures working capital requirements relative to the size of the company.	(Accounts Receivable + Inventories – Accounts Payable) / Sales
DSO (Days Sales Outstanding)	DSO is a measure of the average number of days that a company takes to collect cash after the sale of goods or services have been delivered.	Accounts Receivable / Sales x 365
DIO (Days Inventories On-hand)	DIO gives an idea of how long it takes for a company to convert its inventory into sales. Generally, the lower (shorter) the DIO, the better.	Inventories / Cost of Goods Sold x 365
DPO (Days Payables Outstanding)	DPO is an indicator of how long a company takes to pay its trade creditors.	Accounts Payable / Cost of Goods Sold x 365
CCE (Cash Conversion Efficiency)	CCE is an indicator of how efficiently a company is able to convert profits into cash.	Cash Flow from Operations / EBITDA
Investment Rate	Investment Rate measures the amount of investment relative to the revenues of a company.	Capital Expenditure / Sales
ROC (Return on Capital)	ROC is an indicator of profits as a proportion of a company's capital.	EBIT x (1 – tax) / Average Total Capital
EBITDA Margin (Earnings before interest, taxes, depreciation and amortisation)	EBITDA Margin is an indicator of a company's profitability level as a proportion of its revenue.	EBITDA / Sales
Cost of Debt	Cost of Debt is the effective rate that a company pays on its debt.	Interest Expense / Average Total Debt

Limitations

Companies have been assigned to countries based on the location of their headquarters. Although a significant part of their sales and purchases might be realised in that country, it does not necessarily reflect typical payment terms or behaviour in that country.

As the research is based on publicly available information, all figures are financial year-end figures. Due to the disproportionate efforts to improve working capital performance towards year-end the real underlying working capital requirement within reporting periods might be higher. Also, off-balance-sheet financing or the effect of asset securitisation have not been taken into account.

54% of identified opportunities come from four key sectors across Asia, US/Canada and Europe

Sector	Asia	USA, Canada	Europe	Americas	Middle East	Australasia	Africa	Sector total
Retail & consumer	59,707	74,572	40,400	13,742	938	3,746	1,905	195,011
Energy, utilities & mining	30,081	42,073	61,831	6,790	2,876	1,098	2,218	146,968
Industrial manufacturing	67,032	26,545	37,417	3,615	2,209	1,200	361	138,379
Engineering & construction	56,831	3,871	10,763	1,010	2,853	782	729	76,840
Technology	35,182	31,269	6,515	2,671	307	89	113	76,146
Automotive	24,484	9,668	27,439	178	130	290	138	62,327
Communications	10,725	17,819	10,930	2,738	2,385	659	1,199	46,455
Metals	19,125	7,012	12,272	2,012	682	1,126	1,486	43,714
Pharmaceuticals & life sciences	5,329	15,982	12,998	370	829	198	221	35,927
Chemicals	12,587	8,289	9,110	1,044	3,956	113	13	35,111
Aerospace, defence & security	3,862	8,779	11,257	989	352	348	–	25,588
Hospitality & leisure	9,488	6,904	2,991	405	347	137	85	20,358
Healthcare	2,820	8,056	4,897	377	277	345	24	16,797
Entertainment & media	2,762	7,738	2,341	596	74	126	17	13,655
Transportation & logistics	4,463	2,978	2,192	86	425	172	112	10,427
Forest, paper & packaging	4,366	2,280	1,345	959	149	99	370	9,568
Country total	348,845	273,835	254,699	37,585	18,789	10,527	8,992	953,271

High opportunity

Low opportunity



Total cash opportunity from working capital (million euro)

Sampled companies by sector and macro-region

Sector	Africa	Americas	Asia	Australasia	Europe	Middle East	USA, Canada	Total
Aerospace, defence & security	1	11	49	7	43	7	61	179
Automotive	4	7	226	5	51	6	52	351
Chemicals	4	17	319	5	65	21	75	506
Communications	11	17	137	8	73	26	96	368
Energy, utilities & mining	24	105	322	27	221	34	430	1,163
Engineering & construction	23	32	337	31	143	43	68	677
Entertainment & media	2	7	74	14	93	1	69	260
Forest, paper & packaging	4	18	112	7	50	4	58	253
Healthcare	2	14	62	12	65	8	142	305
Hospitality & leisure	4	7	114	7	53	9	93	287
Industrial manufacturing	20	50	692	39	351	27	292	1,471
Metals	20	36	267	38	75	9	95	540
Pharmaceuticals & life sciences	3	9	164	1	58	3	68	306
Retail & consumer	57	131	1,075	60	356	42	361	2,082
Technology	8	12	698	10	174	17	360	1,279
Transportation & logistics	2	4	81	10	34	10	47	188
Total	189	477	4,729	281	1,905	267	2,367	10,215

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NWC/Sales by sector and macro-region

Sector	Africa	Americas	Asia	Australasia	Europe	Middle East	USA, Canada	Total
<i>Aerospace, defence & security</i>	-10.80%	9.60%	7.70%	1.00%	22.30%	16.40%	19.70%	18.10%
<i>Automotive</i>	14.90%	9.10%	8.70%	17.10%	6.60%	12.70%	3.60%	6.40%
<i>Chemicals</i>	8.10%	6.80%	14.40%	12.50%	18.70%	25.10%	18.50%	17.10%
<i>Communications</i>	4.00%	1.70%	-2.30%	10.10%	3.00%	5.10%	5.70%	2.80%
<i>Energy, utilities & mining</i>	10.60%	5.10%	5.80%	5.70%	8.10%	8.20%	5.60%	6.60%
<i>Engineering & construction</i>	13.40%	18.40%	29.60%	10.10%	12.10%	42.50%	15.00%	21.50%
<i>Entertainment & media</i>	9.80%	16.00%	15.70%	3.60%	-0.30%	35.80%	12.70%	8.80%
<i>Forest, paper & packaging</i>	15.90%	25.40%	27.90%	9.10%	13.70%	38.50%	12.30%	15.80%
<i>Healthcare</i>	6.40%	10.80%	16.40%	9.20%	19.60%	30.70%	-0.20%	3.60%
<i>Hospitality & leisure</i>	18.80%	6.00%	18.00%	2.70%	0.10%	6.10%	6.40%	6.20%
<i>Industrial manufacturing</i>	13.00%	19.60%	19.80%	11.60%	20.30%	26.40%	16.20%	18.90%
<i>Metals</i>	16.50%	17.80%	15.80%	8.80%	11.90%	33.70%	18.20%	14.20%
<i>Pharmaceuticals & life sciences</i>	30.60%	10.20%	23.70%	42.30%	24.70%	34.70%	16.30%	20.30%
<i>Retail & consumer</i>	11.80%	12.20%	11.50%	5.30%	7.00%	10.80%	9.10%	9.30%
<i>Technology</i>	17.30%	37.20%	15.70%	10.40%	17.20%	21.40%	11.30%	13.80%
<i>Transportation & logistics</i>	9.00%	3.00%	13.60%	9.10%	5.00%	14.00%	8.60%	8.70%
Total	12.10%	11.00%	13.50%	7.90%	10.80%	17.80%	9.30%	11.00%

DSO by sector and macro-region

Sector	Africa	Americas	Asia	Australasia	Europe	Middle East	USA, Canada	Total
Aerospace, defence & security	20	30	33	19	61	65	43	46
Automotive	34	27	50	16	23	42	23	30
Chemicals	36	41	45	53	49	59	48	48
Communications	34	51	45	53	63	63	41	50
Energy, utilities & mining	65	39	28	38	45	70	33	37
Engineering & construction	53	66	85	60	71	134	70	78
Entertainment & media	65	101	76	55	112	117	78	89
Forest, paper & packaging	44	63	70	43	48	116	41	49
Healthcare	38	51	99	45	64	111	29	38
Hospitality & leisure	18	43	23	50	28	31	25	26
Industrial manufacturing	52	50	71	49	70	69	52	64
Metals	23	36	40	23	27	63	29	32
Pharmaceuticals & life sciences	65	30	69	57	69	104	45	57
Retail & consumer	26	43	35	17	27	32	17	26
Technology	67	144	67	58	72	89	57	63
Transportation & logistics	39	59	46	44	42	73	42	44
Total	39	45	50	32	47	68	36	44

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DIO by sector and macro-region

Sector	Africa	Americas	Asia	Australasia	Europe	Middle East	USA, Canada	Total
<i>Aerospace, defence & security</i>	0	48	38	11	89	50	74	71
<i>Automotive</i>	65	28	46	84	63	64	41	51
<i>Chemicals</i>	55	63	55	85	73	93	79	68
<i>Communications</i>	8	23	29	10	24	18	17	22
<i>Energy, utilities & mining</i>	58	26	31	19	29	30	24	28
<i>Engineering & construction</i>	33	61	130	41	51	99	22	91
<i>Entertainment & media</i>	51	30	41	5	19	77	20	22
<i>Forest, paper & packaging</i>	68	87	96	62	68	92	52	66
<i>Healthcare</i>	17	24	47	32	60	79	20	26
<i>Hospitality & leisure</i>	131	15	120	6	14	30	25	35
<i>Industrial manufacturing</i>	59	53	67	32	64	91	60	63
<i>Metals</i>	93	91	69	76	69	117	93	74
<i>Pharmaceuticals & life sciences</i>	151	100	106	231	165	174	75	105
<i>Retail & consumer</i>	95	72	64	53	79	71	65	69
<i>Technology</i>	42	34	48	15	43	35	33	41
<i>Transportation & logistics</i>	56	12	40	20	15	29	14	22
Total	71	52	60	47	54	66	44	52

DPO by sector and macro-region

Sector	Africa	Americas	Asia	Australasia	Europe	Middle East	USA, Canada	Total
Aerospace, defence & security	68	41	45	31	61	56	37	45
Automotive	40	21	67	21	60	58	52	60
Chemicals	63	83	46	97	47	47	52	49
Communications	55	110	150	44	126	123	63	106
Energy, utilities & mining	98	54	40	43	51	80	42	46
Engineering & construction	39	60	103	74	90	72	40	90
Entertainment & media	94	103	70	75	239	60	76	123
Forest, paper & packaging	49	48	57	75	65	63	47	54
Healthcare	41	40	93	48	49	77	59	60
Hospitality & leisure	62	48	49	84	51	40	27	40
Industrial manufacturing	64	23	66	42	58	52	49	57
Metals	47	53	50	58	48	39	44	49
Pharmaceuticals & life sciences	78	90	75	30	104	124	46	66
Retail & consumer	70	71	55	49	82	61	42	57
Technology	47	50	61	42	58	51	60	60
Transportation & logistics	63	74	36	34	44	61	28	36
Total	64	59	62	51	65	70	47	57

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