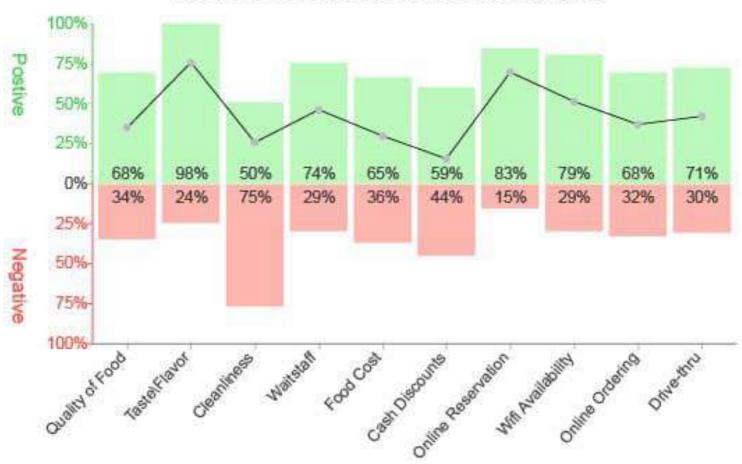
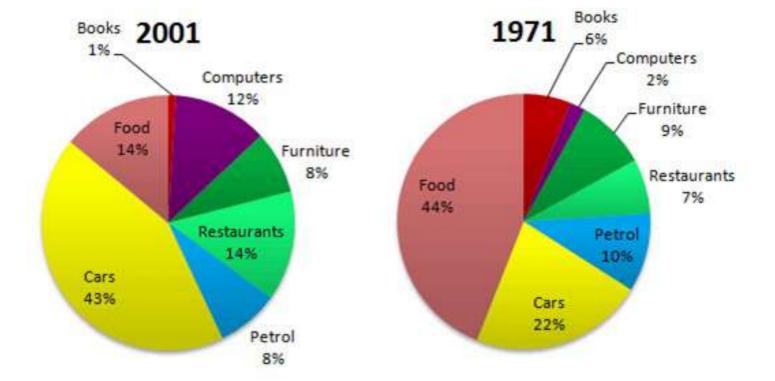
UNVEILING MARKET INSIGHTS: ANALYSING SPENDING BEHAVIOUR AND IDENTIFYING OPPORTUNITIES FOR GROWTH

Services Sentiment Analysis by Company

	Conair (3.94k)	Ecotones (7.29k)	Homedics (5.79k)
Overall	61% (2.41k)	86% (6.23k)	69% (3.98k)
	39% (1.52k)	14% (1.06k)	31% (1.81k)
Sound	59% (817)	78% (1.66k)	56% (1.36k)
	41% (559)	22% (476)	44% (1.05k)
Customer	85% (983)	93% (3.05k)	87% (1.04k)
	15% (176)	7% (247)	13% (150)
Light	7% (22)	87% (72)	6% (2)
	93% (289)	13% (11)	94% (32)
Performance	57% (169)	82% (1.45k)	100% (367)
	43% (126)	18% (322)	0% (0)
Work	53% (141)	0% (0)	68% (404)
	47% (124)	0% (0)	32% (193)
Usage	53% (141)	0% (0)	68% (404)
	47% (124)	0% (0)	32% (193)
Feedback	53% (141)	0% (0)	68% (404)
	47% (124)	0% (0)	32% (193)

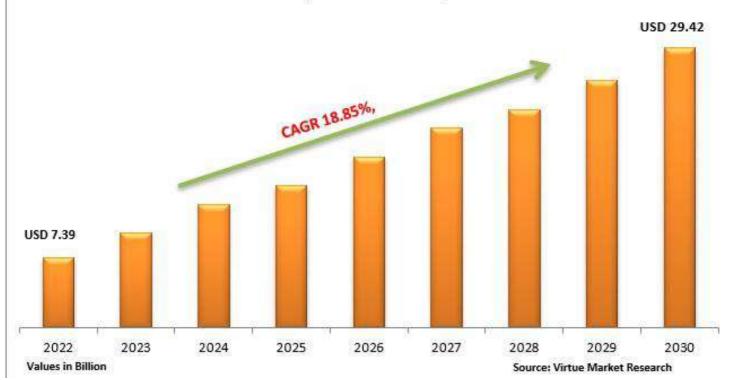
Restaurant Customers Sentiment Analysis

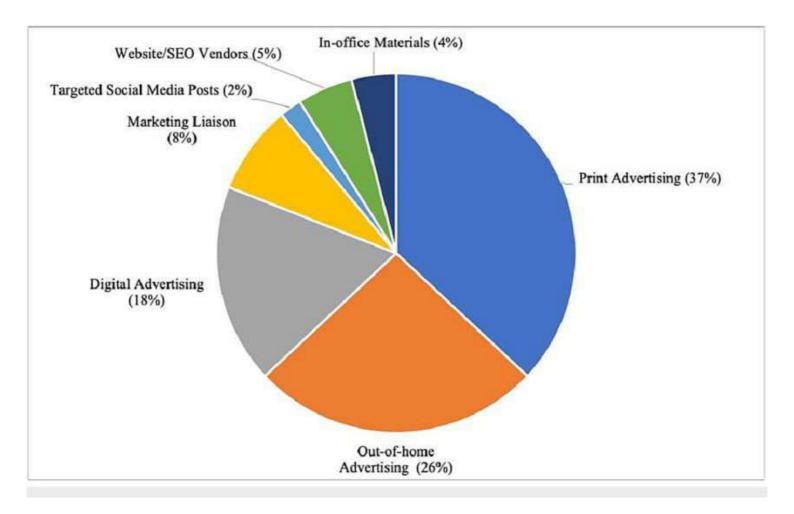




Customer Behavior Analytics Market (2023 - 2030)







Work

Rise of unemployment On-the-go consumption decline Remote working

"20x increase in Zoom daily participants" Source Bond Capital

Learning

Spending on learning adjacancies Remote learning

"35% --> ~35% of Netflix

subscribers use it for educational content"

Source: YouGov

Communications and information

In-person sampling decline Shift in media consumption

"Further migration to digital"

Travel and mobility

Reduction in tourist spend and travel retail Increase in domestic tourism

"80% reduction in international travel & related tourist spend"

Source: McKinsey analysis in partnership with Oxford Economics

Shopping and consumption

Surge in e-commerce
Preference for trusted brands
Decline in discretionery spending, trading down
Larger basket, reduced shopping frequency
Shift to stores closer to home

Polarization of sustainability disposable income is not expected to

Personal disposable income is not expected to recover to pre-crisis level until 02 2024 in the US

11111

Life at home

Nesting at home Surge in online

"Home is recast as the new coffee shop, restaurant, and entertainment center"

Play and entertainment

Preference for digital entertainment Entertainment channel shift (eg, cinema to streaming) Additional play time

> *Disney Plus achieved in 6 months what took 7 years for Netflix*

> > Source: Phone Arena

Health and wellbeing

Focus on health and hygiene Acceleration of organic, natural, fresh Fitness on demand E-pharmacy & e-doctor at scale

"Monthly year-over-year growth of organic produce in the US increased by 10x in March compared with January and February"

Source Organic Produce Nativork

