Made in Britain

The value of export opportunities for UK businesses
About the research
This report is based on bespoke market research undertaken by Opinium in each of the following markets: France; Germany; Republic of Ireland; the US; China; India; United Arab Emirates; the Netherlands; South Korea and South Africa. 10,005 online interviews were undertaken between Wednesday 13 January 2021 and Wednesday 20 January 2021. The research focuses on the average price differential that consumers state they are willing to pay for British products of different types across these markets and is supplemented with economic modelling, conducted by Development Economics, which converts the estimated premia into potential additional annual value in terms of sales.
Key takeaways

Export: a pathway to growth

The UK Government and finance providers – together with a global economic recovery – are paving the way for export opportunities.

- Boosting exports in targeted markets where British products are desirable could increase margins, particularly for sectors where high levels of competition or market dominance in the UK create downward pressure on prices.

- The potential added value that could be generated for UK businesses by promoting the Britishness of products across 10 key markets is more than £3.5bn per year.

- Across all regions surveyed, 36% of respondents said they are buying more British-made products now than they were five years ago.

- UK businesses should exploit demand for British-made goods in countries where perceptions of products made in Britain are more positive. This offers the potential to unlock additional value.

- While markets such as the EU and US remain very important trading partners for UK businesses, export potential also exists in the further afield emerging markets, such as India and China.

- The potential added value that could be generated by UK businesses promoting their Britishness could boost profitability for firms – and grow the UK economy, not only through improved margins, but also through wider market access to high-growth economies.

- UK Government and finance providers offer support for businesses trading in new and emerging markets, including information, trade missions and trade finance, which can help mitigate risk and realise opportunities.

- A move towards greater market stability post-Brexit and Covid-19, together with new trade relationships being built by the UK Government, will further help create opportunities for businesses to explore.

“The potential added value that could be generated by UK businesses promoting their Britishness could boost profitability for firms – and grow the UK economy.”
As the UK moves towards greater stability post Covid-19 and post-Brexit, increased globalisation, rising middle classes and rapidly growing emerging markets present incentives and opportunities for British firms to export.

A willingness among consumers in key markets to pay a premium for British-made products, and growing overseas demand for ‘Made in Britain’ goods, further enhance the appeal for UK firms to export – and could have a positive impact on return on investment.

Meanwhile, having left the EU, the UK Government is now able to negotiate, sign and ratify new trade agreements. By facilitating access to new markets, building relationships and strengthening ties not only with EU member states but also those further afield – including emerging markets and those in the Commonwealth – new opportunities are emerging for British firms to export.

Executive summary

The global appeal of British-made products

Exports will help drive UK economic recovery and growth – and British-made products offer UK businesses a price differential in new markets.

As the UK moves towards greater stability post Covid-19 and post-Brexit, increased globalisation, rising middle classes and rapidly growing emerging markets present incentives and opportunities for British firms to export.

A willingness among consumers in key markets to pay a premium for British-made products, and growing overseas demand for ‘Made in Britain’ goods, further enhance the appeal for UK firms to export – and could have a positive impact on return on investment.

Meanwhile, having left the EU, the UK Government is now able to negotiate, sign and ratify new trade agreements. By facilitating access to new markets, building relationships and strengthening ties not only with EU member states but also those further afield – including emerging markets and those in the Commonwealth – new opportunities are emerging for British firms to export.

Areas of focus

We surveyed 10,005 consumers across 10 international markets – France; Germany; Republic of Ireland; the US; China; India; United Arab Emirates; the Netherlands; South Korea and South Africa – to find out the average price differential they are willing to pay for British products. We also asked what attributes they associate with products that are made in Britain.

Our research shows that, while the EU and the US remain important trading partners for the UK, there are significant opportunities for British businesses to grow exports in emerging, high-growth markets, such as China and India.

Consumers in these regions perceive British goods to be higher quality and better value for money. The result of this is a willingness to pay a premium for British-made goods, which could make these destinations more profitable for UK businesses.

In fact, our economic modelling reveals that the value of this preference for British-made goods across the 10 markets we surveyed could be worth £3.5bn per annum to British firms.

£3.5bn per annum: the potential added value that could be generated by promoting the Britishness of products

“While the EU and the US remain important trading partners for the UK, there are significant opportunities for British businesses to grow exports in emerging, high-growth markets.”
Furthermore, many of these markets also offer great future potential. China and India are the world’s most populous countries, with increasing wealth and demand for Western products. Both hold British goods in high regard.

Gateway to growth
The opportunities for UK businesses increasing exports into these markets stretch beyond simply financial growth. New revenue opportunities help diversify a business’ customer base and scaling up offers increased efficiencies. Scaling up also enables businesses to explore innovation and to recruit people with the skills and outlook to take new directions and seize new opportunities. All of these developments have the potential to increase competitive advantage and provide long-term stability.

For British businesses keen to seize the opportunities that exporting presents, it is clear there are considerable rewards to be gained, while the Government is looking to make access to the opportune markets easier and faster with its trade assistance initiatives.

James Binns
Global Head of Trade and Working Capital
Barclays Corporate Banking

“For British businesses keen to seize the opportunities that exporting presents, it is clear there are considerable rewards to be gained.”
Research shows that exporting businesses can be more profitable, productive, resilient and innovative than their peers which do not. They pay higher wages and offer the best route to recovery for the country from Covid-19. So, we provide government support to inspire, inform, connect and finance businesses.

Barclays’ Made in Britain report helps explain why there are so many benefits for firms which use exports to grow their business. It shows that international consumers will pay a premium for a UK-branded product because they believe in its quality and value.

It reinforces just how valuable Brand Britain is and the opportunities that are on offer for UK companies that trade internationally. It should give confidence to those who have not exported before that it is worth investing time, effort and money in as the returns can be significant. It should embolden existing exporters to look at expanding their overseas sales to new markets. Companies that export, especially to multiple markets, are estimated to be more resilient than ones that do not. They grow faster and create more jobs.

We know it is not easy – but there is a wealth of support. Since its creation four and a half years ago, DIT has led the way in breaking down barriers to trade for UK exporters and helping them take advantage of those newly opened opportunities.

The UK Government has agreed trade deals with 66 countries plus the EU – this accounts for £890bn worth of UK bilateral trade in 2019. This is unprecedented. No other country has ever negotiated so many trade deals simultaneously. The work, however, goes on and we aim to secure free trade agreements covering 80% of UK trade by the end of 2022, reaching agreements where the EU could not.

These trade deals are opening doors in some of the fastest-growing parts of the world, where, as this Barclays report makes clear, consumers have a strong preference for UK goods. The positive impact on UK companies’ revenues will help secure and create jobs around the country.

Our staff in 119 countries, our network of advisors across the UK and our export credit agency, UK Export Finance, all stand ready to help UK business in partnership with private-sector players like Barclays. Just go to [great.gov.uk](http://great.gov.uk) to find out more.

**Graham Stuart MP**
Minister for Exports
Short-term turbulence
The impact of the Covid-19 pandemic has understandably taken its toll on the UK economy in 2020. UK Gross Domestic Product contracted by 9.9% compared with 2019,¹ the largest annual fall ever recorded.

Restrictions on movement, introduced by many countries as part of a global effort to stop the spread of the pandemic, also widely impacted trade flows. As a result, in the year to December 2020, UK exports fell by 16.9% compared with the year to December 2019 – decreasing in value by £114bn, to £560.7bn.

In Q4 2020, the total UK trade deficit widened by £10.9bn – to £14.3bn – compared with the previous quarter, driven by a widening of the trade in goods deficit. Imports increased by £11.6bn, while exports increased by £0.7bn.²

The pandemic has raised other issues for UK businesses, too. It’s hastened changes in consumer purchasing habits and demand, some positive and some negative, creating further uncertainty.

**Changing times**

Short-term volatility and disruption pose challenges to British businesses, but the bigger-picture view highlights significant opportunities.

“UK exports had been on a sharp upward trajectory in the three years prior to the pandemic.”

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¹ Source: ONS
² Source: ONS
Seeing the bigger picture

Despite the impact of Covid-19 throughout 2020, economic indicators suggest that, as lockdown measures and travel restrictions are eased, considerable opportunities for increasing export activity will arise.

Following the sharp export-activity declines witnessed in March and April of 2020 – in the immediate aftermath of the first UK lockdown restrictions coming into force – exports from the UK have steadied and, in December 2020, rose 1% from the previous month to a nine-month high of £46.6bn.³

Moreover, with the global roll-out of vaccines now well under way, many will be hoping that UK export activity and economic performance will soon begin to return to 2019 levels.

“Over the past five years, long-distance trade has picked up in particular.”

UK export data, for both goods and services, reveals UK exports had been on a sharp upward trajectory in the three years prior to the pandemic – surging to a monthly high of just under £62.5bn in late 2019, having floated steadily between £40bn and £45bn each month between 2012 and 2016.⁴

With many economists predicting the UK economy could return to 2019 levels as early as next year,⁵ the hope for many will be that UK exports also rapidly return to pre-2020 levels.

UK businesses will also hope to see a return to some of the export market trends being witnessed just prior to the pandemic. At that time, UK exports were seeing a rise in activity in a number of key markets. The value of exports to the US was up 5.7% on 2017 figures, for example.
Exports to China rose 7.9% in the same period.

The Brexit effect
While the UK’s departure from the EU has brought a considerable amount of change for UK businesses, the end of the transition period on 31 December 2020 removed much of the uncertainty for UK exporters.

“The with many economists predicting the UK economy could return to 2019 levels as early as next year, the hope for many will be that UK exports also rapidly return to pre-2020 levels.”

The agreement of a free trade deal between the UK and EU will enable many firms to continue to trade with EU member states as they did pre-Brexit. Despite some additional requirements and red tape to work through, the deal has brought clarity around a number of previously unclear issues, such as border controls and VAT declarations.

Meanwhile, the signing of trade deals with a host of other – non-EU – countries, including many of the Commonwealth nations, emerging markets and large, high-growth economies, has further paved the way for UK exporters to either continue or begin trading in other overseas markets.

Emerging market opportunities
Many of those markets offer opportunities for UK exporters, our research found. In particular, there is growing demand for British-made products in a number of the emerging markets.

Over the past five years, long-distance trade has picked up in particular, with 37% of people in India and 28% in the United Arab Emirates saying they are buying “a lot more” British-made goods, and only 5% and 3% respectively buying “a lot less”. The table below shows the net scores for those buying more or fewer British-made products.

<table>
<thead>
<tr>
<th>Country</th>
<th>NET: More</th>
<th>About the same</th>
<th>NET: Less</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>36%</td>
<td>48%</td>
<td>15%</td>
</tr>
<tr>
<td>US</td>
<td>31%</td>
<td>58%</td>
<td>11%</td>
</tr>
<tr>
<td>Germany</td>
<td>17%</td>
<td>67%</td>
<td>16%</td>
</tr>
<tr>
<td>France</td>
<td>15%</td>
<td>67%</td>
<td>18%</td>
</tr>
<tr>
<td>Republic of Ireland</td>
<td>24%</td>
<td>48%</td>
<td>28%</td>
</tr>
<tr>
<td>China</td>
<td>64%</td>
<td>29%</td>
<td>7%</td>
</tr>
<tr>
<td>India</td>
<td>69%</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td>South Africa</td>
<td>38%</td>
<td>39%</td>
<td>23%</td>
</tr>
<tr>
<td>UAE</td>
<td>64%</td>
<td>27%</td>
<td>9%</td>
</tr>
<tr>
<td>Netherlands</td>
<td>13%</td>
<td>70%</td>
<td>17%</td>
</tr>
<tr>
<td>South Korea</td>
<td>27%</td>
<td>59%</td>
<td>14%</td>
</tr>
</tbody>
</table>
The appeal of British products in global markets

How are ‘Made in Britain’ goods perceived in markets around the world? What appeal does the British flag evoke in consumers? And is there additional value to be unlocked in British-made goods?

There are many reasons why British-made products are in such high demand across emerging markets. Many consumers in those markets see British brands as having great integrity, and the quality and standard of British-made products is trusted and sought after.

Furthermore, Britain has a strong reputation for innovation, built on tradition and longevity. These markets also have familiarity with many British products – partly due to many emerging markets also being part of the Commonwealth, meaning the English language is widely spoken within them.

Established markets, in contrast, tend to place value on their own brands across most categories, although they will still purchase specialist products, such as fashion or food and drink labelled as ‘Made in Britain’.

The amount of additional value that could be unlocked as a result of labelling products as ‘Made in Britain’ across the countries featured is considerable at £3.5bn per annum.

The opportunities offered to exporters of British-made products are clear.
Our research considered country of origin importance, perception and value across eight product categories: general food, alcoholic beverages, soft drinks, fashion items, high-precision tools, automotives, homeware, and video games.

In most markets, and across all product categories except gaming products, country of origin was stated as being an important factor in purchasing decisions. It was most marked in general food, for which 80% of respondents said country of origin was either somewhat or very important, with automotive (77%) close behind. Responses regarding the importance of country of origin were also similar across both established and emerging markets.

**Paying a premium**
In terms of how that translates to a preference for British goods, more than one-third (34%) of the respondents worldwide said they had knowingly paid a premium for a British-made product.

That was most notably the case in emerging markets, with the majority of respondents from China (63%), India (60%), and the United Arab Emirates (56%) saying they had done so.

**Reasons for preference for British-made goods**
There are a number of reasons why consumers in overseas markets are willing to pay a higher price for products made in the UK:

- Good value for money
- High quality
- Status
- Internationally respected

77% of respondents said country of origin was either somewhat or very important when making automotive purchasing decisions.
More than one-third (39%) of all respondents would pay more for British-made products because they believe they are of a higher quality.

British fashion was the product category that is most viewed around the world as being “good quality” – with 46% of net respondents saying that’s the case. A significant 15% of respondents stated that British automotive products are “the best in the world”.

**Greatest demand is in the more distant markets**

The survey also revealed that the belief in the superior quality of goods made in Britain is higher across all categories in emerging rather than established markets – and that the greatest opportunities for exporters are in the farther-flung regions.

This was evidenced by the fact that respondents in the East were more inclined to buy products displaying a British flag – people in India and China (both 66%) said they would be more inclined to do so, followed by the United Arab Emirates (63%) and South Korea (52%).

Furthermore, consumers in India and China are most loyal to British-made products, with 48% and 39% respectively saying they would wait for a product to be back in stock instead of purchasing an alternative product.

Consumers in India, China, South Africa and the United Arab Emirates would also be the most likely to pay more for products “produced in the UK” because those products “are internationally respected” – all of which demonstrates the importance for British firms to highlight the ‘Made in Britain’ aspect of the products.

“India and China are most loyal to British-made products, with 48% and 39% respectively saying they would wait for a product to be back in stock instead of purchasing an alternative product.”
The value of Brand Britain

Could promoting a product’s Britishness help businesses achieve higher margins?

Given the perception of high quality attached to British-made products generally and the preference for British products demonstrated by consumers, particularly in emerging markets, we looked at whether customers would pay a premium for a British product.

The research produced both net results, taking into account the fact that some customers in each market have a negative perception of a British-made product (and also that some are indifferent), and gross results, which takes account of ‘positive-only’ preferences, termed the average gross premium.

Net results
Taking the results across all product categories and from each country, the research highlights both results with a positive percentage number, showing that consumers are prepared to pay an additional premium for a British-made product of that type, as well as those with a negative percentage number.

Overall, the highest average willingness to pay a premium for British products among the eight product types is for consumers in India, followed by the United Arab Emirates and China. The lowest willingness to pay is among customers located in the Netherlands and Germany – but overall there is a net positive score across each territory.

The lower willingness among consumers in those two countries is indicative of a more general reluctance among customers across the European markets – where respondents in general are less willing to pay a premium for British-made products.

Consumers in Asia and South Africa are also more willing to pay a premium. However, customers in South Korea are slightly less enthusiastic compared with those in China and India. Customers in the US lie in the middle.

Viewing the willingness to pay a premium by product, the results reveal that general food products and alcoholic beverages draw the highest average premium (5%), followed by homewares (4.4%). The lowest premium is the 1.9% attached to British-made gaming products – which aligns with the earlier statistic that gaming products also rank lowest when it comes to country of origin importance.

The bottom line

Positive views of Britishness
If we rank countries overall, we can clearly see the levels of premium overseas consumers are willing to pay for the Britishness of products:

<table>
<thead>
<tr>
<th>Country</th>
<th>Premium (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>8.1%</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>6.3%</td>
</tr>
<tr>
<td>China</td>
<td>5.8%</td>
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</tbody>
</table>

5% of the premium respondents are willing to pay on alcohol and food products.
Gross results
While the net results take account of responses of some customers in each market who have a negative perception of a British-made product, the gross results set out the average premium for only those customers who have a positive preference for a British-made product – across both product categories and individual country markets.

The results show that, among those customers who are positive towards British products, the largest positive premiums are, on average, attached to general food products (11.7%); alcoholic beverages (11.2%); homewares (10.4%); and automotives (10.2%). The lowest preference is attached to gaming products (8.1%) and soft drinks (7.9%). The most positive price premiums across all product types are from India (11.8%); the United Arab Emirates (10.9%); and the US (10.4%). The least positive are those from the Netherlands (7.6%), Germany (8.2%) and South Korea (8.3%).

Turning preference into profit
By segmenting markets to exclude those with a negative (or at least a non-positive) perception, much more value can be achieved across a wider range of product areas.

Our economic modelling reveals that around £3.5bn of additional value could be generated per annum through targeted market segmentation across the 10 countries included in our survey.

Within individual product categories, £2bn could be contributed by automotive, £970m by general food products and £415m by alcoholic beverages. Despite the growing opportunities in the East, the most significant source of value by country market currently remains the US (£1.2bn), followed by France and Germany.

Seizing the opportunity
The potential increase in value from trading with those countries that perceive British-made products as better value presents real opportunities for UK firms. Although trade with emerging countries presents more challenges than trade with established countries, the potential return on investment is also good there.

Keen to broaden UK trade horizons, the Government is supporting exporters looking to take advantage of entering new and emerging markets.

Practical guidance and support for export opportunities is made available to firms looking expand into new markets through the Department for International Trade’s dedicated export hub.

In the 2020 Budget, the Government also announced a £2bn increase in the lending capacity of UK Export Finance (UKEF) – the UK’s export credit agency – along with making permanent an additional £2bn announced in the 2018 Budget.

UKEF also now offers exporters access to the Export Development Guarantee (EDG), which helps them take advantage of high-value loan facilities for general working capital or capital expenditure purposes – making access to finance easier.

The Government’s new General Export Facility (GEF) also now provides partial guarantees to banks to help UK exporters more easily gain access to trade finance facilities.

Our study found that the greatest opportunities exist in the major emerging economies, such as China, India and the United Arab Emirates. But of course there are additional opportunities in other markets – not least the fast-growing economies and the aspirational middle-class in Africa and the Far East. These markets are also hungry for products that are ‘Made in Britain’, with the perception of quality and value that they portray.

Adding these potential trade partners to our list of export opportunities only elevates the scale of opportunity for UK businesses.

Largest estimated contributions by country

US £1.2bn
France £543m
Germany £538m
Ireland £410m
China £313m
Netherlands £197m
## Average gross premia by product and country (%)

<table>
<thead>
<tr>
<th>Product</th>
<th>Overall Average</th>
<th>US</th>
<th>Germany</th>
<th>France</th>
<th>Republic of Ireland</th>
<th>China</th>
<th>India</th>
<th>South Africa</th>
<th>UAE</th>
<th>Netherlands</th>
<th>South Korea</th>
</tr>
</thead>
<tbody>
<tr>
<td>General food products</td>
<td>11.7%</td>
<td>12.3%</td>
<td>10.3%</td>
<td>11.0%</td>
<td>10.2%</td>
<td>10.7%</td>
<td>13.8%</td>
<td>11.4%</td>
<td>13.4%</td>
<td>10.4%</td>
<td>10.6%</td>
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<tr>
<td>Alcoholic beverages</td>
<td>11.2%</td>
<td>11.6%</td>
<td>9.6%</td>
<td>10.3%</td>
<td>10.3%</td>
<td>10.9%</td>
<td>13.4%</td>
<td>11.0%</td>
<td>12.2%</td>
<td>9.8%</td>
<td>10.1%</td>
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<tr>
<td>Soft drinks</td>
<td>7.9%</td>
<td>9.2%</td>
<td>6.6%</td>
<td>7.3%</td>
<td>6.5%</td>
<td>6.6%</td>
<td>10.5%</td>
<td>7.4%</td>
<td>9.0%</td>
<td>5.9%</td>
<td>6.7%</td>
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<tr>
<td>Fashion items</td>
<td>8.9%</td>
<td>9.7%</td>
<td>7.2%</td>
<td>7.7%</td>
<td>7.4%</td>
<td>8.3%</td>
<td>11.6%</td>
<td>9.1%</td>
<td>10.4%</td>
<td>6.3%</td>
<td>7.6%</td>
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<tr>
<td>High-precision tools</td>
<td>8.6%</td>
<td>9.7%</td>
<td>7.7%</td>
<td>8.0%</td>
<td>7.5%</td>
<td>8.1%</td>
<td>10.6%</td>
<td>8.6%</td>
<td>9.4%</td>
<td>6.3%</td>
<td>7.1%</td>
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<tr>
<td>Automotives</td>
<td>10.2%</td>
<td>11.0%</td>
<td>8.2%</td>
<td>9.3%</td>
<td>8.9%</td>
<td>8.8%</td>
<td>12.1%</td>
<td>12.0%</td>
<td>11.5%</td>
<td>7.8%</td>
<td>8.5%</td>
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<tr>
<td>Homewares</td>
<td>10.4%</td>
<td>10.8%</td>
<td>9.5%</td>
<td>10.0%</td>
<td>9.2%</td>
<td>9.9%</td>
<td>12.2%</td>
<td>9.7%</td>
<td>12.0%</td>
<td>8.7%</td>
<td>9.1%</td>
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<tr>
<td>Gaming products</td>
<td>8.1%</td>
<td>9.1%</td>
<td>6.5%</td>
<td>7.1%</td>
<td>7.0%</td>
<td>6.8%</td>
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<td>7.7%</td>
<td>9.1%</td>
<td>5.7%</td>
<td>7.0%</td>
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<tr>
<td>Average</td>
<td>9.6%</td>
<td>10.4%</td>
<td>8.2%</td>
<td>8.8%</td>
<td>8.4%</td>
<td>8.8%</td>
<td>11.8%</td>
<td>9.6%</td>
<td>10.9%</td>
<td>7.6%</td>
<td>8.3%</td>
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</tbody>
</table>
### Average net premia by product and country (%)

<table>
<thead>
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<th>Overall Average</th>
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<th>Germany</th>
<th>France</th>
<th>Republic of Ireland</th>
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<th>India</th>
<th>South Africa</th>
<th>UAE</th>
<th>Netherlands</th>
<th>South Korea</th>
</tr>
</thead>
<tbody>
<tr>
<td>General food products</td>
<td>5.0%</td>
<td>4.9%</td>
<td>2.5%</td>
<td>1.9%</td>
<td>2.1%</td>
<td>8.1%</td>
<td>9.2%</td>
<td>5.9%</td>
<td>8.7%</td>
<td>2.2%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Alcoholic beverages</td>
<td>5.0%</td>
<td>5.2%</td>
<td>2.6%</td>
<td>2.9%</td>
<td>2.5%</td>
<td>8.0%</td>
<td>9.5%</td>
<td>6.5%</td>
<td>6.3%</td>
<td>2.1%</td>
<td>4.6%</td>
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<tr>
<td>Soft drinks</td>
<td>2.3%</td>
<td>2.4%</td>
<td>-0.3%</td>
<td>0.4%</td>
<td>0.4%</td>
<td>3.9%</td>
<td>6.6%</td>
<td>2.5%</td>
<td>4.8%</td>
<td>0.1%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Fashion items</td>
<td>3.8%</td>
<td>4.0%</td>
<td>1.1%</td>
<td>1.1%</td>
<td>1.7%</td>
<td>6.0%</td>
<td>8.6%</td>
<td>5.1%</td>
<td>6.7%</td>
<td>0.8%</td>
<td>3.3%</td>
</tr>
<tr>
<td>High-precision tools</td>
<td>3.3%</td>
<td>3.8%</td>
<td>1.2%</td>
<td>0.9%</td>
<td>1.7%</td>
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<td>Homewares</td>
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<td>7.4%</td>
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<tr>
<td>Gaming products</td>
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<td>0.5%</td>
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<tr>
<td>Average</td>
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<td>1.2%</td>
<td>1.3%</td>
<td>1.5%</td>
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Case study

Brand Britain: a gateway to new markets

British shoe brand Church’s 150-year heritage, together with a focus on quality and timeless products that can last a lifetime, is opening new doors in overseas markets.

While its parent company Prada is an instantly recognisable Italian fashion brand, Church’s, is very much an iconic ‘British’ shoe manufacturer. In fact, the company, officially established in 1873, still has strong roots in England’s shoe-making heartland, Northampton, where around 250 processes are used to make shoes in its historical factory.

It’s this heritage, together with a reputation for quality, timeless products and craftsmanship, that has helped it increase its export activity over recent years, says Anthony Romano, CEO, Church’s.

Exporting is not new to Church’s, he explains. “We began exporting overseas as early as 1896, opened our first store abroad in New York in 1929, and in 1984 we received the Queen’s Award for export. However, it was in the early 2000s that we really began to expand our global retail footprint.”

A great deal of the focus since has been on Asia and Europe. As such, Italy which is now Church’s biggest market outside the UK, followed by France, and is also its largest wholesale market. “However, we are also seeing growing demand for our products in Asia, notably Japan – which is our fourth biggest market and where we have five stores – China and South Korea.”
“We have increased our retail stores from 37 to 62 in the last 10 years, which has resulted in a much higher quality of distribution. It has also improved Church’s brand presentation and customer service, while an elevated offering of shoes to our customers has helped us increase our sales overseas by some 61% in the last 10 years.”

The markets where the brand has a robust performance share a culture for shoe craftsmanship and a true appreciation for English shoemaking in particular. Markets such as North America, the Middle East and China are growing in their knowledge and appreciation of English shoemaking. This growth in exports has been driven by an increased retail footprint and more recently by Church’s ecommerce channel.

**Good design lasts**

There is no doubt that a desire for ‘British-made’ goods is a large part of what’s driving demand for products in overseas markets, Romano believes.

“For us, the British-made attributes that appeal in particular are quality and craftsmanship – but also design,” he says. “Consumers want products that have a real tangible value, that stand the test of time from both a quality and design standpoint, but that are also innovative and evolving. British manufacturing is renowned for innovation as well as durability; Church’s has produced shoes that have lasted over 70 years, testimony to this very point. It is these attributes that enable Church’s to proudly fly the Brand Britain flag.

“I think the demand for British-made products is also proving inter-generational in many markets,” Romano adds. “We certainly see that in Europe and Japan, where parents and grandparents will introduce their children and grandchildren to our shoes at key life stages such as graduations, first jobs and weddings. This new generation of brand advocates see our shoes as a considered purchase, an investment for the future, in a timeless design.

**Consumers want products that have a real tangible value, that stand the test of time from both a quality and design standpoint, but that are also innovative and evolving.”**

**Future growth**

All of these attributes mean the company expects to continue to grow its overseas activities in the future, says Romano. “While the UK is the brand’s strongest market, it sees more opportunity and growth in those markets with lower penetration. In Europe and Japan, Church’s will continue to maintain its position of leadership. In those other markets, with a large luxury consumption and potential, the company will look to increase its market share – through wholesalers, as well as our own stores, targeted digital marketing campaigns and through ecommerce channels, too. Regardless of the channel, we certainly expect both our brand awareness and exports overseas to continue to grow,” he concludes.
Strategies for success

Having the right strategy in place can help British businesses take advantage of export opportunities to grow quickly.

Fly the flag
With such a high proportion of consumers showing a preference for British-made products and willing to pay a premium for them, displaying the British flag on your goods could increase preference to purchase.

Target markets
When researching potential markets for exports, consider the attitudes to British-made products and perceptions of ‘Made in Britain’ goods, and factor this into your market strategy alongside levels of competition, logistics and general product demand. It could improve the return on investment achievable.

Play to your marketing strengths
Consider the key attributes that each target market perceives with regards to British-made goods – whether they are most focused on quality, integrity or trust. Use these as part of your marketing communication strategy.

Price accordingly
How will the market’s attitude to British-made goods impact your pricing? Does the perceived added value of British products provide you with an opportunity to increase the price? And would discounting of price reduce the perceived quality of the product.

Scenario plan
Following a period of market volatility and uncertainty, scenario-planning is essential. Map out how your exports will perform under different circumstances in different markets. This will help you put plans in place to react to different developments – and communicating your plans to suppliers will also help give them confidence to support you as you grow.

Sources

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5 Financial Times (2021) ‘UK economists’ survey: recovery will be slower than in peer countries’ [Online]. Available at: ft.com/content/21abdaf0-b3b6-4cf9-93f2-007fc1b1b1c8
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