## KANTAR

## Hort Innowaiton

Introducing the Domestic Growth Framework

Australian Market Report
October 2022

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## Key Insights

## 1

## 6 Needs Pillars Drive <br> All Consumption Choices Convenience Are Table-stakes

All consumption of fresh produce is driven by 6 unchanging consumer needs:

1. Taste
2. Quick \& Easy
3. Healthy \&

Nutritious
4. Indulgence
5. Physical \& Mental Energy
6. Connection

3

## Meal Occasion has Advantages can

 the next Biggest Drive Growth in Influence on Choice 'Heartland' TerritoriesWhile the 6 Needs Pillars are the primary driver of commodity choice, the next most predictive factor that determines consumers' choice for fresh produce is Meal Occasion:

1. Breakfast
2. Lunch
3. Dinner
4. Dessert
5. Snack

## 4

Highlighting where commodities have a advantages in key territories can be leveraged to improve distinctivity and drive consumer choice

## Growth

Consumers cite poor quality as the most significant impediment to choosing fresh produce, and overcoming specific quality barriers is a necessity for most commodities to realise incremental growth opportunities

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While Taste and Quick \& Easy are an expectation for all consumption territories, growth opportunities exist for many commodities by distinctively delivering to 'Second Order' Needs


## Background

- To support and guide an approach to the delivery of industry-leading consumer insights, Hort Innovation developed a Consumer Insights Strategy 2022-2026 in late 2020.
- The Strategy identified three pillars of activity with the overall vision "By 2026, consumer understanding is at the heart of our thinking and actions."
- Our research proposal is aligned with the second strategic pillar: bringing consumers into focus and will be delivered through MT21003 Consumer Demand Spaces for Horticulture project outcomes.


## Objectives

- The objective of this project is to help Hort Innovation provide a foundational demand spaces framework for the horticulture sector.
- This framework will support levy players, industry stakeholders and value chain members in identifying "where to play" and "how to win" when seeking to engage consumers.
- The demand space foundational framework will support the identification and prioritisation of growth opportunities which will uncover tangible avenues for industry stakeholders and Hort Innovation to drive ongoing campaign and product development strategies to elevate demand for each category.


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## Approach



## 1. Audit \& Discovery

Project Kick Off Knowledge Audit Stakeholder Workshop

Outcomes from Phase 1:

- Clear understanding of key hypotheses and inputs into later stages of work and alignment on the knowledge gaps.



## 2. Localise \& Enrich

Qualitative Online Community

Outcomes from Phase 2:

- In-depth market understanding of occasion-based needs, identifying drivers, barriers, gaps and unmet needs across the Australian market for fresh produce.
- Key inputs into the quantitative phase.



## 3. Develop Growth Plan

Quantitative Demand Space Modelling Quantitative Emotive Reasoning (NeedScope ${ }^{1}$ )

Outcomes from Phase 3:

- Demand Space Model that maps all commodities, identifying 'Where-to-Play' and 'How-to Win'
- NeedScope ${ }^{1}$ framework that outlines the optimal emotive positioning for each commodity.



## 4. Align \& Embed

Assimilation and Debrief Workshops:

- Debrief
- Where-to-Play and How-to-Win

Outcomes from Phase 4:

- Aligned Team trained, engaged and ready to activate clear missions \& jobs to be done against prioritized horizons.
- A unified growth narrative tailored and fit for purpose for key stakeholder groups.


## Research Methodology

## Qualitative

- Online qualitative community
- Australia-wide with a cross-section of the general population
- $\mathrm{N}=40$ consumers
- $5 x$ day moderated
- Members spent approximately 4-5 hours contributing daily to individual and group discussions, reacting to stimulus and building detailed response feedback
- Totalling over $\mathbf{1 , 0 0 0}$ hours of responses from community members


## Quantitative

## Demand Space Model

- $N=4,000$, Australia wide, national representative sample
- 25 minute survey
- Category usage across fruit, veg and nuts
- Category usage across fruit, veg and nuts
- Primary or shared grocery buyer for household
- Asked about their own most recent consumption of two of the 31 commodities that they consume frequently



# It is the purchasing moments that play the biggest role in fresh produce selection, rather than consumption moments. 

Two key shifts in people's approach to food have impacted the role of fresh produce: role of regionality and role of meals.

## Shift 1: The role of regionality: from Australian to local

From: Proudly purchasing Australian produce


- Supporting Aussie farmers has long been a driver of purchasing, along with Australian produce being seen to be of better quality
- Australian produce provides reassurance of quality controls, better growing conditions and health of food overall

To: Proudly purchasing Local produce


- Supporting local farmers and areas, contributing to local communities and states. This is particularly prevalent in WA (Buy West, Eat Best campaign performing well).
- Moving more towards areas of regionality where certain produce shines (similar to wine) e.g. Riverina Apples

Shift 2: The changing role of meals: Breakfast and Dinner play a bigger role

From: Lunch punctuating the day


- Something that involved effort, either through planning and preparing something prior to leaving home or purchasing at work
- Provided people an opportunity to break up their day by stepping away from the workplace, particularly if going out to buy lunch
- Breakfast was often quick and on the go, dinner something low effort so lunch was more of a treat

To: Breakfast and Dinner being the heroes


- Movement to working from home means people grab and go from whatever's in the fridge, rarely is lunch purchased
- Breakfast and dinner play a bigger role, more care and consideration goes into preparation as there is more time at the bookends of the work day


# Early imprints of produce also play a critical role in how consumers approach fruits, vegetables and nuts. 

## Childhood experiences and early imprints of food impact individual repertoire and engagement with fresh produce

What people were exposed to when they were young, in particular what fresh produce was used (and how) largely sets people up for how they use it as they get older.

People who've become more engaged with food and/or cooking tend to be the exception. They've made an effort to broaden their horizons, inspired by recipes or other experiences.


4 This is food I grew up with, so have eaten it all my life. I suppose that's why I eat more of these than of other vegetables. They're my staples for roasts and just yummy."
 well in most recipes and meals that I make, and there's some that are interchangeable, like sweet potato instead of potato so (I know things will always turn out alright."

## When selecting what to eat, people are limited by what's available to them, rarely do they seek out something specific

Few people are set on a particular piece of produce when they have a consumption moment, rather they choose what works for the moment that they're in based on what's readily available.

Ultimately, while the choice in the moment of consumption is important, the bigger decision comes in the purchase moment.

## People tend to shop based on the type of meals they expect to have, with a healthy dose of flexibility.

## While people may not know exactly what they're going to purchase, they broadly know the types of produce they need or intend to buy.

Most people are habitual in both their consumption and shopping choices, and therefore have a set repertoire based upon the type of meals they're going to have over the community days/week.
This allows them to then make a choice for the best value at the time.


## Groceries are overwhelmingly purchased in store at a supermarket

Nearly 1 in 5 consumers get fresh produce from a green grocer


## Over half of consumers are spending between $\mathbf{\$ 1 0 0} \mathbf{- \$ 2 0 0}$ a week on groceries

Consumers estimate that about $35 \%$ of their weekly grocery bill is spent on produce

In a typical week, how much do you spend on groceries?


35\%

Estimated share of grocery cost spent on fresh produce specifically in a typical week

## Consumers like to use a list, although they are open to spontaneous purchases

 Attitudes towards new and different items differ across the consumer baseWhich would you say describes your shop when shopping...


Alone


With a partner or other adult family member


With kids

I decided what to buy spontaneously

- I had a rough idea of what I would be buying beforehand

I I had a shopping list but I also made spontaneous purchases
■ I knew exactly what I would be buying beforehand / I shopped from a shopping list

When shopping for fresh produce do you...


- Buy the same few items each time

Often buy a variety of new / different things

- Mostly buy the same items but try a few new/different things


## Price aside, the biggest purchase drivers are Australian grown and in season

Consumers are hesitant to try new items without a recipe or knowledge of how to prepare it

When shopping for fresh produce what determines your choice?


What would encourage you to purchase fresh produce you wouldn't normally buy?


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## Locality and sustainability are what consumers are looking for from groceries

Dietary claims like Vegan and Gluten-free are less important to most consumers


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## What can the Demand Space framework do?

## Represent a total Australian market map of commodity consumption that shows where commodities are strong today, and could grow in the future.

## Additionally:

## Diagnostics

Understanding the consumption landscape of fresh produce, quantifying demand, and where some commodities have advantages over others.
Understanding drivers and barriers within key consumption territories.

## Competitive Mapping

Identify the distinct consumption territories that certain commodities can deliver against.
Map the commodities' performance compared to substitutes, and their relative performance.

## Opportunity

 IdentificationDefining 'Where to Play' Identifying which consumption territories will unlock growth for certain commodities.

## Activation

## Guidelines

Guiding stakeholders on 'How to Win', and what consumers are looking for in key consumption territories.
Identify best in class
commodities to understand why and how they are winning.

## How did we build it?

## Key Inputs

What We Used...

- Commodity Consumption Frequency (Z6)
- Meal Occasion (C2)
- Occasion Needs (C8)


## $N$ Advanced Analysis

What We Did...

- Principle Component Analysis
- Cluster Analysis
- Correspondence Mapping
- Qualitative Validation


What We Got...

- 6 Needs Pillars
- 5 Meal Occasions

Demand
Space
Framework

## We have identified 6 needs pillars, born of unchanging consumer needs that drive consumption choices of fresh produce



## Needs Pillars

## In over half of all fresh produce occasions consumers are in search of something Tasty and Quick \& Easy



## The 6 needs pillars form the first of two dimensions that make up our Demand Space framework



Tasty


Quick \& Easy


Healthy \& Nutritious


Indulgence


Physical \& Mental Energy

All about: Comfort, Relaxation and Self Care

All about: Energy, Uplift, and Reinvigoration


Connection

All about: Taste, Refreshment, and Enjoyment

All about: Convenience Simplicity, and Ease

All about: Guilt-free, Nourishing and Sensible

All about: Bonding, Celebration and Creating Memories

The meal occasion has the biggest influence on commodity choice, making it a natural second dimension of the Demand Space framework


## Fruit by consumption occasion

Snack Occasions are 52\% of Pear occasions, which is an over-representation vs $49 \%$ for All Fruit


## Demand Spaces

## Demand Space Framework



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## Demand Spaces

## The Needs Pillars vary in importance across Meal Occasions



## Demand Space Framework

The Demand Space framework provides a map of the landscape through which we can understand the role commodities plays now and into the future


Fruits today are showing up strongly in the Snacking space, particularly meeting the needs of Tasty and Quick \& Easy

Veg today plays primarily in the Dinner space meeting the primary needs of taste and convenience while being Healthy \& Nutritious

Nuts play today firmly in the Snacking space and are Quick \& Easy, Indulgent and

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## Commodities In Scope

This study covers 31 commodities that can be mapped on the Demand Space framework to identify current and future opportunities


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## Content for Each Commodity

## What's included for each commodity?



Drivers/Barriers/Substitutes


Light v Heavy Consumers



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## Pear

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Pear occasions are similar to all Fruit occasions, with a skew towards Snacks and most likely to be eaten fresh on its own

When did you consume...


When you typically buy or eat pears do you prefer a specific variety?


How did you eat...


Pears, like most fruit, are mostly consumed at Home. People eat Pears when they're having a meal or during downtime like watching TV or relaxing.

Where did you consume...


What were you doing when you consumed...


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When choosing a Pear, consumers are looking for refreshing taste, sweetness and convenience

Key Functional Needs



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The most significant barriers for Pears are bruising and shelf-life. They are also challenged by quality issues and messiness, but not much more so than other fruit.

Key Barriers


Key Substitutes


Like all fruit, Mangos are highly substitutable, with the large categories like Apples and Bananas being easy alternatives. Other snack foods like icecream and yoghurt have an expected substitutability for Pear buyers.

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## Pear Usage

Frequent and Infrequent Pear consumers share the same Fruit consumption occasions and have the same consumption needs.
Infrequent Pear consumers tend slightly towards Quick \& Easy, yet still have a need for Tasty and Nutritious.

Pear Consumer Types - All Fruit
Occasions


Pear Consumer Types Fruit Consumption Needs

■ Snack

- Dessert

■ Dinner
■ Lunch
■ Breakfast
■ Frequent Pear Consumers ■ Infrequent Pear Consumers


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## ゆ The Pear Territories

Pears have a strong advantage in the Quick \& Easy Snacking space and a secondary advantage as a Tasty and Physical \& Mental Energy snack


## Pear Advantages

Below are the key territories in which Pears have an advantage over other Fruit. The competitors are those for which these territories are also prevalent. Highlighted attributes are those in which Pears over-index.

|  | Tasty | Quick \& Easy | Snack |
| :---: | :---: | :---: | :---: |
| Key Needs <br> (large and/or over-index occasion needs, corresponding Pear strengths are highlighted) | - Really tasty <br> - Refreshing <br> - Everyone will eat | - Quick \& easy <br> - Requires little thought <br> - Consume on the go | - Quick \& easy <br> - Refreshing <br> - Satisfy a craving |
| Key Competitors <br> (territory of equivalent size within category occasions) | Table Grapes Apple | Banana Apple Table Grapes Nashi Pear | Apple Table Grapes Nashi Pear |



## Competitive Review

## Benefits

| Pear | Refreshing. Sweet. Quick \& easy. <br> Fresh/Light. Contains fibre. Consume on <br> the go. Aids digestion. | Bruises easily. Goes off too quickly. Too messy. <br> State of ripeness in store. More exciting <br> alternatives. |
| :--- | :--- | :--- |
| Table Grapes | Refreshing. Sweet. Light. Consume on the <br> go. | Expensive. Poor quality. |
| Apple | Refreshing. Quick \& easy. Light. Sweet. <br> Consume on the go. Filling. Contains <br> fibre. | Bruises easily. Poor quality. More exciting <br> alternatives. |
| Banana | Quick \& Easy. Filling. Consume on the go. | Goes off too quickly. Bruises easily. State of <br> ripeness in store. |
| Nashi Pear | Refreshing. Sweet. Quick \& easy. Light. <br> Enhances flavour. Aids digestion. | Too messy. Not liked by the whole household. <br> Poor quality. |

## Barriers

Bruises easily. Goes off too quickly. Too messy. State of ripeness in store. More exciting alternatives.
ruises easily. Poor quality. More exciting alternatives.

Goes off too quickly. Bruises easily. State of

Too messy. Not liked by the whole household. Poor quality.


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## Report Guidelines

## How to use this report

Slide 43: Category Drivers

| When consuming a Mango, consumers are looking for refreshing taste, sweetness |
| :--- | :--- | :--- | :--- | :--- |
| and freshness/lightness, more so than with other fruit |

## How we ask the question

Respondents who have consumed the commodity in the last 4 weeks are asked to describe the last occasion on which they consumed the commodity. They selected the top 3-5 reasons that they chose to consume the commodity.

## How to read the data

The charts provide the \% who selected each reason for choosing the commodity. The higher and lower than average bars indicate higher and lower \% scores for the commodity vs. the average of all fruit.

## How to use the data

Attributes that have high scores are the most important reasons that people choose the commodity. Attributes that are higher than average are strengths for the commodity vs other fruit sub categories.

## Report Guidelines

## How to use this report

Slide 44：Category Barriers

| The most significant barriers for Mango purchase are cost and how messy they are． They are also challenged by ripeness and quality，but no more so than other fruit． |  |  |
| :---: | :---: | :---: |
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## How we ask the question

Respondents who have consumed the commodity in the last 4 weeks are asked to describe the last occasion on which they consumed the commodity．They were asked to select all the reasons they may not choose the commodity in that same occasion．

## How to read the data

The charts provide the \％who selected each reason they may not choose The commodity．The higher and lower than average bars indicate higher and lower $\%$ scores for the commodity vs．the average of all fruit．

## How to use the data

Attributes that have high scores are the most important reasons that people don＇t choose the commodity．Attributes that are higher than average are bigger barriers for the commodity than for other fruit．Attributes that are lower than average are smaller barriers for the commodity than other fruit．

## Report Guidelines

## How to use this report

Slide 45: Light v Heavy Users


## How we ask the question

Respondents who have consumed the commodity in the last 4 weeks are asked to describe the last occasion on which they consumed the commodity. They were asked to select all the reasons they may not choose the commodity in that same occasion.

## How to read the data

The charts provide when consumers last ate the commodity and the \% who selected each reason for choosing the commodity.
The charts show light users vs heavy user. Heavy users eat the commodity at least once a fortnight. Light users eat the commodity once a month or less.

## How to use the data

Attributes that have high scores are the most important reasons that people choose the commodity.

## Report Guidelines

## How to use this report

Slide 46: Category Territories

| 4 $\mathbf{q}$ The Mango Territories |
| :--- |
| Mango have a strong advantage as a Tasty and Convenient Dessert compared |
| to other fruit |

## How we ask the question

Respondents who have consumed the commodity in the last 4 weeks are asked to describe the last occasion on which they consumed the commodity. They selected the top 3-5 reasons that they chose to consume the commodity. Using an understanding of their occasion and their needs, we map the commodities 'territories' against the Horticulture Demand Framework.

## How to read the data

This provides the \% of all the commodity's needs and occasions. As respondents had an average 2.2 needs for every occasion, the numbers add up to more than $100 \%$. The green and red bars indicate respectively higher and lower \%'s for the commodity compared to the average of all fruit.

## How to use the data

High \%'s are the largest demand territories for the commodity. Territories that are higher than average are strengths for the commodity vs other fruit sub categories. Territories that are lower than average are weaknesses for the commodity vs other fruit sub categories.


## Tasty

We all have to eat, right? But if I'm going to really satisfy my hunger I need something that is super tasty, that tantalizes my tastebuds and stimulates all my senses.

Food should always be satisfying with a refreshing buzz that even the pickiest of eaters in the household will eat!

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Tasty
Needs to deliver...

## A refreshing sensory experience that promises delicious and consistent tastes that everyone loves



Really Tasty
Produce that provides a great sensory experience


Refreshing
Produce that refreshes the palate


Everyone will eat it
Produce that I know everyone in my house will like and eat

## Tasty

(2). What?

Food is seen as a pleasure rather than a fuel

(c) When?

Table stakes for all meal occasions - heightened for weekend dinners


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## Quick \& Easy

We're about to head out and we need a snack that we can eat while we're on the go - it's been a busy day so it's going to have to be something we already have in the fruit bowl.

I'm getting hungry and thinking about dinner but I can't be bothered to cook. I need something that is quick \& easy, that I've made a million times and that doesn't require much thought - I'm thinking omelettes!

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Quick \& Easy
Needs to deliver...

## A convenient experience that doesn't require much thought or preparation and good to go



Quick \& Easy

Produce that requires little to no preparation


Doesn't require much thought

Produce I know what to do with


Can consume on the go

Produce that is good for eating on the go


Already had it available

Produce that is readily available at home/work

## Quick \& Easy

(6.) What?

I'm not in the mood to cook and often eat the same thing out of habit

(t) When?

Most important for those snacking moments - and also weekday dinners


## R3 With whom?

Typically on my own


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## Healthy \& Nutritid

Your health is your wealth and so I really try and focus on making sure I cram my body full of all the goodness it needs with three healthy meals a day.

I make sure to be careful with what I eat during the week ensuring I meet certain macro nutritional goals to help maintain my weight as I get older. This also means I can indulge a little on the weekend and not feel guilty about it!

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## A guilt-free experience that provides me all the goodness my body needs



Nutrition my mind/body needs

Produce that provides the nutrition my body needs to thrive


Guilt-free

Produce that I don't have to feel guilty about eating


Weight management

Produce that helps me manage my weight


## Nutritional goals

Produce that helps me meet my macro/nutritional goals

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## Healthy \& Nutritious

(6.) What are you looking for?

I prefer to eat more vegetables \& less meat

(c) When?

Most important for main meals - particularly during the work week

With whom?

Typically
on my own


## Indulgence

Food can be such a pleasure and life is for enjoying! When you've had a long week there is nothing better than making a dish close to your heart whether that's my grandma's apple pie or my partner's favourite pasta.

It's a moment to treat yourself and unwind from the week. And when you are craving something close to your heart nothing else quite hits the spot!

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## Indulgence

Needs to deliver...

## An indulgent experience that provides me with a moment of pure pleasure and comfort



Treat myself or others

Produce that feels like an indulgence


Satisfy a craving

Produce that satisfies what my body is craving


Relax \& Unwind

Produce that helps me relax and unwind


## Comforting

Produce that provides comfort or is nostalgic

## Indulgence

(2.) What?

I'm happy to pay a premium for quality food in this moment

(c) When?

Most prevalent when eating dessert \& snacking


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## Physical \& Menta

 EnergyI make sure to start my day with a breakfast that will provide me with long sustaining energy to see me through my busy day at work.

By mid afternoon my motivation is dwindling. My stomach is rumbling and I am craving a snack. I need something that will satisfy my hunger and give me that burst of energy to make it through the rest of my work day.

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Needs to deliver...

## An reinvigorating experience that fuels my body and provides me with the energy I need



Quick energy boost

Produce that provides an immediate burst of energy


## Long lasting energy

Produce that gives me a sustained energy boost


## Stops

hunger
Produce that stops me feeling hungry

## Physical \& Mental Energy

(2.) What?

In this moment, food is a fuel more than a pleasure

(c) When?

Breakfasts, snacks and sometimes lunch - particularly during the week


## 83 With whom?

Most commonly on my
OWn


## Connection

Is there anything better than connecting over a meal with the ones you love? Food has such a great way of bringing people together.

I love the festive season for exactly this reason! Some of my favourite foods come into season and I get to enjoy and explore new and different flavours that we don't usually eat in our regular meals

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Connection
Needs to deliver...

## A unifying experience that creates a special moment with something a bit different



Good for sharing

Produce that is good for a crowd


Create a special moment

Produce that makes a moment more special


Festive

Produce that is celebratory of the moment


## New \& different

Produce that provides new or different tastes and flavours

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## Connection

(2). What?

In this moment I enjoy trying new tastes \& cuisines



## サ Breakfast

## At Breakfast time Needs skew towards Convenience and Health



## サ Lunch

## Lunch is about being sensible - Energy, Health and Convenience trump



## $4 \|$ Dinner

## Dinner needs to be liked by everyone in the household



## ゆ| Dessert

## Dessert is all about Connecting and Indulging



## サ Snacks

## Snacks need a feeling of Indulgence while being Quick \& Easy



