Lumina Intelligence

July 2023

Lumina Intelligence Convenience & Wholesale Market Report



The cost of doing business is an increasing pressure



Legislation

Extended Producer Responsibility – Eligible businesses are those who place 25 tonnes on the market and turnover +£1m. A ban on plastic plates, cutlery, cups etc. was expected to be coming in from 2024. The Grocer announced in July 2023 that it is at risk of being shelved until 2025.

Deposit Return Scheme – implementation in Scotland has been delayed until October 2025. The Grocer has noted that this is also at risk of being shelved. A plan for an England and Wales rollout remains to be seen.

HFSS – HFSS promotion restrictions delayed until 2025, there are views that these have been shelved and that a labour government is also unlikely to act.

Potential vape legislation - the Government is looking at vapes from a health and sustainability viewpoint.

Business/global

Global trade – Global factors including China and Ukraine conflict. The Windsor framework and border checks coming in from October 2023.

Living wage – Government has set a target of £11.08 an hour by 2024, these increasing costs drives inflation and costs for businesses.

Food price inflation – CMA is investigating prices including in the wholesale sector as Government raised concerns about profiteering. It is expected to fall over the coming months.

Energy costs – Global crisis is leading to higher prices. There has been limited Government support and planning restrictions.

Source: FWD, July 2023

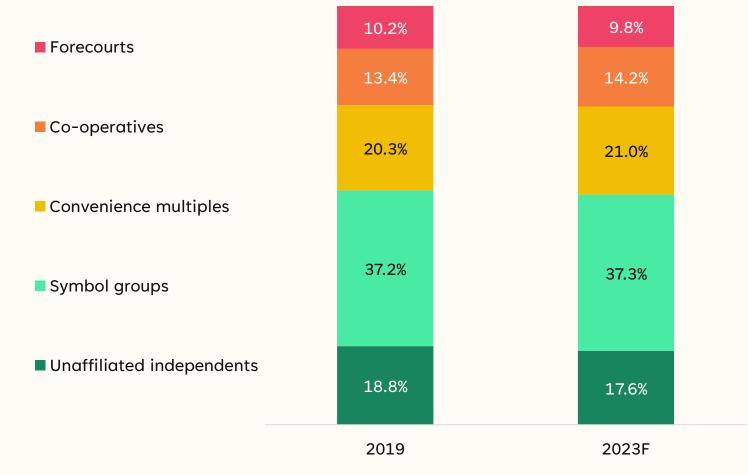




Symbol groups grow market share amid strong post pandemic performance

Symbol retailers have been able to capitalise on additional shoppers attained throughout the pandemic to retain market share. Some shoppers will be prioritising local convenience as a way to shop little and often and reduce food waste.

Multiples have been able to leverage scope to push value propositions throughout the cost of living crisis alongside continued strong outlet growth.



Source: Lumina Intelligence, July 2023

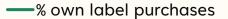


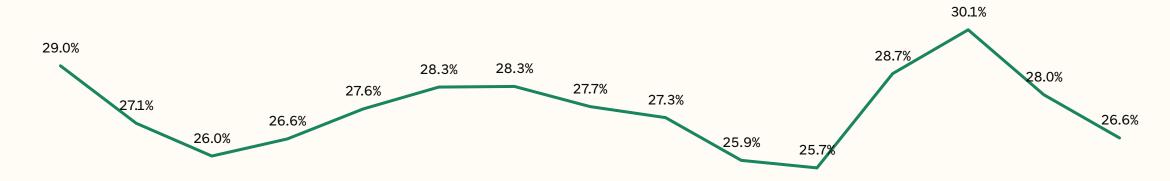
Increased cost of living drives own label purchasing



Own label purchasing peaked in April 2023. Shoppers are switching from branded to own label to save money. Brands should emphasise trust, quality and comfort credentials in marketing as shoppers are also seeking treats.







4WE 01/05/22 29/05/22 26/06/22 24/07/22 21/08/22 18/09/22 16/10/22 13/11/22 11/12/22 08/01/23 05/02/23 05/03/23 02/04/23 30/04/23 28/05/23

Source: Lumina Intelligence Convenience Tracking Programme, data collected 4WE 01/05/22 - 4WE 28/05/23

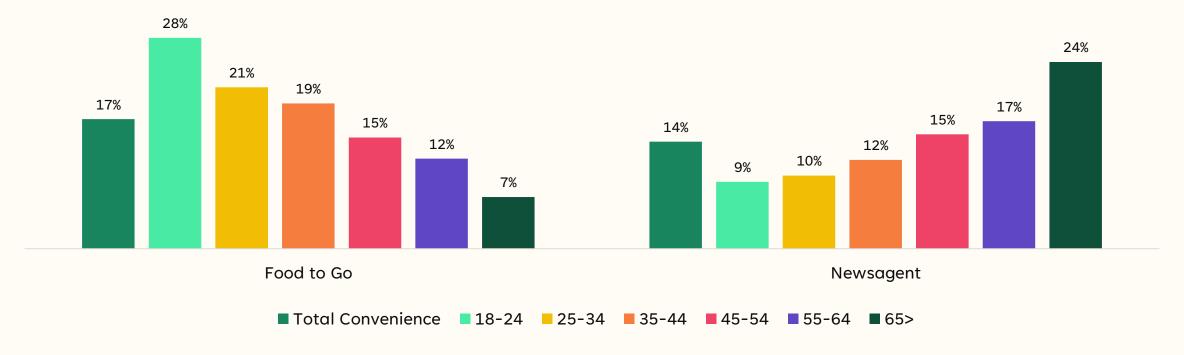


Food to go and newsagent missions by age demonstrates the extremes of the convenience channel



Differing drivers to store is linked to different shopper needs. Younger shoppers are more likely to be transient and visit convenience stores when on the go and looking for quick meal solutions. Locality is more important to older shoppers and this demographic are most likely to visit on a newsagent mission.

Missions



Source: Lumina Intelligence Convenience Tracking Programme, data collected 12WE 28/05/23

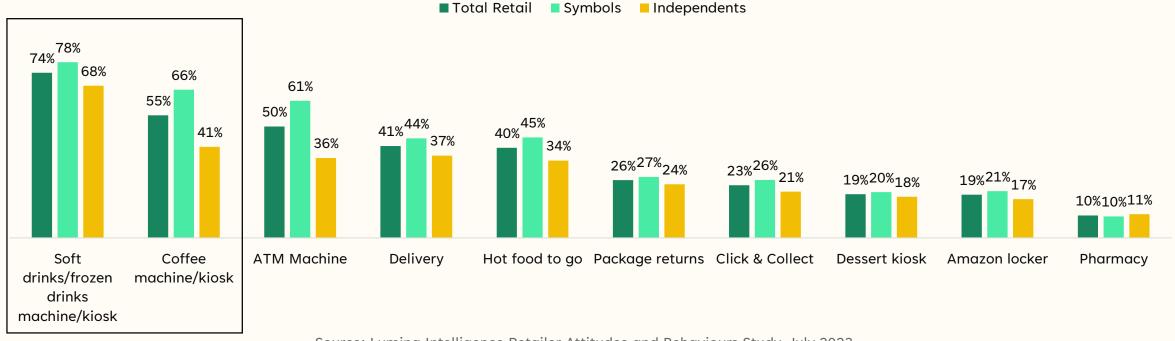


Soft drinks and coffee machines most common services



Soft drinks and coffee kiosks are the most common services offered in convenience stores as these drive footfall and give the opportunity for retailers to compete with foodservice outlets. Symbol retailers over-index in most of the services offered as they have greater investment capabilities, support and guidance from their groups compared to independents.

Q: Which of the following services/products do you offer?



Source: Lumina Intelligence Retailer Attitudes and Behaviours Study, July 2023



Market Context

Recession And Inflation

UK Recession Forecast 2023

Consumer Confidence

Divergence Between Inflation
And Wage Growth

Key Metrics Impacting Shoppers

Rail Strikes And Footfall Recovery

Cost of Doing Business

Mega Trends Impacting the Sector

Convenience Market Performance

Inflation Driving Growth in Convenience

Convenience Market Segment Definitions

Inflation and Market Growth in 2022

Convenience Forecast, 2023F

Convenience Market Growth Drivers, 2023F

Convenience Market Growth Inhibitors, 2023F

Convenience Market Performance Continued

Convenience Multiples Driving Growth, 2023F

Symbol Groups Grow Market
Share

Heightened Inflation Fuels
Growth

Convenience Competitor Landscape

Retailers Innovate to
Differentiate Convenience

Leading Largest Retailer

Top 10 Fascia Profiles by Outlets

Leading Symbol Group

Four out of Five Convenience Multiples See Growth

Company Expected to see growth

Retailers Diversifying Formats to Differentiate



Convenience Competitor Landscape Continued

Food to Go Innovation Example

Technology and
Digitalisation Innovation
Examples

Delivery Innovation Examples

Sustainability as a Driver of Innovation

Convenience Shopper Overview and Demographics

Demand for Food to go

Record Flood Inflation

Remaining Convenience Shoppers

Average Spend Growth

Examples of Expanded Ranges Driving Basket Increases on Key Categories

Value Scrutiny

Young Shoppers Seeking Value and Experience

Convenience Shopper Overview and Demographics Continued

Key Convenience Missions for 2023

Growth Drivers in Planned
Top Up and Food To Go

Oldham Forecourt and Social Media Presence

Retailers Premiumise Dessert Offerings

Snacking Gains Dominance

MrBeast Feastables: The next 'Prime'

Convenience Shopper Overview and Demographics Continued

Opportunity to Target To-Go Occasions

Increased Cost of Living and Own Label Purchasing

Household Staples VS Own Label Purchases

How Brands Compete with Own Label

Drivers for Convenience Store Visits



Convenience Shopper Overview and Demographics Continued

Innovative Soft Drink Solutions

Symbols & Independents vs Managed in Chilled Categories

Families and Promotions

Different Mechanisms Required to Drive Impulse Purchasing

Warm Weather and Impulse Purchasing

Convenience Shopper Overview and Demographics Continued

Non-smokers Grow as More Quit

Category Reducing Alcohol and Smoking Consumption

Packet Sizes for Vegetarian and Vegan Products

Convenience Shopper Demographic Deep Dive

Age Group Difference Highlight Future for Convenience

What Convenience Shoppers
Look Like

Younger Families' Share in Convenience

Category as Key Focus to Maintain

Younger Families' Share in Symbols and Independents

Convenience Shopper Demographic Deep Dive Continued

Symbols and Independents Use

Convenience's Role for Different Age Groups

Food To Go and Newsagent Missions by Age

Major Footfall Driver Across All Age Groups

Impacts on Younger Shoppers

Experience vs Sustainability



Convenience Shopper Demographic Deep Dive Continued

Supplier Activation Focus on Sustainability

Convenience Retailers'

Important Hours for Younger Shoppers

Older Shoppers Inclination to Impulsive Shopping

What 18-34 Buy on Impulse and Why

Younger Shoppers Deal Hunting Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale

Increasing Cost of Doing
Business

Wholesale Market: Operator Opportunities

Wholesale Market: Operator Challenges

Leading Wholesaler's Financials 2019-2023F

Leading Wholesaler Value by Sub-Category

Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale Continued

Wholesale Profiles – Unitas

Wholesale Profiles – Booker

Wholesale Profiles – Costco

Wholesale Profiles – SPAR

Wholesale Profiles – Bestway

Wholesale Profiles – CoOp/Nisa

Wholesale Profiles - Brakes

Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale Continued

Wholesale Profiles – Bidfood

Methodology & Objectives

Energy Costs and Inflation

Major Business Concern in 2023

Plans to Support Wholesale

Retailers Increasing Prices

Suppliers and Wholesalers
Support Retailers



Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale Continued

Rising Costs and Promotions

Delivery Usage Post-Pandemic

Buying on Promotion YOY

Customer Demand and Promotions

Bestway Tailored Promotions

Shopping Through Digital Platforms

Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale Continued

Digital Platforms and Customer Experience

Depot Shopping

Digitalisation of Shopper Journey

Ease and Speed on Online Platforms

Search Function Refinements

Value of Own-Label

Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale Continued

Soft Drinks Contribution to Sales

Key Driver of Store Footfall

Tobacco Products Sales for Symbols

Key Profit Generator for Symbols

What Do Retailers Think?

Preferred Category in PMPs

Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale Continued

Favourite PMP Categories Reveal Opportunities

Soft Drinks and Coffee Machines

Top Priority for Independents

Symbols and Investing

Refurbishment of Stores Delayed

Retailers Priorities



Wholesale Market
Landscape and
Retailer Attitudes &
Behaviours in
Wholesale Continued

Symbols and their Profit Margins

Positive Sentiment in Future Expectations for Profit

Future Outlook

Convenience Value Forecast 2026F

UK Economic Indicators in 2024

Convenience Value Forecast in 2026F

Convenience Market Growth Drivers, 2023F-2026F

Convenience Market Growth Inhibitors, 2023F-2026F

Key Convenience Market Developments 2023F-2026F

Future Outlook

The Future: Differentiated Destination Categories

The Future: Legislation

The Future: Technology &

Digitalisation

The Future: Wellbeing of Convenience Retailers



Lumina Intelligence

To learn more about how Lumina Intelligence can support you, please get in touch using the contact details provided below.

Get in touch

Holly Franklin

07940466301

www.lumina-intelligence.com

holly.franklin@lumina-intelligence.com

www.lumina-intelligence.com