



Up &
Coming

Markets:
Mining the Mega-Market
Re-Direction

It's anything but business as usual in the market these days, so understanding the new rules, roles and market boundaries consumers are imposing on supplements, functional foods/beverages and natural remedies will be the key to future success.

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Although seven in 10 (69%) U.S. adults are actively working to improve their physical health and half (52%) are trying to incorporate wellness goals/concerns into their daily routines—per Packaged Facts’ 2011 Consumer Insights Study¹⁷—new mega trends toward “naturally functional/inherent goodness,” heightened FDA, FTC and EU claim scrutiny and concern over the effectiveness and safety of some supplements (even among core users) are re-setting market priorities and product criteria for good.

According to the Hartman Group’s “2010 Reimagining Health & Nutrition Study²,” ethnographically, supplement use appears to be waning—especially among core users; but all is not lost yet². While core users report limiting the number of supplements they take daily due to pervasive doubts about bioavailability, a belief that nutrients in food are best and concern over the long-term effects of supplementation on digestion, they continue to use them—rather than over-the-counter (OTC) and Rx medications—to treat/manage health conditions.

Although consumers are using food as a preventative, proactive way to deal with health conditions, it’s not simply about a shift to food and natural nutrients. According to Hartman, “once it’s too late,” food becomes relegated to a secondary wellness tool, although it is still considered essential to treating the issue longer term².

A New Attitude

Several years of a tough economy and the U.S. healthcare crisis have finally forced consumers to embrace healthy/preventative behaviors as a necessary cost-saving measure longer term—a new and powerful motivator³. SymphonyIRI (IRI) reports that 81% of shoppers are making a “strong/some effort” to save on medical expenses by staying healthy³.

Even if the economy improves, 88% of adults plan to visit doctors less and self-treat more⁴. A new need among do-it-yourselfers to have the right healthcare product on hand will also help ensure steady sales⁵. MD-alternative products

(e.g., Plan B One Step contraceptives) were among the best-selling new healthcare products last year per SymphonyIRI⁵. Consumers have also cut back on spa visits, so products that deliver professional results at home are in high demand⁵.

Fear of side effects, FDA recalls/warnings and high prices prompted eight in 10 (82%) shoppers to try and limit their use of traditional over-the-counter (OTC) medications; one-quarter replaced Rx prescriptions with OTCs in 2010^{3,4,6}.

More than one-quarter (26%) of adults successfully used a natural alternative remedy in 2010; 55% have not but are interested in doing so⁷. IRI reports interest in natural/alternative remedies index 171 vs. traditional OTCs⁷.

Homeopathic sales reached \$960 million in 2010; homeopathic supplements \$130 million, according to the *Nutrition Business Journal (NBJ)*⁸. Laxatives, sleep aids, ear, cough/cold and children’s remedies are among the fastest growing categories⁹.

Traditional Chinese medicine service revenue soared over \$5 billion in 2010, supplements \$430 million; Ayurvedic services \$160 million and supplements \$30 million⁸.

Consumers are also looking for more multiple-use products⁵. More than three-quarters (76%) of last year’s best-selling new non-food healthcare products claimed improved effectiveness—73% new technology, 52% a superior process, 31% new/unique formula, 28% convenience/portability, 19% natural/organic, 14% added nutrients and 11% aromatherapy/therapeutic⁵. Long-lasting and faster-relief were important to three-quarters of adults⁴.

Clean labels are increasingly important across food, supplement and OTC products. In OTC, which includes supplements, purity/healthfulness is a key selection factor for 42%; lack of chemicals/irritants 31%⁷. Packaged Facts reports “natural,” “no gluten,” “vegetarian,” “no preservatives” and “no artificial colors/flavors” were the top package tags/claims on vitamins/minerals supplements last year¹⁰.

Hartman reports that 52% of adults made a deliberate effort to avoid preservatives last year; 47% artificial flavors; 44% colors/dyes². In 2010, 44% avoided aspartame/saccharin, 32% sucralose, 22%

natural sweeteners other than sugar and 14% stevia^{2,11}.

FMI found only 6% of shoppers to be very comfortable with food and/or ingredients from China or Southeast Asia. Meanwhile, 71% are “very/extremely” concerned with products from China; 51% Southeast Asia^{12,13}. Whenever possible, data show products should state “Made in the USA¹⁴.”

In 2010, health/beauty products racked up \$1.5 billion in convenience store sales¹⁵, while practitioner supplement sales reached more than \$2 billion⁸.

Think small. Health-driven items positioned at checkout lanes represent another virtually untapped opportunity. Moreover, retailers, especially chain drug stores, are driving traffic and creating differentiation with niche brands. Gold Bond, Zicam, Dulcolax, Icy Hot, Physicians Formula and Airborne were all on the top 20 list of niche brands in food, drug and mass merchandisers in 2010¹⁶.

Lastly, third party endorsements (e.g., MD, pharmacists and third party certified claims) are back in vogue¹⁷. In addition, Non-GMO verified food sales hit \$472 million in 2010, up 25%.

Supplement Strategies

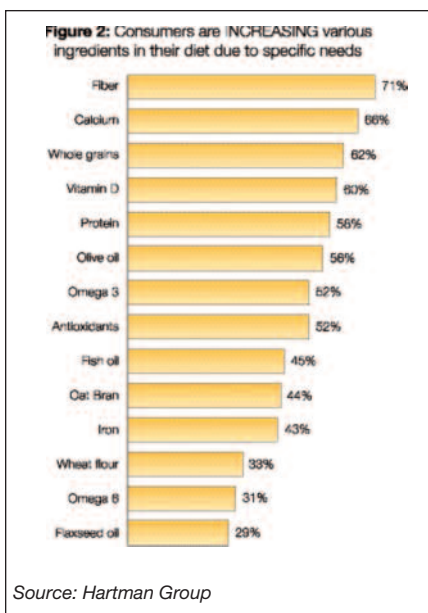
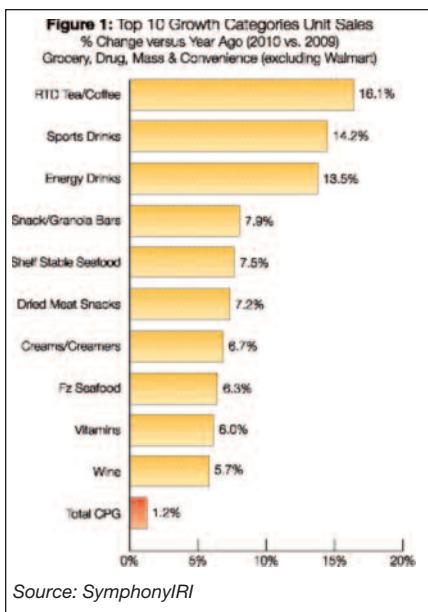
Sales of dietary supplements reached more than \$28 billion in 2010, up 4% over 2009 per *NBJ*¹⁸; 63% regularly took a dietary supplement¹⁰.

In FDMx and convenience stores, excluding Wal-Mart (FDMxC), vitamins/supplements were the 9th fastest growing category in unit sales in 2010; beverages topped the list (see *Figure 1*)¹⁹. “Vitamins” were #1 in the healthcare category; weight control/nutritional liquids/powders were also top performers¹⁹.

Multivitamins remain the most popu-

This article in a nutshell:

- A new attitude
- Supplement strategies
- Group therapy
- Nutrients naturally
- A functional future
- Condition specific



lar supplement followed by calcium, omega 3, vitamin C and D¹⁰. Vitamins/minerals (\$12 billion) represent the largest sector; vitamin D was the star performer in 2010, at \$550 million¹⁸.

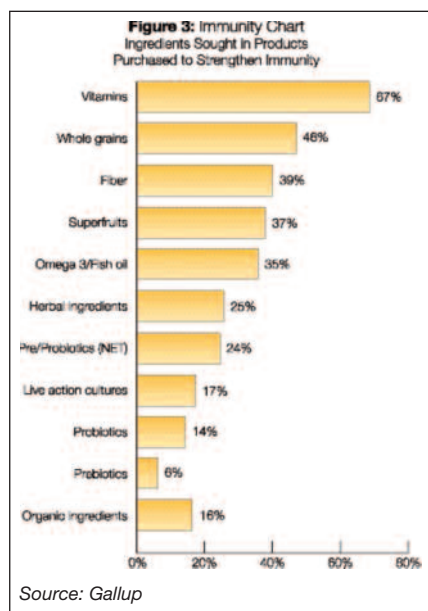
Fiber, calcium, vitamin D, protein, omega 3s and antioxidants top the list of ingredients adults tried to get more of in 2010² (see Figure 2).

The new dietary guidelines raised concern that Americans aren't getting enough potassium²⁰. The "Gallup 2010 Study of Nutrient Knowledge & Composition" reports that 25% of adults made a "strong effort" to increase their potassium in 2010;

25% iron²¹. Magnesium, the fastest growing mineral supplement in the U.S., is now the 3rd most popular ingredient in new heart-healthy foods/drinks globally, according to Innova²².

With FTC/FDA and the European Union challenging probiotic immunity claims, consumers have refocused attention on vitamin C, fiber/whole grains and superfruits for immune-boosting support²³ (see Figure 3).

Interest in eye health has refocused interest on vitamin A/beta-carotene. Bausch & Lomb's PreserVision supplement sales hit \$47 million, a rise of 8% in unit sales in the mass market²⁴.



With sales well past \$5 billion, specialty supplements remain the fastest growing sector, up 6% in 2010¹⁸. Hartman reports that use of specialty supplements has doubled since 2000 to 37% in 2010². Fish oils, glucosamine/chondroitin, probiotics and CoQ10 remain the largest segments²⁵.

Sports nutrition supplements led sales growth at 9%¹⁶. Sports/energy/weight loss, cold/flu/immune, heart, bone, joint, diabetes and anti-cancer remain the largest condition-specific supplement categories²⁶.

Energy/stamina, immune health, health/wellness and digestive/liver were the most active categories for North American new dietary supplements, according to Innova (see Figure 4)²². Globally, energy/stamina, immune health,

general health/wellness and digestive/liver topped the list²². Pet supplements are projected to grow from \$1.2 billion to \$1.7 billion by 2014; 63% of households have at least one pet²⁷.

Chronic, moderate ailments represent an emerging opportunity. In fact, SymphonyIRI estimates the annual market potential for OTC products, including supplements for muscle/joint pain at more than \$8 billion, heartburn/indigestion well over \$9 billion and insomnia/sleeplessness at more than \$5 billion³ (see Figure 5).

Despite strong ties to nature, sales in the \$5-billion herb/botanical sector are flat¹⁸. More important, Hartman reports the use of herbals among core supplement users fell from 70% in 2000 to 45% in 2010². Four in 10 shoppers consider residues (e.g., pesticides, etc.) a "very serious health hazard"¹².

Figure 4: New Supplement Intros

North Am. Supplement Launches by Positioning Category	2008	2009	2010
Anti-Cancer	7	66	41
Blood Pressure	39	121	126
Bone Health (Supplements)	130	374	362
Brain-Mood Health	137	559	552
Children	79	190	146
Diabetes	29	129	118
Digestive/Liver Health	238	693	933
Energy and Stamina	459	1236	1341
Eye Health (Supplements)	55	185	193
Health/Wellness	461	1046	950
Heart Health (Supplements)	206	790	696
Immune Health (Supplements)	242	915	950
Insomnia	22	105	92
Joint Health (Supplements)	103	316	327
Kidney/Bladder Health	26	124	104
Lung Health	11	18	39
Men's Health	35	158	135
Mental Acuity	64	100	58
Oral Health (Supplements)	17	139	121
Sexual Health	26	56	33
Skin Health (Supplements)	68	312	249
Weight Management (Supplements)	239	614	560
Women's Health	79	290	236

Source: Innova

Figure 5: Minor Ailment Potential
Chronic Moderate Ailments are Prevalent in the U.S.

Chronic Ailments % of U.S. Households	# of U.S. Households (in Millions)	Annual Market Potential for OTC
Allergies	74.8	\$11.7B
Headaches	73.9	\$10.1B
Muscle/Joint Pain	52.4	\$8.2B
Heartburn/Acid Indigestion	49.1	\$7.6B
Pain Management	45.5	\$7.1B
Azno	41.2	\$5.2B
Arthritis-Osteoporosis	39.1	\$6.6B
Insomnia/Sleeplessness	34.5	\$5.3B
GERD/Reflux	33.1	\$5.6B
Constipation	33.0	\$5.3B
Anxiety	31.5	\$4.4B

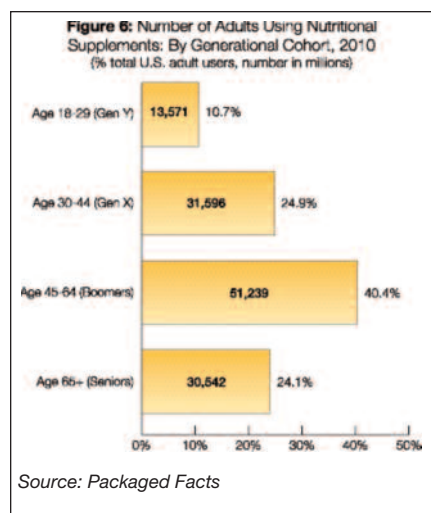
Source: SymphonyIRI

Gallup reports 42% of adults made a “strong effort” to consume an herb/botanical in 2010—26% more garlic, 22% green tea/EGCG, 12% flaxseed, 12% cinnamon, 7% ginseng and 6% oregano²¹.

With the #1 reason for taking supplements still to supplement, not supplant a healthy diet, marketers need to stick to their roots as well as focus on key treatment areas. Targeting frequent supplement users is best (e.g., 74% believe they need more nutrients as they age vs. 62% of infrequent users)¹⁰.

Group Therapy

Demographic segments continue to offer new opportunities. While the number of adults who use supplements proportionately increases with age—64% aged 60-64; 74% aged 75+—Baby Boomers are the largest cohort at 51 million (see Figure 6)¹⁰. Boomers are at the most likely age for a first heart attack, to be diagnosed with diabetes and to suffer the first signs of muscle loss^{28,29}.



In 2010, more than 31 million Gen Xers, 31 million seniors and 14 million Millennials used supplements; 64% of women and 49% of men¹⁰. The largest gains were among those aged 55-59, up 9.5% and 30-44, up 4%¹⁰. Among those 18-24, the number of users remained flat, but the number of supplements taken per person rose dramatically¹⁰.

Use of functional foods declines with age: 79% of Millennials bought a func-

tional food/drink vs. 45% for those over 65³⁰. Stress, tiredness/lack of energy, sleep, headaches and back/neck pain are the issues Gen Y is most personally affected by³¹.

SymphonyIRI projects low income households (less than \$35K)—45% of U.S. households by 2015—will deliver \$115 billion in incremental consumer product goods spending during the next decade, and they have a penchant for health³².

In fact, low income households are driving growth in yogurt, salty snacks, cold cereal and other sectors; seven in 10 buy fortified foods, 68% condition-specific items^{32,33}.

Whole grain/fiber; low fat, sodium, calories, sugar; fortified, protein-rich; natural/unprocessed and superfruits are the most appealing health food attributes; en-



Nourish is a complete meal that delivers vegetables, fiber and 18 grams of protein, thanks to a unique Canadian grain innovation.

ergy, appearance and immunity are the top condition-specific segments^{33,34}. Campbell Soup Canada's Nourish (pictured above), with a full serving of three food groups, is designed to provide a complete meal at a low price point.

Healthy private label foods are also on fire; sales of store brands with calcium claims topped \$1 billion in 2009³⁴. “Omega 3s,” “lowers cholesterol” and “gluten/GMO-free” are other fast-growing private label claims.

Try targeting workers, as they buy more cold/flu/immunity, weight, stress and energy products than non-workers (e.g., la-

borers vs. management)²⁹.

Work on creating more multi-function products (i.e., obese people have more sleep problems; half of diabetics also have arthritis; the immune system ages early in those with arthritis, etc.)²⁹. Performance-minded adults are three times more likely to buy foods/beverage to improve appearance²⁹.

Race is a strong new motivator. Blacks have a much higher risk of stroke/heart attack and diabetes; Mexican Americans have the highest incidence of high cholesterol²⁸. Asians are the top supplement users¹⁰. Digestive issues, weight management and antioxidants have high appeal to Blacks; weight loss, energy and mental remedies to Hispanics^{30,31}.

Sarcopenia, mild cognitive impairment and peripheral arterial disease—which affect 8-12 million consumers, mostly age 50+—are hot items according to the National Institute of Aging. Watch for the organization's new National Health and Aging Trends Study, which discusses the impact of age-related changes on functional ability.

Lastly, with one in eight children already afflicted with two or more risk factors for heart disease and pediatricians monitoring kids' blood lipids, blood pressure, weight and calcium levels, there will be more market opportunities to come²⁸. Sales of children's foods hit \$10 billion in 2010; \$4 billion has some better-for-you element; Packaged Facts predicts growth of 40% from 2010 through 2015³⁵.

Nutrients Naturally

The recent focus on natural functionality and inherent nutrition is beginning to shift interest away from traditionally fortified foods and supplements, especially among “core” supplement users^{36,37}.

Maintaining health by eating foods that are naturally high in specific nutrients is fast becoming the desired way for consumers to get their nutrition³⁶. In 2010, one-third (32%) of consumers made a “strong effort” to eat foods/drinks “naturally-rich in nutrients;” 28% “naturally-rich in antioxidants” vs. 19% fortified foods with nutrients²¹.

While 65% of adults are still making a

“strong/some effort” to eat more fortified foods, those making “no effort” rose 7% from 2009 to 2010 to 35%; those making “some effort” fell 6% to 46%²¹.

Sloan Trends’ TrendSense model confirms that carotenoids, anthocyanins and resveratrol are the latest phytochemicals to reach mainstream status; flavonoids and polyphenols remain strong mass market opportunities³⁸. In 2010, 26% of shoppers were aware of the health benefits of polyphenols/resveratrol; 24% flavonoids¹.

In the year ended July 2011, half of shoppers bought cranberry juice, dark chocolate or almonds for their superfood status; 43% green tea, 25% pomegranate juice and 21% Greek yogurt (see Figure 7)³⁹.

Figure 7: 2011 Shopping for Health Survey
Generations Make Different “Superfood” Purchases
% who bought an item in the past 12 months

	Total	Gen Y	Gen X	Boomers	Matures
Cranberry juice	49%	44%	53%	47%	51%
Dark chocolate	48%	42%	48%	50%	49%
Almonds	47%	32%	51%	52%	44%
Green tea	43%	38%	40%	45%	46%
Sea salt	39%	32%	37%	43%	38%
Walnuts	35%	28%	32%	35%	42%
Dried fruit	34%	40%	37%	30%	35%
Pomegranate juice	25%	25%	27%	26%	20%
Black tea	24%	23%	28%	22%	23%
Greek yogurt	21%	19%	28%	13%	15%
Sorbet	15%	20%	22%	12%	8%
Dried plums	13%	8%	13%	14%	17%
Quinca	9%	11%	13%	8%	5%
Tofu	8%	13%	12%	7%	6%
Acai juice	8%	15%	10%	6%	4%
Coconut water	5%	8%	9%	4%	1%

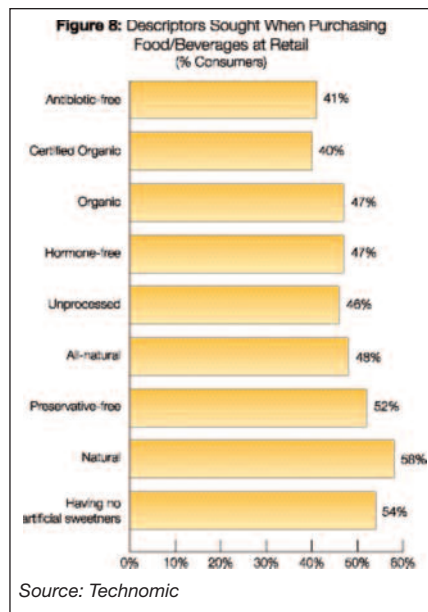
Source: FMI

In beverages, exotic superfruits gave way to more traditional flavors in 2010. Lemon and orange ousted pomegranate and acai from the “top 5” flavors, mango fell 10 slots and tea inched back above green tea. Natural is the #1 need/interest state for new beverage developers for 2011⁴⁰.

Spices, pulses (e.g., chick pea, peas, beans, etc.) and nuts/seeds are among the new superfoods. A teaspoon of ground cinnamon or cloves has more antioxidant activity than an 8-oz. glass of pomegranate juice or a half-cup of blueberries⁴¹. Look for American superfruits to steal the show.

Products claiming “all-natural” took the highest share (12%) of all CPG products sales with wellness claims in 2011⁴². Packaged Facts reports U.S. retail sales of natural and organic foods/drinks reached \$39 billion in 2010, a growth of 9%⁴³. In

2011, 38% of food shoppers are buying organic; quite a bit more (58%) are purchasing pre-packaged foods marked “all-natural,” not organic⁴³. Natural is far more appealing compared to organic at retail⁴⁴ (see Figure 8).



Hartman believes consumers connect “organic” to what happens to food at its origin (i.e., the farm, the plant, the animal); “natural” with “what happens after it leaves the origin,” (i.e., in terms of production and processing). The absence of herbicides, synthetic fertilizers, hormones, antibiotics and GMOs are more strongly linked to organic foods; no artificial flavors, colors or preservatives to natural, which might help to explain natural’s continued growth in the current chemical-phobic environment⁴⁵. Globally, no additives/preservatives are the top new food/drink better-for-you claims; #3 in the U.S. behind natural and organic²².

A Functional Future

U.S. sales of functional foods and beverages reached \$39 billion in 2010, up well over 4%¹⁸. Beverages accounted for nearly \$24 billion, snacks \$3 billion, prepared/package foods more than \$4 billion, dairy \$2 billion and breads/grains almost \$7 billion¹⁸.

Just over half (56%) of adults bought a functional food in the three months end-

ing July 2011⁴⁶; 55% drank a functional drink more than four times/month⁴³. On the food side, 65% of consumers are using food to help them lose weight; 61% to manage a special health condition³.

Powerade ION4 topped the list of best-selling new food/beverages last year, with \$191 million year-one sales, followed by Chobani Greek Yogurt at \$149 million, Wonderful Pistachios at \$114 million and glateau vitamin water zero at \$110 million⁵.

One-third of the best-selling new foods/beverages in the U.S. carried a natural/organic claim; 27% added vitamins/nutrition; 27% high fiber/whole grain; 25% lower calorie; 25% lower fat; 12% energy/protein; 11% antioxidants; 10% no trans; and 6% low salt/sodium.

Saturated fat now tops the list of “very/extremely important” label information for 59% of food shoppers; trans fat 58%; total fat 56%; salt/sodium 52%; calories 48%; whole grains 47%; chemical additives 47%; artificial sweeteners 47%; high fructose corn syrup 44%; and cholesterol 43%¹².

Calcium fell out of the top 10 list of the most sought after health claims on food packages¹². But antioxidants show little signs of slowing down, with the exception of their link to heart health, suffering from negative American Heart Association publicity³⁸. Sales of foods/drinks with an omega 3 or DHA claim reached \$4 billion in 2010; projected to grow 40% between 2010 and 2015⁴⁷.

Protein is the new superstar. The International Food Information Council (IFIC) reports 39% of adults are trying to get more protein in 2011; 65% believe protein helps build muscle, 39% helps you feel full, 39% important as you age and 34% helps lose weight¹¹.

Most exciting is the newfound importance of consuming a moderate amount of protein—30 grams at each meal or throughout the day—which optimizes protein’s role in muscle building and weight management. With the typical protein distribution of 10 grams at breakfast, 15 grams at lunch and 65 grams at dinner, this would give high protein breakfast foods superstar status⁴⁸.

Mintel reports that when it comes to functional beverages, antioxidants (51%),

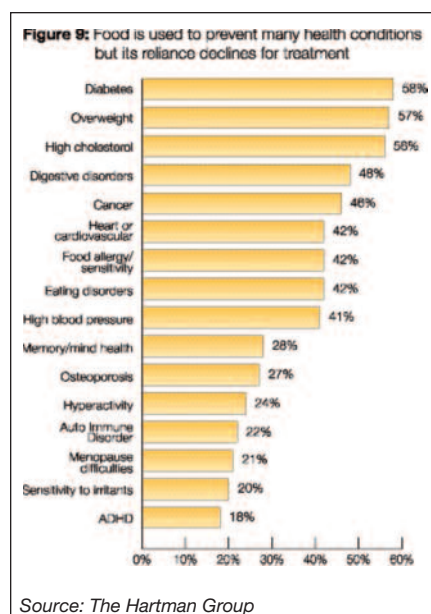
calcium (59%), added vitamins (50%), omega 3 (44%), green tea/extract (37%), pomegranate (31%), acai (23%) and taurine (13%) are among the most sought out ingredients⁴⁹. Soy tops the list of protein “look-fors” for 23%; whey 19%; 27% seek out probiotics; 16% prebiotics and 14% plant sterols⁴⁹.

Four in 10 consumers want snacks that provide health benefits beyond basic nutrition, (i.e., extra antioxidants, etc.)⁵⁰. Protein and low sodium were the two strongest snack attributes in 2010⁵⁰. Snack granola/bars, trail mixes, snack nuts/seeds/corn nuts, sugarless gum, dry fruit snacks and sensible salty snacks are the gainers in the healthy snack market⁵⁰.

Lastly, healthy menu items influenced 31% of diner’s selections in 2010⁵¹. In fast food restaurants, for example, healthy options in kid’s meals was the #1 “hot” menu item for 2011; gluten-free, smoothies, organic items, snack-sized, lower-sodium, energy drinks, enhanced/flavored water, low calorie/fat, whole grain breads and energy drinks also made the top 20⁵².

Condition Specific

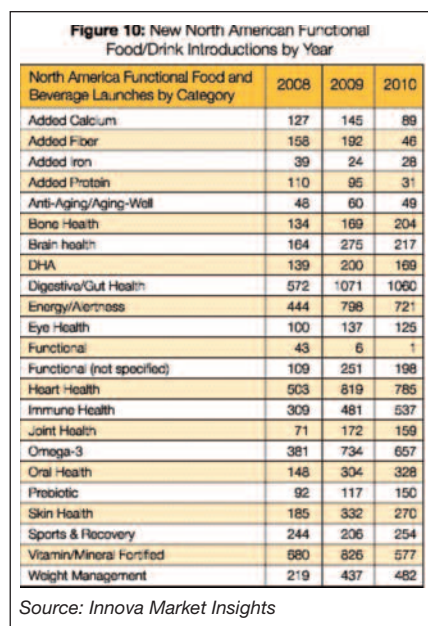
With the modality for treatment dependent upon the health issue, both supplements and functional foods/beverages face enormous opportunities in the condition-specific segment. While food is used to prevent many health conditions, its re-



liance drops for treatment² (see Figure 9).

SymphonyIRI reports that 52 million U.S. households have a member afflicted with muscle/joint pain, 51 million high cholesterol, 50 million high blood pressure, 49 million heartburn/indigestion, 23 million diabetes and 17 million osteoporosis⁴.

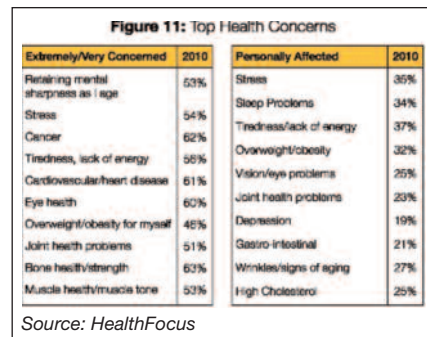
Digestive/gut health, heart health, energy/alertness, omega 3, vitamin/mineral and immunity were the top new food/beverage positionings in North America for 2010 per Innova²² (see Figure 10). Globally, digestive/gut, vitamin/mineral, energy, omega 3, heart and immunity top the list.



Consumers are now more concerned about risk factors than preventative heart health; risk factor concern has risen dramatically among younger adults. While 68% of Boomers are concerned about cholesterol and 66% high blood pressure, only 46% were worried about heart health; among Millennials 40%, 40% and 35% respectively were concerned per Hartman².

Weight and lowers cholesterol tie for the most desired functional food benefits (64%), followed by digestion 63%, immunity 60%, enhanced metabolism/lower blood pressure 54%, satiety/healthy blood sugar levels 53% and memory 47%³⁰.

In 2010, 39% of consumers watched their weight; 28% tried to lose; 13% tried to maintain⁵³. More than half (55%) of dieters made a strong effort to eat more



protein, up 5% over three years, while those limiting carbs fell 6% to 33%²¹.

Seven in 10 (69%) “dieters” continue to make a strong effort (18%, up 4% last year)-some effort (51%) to eat foods/drinks promoting satiety²¹. Blood sugar management is another fast emerging weight platform³⁸.

Muscle health/muscle tone is a new opportunity as sports nutrition products crossover to mainstream. HealthFocus reports that muscle health/tone made the top 10 list of concerns adults are “extremely/very concerned” about in 2010³¹ (see Figure 11). The most common problems consumers are dealing with are stress, sleep problems and tired/lack of energy³¹.

While sales hit almost \$5 billion in 2011, only 15% of consumers intentionally buy gluten-free⁵⁴. In fact, more than half of those who bought gluten-free products didn’t know they were gluten-free⁵⁵, indicating that the long-term market stability is likely weak.

Of this small number, 46% think gluten-free is “generally healthier;” 36% trendy for weight loss; 24% higher quality (strict process standards); 13% hyperactivity/autism; 12% gluten allergy/intolerance; and only 8% Celiac disease⁵⁴.

While the incidence of diabetes is exploding, targeting diabetics will likely meet with limited success. About half (46%) of diabetics modified their diet only slightly in 2009; 33% couldn’t maintain the diet or guidelines⁵⁶. Of the 54% of adults watching their diet, 23% do so for blood sugar, 15% diabetes³⁰.

In 2011, beauty and anti-aging made the top 10 list of beverage developers’ “hot list” for new products for the first time⁴⁰.

Globally, functional foods and beverages are projected to reach \$130 billion by 2015⁵⁷.

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