

### Fit for Innovation & Growth

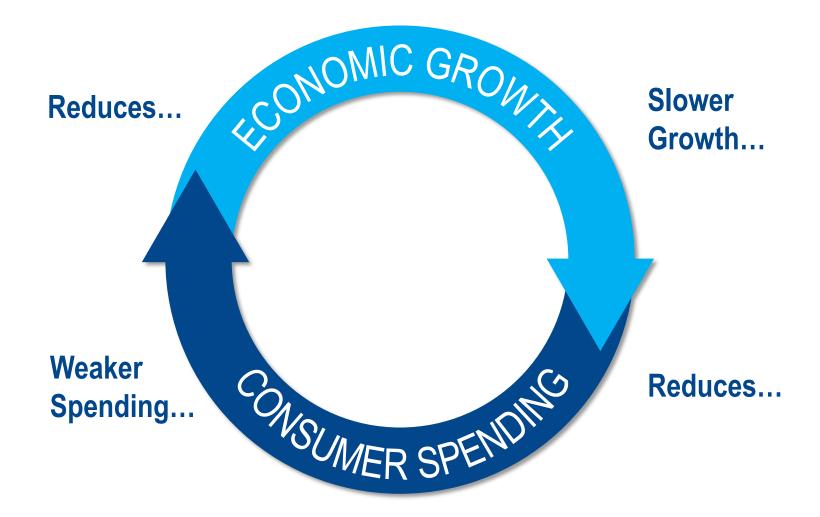
Paco CAMACHO

EVP Growth & Innovation Officer and Waters

Evian 2017 - Investor Seminar

# paradigm HUS

### Stagnant economic outlook puts pressure on demand making growth harder to find





### Growth slowing down across categories

Soft drinks	<b>2011</b> 4.9%	2012	2013 4.1%	2014	2015	2016
Bottled water	5.8%	4.9%	5.3%	7.1%	7.5%	7.7%
Baby food	10.5%	11.6%	12.0%	9.7%	7.4%	6.9%
Cereals	2.8%	2.7%	0.9%	0.9%	1.9%	2.0%
Candy & snacks	6.1%	6.2%	6.0%	5.8%	5.6%	5.3%
Dairy	6.8%	5.5%	5.7%	5.6%	3.6%	3.9%
Frozen ice cream & desserts	5.5%	5.2%	4.4%	4.3%	3.6%	4.0%
Processed meat & seafood	2.4%	2.8%	4.2%	3.4%	2.1%	2.2%
Rice. pasta & noodles	5.8%	7.1%	5.1%	5.0%	3.8%	4.1%

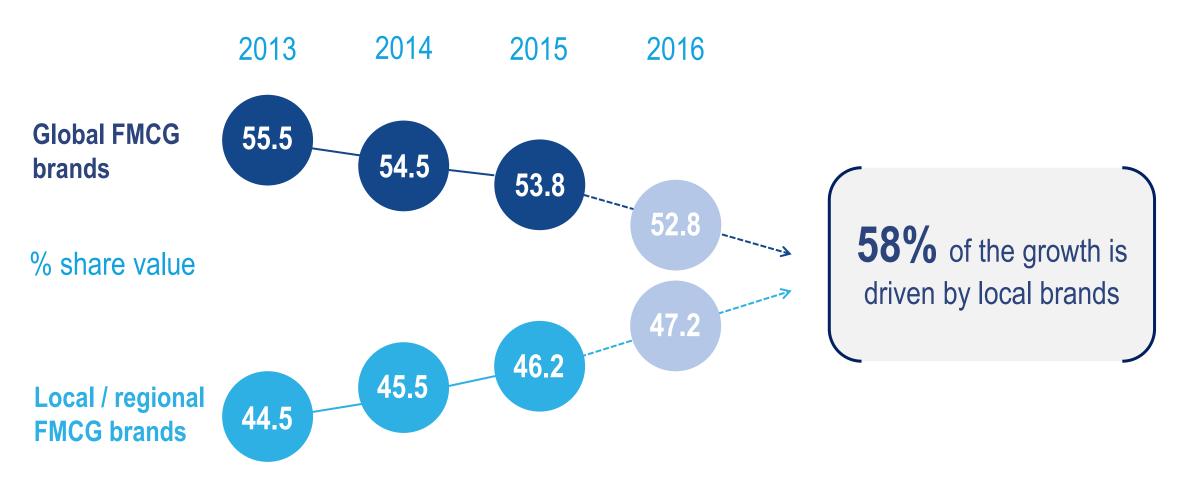


### A fragmented world, in which growth comes from the niches

	top 100 brands sales growth	Category growth 2016
Soft drinks	1.3%	4.6%
Bottled water	1.3%	7.7%
Baby food	-1.6%	6.9%
Cereals	-5.5%	2.0%
Candy & snacks	-0.3%	5.3%
Dairy	1.5%	3.9%
Frozen ice cream & desserts	-7.8%	4.0%
Processed meat & seafood		2.2%
Rice, pasta & noodles	-0.4% 2.3%	4.1%



### 50% of share will come from local - regional FMCG brands by 2020





# is the new big

### Where future growth shifting towards small grocery store formats & online

CARG 2012-2022 % estimate growth in value per channel \_\_\_\_



Notes: 1. Date relates to retailers within the planet retail database only: e – estimate / f – forecast. 2.\* Small stores > includes: Neighborhoods stores, Drugstores & Pharmacies, Convenience stores. Source: Planet retail 2016



### Millennials are playing a key role



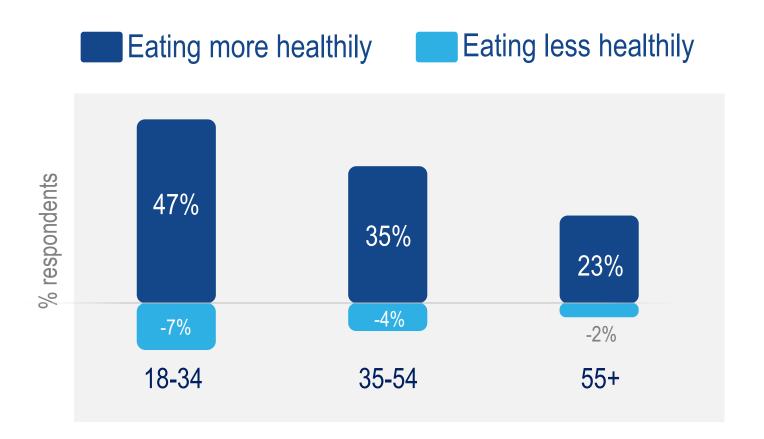








### 47% of Millennials have changed their eating habits towards a healthier diet in the last year



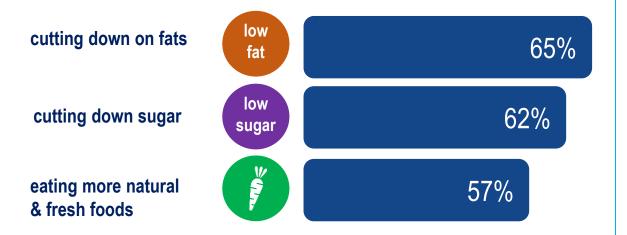
88% consumers willing to pay more for healthier food \*



### Healthy = Trendy

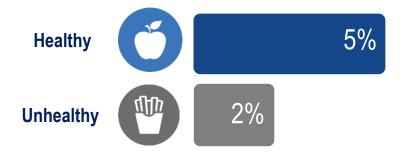
### People are eating & drinking more healthy

(2012 to 2015) Global average ways of changing our diets



### Healthy categories growing in all regions

(2012 to 2015) Global average sales change for selected healthy & unhealthy categories







### Right mission

### BRINGING HEALTH THROUGH FOOD TO AS MANY PEOPLE AS POSSIBLE





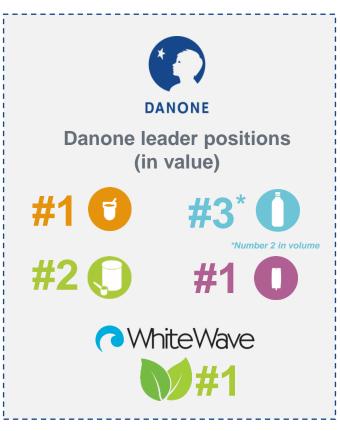






### Right categories with a strong competitive position





Sources: Euromonitor. Retail Sales 2011-2016; Costant 2016 prices: (1) Source: Kalorama Information 2012 Note: Allergy category not included in this data (2) Source for aquadrinks: Canadean – 27 countries, Date: 2008 – 2014, (3) Aggregation of butter and margarine, drinking milk products, cheese, yoghurt and sour milk drinks, and other dairy products.



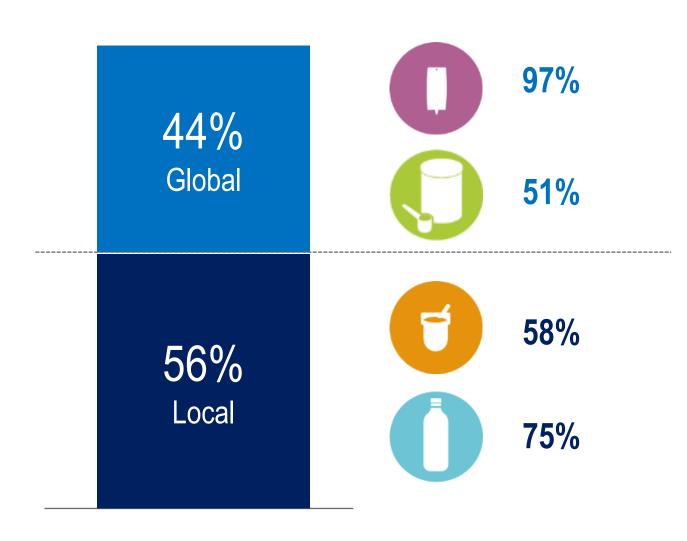
### Health driven brand portfolio





DANONE

### Right balance between global & local brands



### Fully empowered local teams



### Right organization

#### 3. NEW COMEX TEAM



A more closely integrated comex

Jan 2017

Mar 2017

4. NEW REGIONAL **FOOTPRINT** 



**Apr 2017** 

**5. DANONE EXECUTIVE LEADERSHIP TEAM** 

D.E.L.T.

DANONE EXECUTIVE LEADERSHIP TEAM

Regional empowerment

2. BEYOND BUDGET



BEYOND BUDGET

From short term performance To sustainable value creation

2016

1. ONE DANONE



New collaborative mindset



maximize

local team

empowerment

#### A new transversal function: Growth & Innovation

#### 3. NEW COMEX TEAM



A more closely integrated comex

### maximize local team empowerment

#### **EVP Growth & Innovation Officer and Waters**

- 1. Drive seamless cooperation process among all topline and innovation functions
- 2. Provide framework and platforms for category growth and innovation
- 3. Identify and drive transversal / cross category opportunities



### Unique culture

responsiveness

sharing

pragmatism

dialogue



openness

agility

proximity

autonomy

commitment

























#### BUT CONSUMERS CHANGE AND THE CENTER MOVES





















### To keep them at the center there are 3 things we need to constantly adapt

### innovation

### engagement

reach

Early adoption of trends

Purpose brands & precision marketing

Be where consumers are



# innovation

### Early adoption of trends



GLOBAL TRENDS FRAMEWORK

**VISION FOR GROWTH** 





### FRAGMENTED FOOD, DRINK & INFANT NUTRITION OCCASIONS

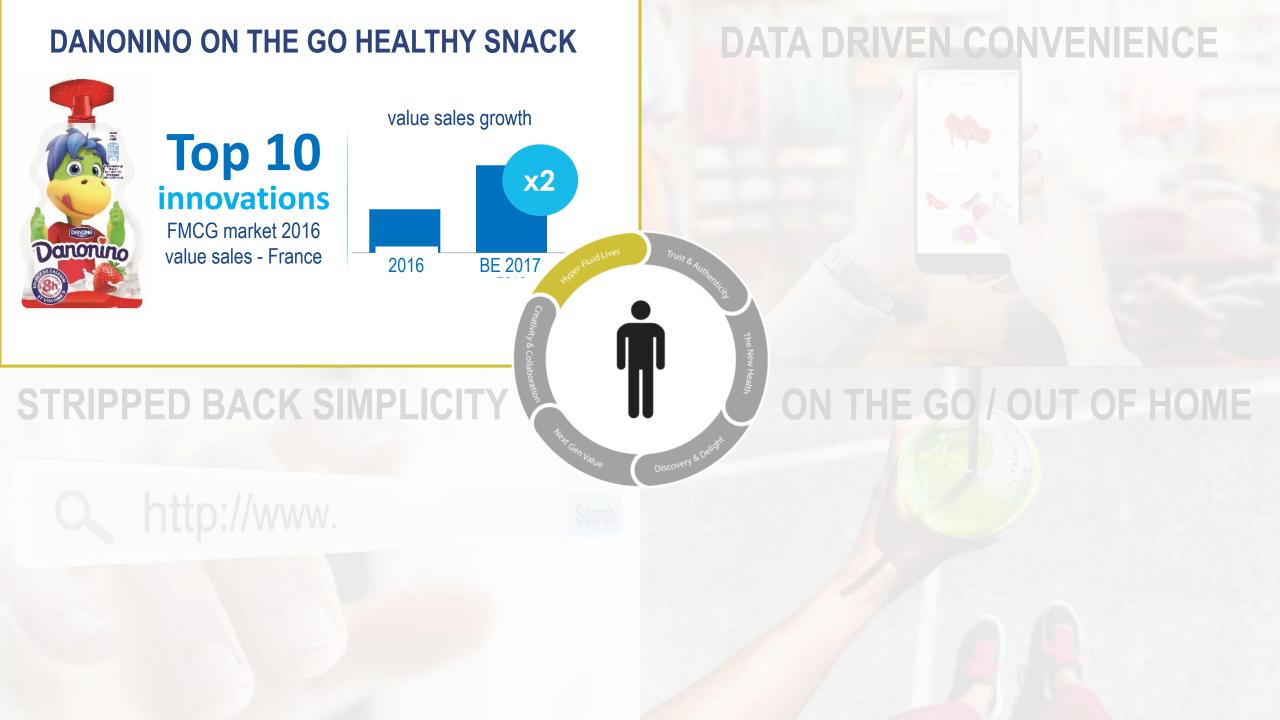
Busier schedules mean that specific timings for food and drink occasions blur



http://www.









#### **DATA DRIVEN CONVENIENCE**

Individuals are looking for convenient solutions, from immediate to predictive, to make their lives easier



http://www.



ON THE GO / OUT OF HOME

### FRAGMENTED FOOD, DRINK & INFANT NUTRITION OCCASIONS

#### **EVIAN #1 SKU IN AMAZON PRIME IN FRANCE**









\*amazon prime ns sales ytd-17 between all fmcg products on sale

#### STRIPPED BACK SIMPLICITY

http://www



ON THE GO / OUT OF HOME







### ON THE GO / OUT OF HOME

DATA DRIVEN CONVENIENCE

### E-COMMERCE AS ONE OF THE FASTEST GROWING CHANNELS IN ELN



**≈+20%**vs' 15

18% ELN MIX

- endorsing online shopping
- strong partnership with global & local players
- innovative experiences in our d2c sites







#### **RESPONSABILITY & CARE**

Growing demand and necessity for brands and businesses with care for consumer, community and world at their core





### EVIAN ZERO NET COMMITMENT 2020 & LANJARON NEW 100% SUSTAINABILITY COMMITMENT PREMIUM RANGE





premium category valorization + eco committed purpose innovation



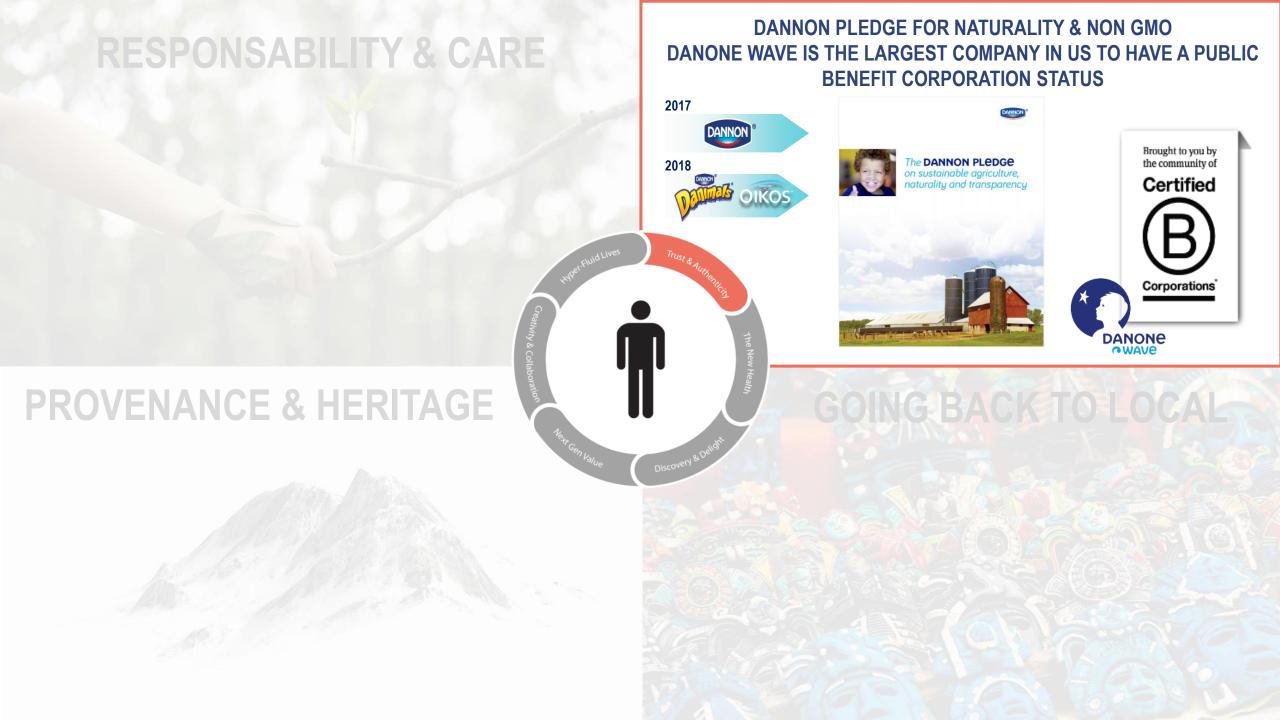
#### PROVENANCE & HERITAGE



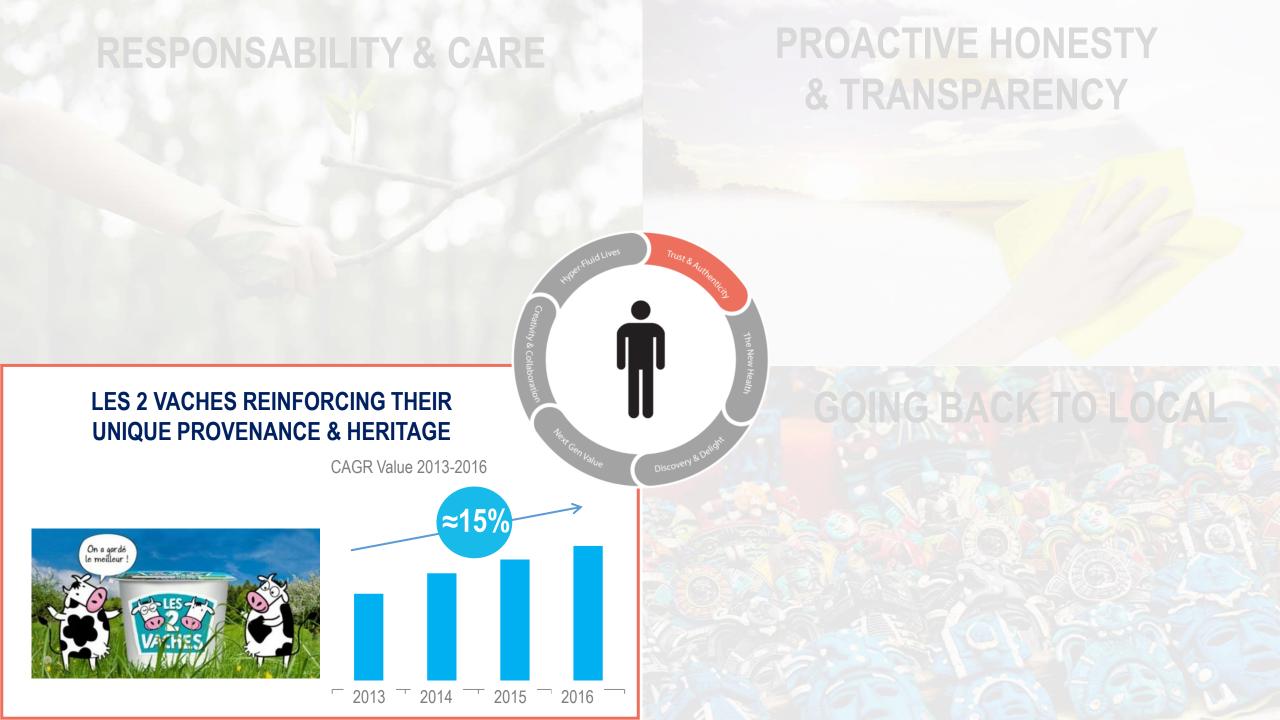


GOING BACK TO LOCAL













### **HOLISTIC WELLBEING**

Consumer focus turns to mental and emotional wellbeing, beyond just physical health and fitness

### PREVENTIVE HEALTH

Tracking and monitoring health data allows food, drink and infant nutrition manufacturers to create tailored products and make personalised recommendations

### **ALTERNATIVE GOODNESS**

Consumers seek healthy alternatives to established foods and drinks, engineered to do good

### **NATURALITY**

Nature being unlocked by science increasingly allows brands to offer products and services that optimise peoples' individual health

3. The New Health

#### Holistic Wellbeing

Double the tea brands in Spain driven by a new impulse format





### **Preventive Health**

US medical nutrition growth driven by innovations & new therapeutic areas





#### Alternative goodness

Oikos triple 000 takes us back to double digit growth in total Oikos US





#### **Naturality**

Danonino with a strong commitment on sugar reduction











-31%









### **VISUAL IMPERATIVE**

The design imperative for food has never been so strong, as individuals consistently 'eat and drink with their eyes', both on- and offline

### SMALL, EVERYDAY PLEASURES

Everyday food ,drink discoveries and novelties which stimulate the senses are now as impactful as high-end experiences

### **DISCERNING EXPERIENCES**

Access to information on global food & drink contributes to greater expectations for discerning experiences

### **IMMERSIVE EXPERIENCES**

Sophisticated technology is able to delight consumers with enhanced and hyper-sensorial experiences



### Visual imperative

new on-off presence with the new evian infused water segment





X3 vs LY ytd'17

### Discerning experiences

« clearly crafted » online programme to gain parents trust







**#1** Organic Brand (excl. Walmart)

### Everyday pleasures

Danissimo Shake & Go first delicious yoghurt cocktail on the russian market



\* Q1% NS growth in value based on Q1-17 results



### Inmersive experiences

Kids activation to the limit





- > Stickers on pack
- > Special caps
- > Glow in the dark
- > Digital games

DW sales value growth Kids



### DECLINE OF THE MIDDLE

The rise of niche communities means consumers want personalised solutions over mass-produced offers

### **SAVVY SPENDING**

With real-time information sharing, people seek the best personal value for their money



# HIGH EXPECTATIONS FOR SERVICE

Customers increasingly want brands who provide an ongoing service beyond the product



As people challenge traditional labels and define themselves in new ways, brands need to cater to multi-faceted identities

# 5. Next Gen Value

#### Decline of the Middle

The most successful ultra premium launch



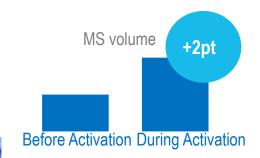
Apr 2017

National launch

#### Savvy spending

Affordvaluity & refraiming activations during low season in LatAm





#### High expectations for service

Consumer connections with 1st time mums to be





#### Complex identities #1 **Innovation Retail UK**

Light & free new identity – UK may-16



\* Retail FCMG UK 2016

### **CONSUMERS AS CREATORS**

Consumers seek involvement in creating food, drink and infant nutrition products, blurring the boundary between producer and consumer

## LIKE-MINDED COMMUNITIES

Both on- and offline, food, drink and infant nutrition communities are proliferating faster than all other shared interest groups

# **NEW PHYSICAL SPACES**

Hybrid areas for work, retail and leisure encourage consumers to co-create and allow small enterprises to scale quickly.

6. Creativity & Collaboration



Africa consumer connection

Valérie **DESPLANCHES** 

R&D & Quality VP Africa

Evian 2017 - Investor Seminar







**Africa** 













# To innovate, we need not only to look at what people eat....







# But go through a systematic understanding of who, when, what, how & why





To Drive local relevance & community acceptance

Aspirations





Needs



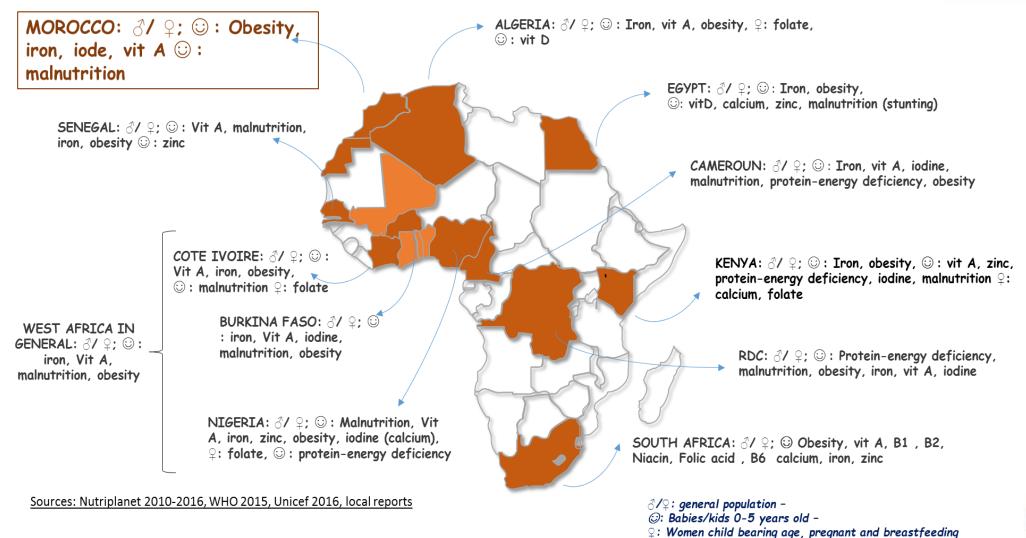
# Systematic understanding of who, when, what, how, why



DANONE

#### Needs

1. Nutriplanet



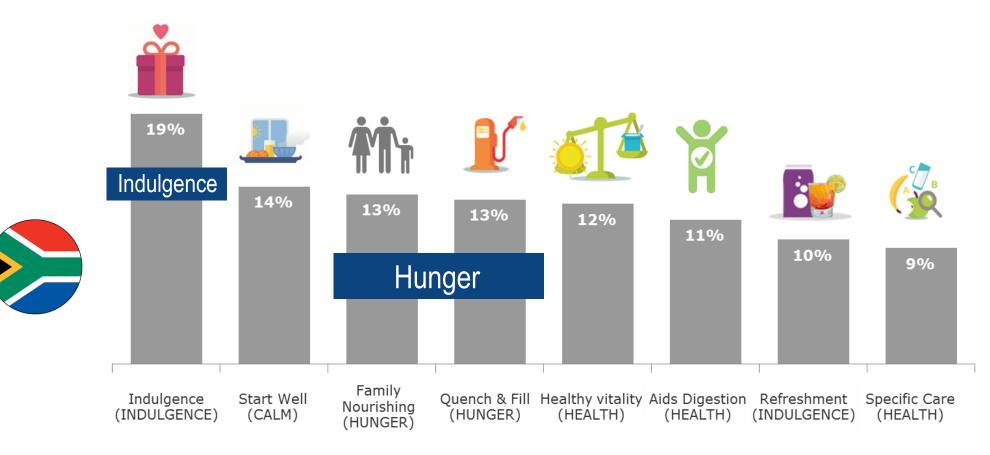


# Systematic understanding of who, when, what, how, why



#### Needs

2. Needstates



Size of the individual Adult Needstates in South Africa

Base: segmented intakes (adults without main dishes) - drivers asked at occasion level





# Systematic understanding of who, when, what, how, why

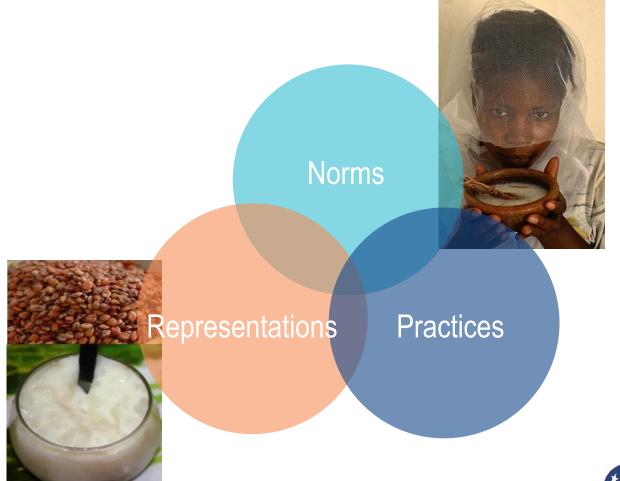


Aspirations

Ethno Socio

30 to 60 interviews



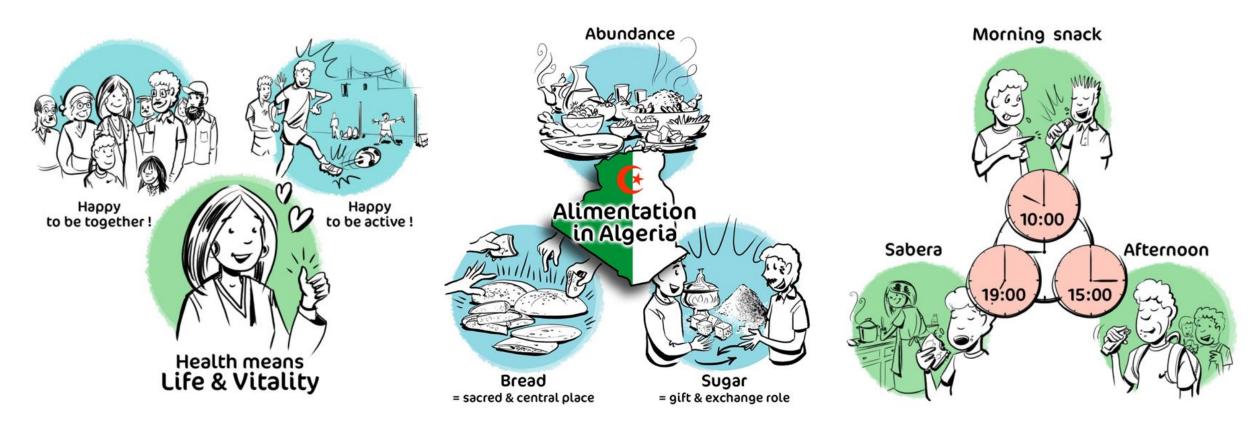






# Algeria Example

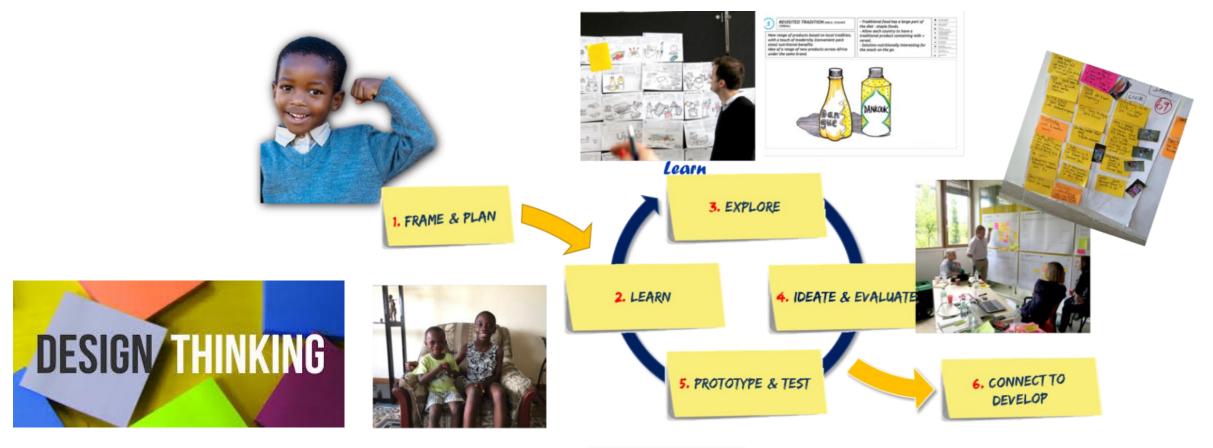
Understand food journey of 0-7 year old children with a specific focus on anemia and obesity







# And innovating by exploring, co-creating with communities, not by validating concept ideas









# And innovating by exploring, co-creating with communities, not by validating concept ideas

For 1 project

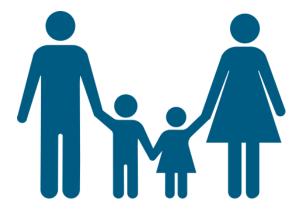


3 Days of immersion per country



a cross function team of 12 people

16 families met at home







# Which give insights to develop relevant offers





























# Finally we define the product brief, always with consumers



**EXIT QUESTIONS** 

Example Ateliez Abidjan

















# innovation

### Beyond trends

# Capitalize on our local strength

Right partners



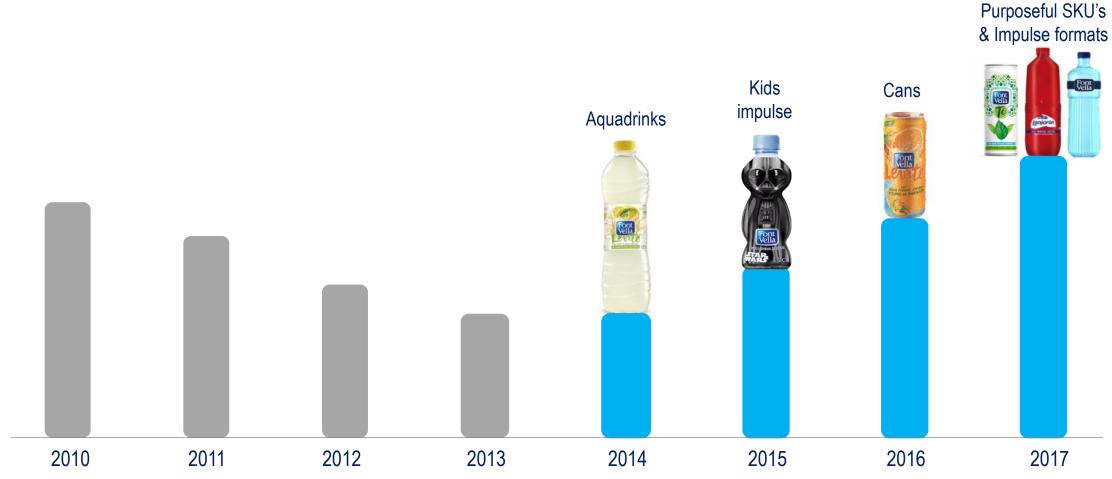
Global to local

Being faster



# Innovate by capitalizing on our local strength

Danone Waters Spain, a growth story driven by innovation



Source: Internal Danone Waters Net sales representation



### Having the agility to adapt from global to local

### 1 brand positioning

Danonino is part of a wholesome snack



### Local understanding

(Danonino consumption)



41% afternoon snack



36% morning snack\*

#### Different executions







Product in the lunchbox to be consumed at school





+ relevant local flavours



\*source: U&A march 2017

### Being Faster – Fast prototyping



- > Ideation
- > 1<sup>st</sup> prototypes generation & ideas selection
- > Prototypes selection & improvements
- > Connect with consumers



### Having the right partners

Digital



**Key Digital partners** 





amazon

**Exclusive partnership** 

Contemporary life









Disney-Danone sales value growth



Social



unicef

**10** year old partnership





Influencers







**8.3** MM Followers





### Incubators Role



Bringing the manifesto to life by partnering with a tribe of entrepreneurs



Triggering breakthrough growth for the company, and influencing the business' ways of working

- 1. Identify key consumer insights
- 2. Respond to them by leveraging the strengths of Danone's divisions
- 3. Harness the energy of outsiders to bring breakthrough innovations to the market



# The future is promising

Unique combination to foster healthier and more sustainable eating practices





















# To keep them at the center there are 3 things we need to constantly adapt

innovation

engagement

reach

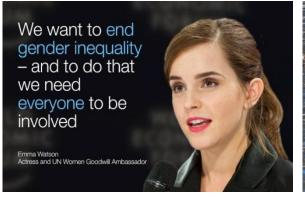
Purpose brands & precision marketing



# engaging with our consumers

# Having a point of view on a pertinent issue













# Having a point of view on a pertinent issue & provoking the movement

#### **Pertinent issues**

Movement Storydoing & Storytelling









Zero Net Carbon

Gender Equality

Plastic 2<sup>nd</sup> life

Water Resources

Water Access Healthy Hydration























# And we started the meaningful brands journey time ago



#### Owning a pertinent issue



#### And consistent with brand's equity & DNA







# Precision Marketing

Domitille **DOAT** 

**Chief Digital Officer** 

Evian 2017 - Investor Seminar



# New ways of reaching out consumers

#### From Traditional Advertising



Buy reserved ad space at negotiated price, and broadcast same creative to all



Mass Market



Mass Advertising



Intuition-driven

#### To Precision Marketing



Bid on real-time for audiences, based on data & tech, with differentiated creatives per consumer segment



Mass of Niches



Targeting at Scale



Data-driven



# Data precision marketing to maximize efficiency of our campaigns

Engage consumers for whom alimentation revolution and healthy drinking and eating habits matter with the right insights and the right content



Adjust advertising pressure and budgets to focus on more relevant TRIBES AND COMMUNITIES



Differentiate creatives per segment to maximize ad relevance



Own our data and leverage the direct to consumers approach



# Examples of successful tribes activation with sales lift positive impact Actimel & Facebook mobile partnerships



Parent with health and breakfast focus



Mobile addicted entertainment Interest in easy and healthy



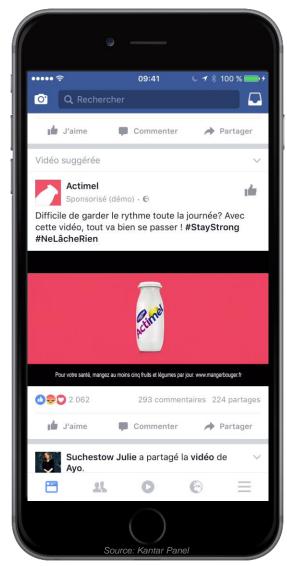
Health and naturality concern
Breakfast as a moment that matters



# Results on Actimel previous campaign: data precision marketing generated incremental sales on targeted younger audiences

**x2** 

ROI versus traditional targeting



+11%

On sales lift on Target 20-35



# Targeted content on health care specialist and young mum focused on new born wellbeing: 7 Mio Lead generated, UK Most love brands for mums





# Volvic multiple target campaigns with dedicated content

#### Gaming



Young audience Sensible to gaming Extreme sports

#### Travellers



Mature audience
With Sensible health and
Strong advise on well being

#### Running





On the go Impulse buy Geoloc and context sensitive



# Above target results in terms of business indicators and brand health





21.5% in volume sales on the period

#### On shoppers indicators

+1.2% in penetration +25% on qt/act\* on the period





#### In terms of image

#### **EXPOSED vs. CONTROLLED**

**Global Results** 

vs benchmark FR consumer packaged goods



Attribution and memorization

Best in class

Average

Average low

Under Average

Notes: quantity per purchase per act

# Scale up precision marketing to own our communities and capacity to engage directly our Danone audiences





## Social Listening of core category topics is a wide spread practice around Danone

A strength to adopt the right insight and activate the right influencers

5 core topics of social media listening for the dairy category

1. Nutrient Rich 2. Naturality 3. Dailyness for all

























# To keep them at the center there are 3 things we need to constantly adapt

innovation

engagement

reach

Be where consumers are





# Reach

Bruno **DE FOUGEROUX** 

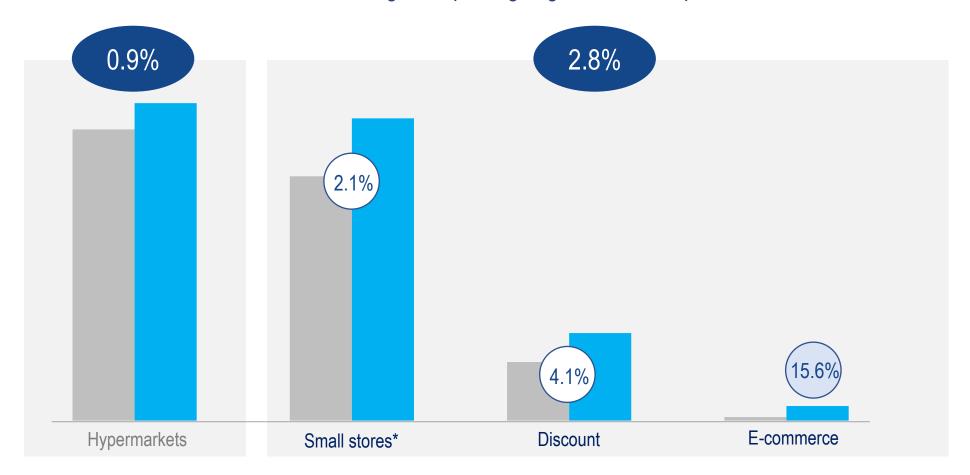
VP Global sales

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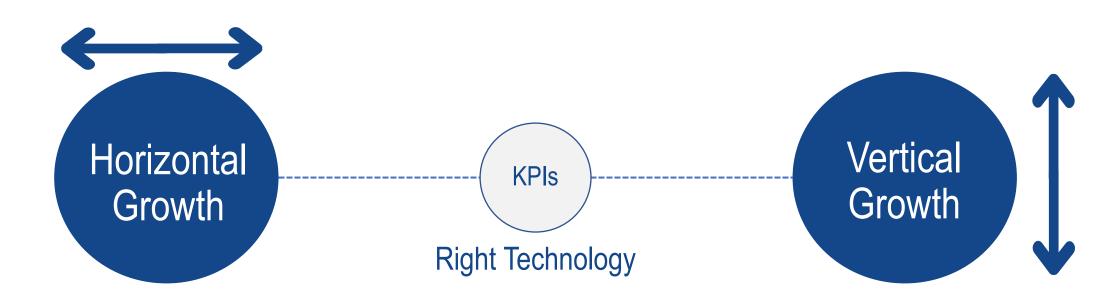
# Where future growth shifting towards small grocery store formats & online

CARG 2012-2022 % estimate growth packaged goods in value per channel



Notes: 1. Date relates to retailers within the planet retail database only: e – estimate / f – forecast. 2.\* Small stores > includes: Neighborhoods stores, Drugstores & Pharmacies, Convenience stores. Source: Planet retail 2016 – without clubs





- > Right moment
- > Right stores
- > Right financial discipline
- > Right partners

- > Right product
- > Right price
- > Right place
- > Right promotions





- > Right moment
- > Right stores
- > Right financial discipline
- > Right partners

## Adapting our RTM if necessary



- > mobile food stands
- > Adapted fleet
- > Adapted execution







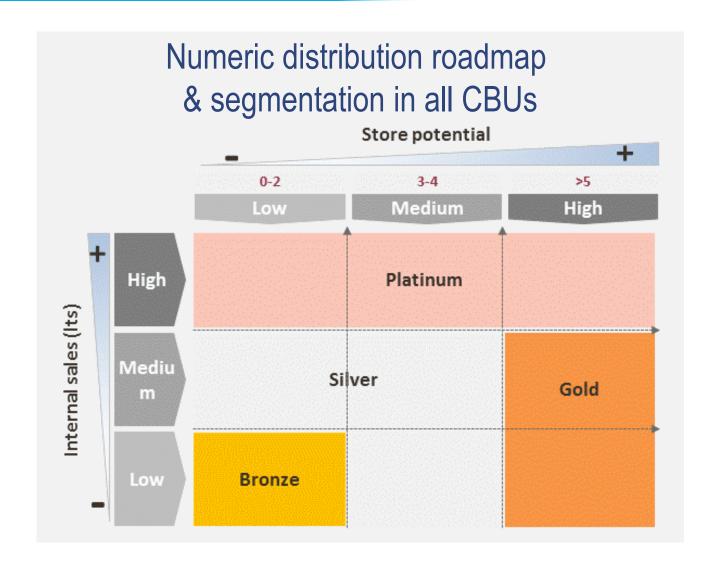
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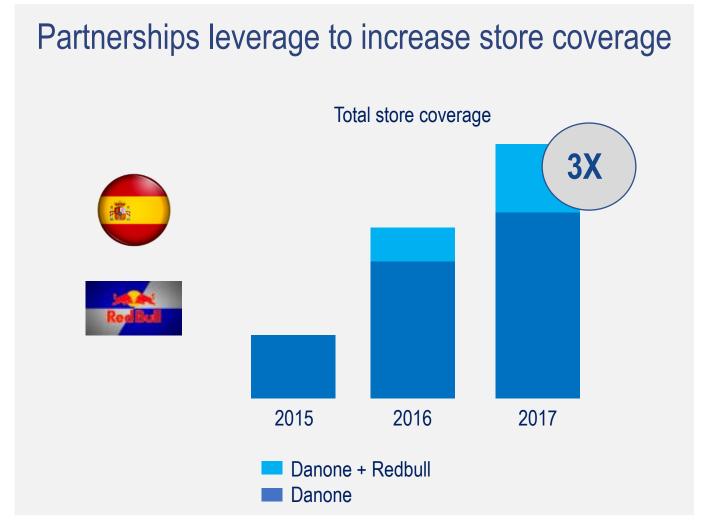
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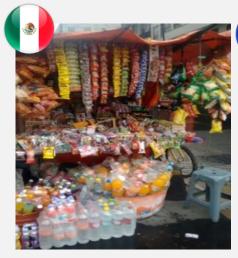




- > Right product
- > Right price
- > Right place
- > Right promotions

## From one solution fits all to a tailored portfolio









**PLAIN** 







**AQUADRINKS** 







- > Right product
- > Right price
- > Right place
- > Right promotions

Attractive price point & 15-20% below CSDs for specific channels









**QSR** 



**Kiosks** 



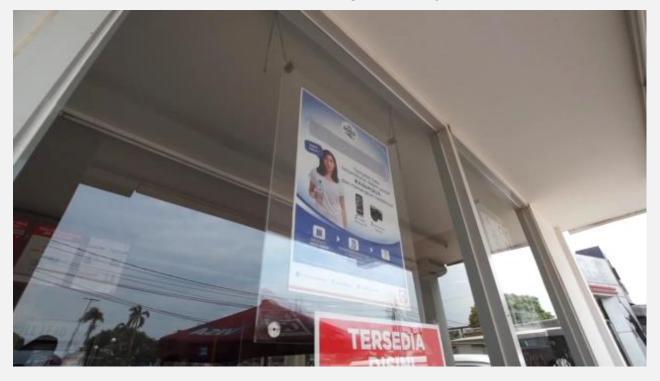
**Bakeries** 





- > Right product
- > Right price
- > Right place
- > Right promotions

## Hot places for the consumer journey inside the store



- 1. Jugs display
- 2. Windows poster
- 3. End gondola

- 4. Floor display
- 5. Chiller
- 6. Beverage shelf
- 7. offers
- 8. COC & cashier





- > Right product
- > Right price
- > Right place
- > Right promotions

## Right promotions

Joint Retailer Corporate Theme



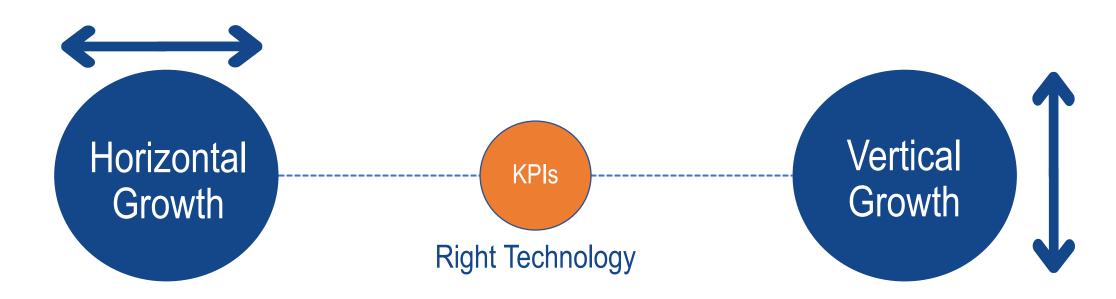






\* CVS Market share value short term Thailand





- > Right moment
- > Right stores
- > Right financial discipline
- > Right partners

- > Right product
- > Right price
- > Right place
- > Right promotions



# Technology step-up to win the impulse battle

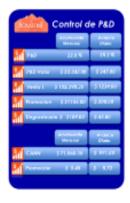
Rigor, discipline and KPIs at the center of the model







Portfolio determined by store cluster



Pricing and promotion control



Sales force geo- localization with GPS





- > Bricks & Mortars
- > Pure Players
- > Brand Owned Website







- > Bricks & Mortars
- > Pure Players
- > Brand Owned Website







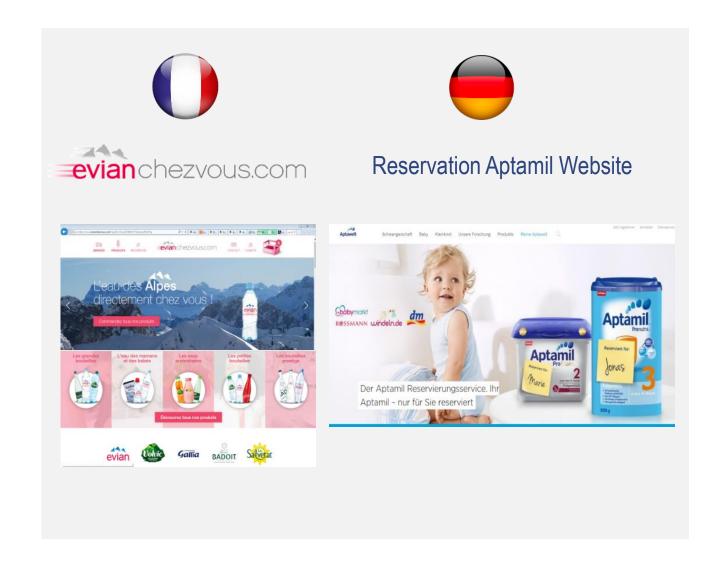


VUELTA

AL COLE



- > Bricks & Mortars
- > Pure Players
- > Brand Owned Website







- > Right content
- > Right offer
- > Right service

ELN

- Shop by Age

Dairy

- Shop by Freshness











- > Right content
- > Right offer
- > Right service











Occasion based consumption









- > Right content
- > Right offer
- > Right service

Buy now button geolocalization



In house coaching app



Service with partners





# Building growth through partnership

#### Build joint roadmap of collaboration with key partners

Partners in growth and in improving the healthy eating habits to support a reduction in the levels of obesity





- Health product innovation pipeline
- Accelerate Home Shopping
- Reinvention in Hypermarkets

#2 CREATING SHARED VALUE END TO END



- Pan European Shared Logistics
- Maximise
   Availability with
   lean inventory
- Right Promotional intensity

#3 GROW TRUST WITH SHOPPERS THROUGH HEALTHY CHOICES



- Worlds leader on 1<sup>st</sup> 1000 days
- Life is better with yoghurt
- Healthy Hydration

T
S
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REDUCTION IN
OBESITY



- Eat Happy Early Years Programme
- Kids Partnership

#5 REDUCING WASTE TOGETHER



- Simpler financial terms
- CO2 Emissions reduction
- Single central
   European Plan

#### To be the best possible partner

Overall performance trend - by manufacturer 2016

Procter & Gamble	1
PepsiCo	2
Danone	3
Unilever	3
Coca-Cola	5
Colgate-Palmolive	6
Diageo	7
Heineken	8
Kellogg's	9
Reckitt Benckiser	10
Mondelēz	11
L'Oréal	12
S.C. Johnson	13
Johnson & Johnson	14
Nestlé	15





Source: Advantage report – global customer relations 2016 - The advantage Group International, Inc

# Tesco May health month

# "The healthiest place to work & shop" through driving healthier baskets & encouraging healthy swaps

**Event Support on Danone Categories** 

Increased Visibility with Online & Instore Support







#### Colleague Engagement

- > Pay Day Booklet to over 300,000 colleagues
- > Sampling
- > Store Incentive





#### **Complementary Analysis**

- > S&I market data
- > Qualitative shopper feedback
- > Full Review of our categories
- > Tesco full store data





# With purpose

10 years of successful collaboration on healthier products on 3 categories



















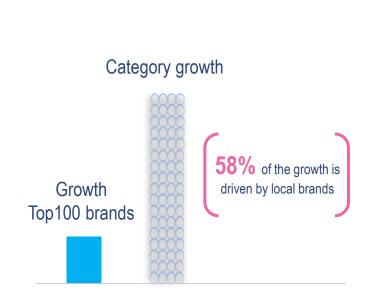
# inovation & growth

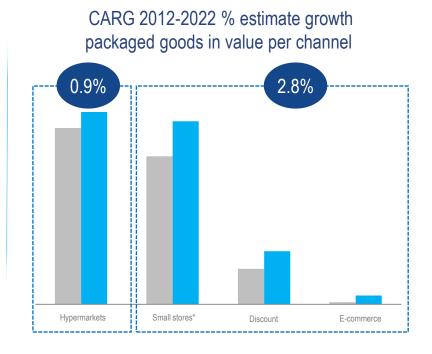
# Paradigm shift - small is the new big

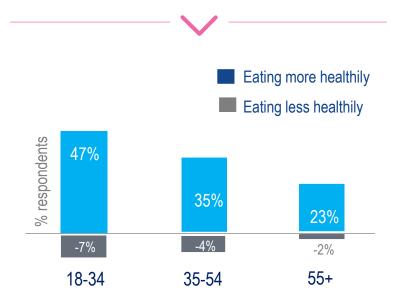
Growth coming mainly from Regional/Local players

Future growth shifting towards small grocery store formats & online

Eating healthy is trendy & millennials play a key role







88% consumers willing to pay more for healthier food \*

Source: \*1. Ad Age report / Avg. Category growth Top 100 Jun 2015 (52 weeks) 2. Euromonitor data packaged food & soft drinks value growth rate % 2016.

3. Date relates to retailers within the planet retail database only: e – estimate / f – forecast. 4.\* Small stores > includes: Neighborhoods stores, Drugstores & Pharmacies, Convenience stores. Source: Planet retail 2016



#### Consumer at the center

# innovation



Beyond trends

Capitalize on our local strength



Being faster

# engagement

Brands with strong Point of view & new ways of reaching consumers: Precision Marketing



Mass of Niches



Targeting at scale



Data-driven

# reach

Be where consumers are...

#### Reach growth drivers



- > Right moment
- > Right stores
- > Right financial discipline
- > Right partners

- > Right product
- > Right price
- > Right place
- > Right promotions

Reach online shoppers



# More than ever... right to play the game



Right balance between global & local brands



Right organization



BEYOND BUDGET
From short term performance
To sustainable value creation



