

July 2022

Global Tracker: UAE *Presentation Deck*

Brought to you by your Kantar Team:
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& Carolina Ferrando



The flow of the story today



Macro-market context

Understanding the context for the MENA region to set the scene



Protein Landscape, Channel usage

Understanding the role of proteins in market for different nationalities/ethnicities. And their claimed channel behaviours



Coo brand health, trust & perceptions

Understanding current role of imported COO vs. Local product in people's day-to-day lives, the usage of, Trust in and perceptions of AU for Beef and Lamb



What next for AU beef in UAE

Identifying the key benefits that AU COO red meat needs to communicate to compete with Local UAE Beef and Lamb

INTRODUCING MLA'S GLOBAL CONSUMER TRACKER

Diverse markets, with some universal truths.



2022 Study Details:



8,300 interviews



11 Markets *(See right)*



20-minute online survey
(supported by interviewer in MENA)



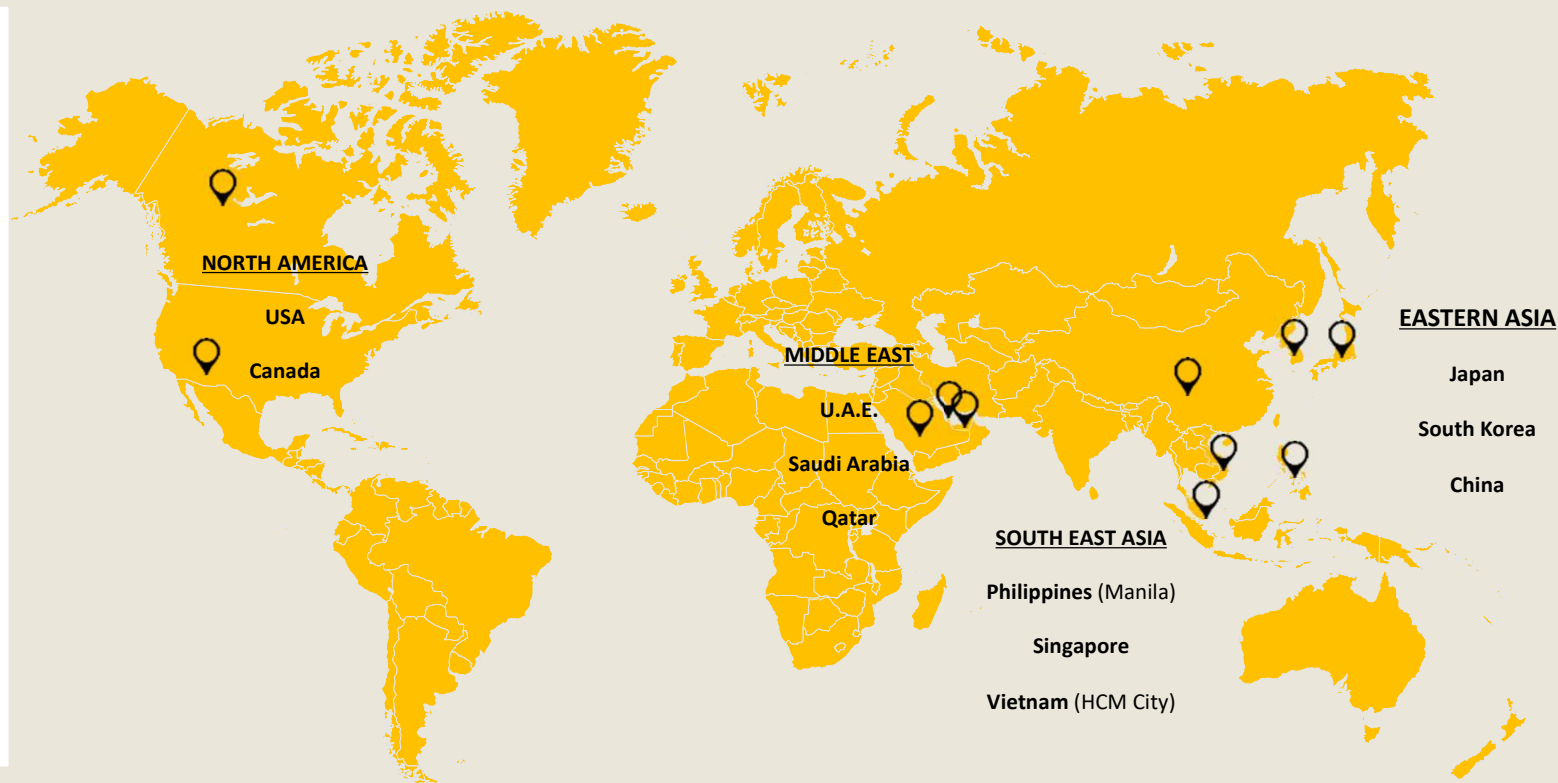
Consumers aged 18-64
Grocery buyers, meal planners
Affluent households (skew)
Selected based on potential openness
and ability to buy AU Beef and/or
Lamb
(Not representative of total market)



Captures meat consumption habits,
attitudes, perceptions of COO Beef &
Lamb, purchase drivers, channels, trust
and True Aussie



Conducted annually, this study collects
historical data allowing the tracking of
trends overtime



UAE sample – deliberate skew (not Nationally Representative)
Fieldwork completed end of March - just prior to Ramadan 2022 (April).



Sample n=500 consumers

DEMOGRAPHICS		COUNTRY INCIDENCE	SAMPLE STRUCTURE
Gender	Male	70%	45%
	Female	30%	55%
Age	18-34	-	45%
	35-49	-	49%
	50-64	-	5%
Cities	Abu Dhabi	16%	50%
	Dubai	30%	50%
Consumption	Buy Fresh Meat at Least Occasionally	-	100%
MGBs	Main Grocery Buyers	-	86%
Children	Households with Children	-	70%
Annual HH Income	241K - 322K AED	-	67%
	322,001 + AED	-	33%
Religion	Islam	76%	77%

The 5 broad learnings to be covered today

Overall market landscape

Meat consumption differs across the key ethnicities in UAE.

Opportunities to plan to target and communicate to the diverse groups of consumers in UAE and their different needs for red-meat.

Role of beef

Even though high on consumption, beef has a more varied role across consumer groups.

There is opportunity to build a stronger emotional and rational relevance with consumers in UAE by tapping into these slightly different roles.

AU Brand Perceptions

Both AU beef and lamb see a softening in 2022, both in terms of usage and equity, now 2nd to local beef.

Need to re-establish credentials on superior meat, consistent quality, Justifying premium perceptions and ensuring value maintained.

Jobs to be done

1. Maintain strong position amongst Westerners
2. Build on platform with Expat Arabs.
3. Sheepmeat the more reliable opportunity amongst expat Asians

Channel specific targeting

Availability at the right channels, based on the varied a specific use of channel by different nationalities in the UAE.



MARKET CONTEXT



Meat an integral part of UAE consumers. COVID and recent supply chain challenges impacting consumers considerations in UAE.



Meat – integral part

Meat plays a key role in meal times and specific occasions. The importance of the meal occasion defines the style and quality of meat chosen. Local beef growing but high reliance on imported meat continues in UAE. Origin, cost and texture drive premium cues.



Recent supply chain challenges

High inflationary pressures due to supply chain issues in the region, result in consumers being under financial stress.



Covid

Covid response of UAE consumers has been to refocus on health & well-being, and re-evaluate their brand choices. Additionally there has been a significant shift in purchase behaviour and reliance on Online platforms.



Connect

Opportunity to build a strong emotional connection with the consumer and be an integral part of their dinner table.



Accessibility & Price

Supply chain challenges mean physical availability is critical along with ensuring the 'right' price.



Health

Consumers managing mental and physical health through diet, focusing on safe/hygienic products, organic, hormones and gluten free



Omni-channel

Presence in both physical and Online channels is a must to ensure visibility and engagement with consumers.

The Central Question

How can MLA help to build relevance of Australian beef and lamb in the lives of different UAE consumer groups into the future?

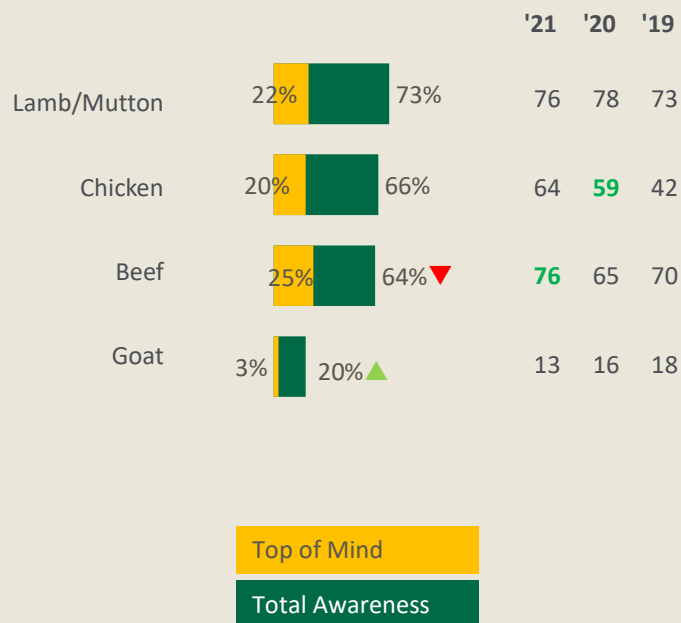


PROTEIN
LANDSCAPE

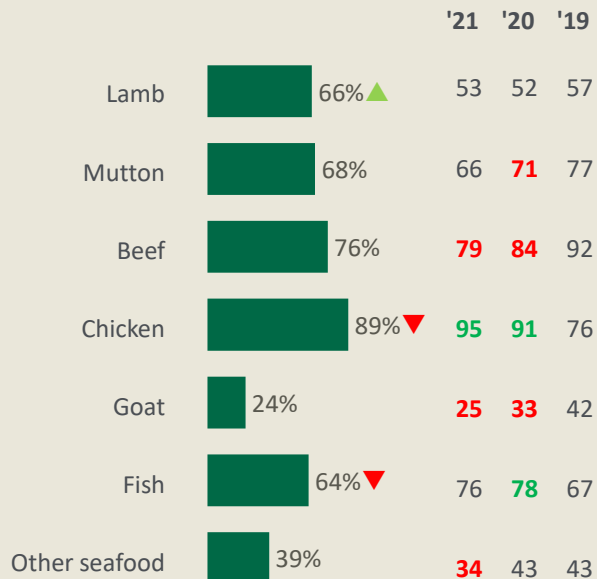
Chicken maintains highest serves and growing salience. Beef's salience dips to 2020 levels, with claimed purchase/serves softening overtime while Lamb's purchase/serves increase.



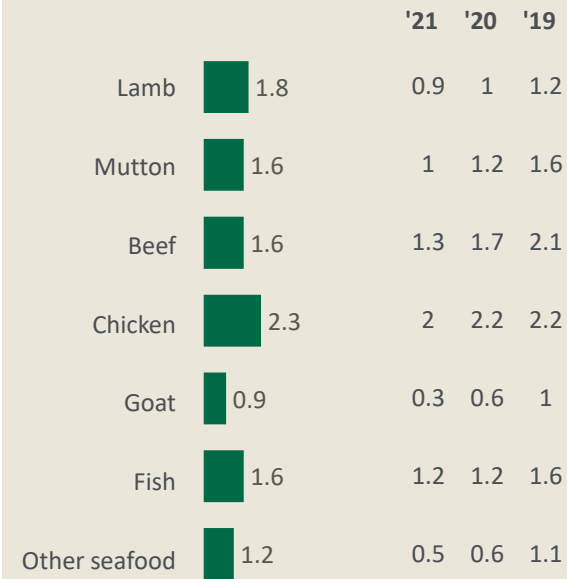
SPONTANEOUS AWARENESS



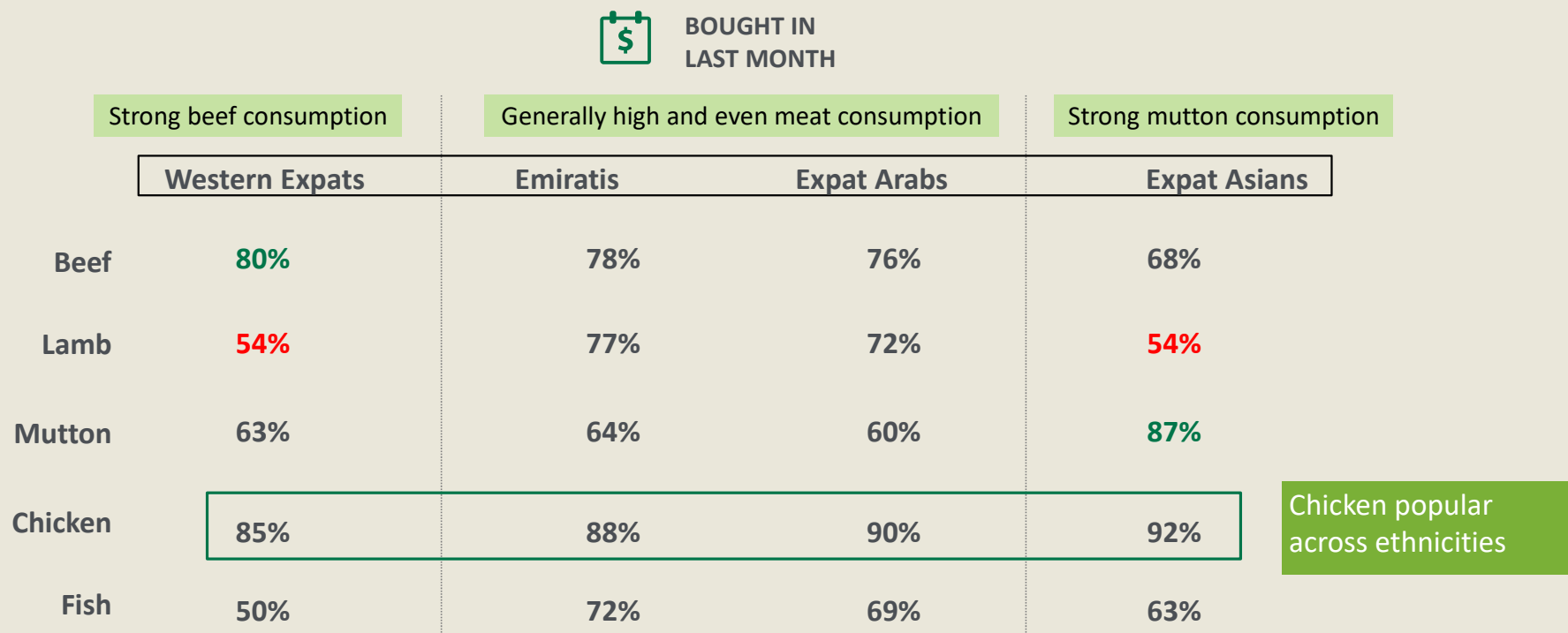
BOUGHT IN LAST MONTH



AVERAGE SERVES LAST 7 DAYS



Meat consumption is high amongst Arabs, while Beef and Mutton are more popular amongst Western Expats and Asians respectively. Chicken continues to be the most popular across ethnicities.



High meat consumption amongst Arabs is reflected in recent a recent qualitative study in UAE – with meat seen to have a social, cultural and religious significance which could be leveraged.



UAE meals are **meat heavy** and **premium quality** red meat is a signifier of **wealth** and **nutrition**.

Something traditionally unaffordable for 'common' people.



Often the **hero** in indulgent, **luxurious** meals – where red meat is a **central** part of large **entertainment** occasions.



For many, a main **source of protein** and a major part of everyday diet.



Livestock/red meat plays a **key role in Islamic religious seasons**.

The donation of red meat from rich to poor during religious events is seen as giving those less fortunate much needed nutrients to survive.

In UAE Beef remains premium, sharing superiority, price and fatty associations with other red meat. Chicken is an everyday staple while Fish is healthiest. Perceptions on the whole, remain stable overtime.

Superior, fatty, tender



Beef

Strengths

- Is the most **superior** meat
- *Am willing to pay a bit more*
- *High **nutritional** value*

Weaknesses

- Not an essential part of a healthy diet for growing children (vs other meats)
- Not Low in fat
- Not Cheap

What's changed this year?

Increased nutrition

Affordable, convenient, versatile **Low fat, nutritious, healthy**



Chicken

Strengths

- Cheaper
- Easy and convenient to prepare
- Can be used in many different meals

Weaknesses

- Not superior
- Not willing to pay more for

What's changed this year?

Less essential part of a healthy diet for growing children (vs other meats)



Fish

Strengths

- High nutritional value
- Low fat
- Essential part of a healthy diet for growing children

Weaknesses

- Not favourite
- Not superior
- Not well-cared for

What's changed this year?

Overtime less cheap



Specialty



Sheepmeat

- Fatty
- Expensive
- Superior
- Lamb: well-cared for, willing to pay more for

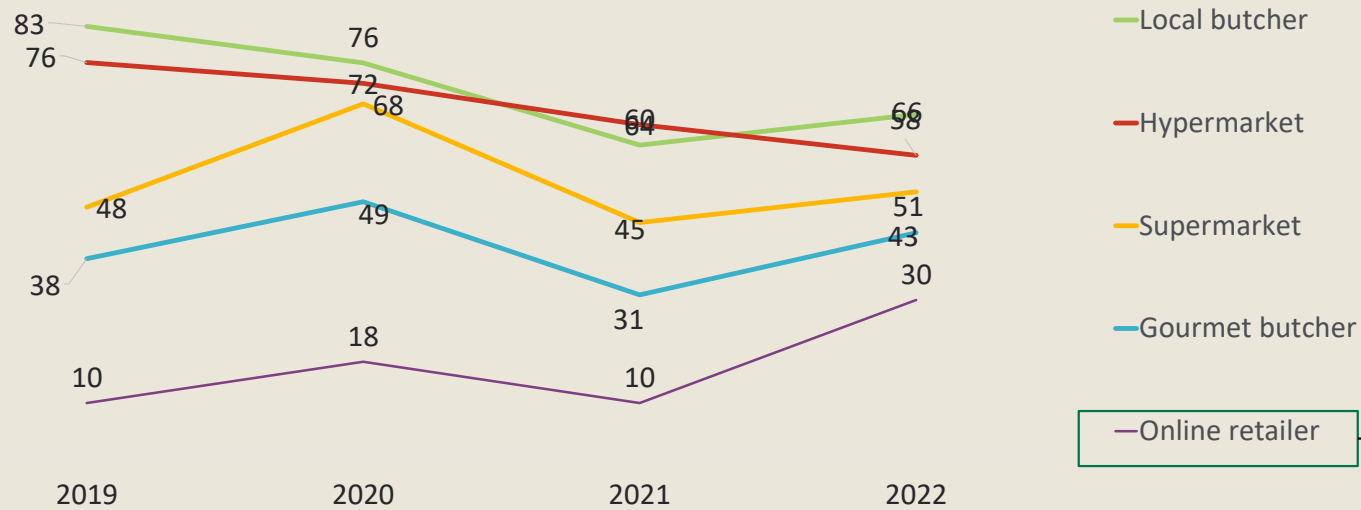
Looking at the associations for Beef and Lamb, it is clear that there are nuanced differences in the roles that they play for different ethnic groups. Beef is seen as superior outside expat Asians (who see lamb as superior).

	Emirati	Expat Arabs	Western Expats	Expat Asians
	Is the most superior meat			<ul style="list-style-type: none"> • Consistent quality standards • Willing to pay a bit more • Can be used in many different meals • My/ my family's favourite
	<ul style="list-style-type: none"> • Tender • Fresh 	<ul style="list-style-type: none"> • High nutritional value • Industry is environmentally sustainable • My/ my family's favourite 	<ul style="list-style-type: none"> • Willing to pay a bit more • Tender 	
	<ul style="list-style-type: none"> • Animal is well-cared for 			
	Is well cared for			(Mutton for Expat Asians)
	Superior		Mutton: Favourite	Lamb: Superior
	Delicious		Mutton: Delicious	Mutton: Sustainable
	Willing to pay more	Tender	Lamb is not easy and convenient to buy, but Mutton is	
	Consistent Quality		Mutton: Consistent Quality	

There has been a convergence of channel usage post-Covid with Hypermarkets and Local butchers appearing to soften, while monthly usage of other channels grows, in particular claimed online usage.



BEEF MONTHLY PLACES OF PURCHASE



Online growth a general trend post-Covid, however UAE well above global average

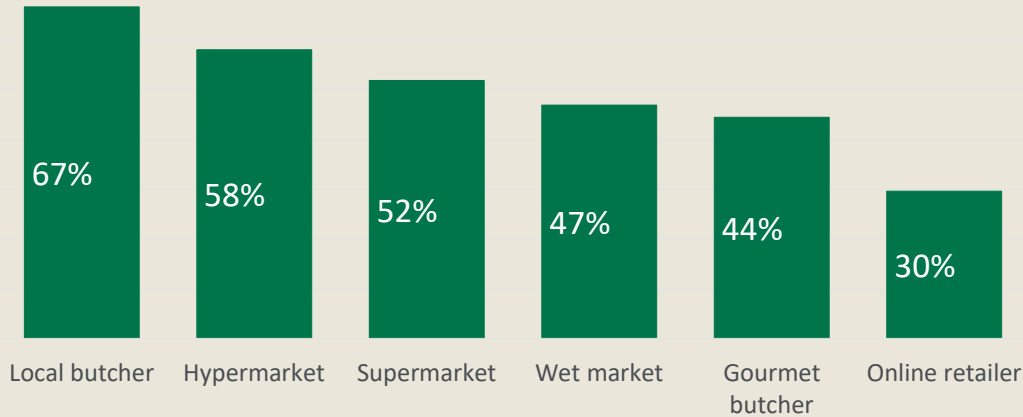


Similar patterns for lamb channel purchase

There are different channels to focus on if we are to engage the different targets. Hypermarkets, supermarkets and online more common for Western expats. Butchers are more common for Arabs.



BEEF MONTHLY PLACES OF PURCHASE



Skews by Ethnicity

Western Expats	Expat Arabs	Emirati	Expat Asians
Hypermarket	Local Butcher	Local Butcher	Hypermarket
Supermarket	Gourmet Butcher	Gourmet Butcher	Supermarket
Online			Local Butcher

BEEF

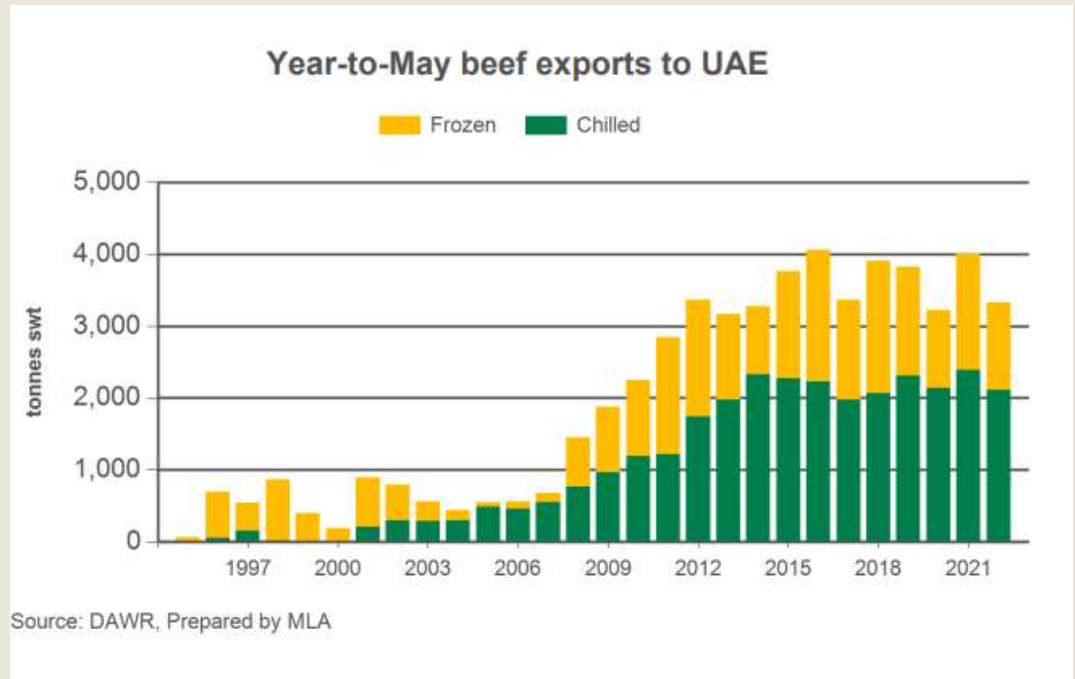
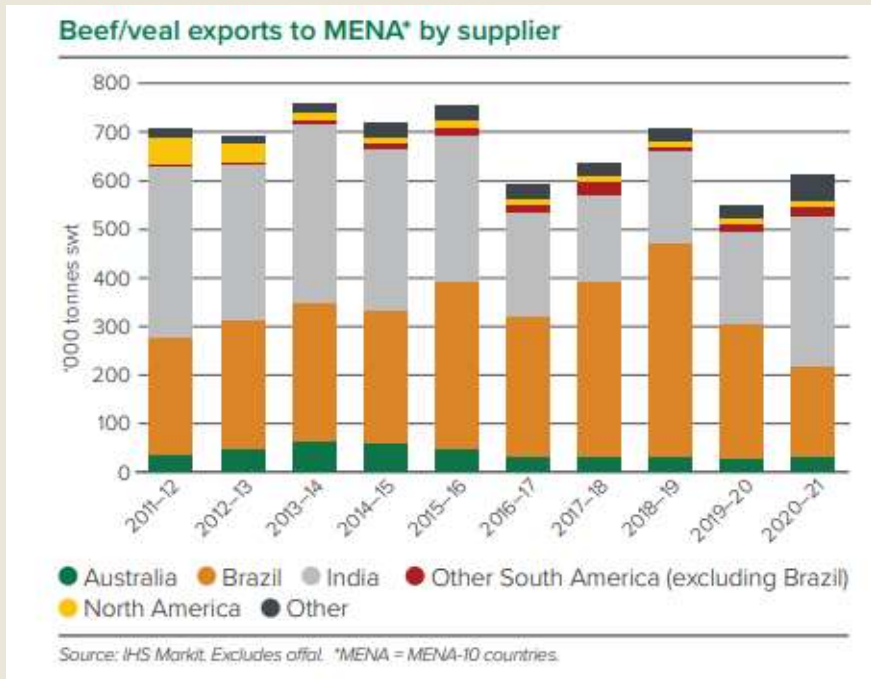
BRAND HEALTH & TRUST



All questions in this section were asked of beef buyers only (must have ever bought beef). They also must have previously bought, or would consider buying, imported beef.

We have seen a downturn, YoY, for Australian beef exports to UAE, with Brazilian and Indian remaining the dominant players in terms of volume.

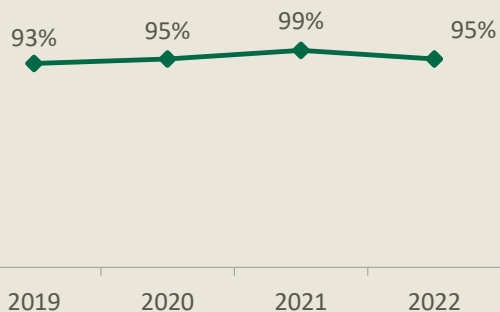
MLA market snapshot – MENA
(November 2021)



Consumers claim to know the country of origin while buying their beef – driven by a saturated import market; Frequency of purchase of imported beef remains largely similar to '21 levels.

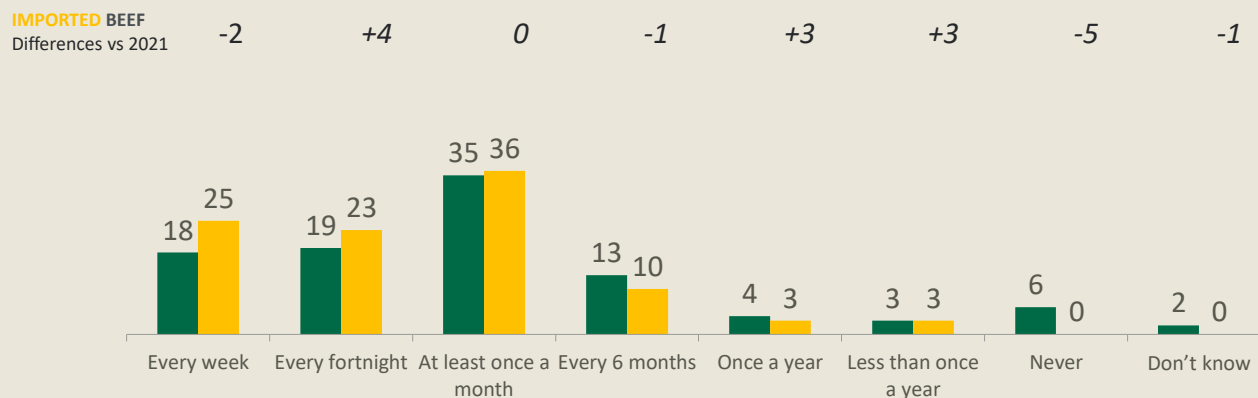


Know Country of Origin?



This is consistent and high for all ethnicities

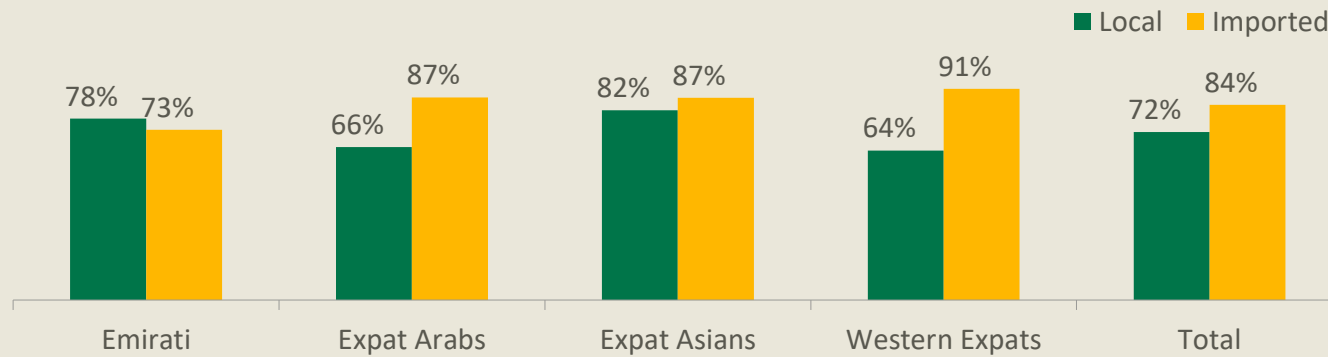
FREQUENCY OF BUYING LOCAL AND IMPORTED BEEF



9 in 10 Western expats buy imported product monthly, showing a similar ratio of local to imported as Expat Arabs. A high proportion of Expat Asians claim to buy both local and imported beef at least monthly.



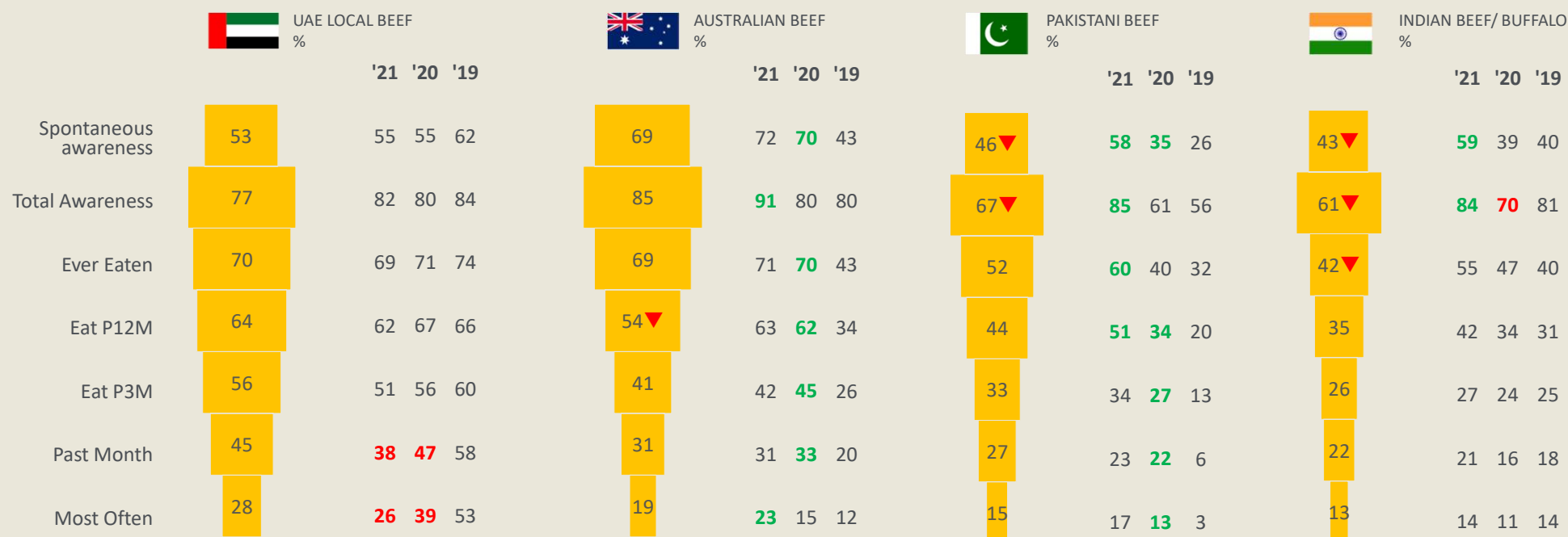
Buying Beef once a month or more often
(Imported vs. Locally Slaughtered)



Local beef continues to be the most consumed in UAE, and AU has largely maintained through the funnel with the exception of a dip in P12M consumption. Awareness of both Indian and Pakistani beef see a drop.



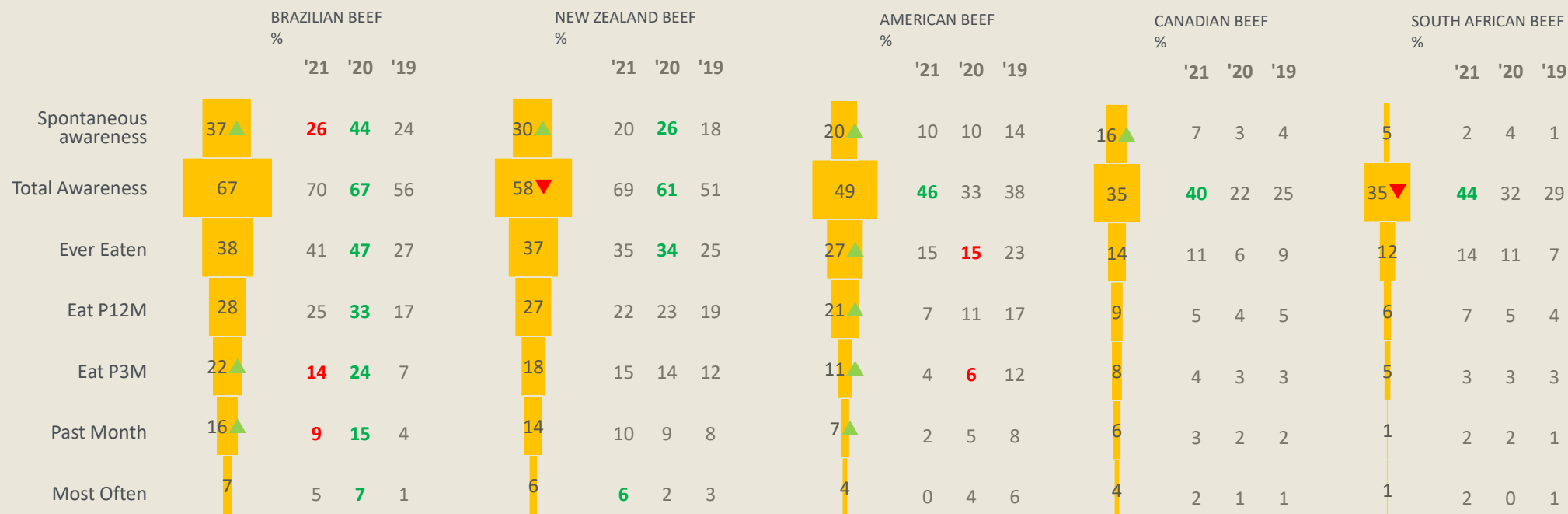
BRAND HEALTH – BEEF



Brazilian beef recovered from its 2021 declines, while American beef has increased consumption across the board in line with its increase in spontaneous awareness.



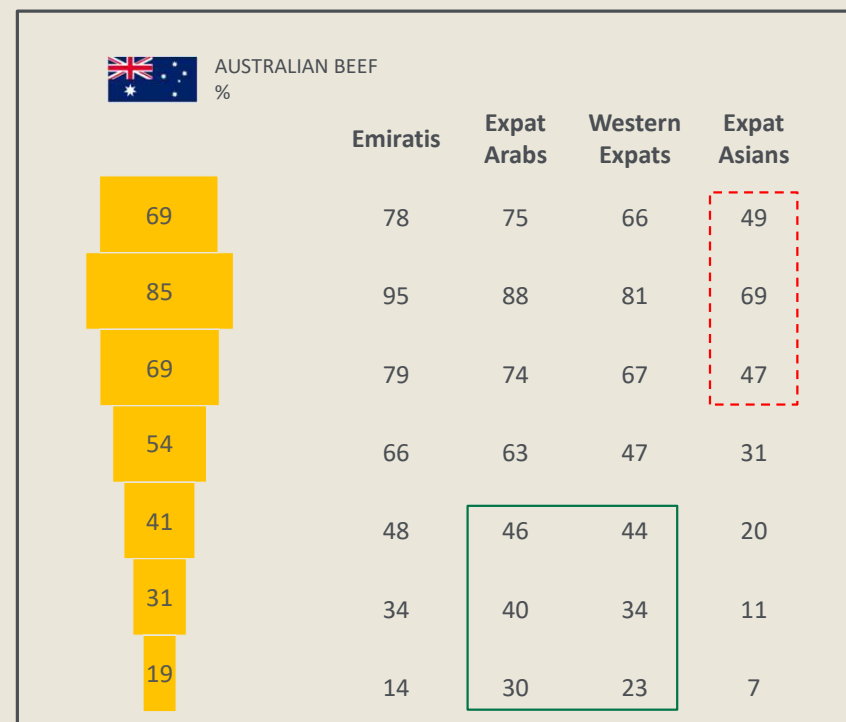
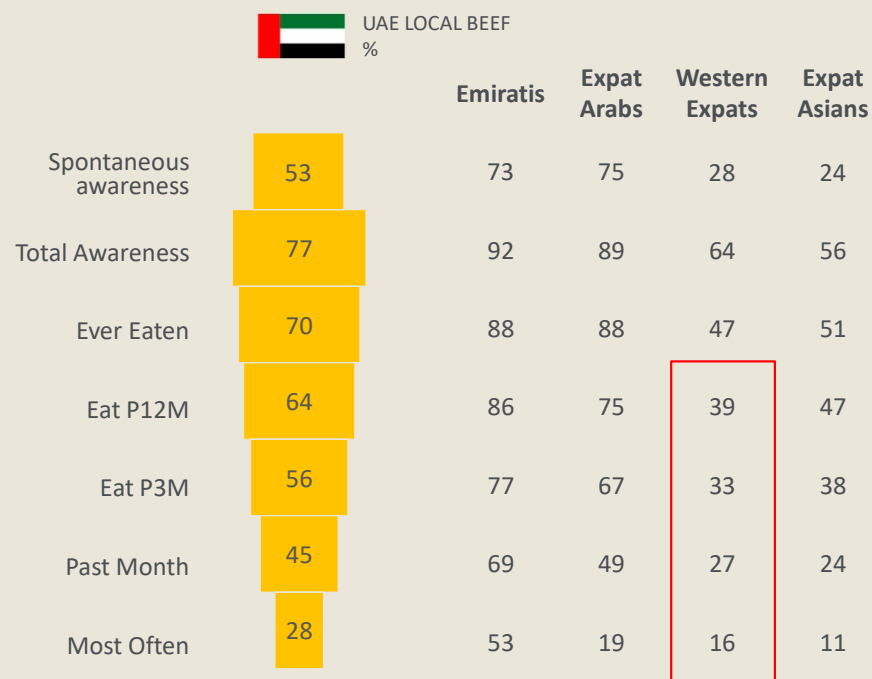
BRAND HEALTH – BEEF



Once awareness is established for local, conversion through the funnel is stronger than AU's for all ethnicities except Western Expats. This suggests some scope to build usage/loyalty amongst Arabs and Western Expats, but conversion is less clear for the Expat Asian population.



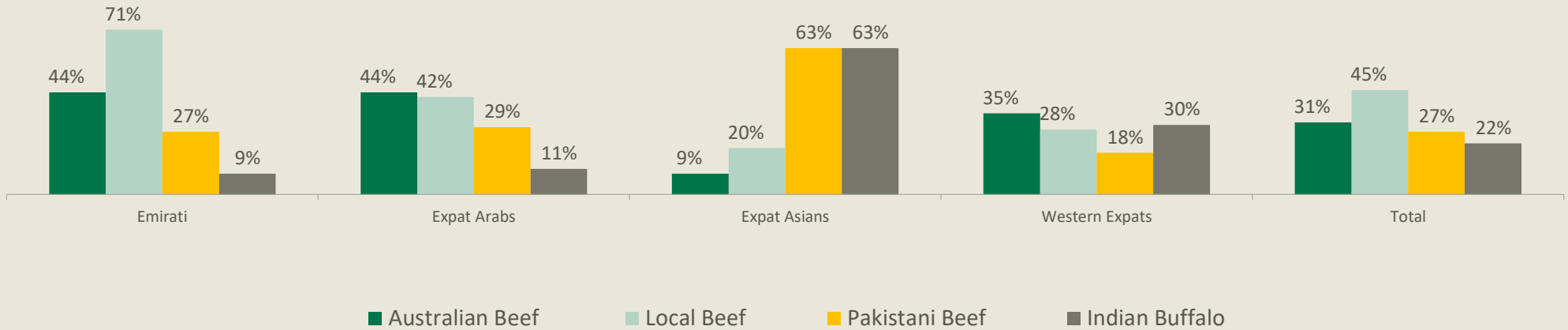
BRAND HEALTH – BEEF



And digging a little deeper, for those who buy imported beef monthly, there are clear differences in the COO the different ethnicities consume monthly.



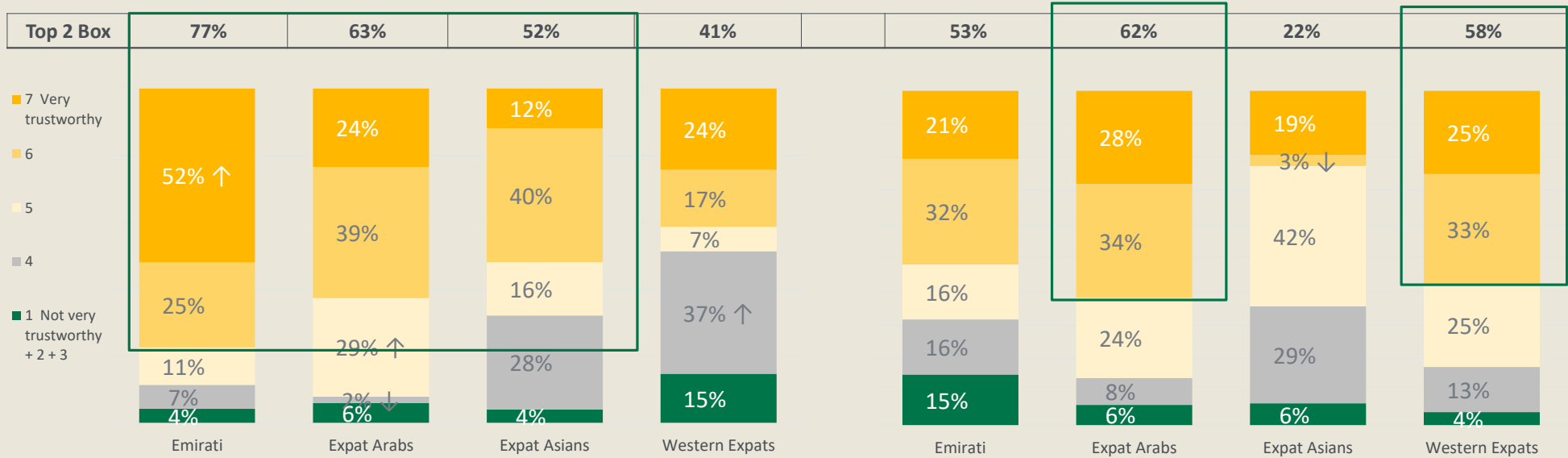
Country of Origin product eaten in last month (Funnels)
By Ethnic groups - who purchase imported monthly



This is reflected in the level of trust we see amongst different ethnic groups for Local Beef vs Australian beef.



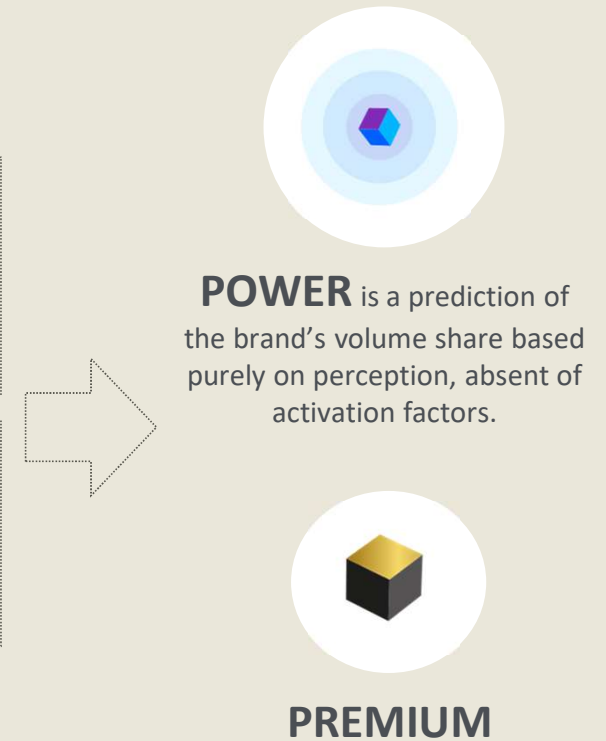
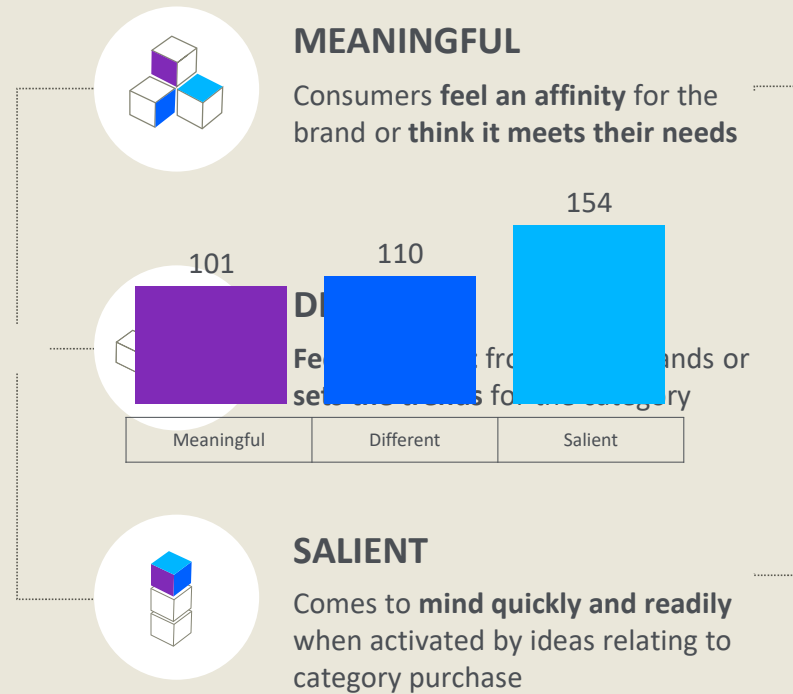
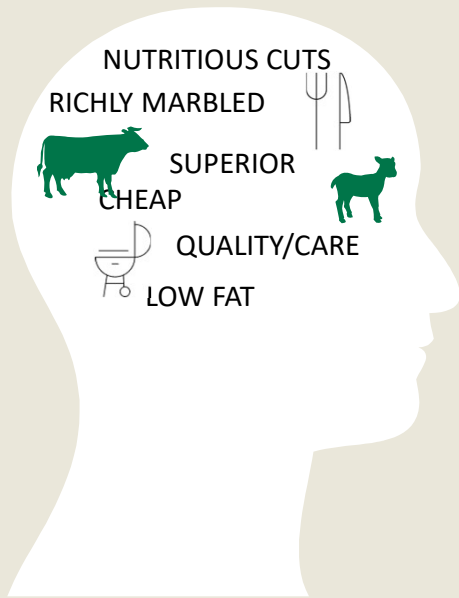
Trustworthy - COO BEEF By ethnic group



**BUILDING COO
PERCEPTIONS
TO GROW
AUSTRALIAN BEEF**



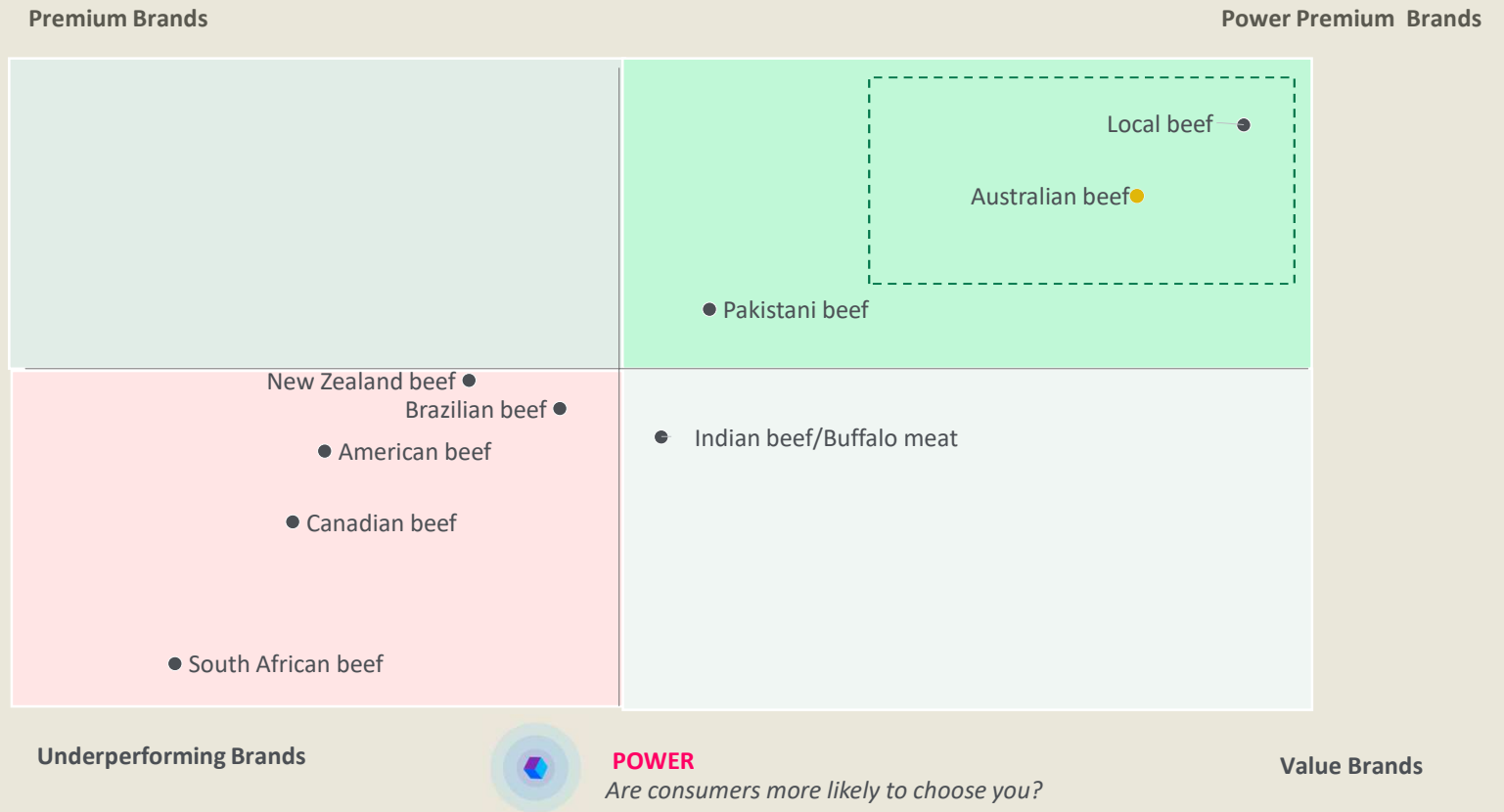
The elements of a successful brand or ensuring you are relevant, build an emotional connection, are differentiated from the crowd and mentally available when it matters.



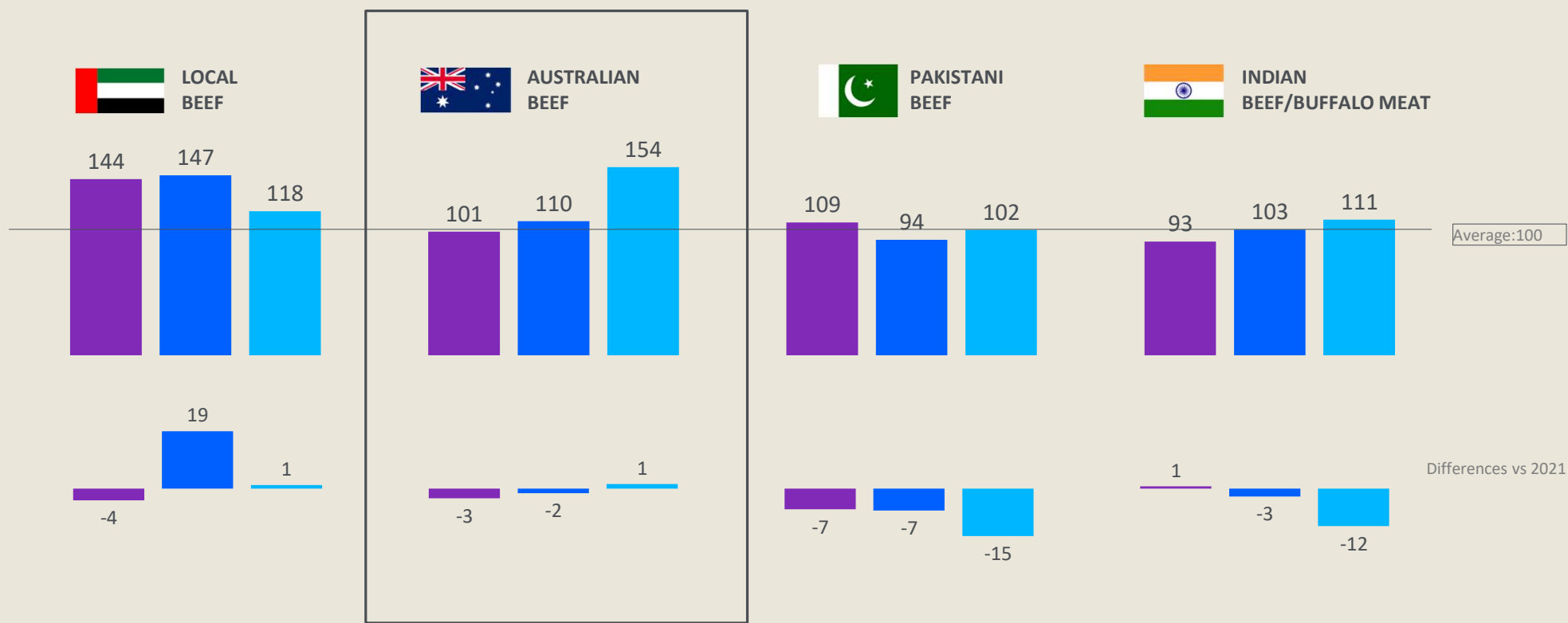
AU and Local Beef continue to battle for lead position in the UAE, with Local Beef retaking #1 this year. Pakistani Beef remains Powerful, while Indian beef drops to a value offering.



PREMIUM/VALUE
Are they willing to pay more for you?



In line with market presence, Local and AU beef remain dominant, with AU coming to mind readily. But Local has strong established relevance, and difference in the market. As reflected in awareness, Pakistani and Indian buffalo have lost some mental availability this year.



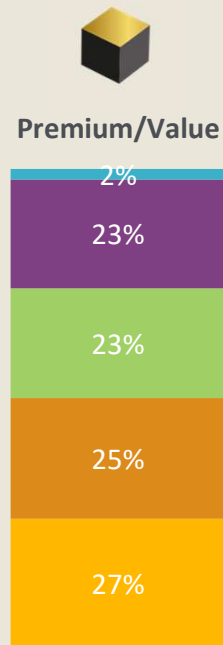
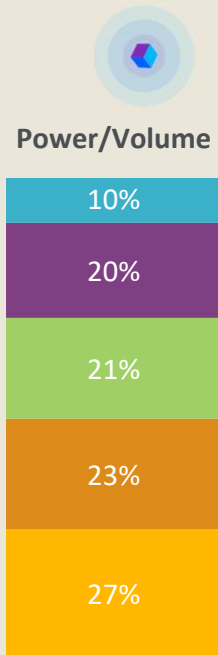
MENA markets show an interesting idiosyncrasy in red-meat brand choice that we rarely see elsewhere...

The attributes that compel a MENA consumer to buy more of a brand, are the samethings that make them want to pay more for a brand.

This means that the features of red meat that people evaluate in choosing *what* to buy have the same impact on *volume* as they do on *value*.



All factors, except cheapness, have relatively equal impact on Power and Premium.



■ Superior Quality
 ■ Environment
 ■ Halal
 ■ Variety & Fat Cuts
 ■ Cheap

Cheaper
Offers a variety of cuts that suit the meals I make
The fat is nicely marbled
Low in fat
I trust that this beef is slaughtered according to sharia law and is therefore Halal
The animal is well cared for
The industry is environmentally sustainable
The meat is usually tender
Is easy and convenient to purchase
Guaranteed safe to eat
Consistent quality standards
More nutritious
Is my/my family's favourite beef
Fresh
Is the most superior beef

While Superior Quality and being Halal are more important in driving relevance, Environmental cues and variety of cuts helps to differentiate.

Amongst local consumers, the perception is that Australian and Local product are the closest to each other in terms of quality and safety.

“Australian beef is the closest to our beef at the market regarding cleanliness and softness. With it, you don’t need to use so many spices. Some meats need spices to change the taste. Australian beef doesn’t need anything. You only add salt and pepper. They already dry all the blood, unlike the Brazilian that has to be dried. Australian beef can be used as it is”

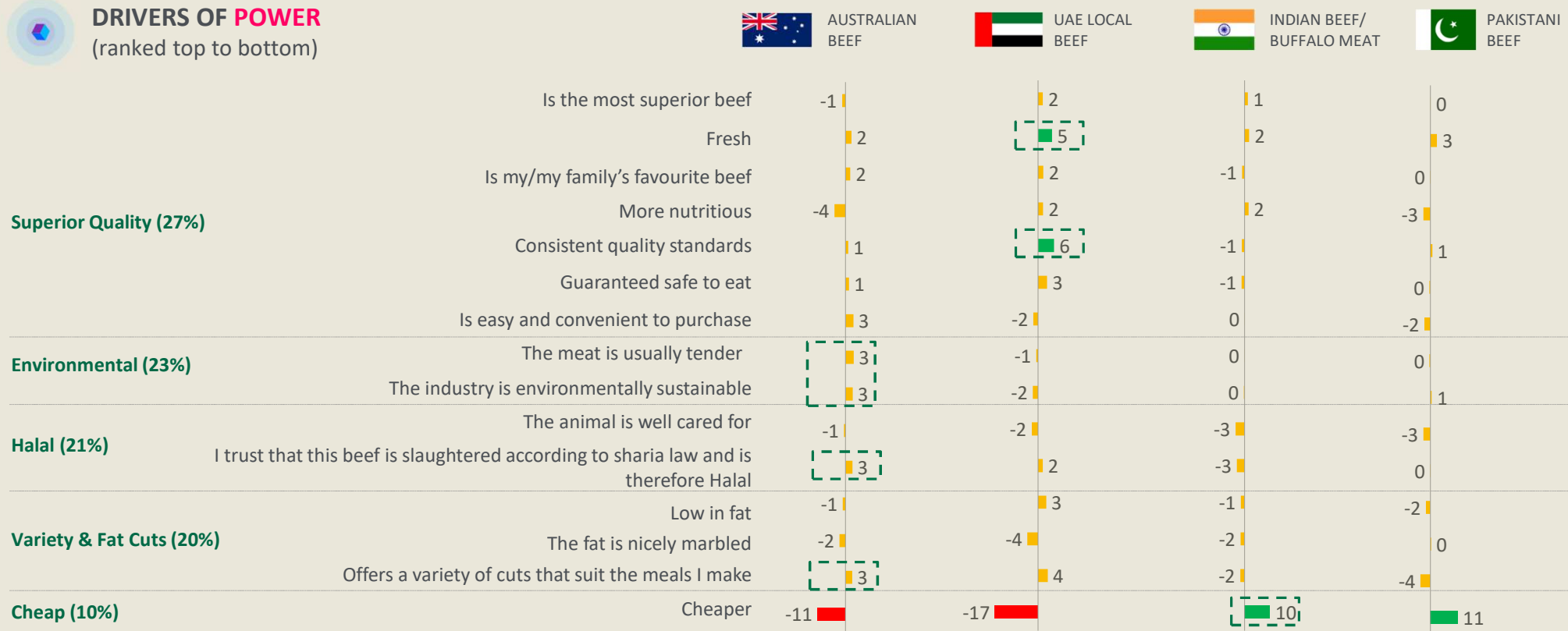
Consumer, Emirati



A clear positioning not owned by Australian, in comparison with Local UAE beef holding strengths in fresh and consistent quality and largely owning the 'Superior quality' space. Opportunity to differentiate in the 'Sustainable' space.



DRIVERS OF POWER (ranked top to bottom)



BBH9. Here are some things which people have said about beef. We would like to know which of the following statements apply to beef from different countries of origin. You may choose as many or as few countries of origin as you wish. It doesn't matter if you don't buy any of them - it's your impressions we'd like. Base: (n=243). Attributes are grouped according to level of co-endorsement i.e. when respondents endorse one attribute for a brand, they are likely to endorse the others in the group. In this way the attributes are linked, then the groups are given an appropriate, summary name.

KANTAR

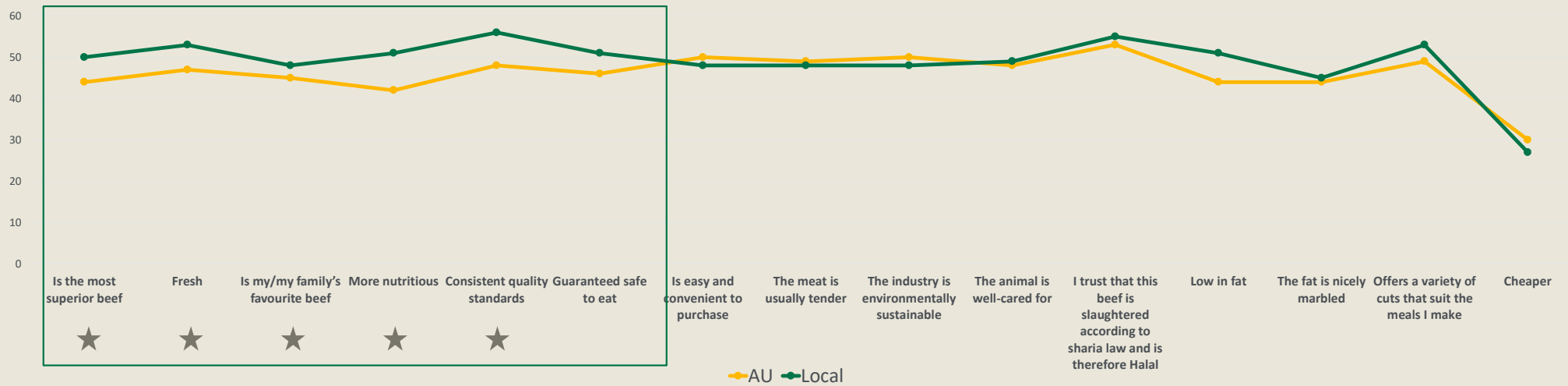
+5 or more = relative category strength
-5 or less = relative category weakness.



AU seen to be primarily weaker vs. local on the key aspects that drive volume and premium perceptions – more so amongst Emiratis and Expat Arabs; Need to maintain its strong position amongst Western Expats.



% Endorsement for AU Beef vs. Local Beef



Gap of Avg. AU vs. Avg. Local endorsements:

Emiratis: -28

Expat Arabs: -9

Western Expats: +28

Expat Asians: +4

★ Important aspects to drive Value and Volume

LAMB COO BRAND HEALTH, TRUST & PERCEPTIONS

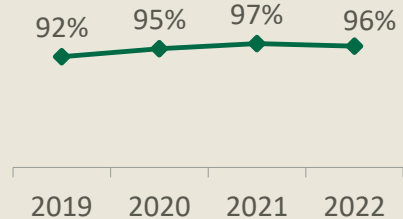


All questions in this section were asked of lamb buyers only (must have ever bought lamb). They also must have previously bought, or would consider buying, imported lamb.

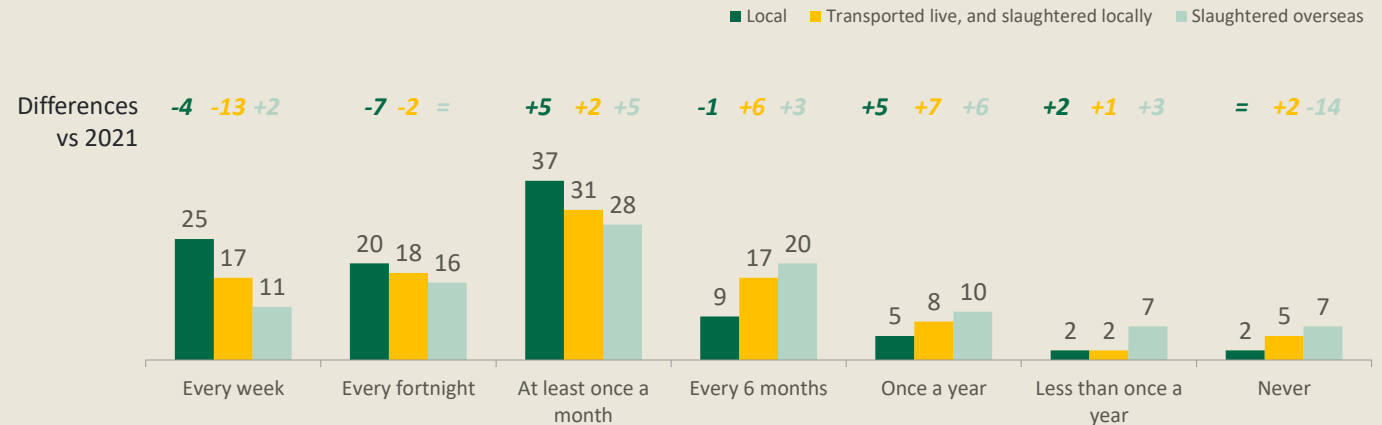
As with beef, knowledge of COOs continue to be almost universal within lamb as well. Expectedly Local lamb is purchased more frequently, though some dip observed in 2022.



Know Country of Origin?



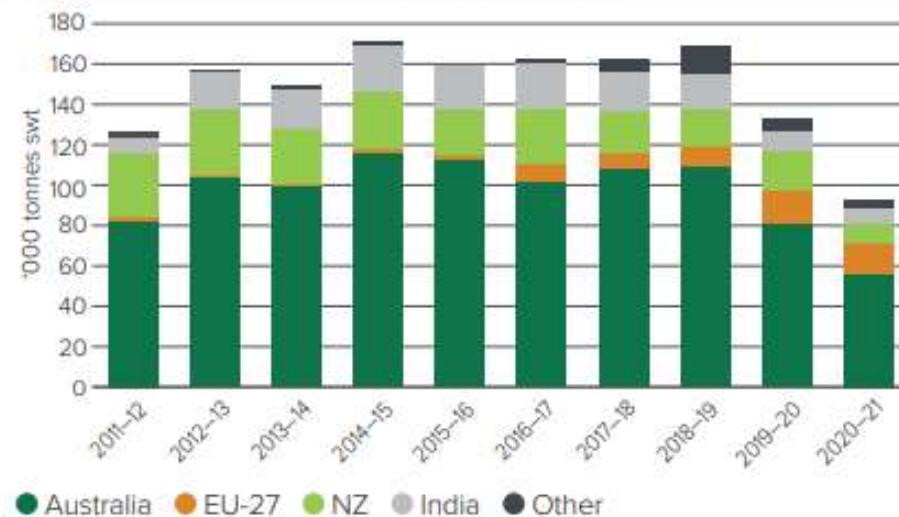
FREQUENCY OF BUYING LOCAL, TRANSPORTED LIVE, AND SLAUGHTERED LOCALLY & SLAUGHTERED OVERSEAS LAMB



MENA beef imports have increased in 20/21, driven by that from India, while Brazilian exports continues to decline. Conversely, sheep-meat volumes continue to decline driven by weakening AU presence.

MLA market snapshot – MENA
(November 2021)

Sheepmeat exports to MENA* by supplier

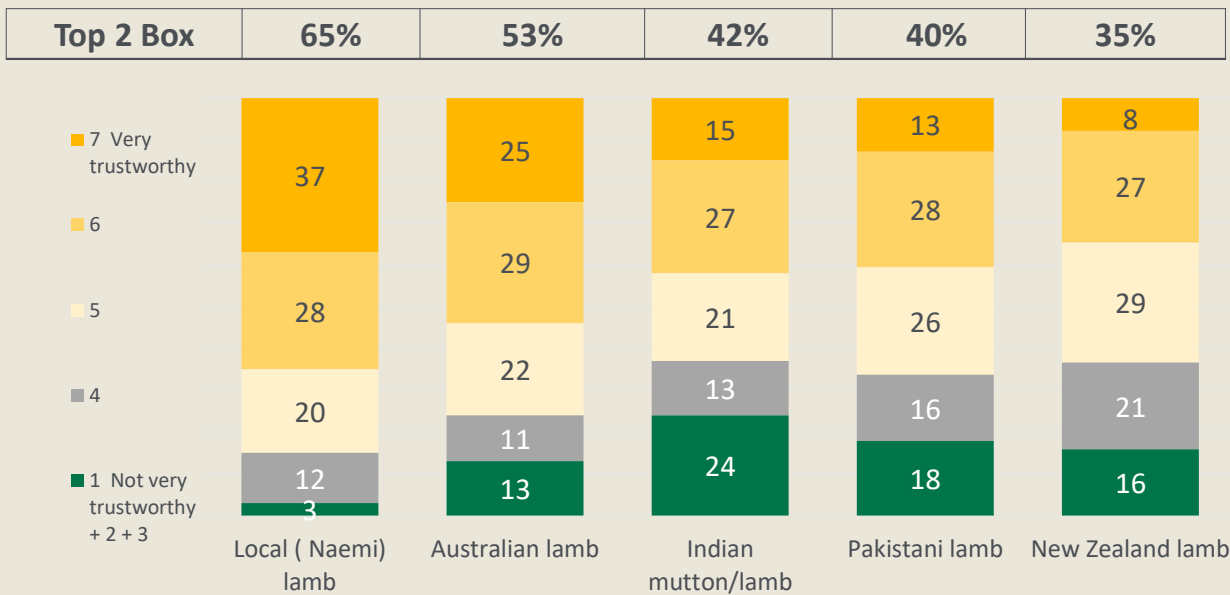


Source: IHS Markit. *MENA = MENA-10 countries. Does not include exports from African countries. From 2019-20 EU, does not include UK.

Trust for the Local Lamb highest followed by that for AU lamb – more so amongst Western Expats. As with beef, trust scores of AU Lamb also sees a dip in 2022.



Trustworthy – COO Lamb

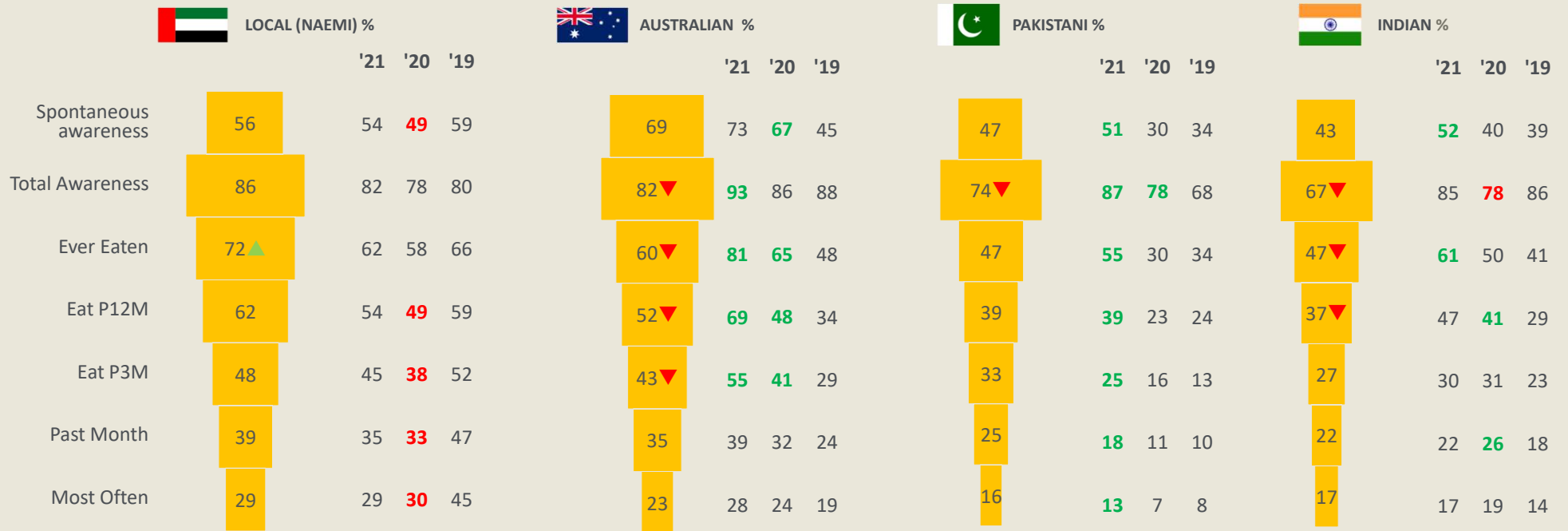


*“I am extremely aware of the process involved in rearing beef, slaughtering and then processing the end products. More importantly, I am aware of the rules and regulations that govern the whole process covering industry best practices, track and trace and cold chain adherences to ensure a product is fit for the end consumer”
Consumer, Westerner*

Similar to Beef, Local Lamb is steady and leads the pack. Post increases last year, Australian lamb funnel has seen shifts back to 2020 levels, from awareness through to recent usage.



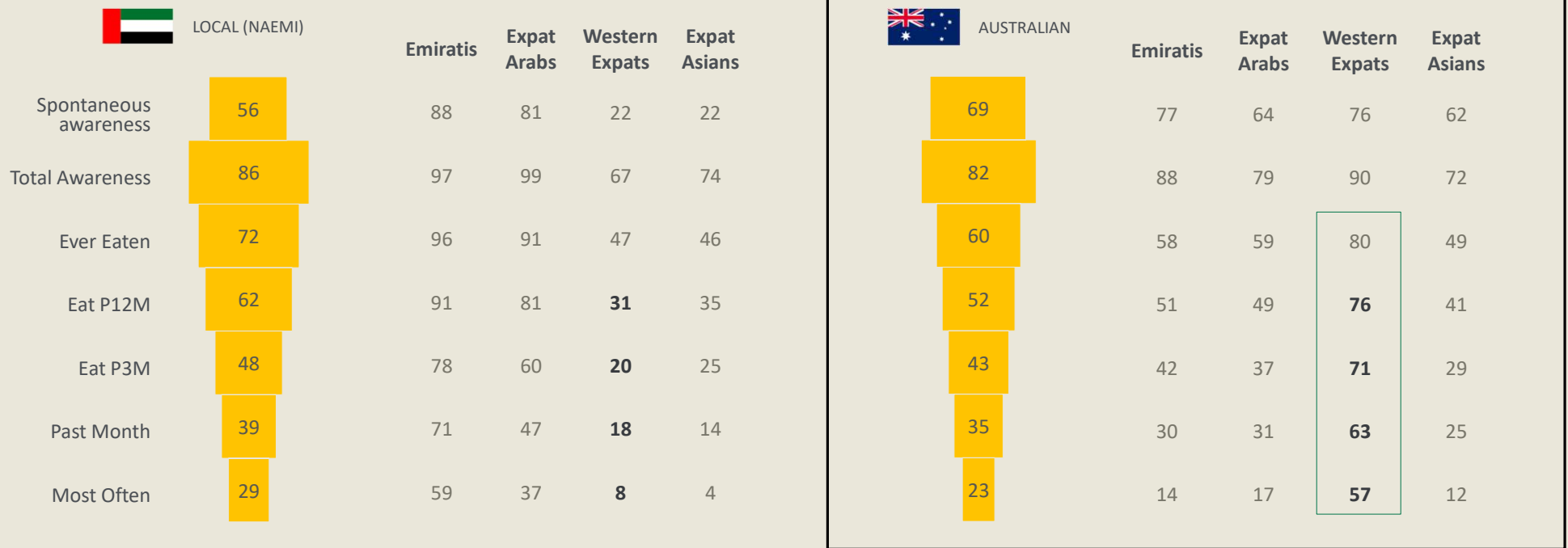
BRAND HEALTH – LAMB



In contrast to beef there is more of a split between Western consumers and Arabs and Expat Asians. Building use amongst Expat Asians more challenging given the distinct roles of Sheepmeat across the different audiences.



BRAND HEALTH – LAMB

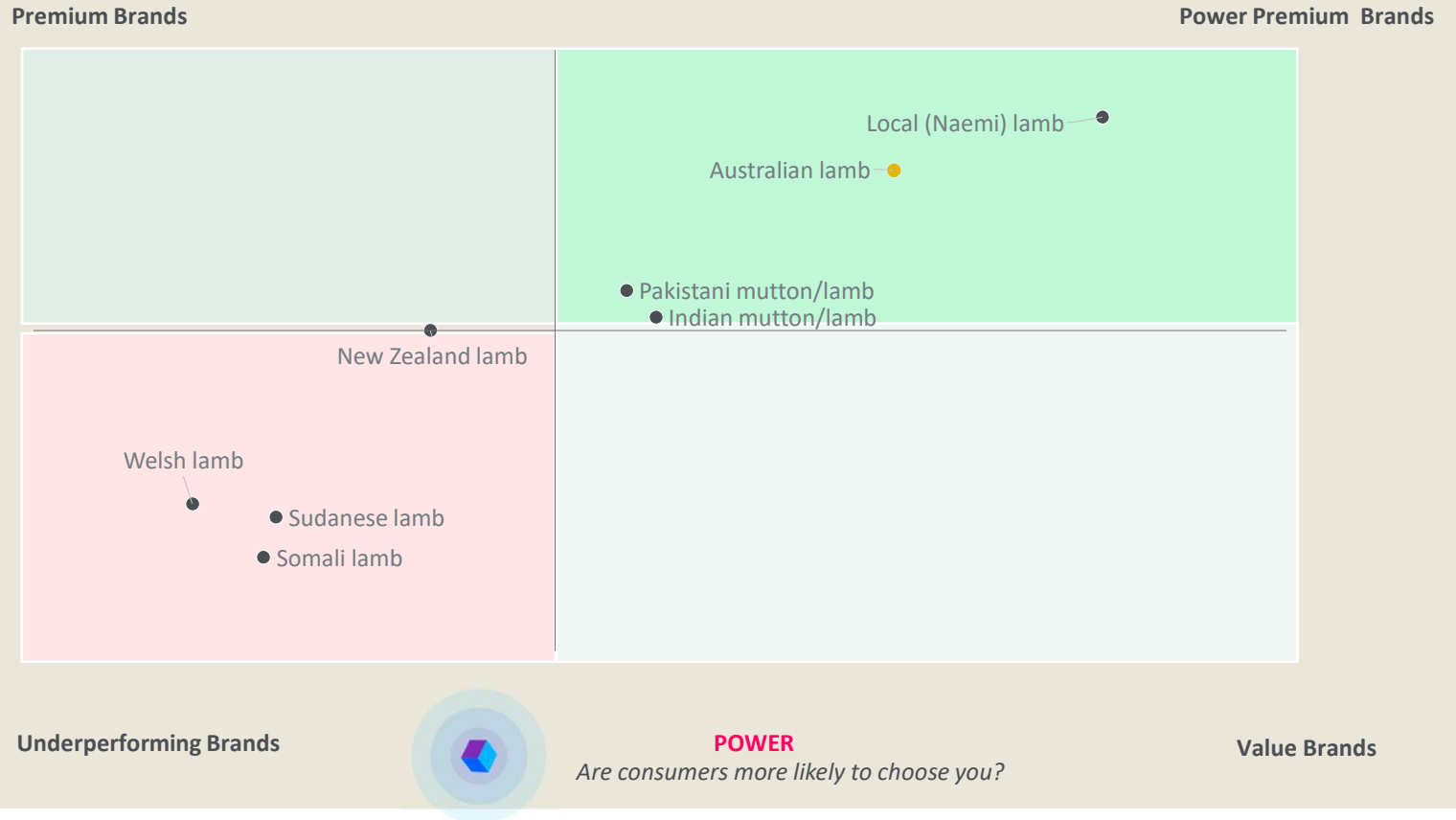


Similar to Beef Local lamb pulls ahead of AU lamb. Pakistani and Indian lamb increase Power in 2022 to move up into the Power Premium quadrant.

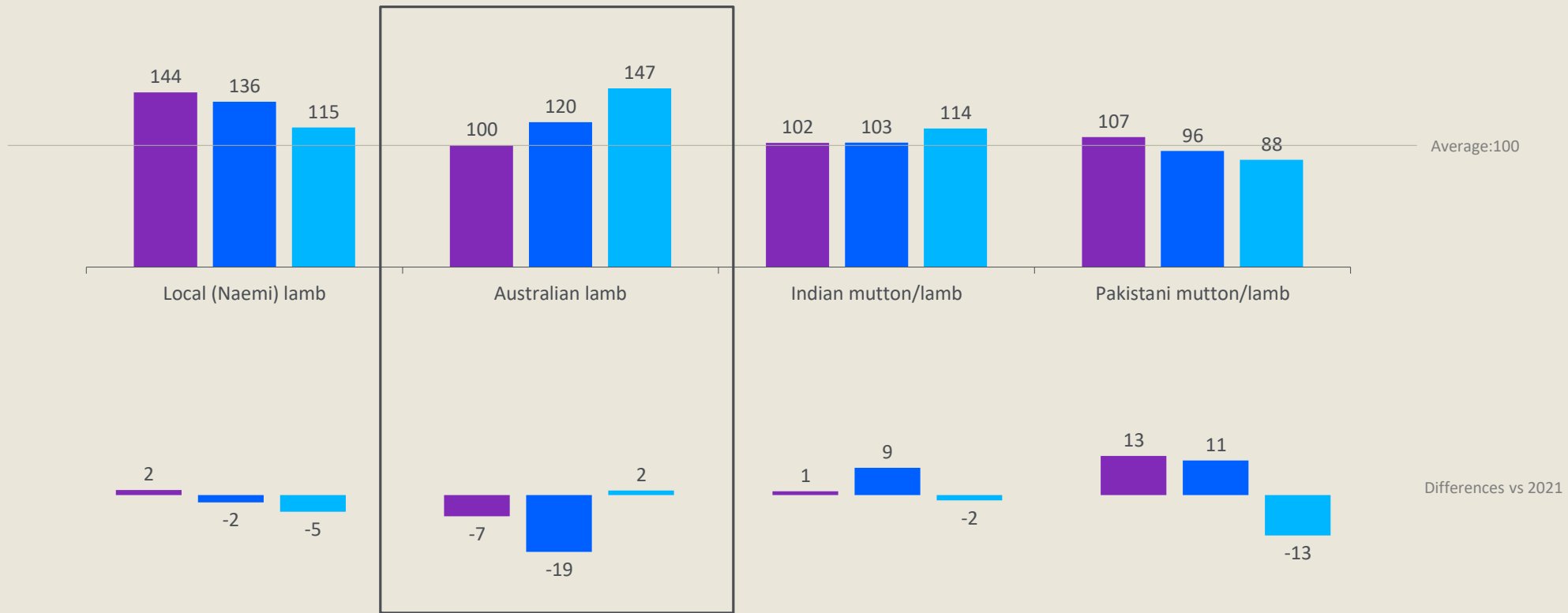


PREMIUM/VALUE

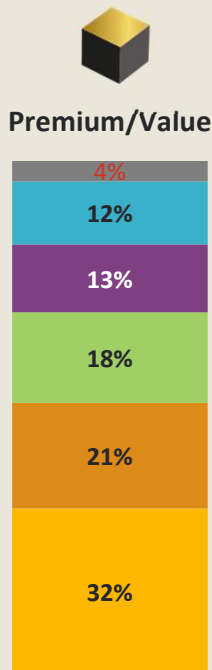
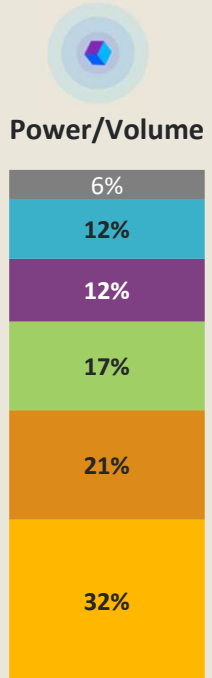
Are they willing to pay more for you?



In line with market presence, Local Lamb continues to have the strongest equity. Australian lamb is relying on Saliency and needs to drive relevance to in the market to a broader audience to protect volume.



As with beef, what drives volume, also driver premium perceptions. Superior Quality followed by nutritious aspects will help to build brand relevance, Halal perceptions can help differentiate.



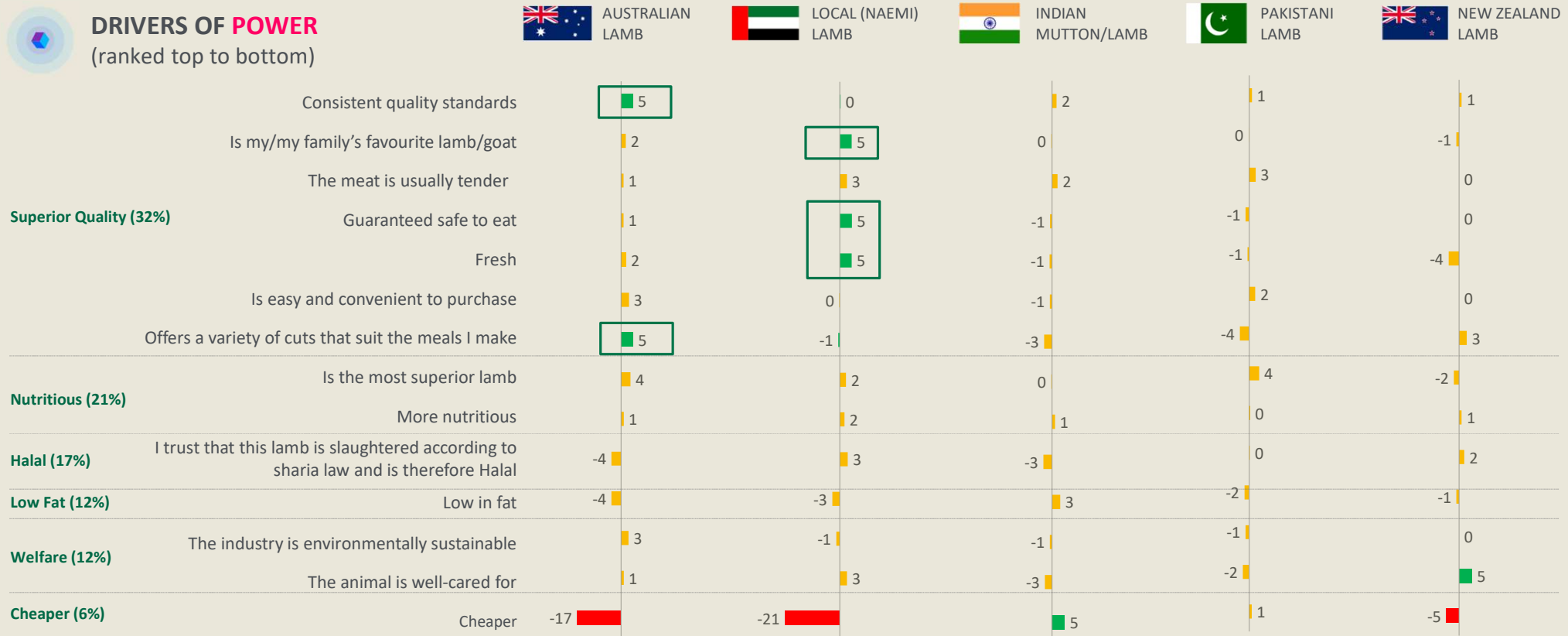
- Cheaper
- The animal is well cared for
- The industry is environmentally sustainable
- Low in fat
- I trust that this beef is slaughtered according to sharia law and is therefore Halal
- More nutritious
- Is the most superior beef
- Offers a variety of cuts that suit the meals I make
- Is easy and convenient to purchase
- Fresh
- Guaranteed safe to eat
- The meat is usually tender
- Is my/my family's favourite beef
- Consistent quality standards

■ SUPERIOR QUALITY
 ■ NUTRITIOUS
 ■ HALAL
 ■ LOW FAT
 ■ WELFARE
 ■ CHEAP

AU lamb newly stands out on 'variety of cuts' and continues to offer consistent quality but has lost ground as a family favourite and superior meat. Local lamb is a family favourite, considered to be the freshest and safe to eat.



DRIVERS OF POWER (ranked top to bottom)



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KANTAR

+5 or more = relative category strength
-5 or less = relative category weakness.



On all the key aspects, AU lags behind Local beef – scope to strengthen amongst Arabs; maintain its standing amongst Western Expats.



AU Lamb vs. Local lamb

Avg Gap AU vs. Local:
 - 2022: -5
 - 2021: +14



Gap of Avg. AU vs. Avg. Local endorsements:

Emiratis: -32

Expat Arabs: -29

Western Expats: +34

Expat Asians: +15

★ Important aspects to drive Value and Volume

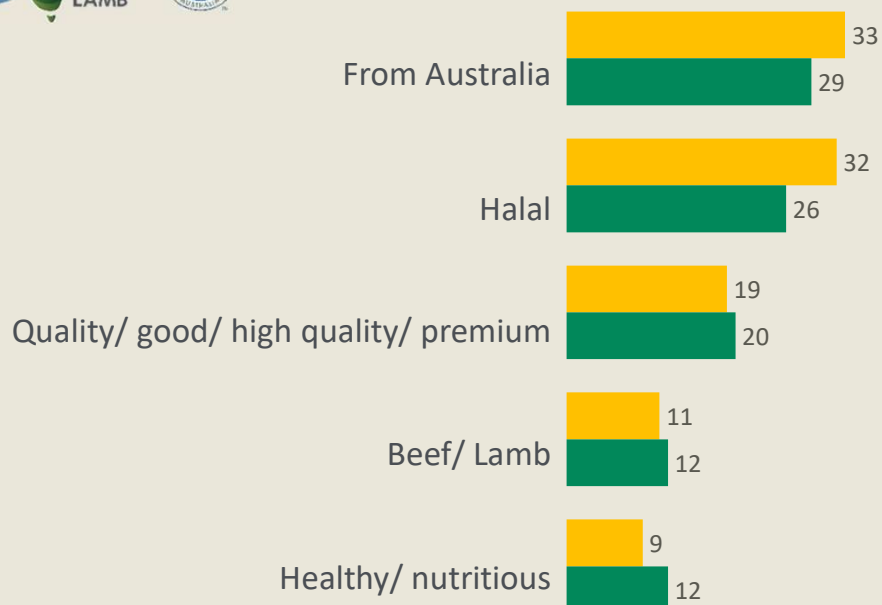
WHAT NEXT FOR AU BEEF AND LAMB IN UAE?



Australian and Halal certification are the key associations with the True Aussie logo, and is communicating the same things, whether labelled on beef or lamb.



% of respondents who spontaneously mention:



■ Beef ■ Lamb

"It's like 100% Halal. It gives you satisfaction in your mind it is made according to our principles" [F 29 UAE]

Due to strict regulations, Halal is expected with the stamp serving as a reassurance rather than a necessity



Regulations in UAE dictate red meat will be Halal – unless clearly stated

Shoppers have complete confidence meat will be Halal without it needing to be communicated on-pack

On imported meats the label acts as a reassurance and signposts it is imported red meat

"It's like 100% Halal. It gives you satisfaction in your mind it is made according to our principles" [F 29 UAE]

Local meat typically would not have Halal on-pack



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Source: Project Evergreen UAE qual – True Aussie, Jan 2023;

Scope to establish AU Beef on some of the key drivers to grow its volume and Value and at the same time strengthen its current standing on Variety aspects.



Top 5 Associations to Grow - Volume & Value:
(Ordered based on impact on building equity*)

Associations for AU to communicate



1.
Consistent
quality
standards



2.
More
nutritious



3.
Fresh



4.
Is the most
superior beef



5.
Is my/my
family's
favourite beef

More explicit

Difficult to achieve
when competing vs.
a local product

Implicit

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*These associations are simulated in the Meaningfully Different model to ascertain which will drive the greatest growth in Power and Premium

The top 5 drivers of volume and value are the same in the UAE for Lamb.
 Continuing our focus on our superior meat which comes from our consistent quality, and
 implies and inherent safety expected to help drive overall equity.



Top 5 Associations to Grow - Volume & Value:
 (Ordered based on impact on building equity*)

Associations for AU to communicate




1.
The meat is usually tender



2.
Fresh

Difficult to achieve when competing vs. a local product



3.
Guaranteed safe to eat

Implicit



4.
Is the most superior Lamb

More explicit



5.
Consistent quality standards

FINAL THOUGHTS & DISCUSSION

A recap of some key takeouts from the presentation today

Overall market landscape

Meat consumption differs across the key ethnicities in UAE.

Opportunities to plan to target and communicate to the diverse groups of consumers in UAE and their different needs for red-meat.

Role of beef

Even though high on consumption, beef has a more varied role across consumer groups.

There is opportunity to build a stronger emotional and rational relevance with consumers in UAE by tapping into these slightly different roles.

AU Brand Perceptions

Both AU beef and lamb see a softening in 2022, both in terms of usage and equity, now 2nd to local beef.

Need to re-establish credentials on superior meat, consistent quality, Justifying premium perceptions and ensuring value maintained.

Jobs to be done

1. Maintain strong position amongst Westerners
2. Build on platform with Expat Arabs.
3. Sheepmeat the more reliable opportunity amongst expat Asians

Channel specific targeting

Availability at the right channels, based on the varied a specific use of channel by different nationalities in the UAE.