

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



“The UK beauty and personal care market remains challenging, as weak growth in personal care continues to hinder growth in the wider market. Meanwhile, the beauty segment is driving the market, boosted by make-up and skincare trends. Many of the health and beauty specialists have reacted to these trends and as a result are capturing engaged BPC shoppers.”

– **Samantha Dover, Retail Analyst**

This report looks at the following areas:

- **Smaller, niche specialists gain momentum**
- **Downward pressure on pricing continues**
- **The best way to capture today's beauty consumer**

Following growth in 2016, Mintel estimates that consumer spending on beauty and personal care (BPC) continued to rise in 2017. Growth in the market has slowed in recent years, due to competitive pricing in the personal care sector. However, we anticipate growth will accelerate as rising inflation may take hold.

The beauty segment has continued to buoy the market, with consistently strong growth seen in the sales of colour cosmetics and facial skincare. These categories have benefited from shifts in beauty preferences among women, alongside robust demand for prestige products. Meanwhile, the personal care market has suffered from the growth of the discounters, which means that consumers are highly expectant of low prices when shopping for basic, everyday toiletries.

The health and beauty specialists continue to hold a dominant position in the market, though a number of the leading players are struggling to gain market share as they face increasing competition from smaller, emerging companies in the market; both specialist and non-specialist.

The UK consumer largely continues to be driven by price and convenience, particularly when shopping for personal care. However, brands are important to the BPC consumer and retailers have an opportunity to encourage higher value spending by giving more information on different brands and the benefits/quality of the products they offer.

**BUY THIS
REPORT NOW**

VISIT:
store.mintel.com

CALL:
EMEA
+44 (0) 20 7606 4533

Brazil
0800 095 9094

Americas
+1 (312) 943 5250

China
+86 (21) 6032 7300

APAC
+61 (0) 2 8284 8100

EMAIL:
reports@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Table of Contents

Overview

What you need to know
Products covered in this Report

Executive Summary

The market

Consumer spending on BPC items continues to rise
Figure 1: Market size and forecast for consumer spending on beauty and personal care products (including VAT), 2012-22

Health and beauty specialists outperforming the market
Figure 2: Health and beauty specialists' sales (including VAT), 2012-22

Rising inflation puts pressure on UK consumers
Figure 3: Real wage growth – Average weekly earnings vs inflation, January 2014-October 2017

An ageing population threatens growth in the market

Companies and brands

Specialist retailers strengthen position in the BPC market
Figure 4: Estimated distribution of spending on beauty and personal care products, 2017

Boots continues to struggle, whilst Superdrug excels

Market leaders struggle to grow market share

Online sales forecast to reach £1.4 billion by 2022

Beauty retailers investing in store experience

Advertising expenditure thought to have fallen in 2017

Boots and Superdrug benefit from high levels of trust
Figure 5: Attitudes towards and usage of selected brands, November 2017

The consumer

Most consumers shop for beauty or personal care
Figure 6: Beauty and personal care products purchased, October 2017

Tendency for trading up in the fragrance market is high
Figure 7: Beauty and personal care brand types purchased, October 2017

In-store remains the preferred channel for BPC shoppers
Figure 8: How beauty and personal care products were purchased, October 2017

Supermarkets most used retailer, but specialists capture higher-spending customers
Figure 9: Where beauty and personal care products were purchased, October 2017

Low prices are a priority, but brands are important too
Figure 10: Important factors when buying beauty and personal care products, October 2017

More product recommendations wanted online
Figure 11: Interest in online innovations, October 2017

In-store food and drink facilities are most popular when shopping for beauty and personal care
Figure 12: Interest in in-store innovations, October 2017

BUY THIS
REPORT NOW

VISIT: store.mintel.com
CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094
Americas +1 (312) 943 5250 | China +86 (21) 6032 7300
APAC +61 (0) 2 8284 8100 |
EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Most consumers want to browse without help from store staff

Figure 13: Attitudes towards buying beauty and personal care, October 2017

What we think

Issues and Insights

Smaller, niche specialists gain momentum

The facts

The implications

Downward pressure on pricing continues

The facts

The implications

The best way to capture today's beauty consumer

The facts

The implications

The Market – What You Need to Know

BPC market grows 1.4% in 2017

Beauty continues to outperform personal care

Sales through specialists forecast to rise 3.6% in 2018

Pressure on UK consumer incomes

Retailers need to respond to an ageing population

Beauty trends shaping the market

Market Size and Forecast

Sales of beauty and personal care set to reach £10.1 billion

Figure 14: Market size and forecast for consumer spending on beauty and personal care products (including VAT), 2012-22

Figure 15: Market size and forecast for consumer spending on beauty and personal care products (including VAT), at current and constant prices, 2012-22

Forecast methodology

Market Segmentation

Beauty continues to see strong growth

Figure 16: Market size and forecast for consumer spending on beauty products (including VAT), 2012-22

Figure 17: Market size and forecast for consumer spending on beauty products (including VAT), at current and constant prices, 2012-22

Beauty category performance

Figure 18: Consumer spending on beauty products (including VAT), by category, 2015-17

Colour cosmetics

Fragrances

Facial skincare

Body, hand and footcare

Personal care market less robust

Figure 19: Market size and forecast for consumer spending on personal care products (including VAT), 2012-22

Figure 20: Market size and forecast for consumer spending on personal care products (including VAT), at current and constant prices, 2012-22

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Personal care category performance

Figure 21: Consumer spending on personal care products (including VAT), by category, 2015-17

Haircare

Oral hygiene

Soap, bath and shower

Shaving and hair removal

Deodorants and body spray

Suncare

Hair colourants

ONS consumer spending on personal care items

Figure 22: Total consumer spending on personal care items (including VAT), 2012-16

Forecast methodology

Sector Size and Forecast

BPC specialists performing well

Figure 23: Health and beauty specialists' sales (including VAT), 2012-22

Figure 24: Health and beauty specialists' sales (including VAT), at current and constant prices, 2012-22

Notes on Mintel's sector size

Outlet and enterprise numbers

Figure 25: Health and beauty specialists' outlet numbers, 2013-17

Figure 26: Health and beauty specialists' enterprise numbers, 2013-17

Forecast methodology

Market Drivers

Consumer spending power under pressure...

Figure 27: Real wage growth – Average weekly earnings vs inflation, January 2014-October 2017

...but personal care inflation remains low

Figure 28: Annual percentage change in consumer prices, October 2016-October 2017

A decline in consumer confidence

Figure 29: Consumers' future financial confidence, January 2009-October 2017

Priorities in disposable income

Figure 30: Trends in what extra money is spent on, October 2017

Changes in the structure of the UK population

Figure 31: Trends in the age structure of the UK population, 2016-26

Figure 32: Trends in the age structure of the UK population, 2016-26

Consumers spending more online

Figure 33: Online purchasing levels in the past year, by age, May 2017

Make-up trends boosting sales

Figure 34: Usage and interest in make-up trends, March 2017

Sources of beauty information

Figure 35: Sources of information, March 2017

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Changes in women's facial skincare routines

Figure 36: Behavioural changes amongst female facial skincare users in the last 12 months, March 2017

Changes in men's skincare regimes

Figure 37: Behavioural changes amongst male facial skincare users in the last 12 months, March 2017

Natural hair trends impact the market

Figure 38: Changes in hair washing habits in the last 12 months, November 2016

Companies and Brands – What You Need to Know

Beauty specialists and supermarkets continue to dominate

Boots struggling, whilst Superdrug grows

Department stores benefit from investment

Many leading retailers losing market share

Online accounting for a bigger share of total BPC spending

Innovation focused on in-store experience

Advertising spend up in 2016, but looks to have fallen in 2017

Lush differentiates itself with ethics and innovation

Channels to Market

Specialists growing market share

Figure 39: Estimated distribution of spending on beauty and personal care products, 2017

Figure 40: Estimated distribution of spending on beauty and personal care products (including VAT), 2015-17

Leading Specialists

Robust growth sustained at Superdrug

Boots continues to struggle

Kiko Milano sales up as expansion continues

Leading specialists by sales

Figure 41: Leading specialist retailers' net revenues (excluding VAT), 2012-16

Online retailers strengthening position

Figure 42: Leading online/home shopping specialist retailers' net revenues (excluding VAT), 2012-16

Leading pharmacies by sales

Figure 43: Leading pharmacy chains' net revenues (excluding VAT), 2012-16

Outlet numbers and sales per outlet

Figure 44: Leading specialist retailers' outlet numbers, 2012-16

Figure 45: Leading specialist retailers' estimated sales per outlet, 2012-16

Operating profits and margins

Figure 46: Leading specialist retailers' operating profits, 2012-16

Figure 47: Leading specialist online/home shopping retailers' operating profits, 2012-16

Figure 48: Leading specialist retailers' operating margins, 2012-16

Figure 49: Leading specialist online/home shopping retailers' operating margins, 2012-16

Leading Non-specialists

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Department stores outperform the market

Figure 50: Leading non-specialist retailers' estimated sales growth, by segment, 2016

Discount grocers continue to strengthen position

Figure 51: Leading non-specialist retailers' estimated beauty and personal care goods sales (excluding VAT), 2014-16

Non-specialists' space allocation

The supermarkets

Figure 52: Leading department stores' estimated health and beauty space allocation, 2017

The department stores

Figure 53: Leading department stores' estimated health and beauty space allocation, 2017

The discounters

Figure 54: Leading discounters' estimated health and beauty space allocation, 2017

Fashion specialists disrupt the beauty market

Market Share

Leading retailers lose market share, while smaller retailers gain

Figure 55: Leading specialist and non-specialist retailers' estimated market shares, 2016

Figure 56: Leading specialist and non-specialist retailers' estimated market shares, 2014-16

Note on market shares

Space Allocation Summary

Figure 57: Leading health and beauty retailers: health and beauty products estimated space allocation, December 2017

Boots closing photo labs, The Body Shop focusing on in-store attractions, Superdrug and Savers expanding store network

Department stores experience-led beauty shopping

Figure 58: Leading health and beauty retailers: Health and beauty products estimated detailed space allocation, December 2017

Figure 59: Leading health and beauty retailers: Health and beauty products estimated detailed space allocation, December 2017

Health and beauty space as a percentage of total floor space in non-specialists

Figure 60: Non-specialists: Estimated health and beauty space as a percentage of total floor space, December 2017

Online

Online beauty spending set to reach £1.2 billion in 2018

Figure 61: Estimated market size and forecast of online consumer expenditure on beauty products, 2012-22

Department stores growing share of online spending

Figure 62: Estimated retailer shares of online sales of BPC products, 2015-17

Launch Activity and Innovation

Beauty masterclasses highlight expertise

Rising use of chatbots

When fashion and beauty collide

Figure 63: ASOS Make-Up, 2017

Figure 64: Boohoo Beauty, 2017

When music and beauty collide

Male grooming continues to gain momentum

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Driving seasonal sales of BPC products

Bolstering reward schemes

Beauty services take centre stage

Speeding up online delivery services

London becomes the home to new flagship stores

Figure 65: L'Occitane London Flagship, 2017

Figure 66: Aēsop London flagship store, 2017

Increasing use of in-store technology

Pop-ups generate brand hype

Subscription services get a bricks-and-mortar makeover

Figure 67: Birchbox Carnaby Street Pop-up store, 2017

Tapping into the rise in veganism

The importance of personalised and inclusive beauty

Figure 68: Fenty Beauty homepage, December 2017

Moral make-up

Advertising and Marketing Activity

Total beauty advertising spend decreases, but top retailers increase spend

Figure 69: Recorded above-the-line advertising expenditure on beauty and personal care, total market, 2012-16

Figure 70: Recorded above-the-line, online, display and direct mail total advertising expenditure on beauty and personal care, by leading retailers, 2014-17

Key campaigns

Boots relies on familiarity and nostalgia with Christmas 2017 campaign

Superdrug's new direction

Figure 71: 'That Superdrug Feeling' campaign video still, 2017

Digital increases in importance

Figure 72: Recorded above-the-line advertising expenditure percentage on beauty and personal care, by media type, total market, 2016

Nielsen Ad Intel coverage

Brand Research

What you need to know

Brand map

Figure 73: Attitudes towards and usage of selected brands, November 2017

Key brand metrics

Figure 74: Key metrics for selected brands, November 2017

Brand attitudes: Boots is the most trustworthy retailer

Figure 75: Attitudes, by brand, November 2017

Brand personality: Jo Malone seen as exclusive

Figure 76: Brand personality – Macro image, November 2017

Savers has an impersonal and basic brand image

Figure 77: Brand personality – Micro image, November 2017

Brand analysis

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Boots benefits from high levels of brand awareness

Figure 78: User profile of Boots, November 2017

Lush attracts a young shopper with its fun, ethical brand image

Figure 79: User profile of Lush, November 2017

Superdrug's value pricing resonates with consumers

Figure 80: User profile of Superdrug, November 2017

Savers also benefits from its low-price proposition

Figure 81: User profile of Savers, November 2017

Jo Malone expensive but worth paying more for

Figure 82: User profile of Jo Malone, November 2017

Lookfantastic.com popular among affluent Millennials

Figure 83: User profile of lookfantastic.com, November 2017

The Consumer – What You Need to Know

Almost all UK consumers are BPC buyers

Mass-market brands still dominate

Most still shop in-store

Supermarkets remain popular

Consumers want consistent pricing more than promotions

Strong demand for product recommendations online

The appeal of in-store beauty services

Most trade down in tough times

What They Buy

High levels of BPC purchasing in the UK

Figure 84: Beauty and personal care products purchased, October 2017

Deodorants and body sprays most purchased

Figure 85: Beauty and personal care products purchased, October 2017

Women still drive BPC purchasing

Figure 86: Beauty and personal care products purchased, by gender, October 2017

Young people less likely to buy personal care

Figure 87: Beauty and personal care products purchased, by age, October 2017

Young women buy a wide range of products

Figure 88: Repertoire of beauty and personal care products purchased, October 2017

Brand Types Purchased

Consumers willing to invest in premium fragrances

Figure 89: Beauty and personal care brand types purchased, October 2017

Encouraging higher value purchases

How and Where They Shop

In-store remains the most popular channel

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 90: How beauty and personal care products were purchased, October 2017

Convenience and price attract people online

Supermarkets attract most shoppers

Figure 91: Where beauty and personal care products were purchased, October 2017

The popularity of Boots and the non-specialists further highlighted in qualitative research

Young people prefer the specialists

Figure 92: Where beauty and personal care products were purchased, by age, October 2017

Department stores popular with affluent shoppers

Figure 93: Where beauty and personal care products were purchased, by socio-economic group, October 2017

Amazon holds dominant position in online market

Figure 94: Where beauty and personal care products were purchased, October 2017

Specialists attract beauty and haircare shoppers

Figure 95: Where beauty and personal care products were purchased, by products purchased, October 2017

Repertoire

Figure 96: Repertoire of where beauty and personal care products were purchased, October 2017

Important Factors

Demand for consistent pricing

Figure 97: Important factors when buying beauty and personal care products, October 2017

Women more drawn in by promotions

Figure 98: Important factors when buying beauty and personal care products, by gender, October 2017

Perceptions of Boots 3 for 2 promotions resoundingly positive

Brand selection important to young consumers

Figure 99: Important factors when buying beauty and personal care products, by age and income, October 2017

Make-up buyers most interested in loyalty schemes

Figure 100: Important factors when buying beauty and personal care products, by products purchased, October 2017

Department stores need knowledgeable staff

Figure 101: Important factors when buying beauty and personal care products, by retailer used, October 2017

Brand ethics aren't a priority

Interest in Online Innovations

Personalised recommendations most likely to resonate

Figure 102: Interest in online innovations, October 2017

Women show more interest in online innovations

Figure 103: Interest in online innovations, by gender, October 2017

Subscription services tap into older Millennials

Figure 104: Interest in online innovations, by age, October 2017

Affluent want to see more online tutorials

Figure 105: Interest in online innovations, by socio-economic status, October 2017

Interest in buying via social media peaks among those who buy electrical BPC devices

Figure 106: Interest in online innovations, by products purchased, October 2017

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Interest in In-store Innovations

Demand for in-store facial treatments high

Figure 107: Interest in in-store innovations, October 2017

Women want a range of beauty services in-store

Figure 108: Interest in in-store innovations, by gender, October 2017

Young shoppers most engaged with in-store innovation

Figure 109: Interest in in-store innovations, by age, October 2017

Innovations also show higher appeal among affluent

Figure 110: Interest in in-store innovations, by age, October 2017

Toiletries shoppers show little interest in store experience

Figure 111: Interest in in-store innovations, by products purchased, October 2017

Attitudes towards Buying Beauty and Personal Care

Most don't want staff interaction

Figure 112: Attitudes towards buying beauty and personal care, October 2017

Incentives to purchase capture female shoppers

Figure 113: Attitudes towards buying beauty and personal care, by gender, October 2017

Two thirds of 16-24s research online ahead of purchase

Figure 114: Attitudes towards buying beauty and personal care, by age, October 2017

Less affluent more overwhelmed by choice

Figure 115: Attitudes towards buying beauty and personal care, by socio-economic status, October 2017

Millennials unsatisfied with recommendations

Figure 116: Attitudes towards buying beauty and personal care, by age, October 2017

The lack of trust in store staff confirmed by qualitative research

AS Watson (UK)

What we think

Following the UK

Discounting

Service

Online

Where next

Company background

Company performance

Figure 117: AS Watson (Europe): group financial performance, 2012-16

Figure 118: AS Watson (Europe): outlet data, 2012-16

Retail offering

AS Watson in Europe

UK

Superdrug

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Savers

The Perfume Shop

The Body Shop

What we think

Distinct USP suffered under the weight of L'Oréal ownership

Mobile-first e-commerce platform roll-out

Shop-in-shop deal with El Corte Inglés an opportunity to attract more customers

Company background

Company performance

Figure 119: The Body Shop – Retail sales: group financial performance, 2012-16

Figure 120: The Body Shop: estimated UK sales performance, 2012-16

Figure 121: The Body Shop – Retail sales: estimated outlet data, 2012-16

Retail offering

Debenhams

What we think

Debenhams Redesigned focuses on store experience

'Right sizing' of stores aims to improve profitability

Beauty at heart of Debenhams' future plans

Beauty Club relaunch aims to strengthen relationships with customers

Blow Ltd investment helps to scale up beauty services offer

Is online running out of steam?

What next?

Company background

Company performance

Figure 122: Debenhams: group financial performance, 2012/13-2016/17

Figure 123: Debenhams: outlet data, 2012/13-2016/17

Retail offering

The Fragrance Shop

What we think

New try-before-you-buy fragrance subscription service

Concession store partnership with House of Fraser

Customer feedback initiative helping drive sales

Company background

Company performance

Figure 124: The Fragrance Shop: group financial performance, 2012/13-2016/17

Figure 125: The Fragrance Shop: outlet data, 2012/13-2016/17

Retail offering

House of Fraser

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

What we think

Beauty at the heart of sales growth

Online sales growth stutters at just the wrong time

Strong delivery proposition offers potential for differentiation

What next?

Company background

Company performance

Figure 126: House of Fraser Plc: group financial performance, 2012/13-2016/17

Figure 127: House of Fraser Plc: outlet data, 2012/13-2016/17

Retail offering

John Lewis (Department Store)

What we think

New Oxford store points way to retail as theatre

Beauty to grow in importance

What next?

Company background

Company performance

Figure 128: John Lewis Plc (department store): group financial performance, 2012/13-2016/17

Figure 129: John Lewis Plc (department store): outlet data, 2012/13-2016/17

Retail offering

Kiko Milano

What we think

20-year celebration leads to collaboration with Vogue Italia

KikoID opens in Milan

#kikotrendsetters

New CEO

Company background

Company performance

Figure 130: Kiko Milano: group sales performance, 2012-17

Figure 131: Kiko Milano: estimated outlet data, 2012-17

Retail offering

Lush Retail

What we think

Bigger and better shops

New app and virtual shopping assistant to boost customer experience

Expanded payment option with Bitcoin digital currency

Company background

Company performance

**BUY THIS
REPORT NOW**

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com

Beauty and Personal Care Retailing - UK - January 2018

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 132: Lush Retail Ltd: Group financial performance, 2012/13-2016/17

Figure 133: Lush Retail Ltd: Outlet data, 2012/13-2016/17

Retail offering

Walgreens Boots Alliance

What we think

A respected brand

NHS pressures represent an opportunity

Advantage loyalty card: time for a reboot?

Is Boots lacking parent company management focus?

Company background

Company performance

Figure 134: Walgreens Boots Alliance: group sales performance, 2012/13-2016/17

Figure 135: Walgreens Boots Alliance: outlet data, 2012/13-2016/17

Retail offering

Appendix – Data Sources, Abbreviations and Supporting Information

Abbreviations

Consumer research methodology

Appendix – Market Size and Forecast

Forecast methodology

BUY THIS
REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 |

EMAIL: reports@mintel.com