



# EXPERIENCE makes the difference.



## Who is ShopRite....



## 7.3 Million Price Plus Club Customers





**226 Million Trips** 



**300 Stores** 



4.2 Billion Items Scanned







#### Driving Customer Engagement









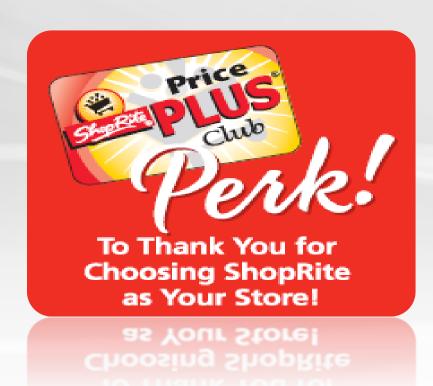








## Deliver to the Customer they way they want...







#### Who is Mondelēz International...

- We are...the world's #1 SNACKING COMPANY
- We have...the <u>BROADEST</u> and <u>LARGEST</u> snacking portfolio
- We will...bring a meaningful <u>GLOBAL PERSPECTIVE</u> to the table
- We are...committed to driving <u>CATEGORY GROWTH</u>









#### Mondelez Global Portfolio







To Become Your

Indispensable Partner

In Unlocking

Snacking Moments







#### Growing Snacking Moments Requires Insights

#### **Consumer Understanding**



Plus 50+ Internal Research and Strategy Reports

#### **Shopper Understanding**



Mondelēz Custom Shopper Surveys 5000+ Sample for Cookies, Crackers, Gum (By Retailer)

Kantar Retail
CHANNEL
MACRO
TRENDS

Kantar Snacking Path to Purchase Research



We have made significant investments to understand and grow Snacking...







#### The Snacking Opportunity for Wakefern

**Category Growth** 

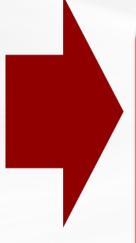
**~\$25 Billion**Projected Growth

From 2012 to 2020

\$66B = 2012 Dollars \$90B = 2020 Dollars ~4% 7-Year CAGR



Fair Share of Core Snack Growth



? \$ Million







#### Insights and Collaboration - Mission Critical!

It is foundational to the decisions made <u>Everyday</u>, large and small

• It is **Embedded** in how we collaborate and drive category growth.

It is now the <u>Currency of Collaboration</u> at Wakefern









### Shopper Centric Decisions.... Everyday

#### The Mondelez Team supporting Wakefern is trained and Expected to utilize Price Plus Insights and Syndicated data.

- Training is <u>Not Limited</u> to Insights Functional Experts
  - Customer VP.
  - Customer Business Manager
  - Customer Category Managers
  - Shopper Marketing

All are Trained and Supported by Wakefern









#### Maximizing Front Page Programs



 Utilizing In-Sights we can understand missed opportunity by day, by store, by SKU

	\$ Opportunity due to OOS			
	SUNDAY	MONDAY	TUESDAY	WEDNESDAY
Chips Ahoy!	\$4,572	\$5,624	\$4,739	\$3,959
Ritz	\$5,099	\$5,656	\$6,054	\$5,044
Crackerfuls	\$3,995	\$4,364	\$3,779	\$2,902
Fig Newtons	\$4,967	\$5,845	\$5,298	\$4,699
Nillas	\$574	\$777	\$904	\$710
Teddy Grahams	\$442	\$771	\$993	\$818
Snackwell's/100 Cal	\$6,740	\$8,076	\$7,830	\$7,212
TOTAL	\$26,389	\$31,114	\$29,595	\$25,344

- Resolve Real-time by maximizing DSD Network
- Ultimately Maximizing
   Customer Satisfaction







## Life-Stage Targeting "Hispanic"





- Chips Ahoy! Cookies Over indexes 130+
- \$300k opportunity by increasing conversion 5%

#### **Action Steps**

- Increase participation in Hispanic Circular pages.
- Develop and execute recipe ideas with High Appeal to Hispanic Families;
  - "Chips Ahoy! Ice Cream Sandwiches "
    - FYI... 50% of Hispanic HH's Eat Ice Cream weekly.
- Demo new CA! products in Hispanic Shoprite stores







#### Results...



- Conversion up 5.8% YTD
- Buyers up 28% YTD
- Chips Ahoy Unit Share up 1.0 ppt YTD



FMI – Future Connect 2013





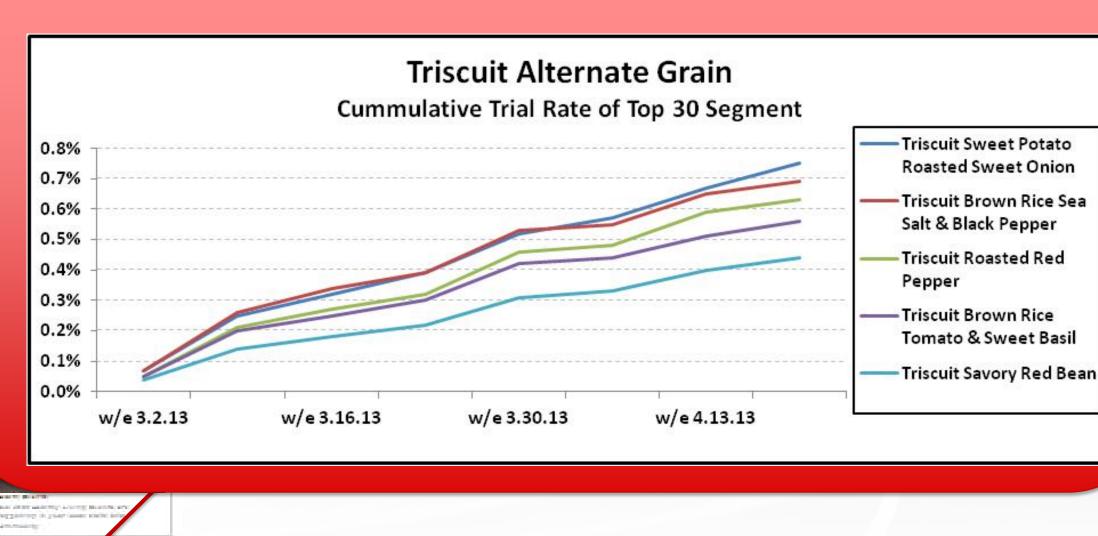








## \$1 Million Dollar Opportunity



Grain

sumers

, May 13

oupon





Save up to \$2.00









#### 2012 Mallomars - Leveraging Insights Data



Social Media 23,000+ Views

- Targeted Additional \$0.50 coupon
- 59% Redemption
- Results +8% in units

MA ShopRite and 707 others like this. Morgan Collins and they're on sale for \$1.49!! September 12, 2012 at 8:10pm · Like · 🖒 3 Brandon Marshall I got 4.... 3 times (!) September 12, 2012 at 8:11pm via mobile · Like · \$2 Veronica A Spodnik bought some already for 99 cent September 12, 2012 at 8:12pm · Edited · Like · △2 Debra Schreck Aydinian YES a sinful delight September 12, 2012 at 8:12pm · Like Christine Hyland Gloeckner they started the sale at my store on sunday! September 12, 2012 at 8:12pm · Like · 1 1 Patti Gasper better stock up at that price September 12, 2012 at 8:13pm · Like Emilee Gray These are delicious!!! Was chowing down on them today!!! September 12, 2012 at 8:13pm · Like Krystyna Hajder My sis had been going every day and grabbing 4 to stock up! LOL September 12, 2012 at 8:13pm via mobile · Like Rose Ceraldi yummmmmmmmmmmmmmm! September 12, 2012 at 8:14pm · Like Rose Ceraldi got to get me some! September 12, 2012 at 8:14pm · Like Marie Keating Yummy... September 12, 2012 at 8:15pm · Like Ralph Gonzalez picked up four boxes today.....and the office loves me for it ';o) September 12, 2012 at 8:15pm · Like Maria Lopez Stark These ate my favorites I look forward to this time getting 4 if them Friday shopping day September 12, 2012 at 8:15pm via mobile · Like Thomas Swiontek Bought 2 boxes today ate 1 already! ate 1 box lol! September 12, 2012 at 8:16pm · Like James Jimmy Cook Those are actually pretty good. September 12, 2012 at 8:19pm via mobile . Like





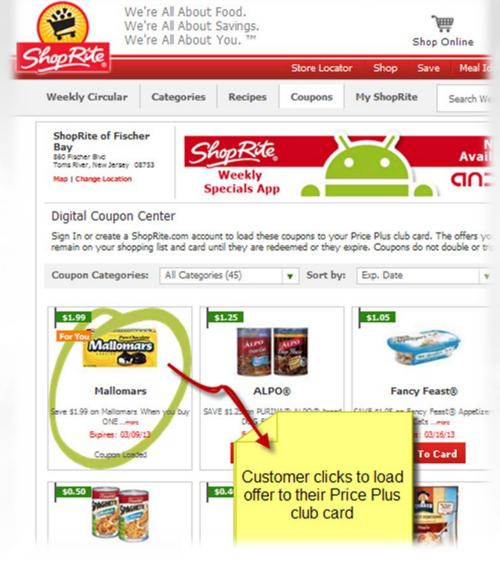
Unlike · Comment · Share





### 2013 - Mallomars 100<sup>th</sup> Anniversary

- Targeted Mallomars "Loyalists"
  - Email & Online Offer
  - Offer of "Exclusive" Savings....Only at ShopRite and Only for You.
- Email Backed up in-store with 100<sup>th</sup> Anniversary Store Banners, POS and 100 the Birthday Displays.
- Exclusive 100<sup>th</sup> Birthday Logo Developed for Wakefern









## 2013 – Another NEW RECORD!

- Mallomars Sales +34% vs Projections
- Mallomars Sales +\$1.6mm vs PY
- Email Redemption Rate 3x National Open Rate











#### What's Next....

#### **Collaborating to Maintain Brand Loyalty**

- 20% of a Brands "Loyal" account for 80% of its revenue.
- More then a third of those "Loyal" are "Lost" in the subsequent period.

#### **The Opportunity**

By maintaining the "Consumer – Store – Brand"
 Relationship you improve the Consumer & Brand
 Store Experience











#### In Summary...

 Wakefern and Mondelez International are collaborating across a wide range of initiatives with shopper centric insights.

 We are jointly defining new growth opportunities in the Snacking category by aligning thinking and execution around these go-to market ideas











## Focus on the Customers Path to Purchase and you will Deliver the Best Experience...