# Driving Demand of Wild Alaska Pollock 4.0

September 2022
Prepared by Ketchum Analytics



### This year, our study analyzed



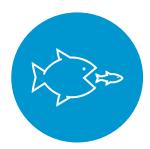
#### **Performance Over Time**

How, if at all, did Wild Alaska Pollock change year-over-year on key tracking questions compared to competitor fish?



#### The Impact of Inflation on our Fish Eater Audience

How has inflation impacted fish eaters' purchasing habits; specifically, the purchase of Wild Alaska Pollock products?



#### **Our Fish Eater Target Audience**

What must GAPP and its members understand about fish eaters, knowing they are the target audience?



#### **Communication Implications for Wild Alaska Pollock**

How can we effectively tell Wild Alaska Pollock's unique story?



#### **Drivers of Demand for Wild Alaska Pollock and Surimi Seafood**

What specific attributes will drive demand among fish eaters for Wild Alaska Pollock products and Surimi Seafood?



### **Our Approach**

#### **Objective**

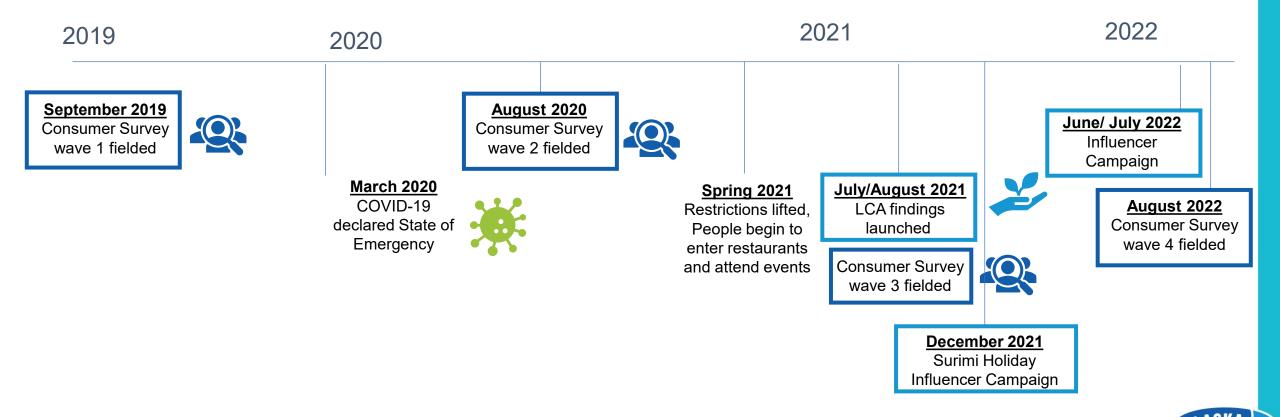
- Understand the general population and fish eaters' key habits and behaviors with fish
- Identify shifts in attitudes and perceptions of Wild Alaska Pollock and competitor fish
- Uncover drivers of demand for Wild Alaska Pollock
- Explore the importance of fish sustainability
- Understand perception of Surimi Seafood
- Uncover the impacts of inflation and consumers purchasing habits
- Understand how to effectively engage consumers from a communications and marketing perspective

### Methodology

- An online survey was fielded in the United States among a nationally-representative sample of adults aged 18 years or older between August 17<sup>th</sup>-19<sup>th</sup>, 2022. This report reflects findings from the general population (n=1,023), a statistically significant sample to allow for segmentation among gender, age, region, race/ethnicity, education and income.
- Following this, a drivers of demand analysis using predictive analytics methods was conducted to understand which fish attributes are most likely to drive Wild Alaska Pollock demand overall.
- In addition to Wild Alaska Pollock, the following competitors were included in this analysis:
  - Salmon
  - Cod
  - Tilapia
  - Haddock
  - Sole



#### **Timeline of Events**



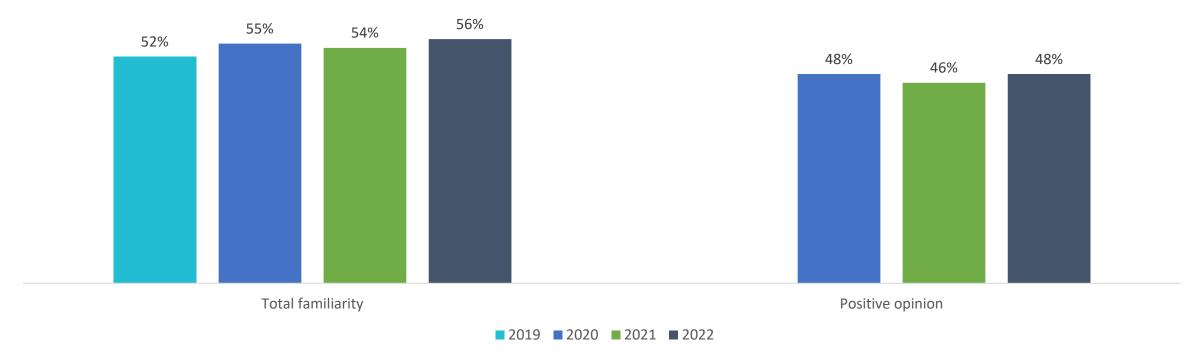
### **Executive Summary**

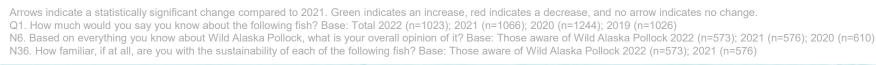


### Tracking Wild Alaska Pollock's performance on core KPIs

We saw increases in total familiarity and positive opinion of Wild Alaska Pollock, resulting in the highest familiarity of the fish since we started the study.

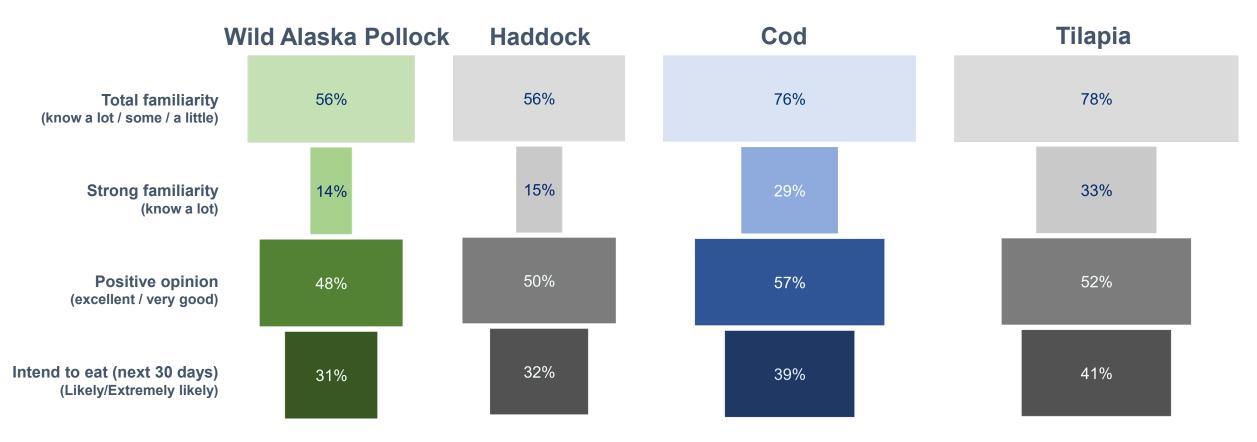








### Wild Alaska Pollock closing the gap with competitors on positive opinion and intent to eat in the next 30 days





Over the past year, Wild Alaska Pollock has seen higher growth in benchmarks compared to some of our other competitors.

#### Good opinion (excellent / very good / good)

	2021	2022	YoY Change
Tilapia	73%	76%	+3 ppts
Wild Alaska Pollock	79%	81%	+2 ppts #2
Cod	84%	85%	+1 ppt
Haddock	80%	81%	+1 ppt

#### Likelihood to eat in the coming month (T3B on 10-pt scale)

	2021	2022	YoY Change	9
Wild Alaska Pollock	24%	31%	+7 ppts	#1
Tilapia	31%	37%	+6 ppts	
Haddock	27%	32%	+5 ppt	
Cod	33%	35%	+2 ppt	



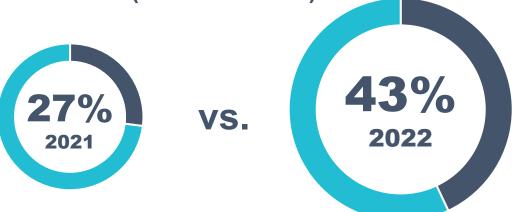
Fish eaters are placing a larger importance on sustainability compared last year.

They've also drastically increased their knowledge of Wild Alaska Pollock sustainability.





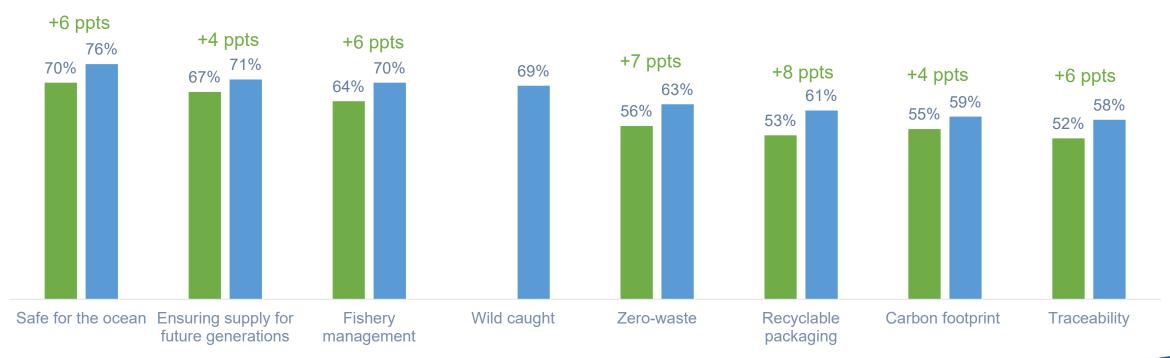






## Sustainability attributes gaining in importance include recyclable packaging, zero-waste, safe for the ocean, and fishery management, among others

### Attributes that are important when eating sustainably (Somewhat/very important)









69%

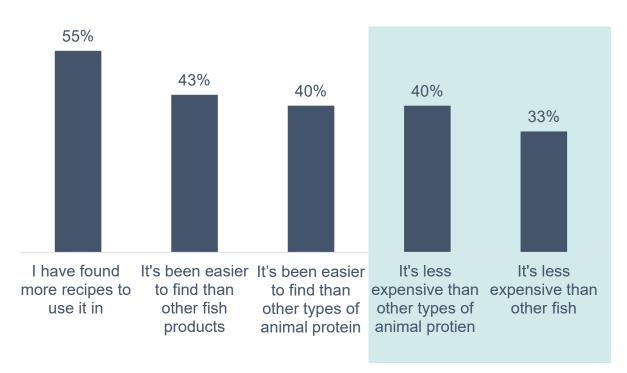
of Fish Eaters say their food purchasing habits have changed because of inflation

9%

of Fish Eaters have increased their purchases of Wild Alaska Pollock over the last 3 months

#### Reasons for purchasing more Wild Alaska Pollock over the last 3 months

AMONG THOSE WHO HAVE INCREASED THEIR PURCHASES OF WILD ALASKA POLLOCK OVER THE LAST 3 MONTHS



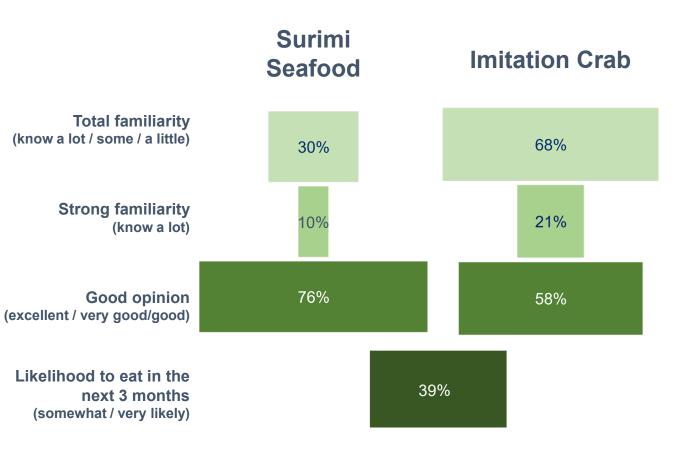
Inflation is hitting consumers hard – Fish eaters are shifting their purchasing behaviors, and among the top reasons for fish eaters purchasing more Wild Alaska Pollock is the cost.

Note: Data on this slide represents fish eaters only.



31%

of fish eaters aware of Imitation Crab or Surimi Seafood are aware that they are interchangeable terms



Surimi seafood holds a more positive association over imitation crab, despite a lower familiarity.

W5. How much would you say you know about each of the following? Base: Fish Eater (n=640)

W6. What is your overall opinion of the following products? – Base: Surimi seafood Fish Eater (n=192); Imitation crab Fish Eater (n=443)

W7. Were you aware that surimi seafood and imitation crab are interchangeable terms to describe the same product? Base: Fish Eaters aware of Surimi Seafood or Imitation Crab (n=440) W8. How likely are you to eat surimi seafood, also known as imitation crab, in the next 3 months? Base; Fish Eaters (n=440)

#### How to drive consideration

Frozen fish sticks
Breaded & battered
frozen filet
QSR fish sandwich

Good value
High quality
Great tasting

Surimi Seafood

Tastes good
Tastes like crab
Is a good value

**TURF Analysis** finds the combinations of attributes that yield the highest reach of customers using the question "which attributes are most important to you when considering a purchase of each fish product"



#### How to drive consumption

#### Frozen fish sticks:

- Great tasting
- Full-flavored
- Fresh tasting

#### QSR fish sandwich:

- Great tasting
- Fresh tasting
- High quality

#### **Breaded & battered frozen filet:**

- High quality
- Great tasting
- Good as an ingredient
- Fresh tasting

#### Surimi Seafood:

- Tastes good
- · Comes in a form I like
- Has a good consistency
- Tastes like crab

Top Drivers of consumption was found using a Drivers Analysis. Which conducts hundreds of linear regressions to find which attributes have the largest statistical impact on consumption

Attributes around price and value are very important for the initial consideration of frozen fish products, surimi and fish sandwiches.

However, it's the taste of these fish products that drives purchase and consumption.

# What this means for GAPP

#1 Continue the momentum Wild Alaska Pollock has garnered this year by offering inspiration through trusted social media influencers and partnerships to continue to grow demand and favorability.

#2 Wild Alaska Pollock's sustainability story should be woven into all communications efforts to continue the sustainability momentum achieved last year.

#3 Lean into the frozen aisle amid concerns of inflation to position Wild Alaska Pollock as a high quality and affordable protein option.

#4 The industry should continue to educate around surimi seafood, messaging how it's made with real seafood and providing recipe inspiration.

## Tracking and Assessing performance over time



### **YOY Learnings**

2019 Finding

2020 Finding

**2021 Finding** 

2022 Finding

Unfamiliarity and cost are the greatest barriers to consumers buying fish.



They continue to be the greatest barriers. Cost has become a top concern.



As people explore food options post quarantine, familiarity continues to hold as the top barrier to purchasing and consuming Wild Alaska Pollock.



With inflation on the rise, cost has become the number one barrier to consumers purchasing Wild Alaska Pollock.

People want fish to be tasty, healthy and easy.



Taste, health, and ease continue to matter, with affordability being a core matter.



While taste, health and ease remain important, sustainability is emerging as a key consideration for fish purchasing decisions.



Key drivers of purchase remain as taste, health and cost.

Wild Alaska Pollock can't stand on just taste, health and ease – versatility, provenance and sustainability also matter.



Wild Alaska Pollock is more commonly associated with provenance and sustainability, but its versatility story is less known.



Wild Alaska Pollock is getting recognized for its taste, cost and provenance while other species are getting recognition for versatility, health and sustainability.

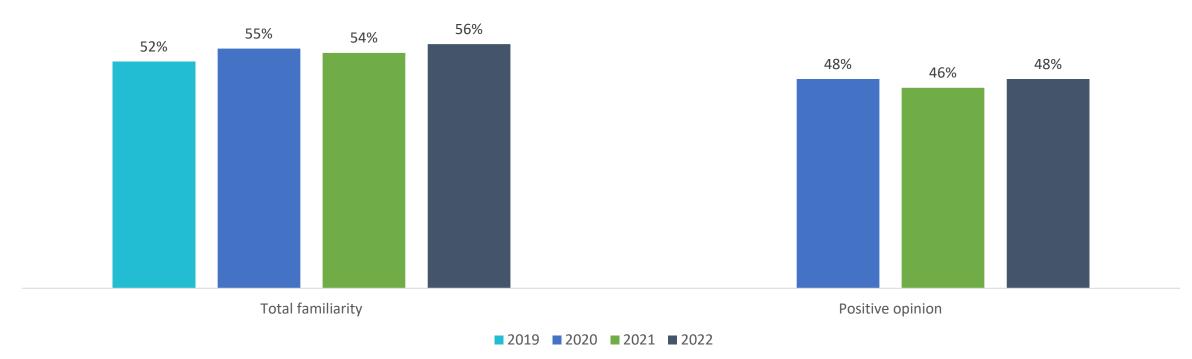


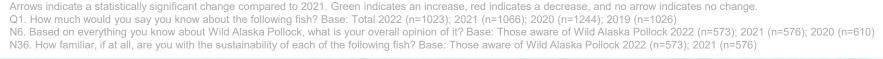
Interest in sustainability has increased for fish eaters. Wild Alaska Pollock specifically is getting more recognition for sustainability.

### Tracking Wild Alaska Pollock's performance on core KPIs

We saw increases in total familiarity and positive opinion of Wild Alaska Pollock, resulting in the highest familiarity of the fish since we started the study.

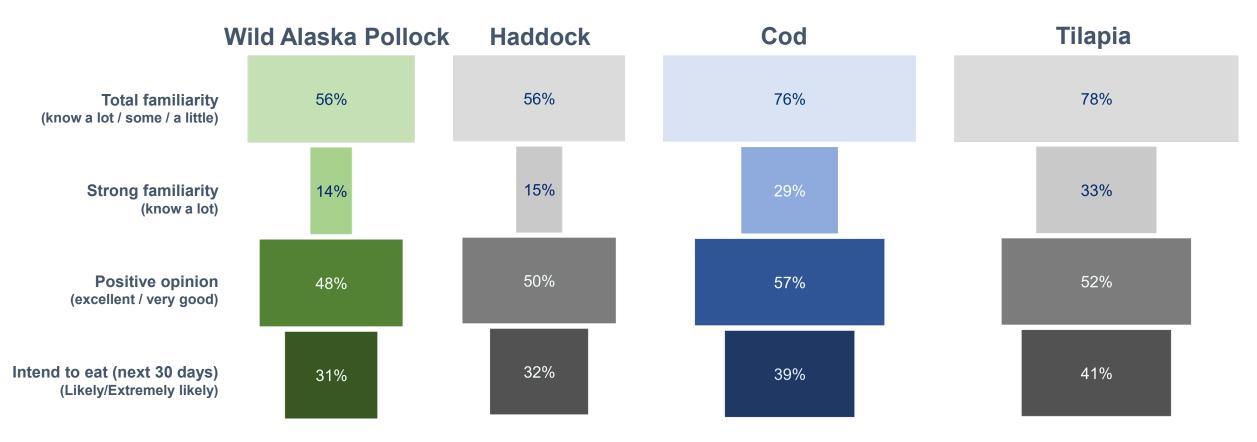








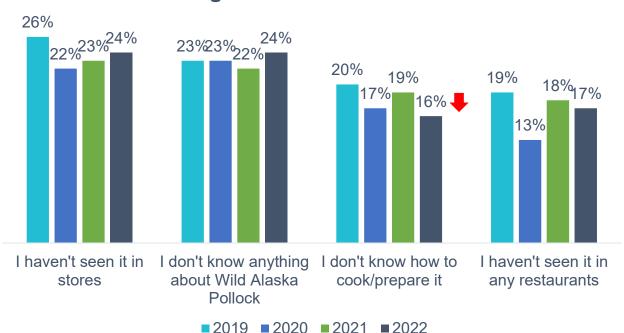
### Wild Alaska Pollock closing the gap with competitors on positive opinion and intent to eat in the next 30 days



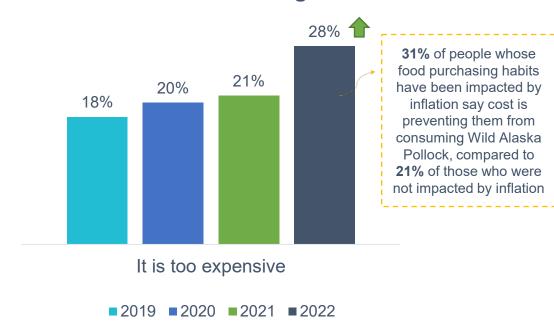


### Despite cost, not knowing how to cook Wild Alaska Pollock has become less of a barrier while lack of familiarity and inability to find the fish remain top barriers to purchase

### What prevents you from purchasing and/or ordering Wild Alaska Pollock?

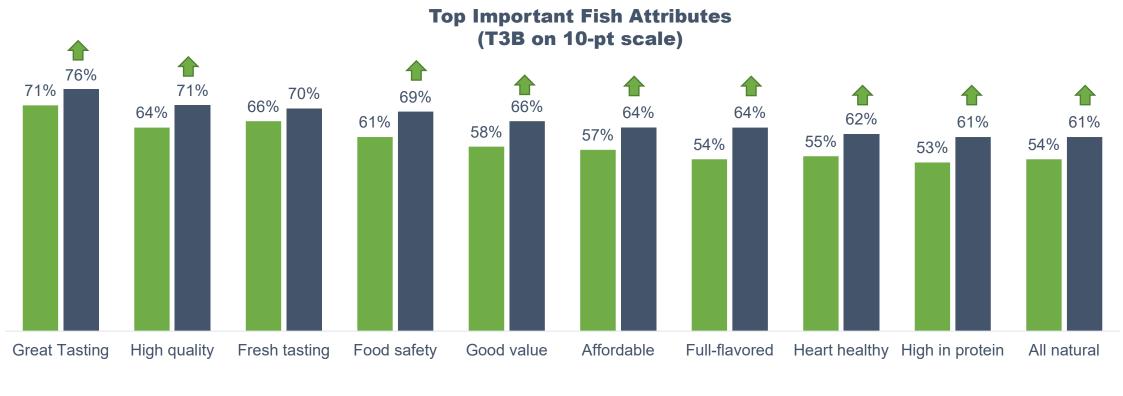


### What prevents you from consuming Wild Alaska Pollock or consuming it more often?





## While taste continues to be of top importance among fish eaters, value and health benefits saw significant increases





## **Understanding Fish Eaters Purchasing Habits**



#### Friends and Family are a top opportunity for fish eaters to learn about and consume Wild Alaska Pollock

#### Top ways they learn about Wild Alaska Pollock:

**35%** Friends and family (24% in 2021)

**35%** Grocery stores (32% in 2021)

**26%** Cooking shows (21% in 2021)

**18%** Sit-down restaurant (15% in 2021)

**14%** Social Media (9% in 2021)

**14%** Fast-food restaurant (9% in 2021)

13% Celebrity/famous chef (8% in 2021)

**12%** News (10% in 2021)

**Likelihood to eat Wild Alaska Pollock** from the following settings (T3B on 10-pt scale)

43% Grocery store frozen aisle (vs. 29% in 2021)

40% Sit-down restaurant (vs. 30% in 2021)





## Fish Eaters are eager to introduce Wild Alaska Pollock into their eating routine

Likelihood to do the Following: (T3B 8-10 on 10-pt scale)

43%	Consider adding Wild Alaska Pollock to my and/or my family's diet
40%	Seek out more information about Wild Alaska Pollock
38%	Purchase breaded and battered Wild Alaska Pollock frozen filets at a grocery store or market
38%	Purchase breaded and battered Wild Alaska Pollock frozen filets at a grocery store or market
37%	Seek out products made with Wild Alaska Pollock
36%	Order a Wild Alaska Pollock fish sandwich at a fast

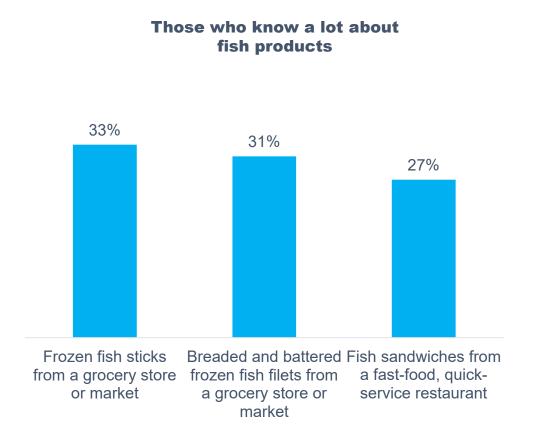
42% of consumers who say fish sustainability is important say they would seek out products made with Wild Alaska Pollock

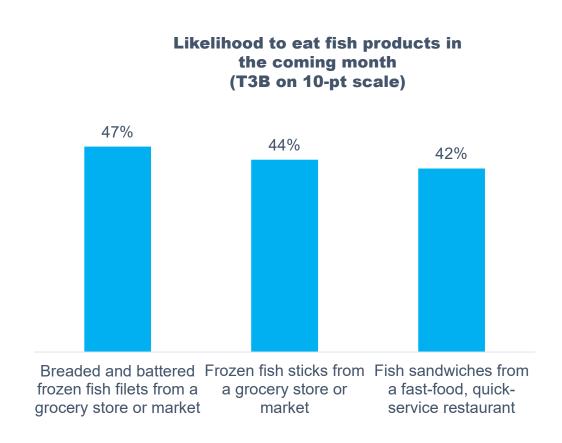


food, quick-service restaurant



## Frozen fish sticks are among the most popular types of fish products









### Fish eaters place importance on value, quality and taste when purchasing fish products

#### Important attributes when purchasing **Wild Alaska Pollock Products**

Prooded and bottored

Fish Sticks		frozen fish filets		food, quick service restaurant	
Good Value	49%	Good Value	48%	Good Value	49%
High Quality	46%	High Quality	45%	High quality	45%
<b>Great Tasting</b>	35%	<b>Great Tasting</b>	35%	Great tasting	42%
Affordable	22%	Affordable	23%	Affordable	23%
Product of the U.S.	16%	Wild-Caught	13%	Full-flavored	14%
Wild-Caught	14%	Easy to prepare	13%	Product of the U.S.	13%

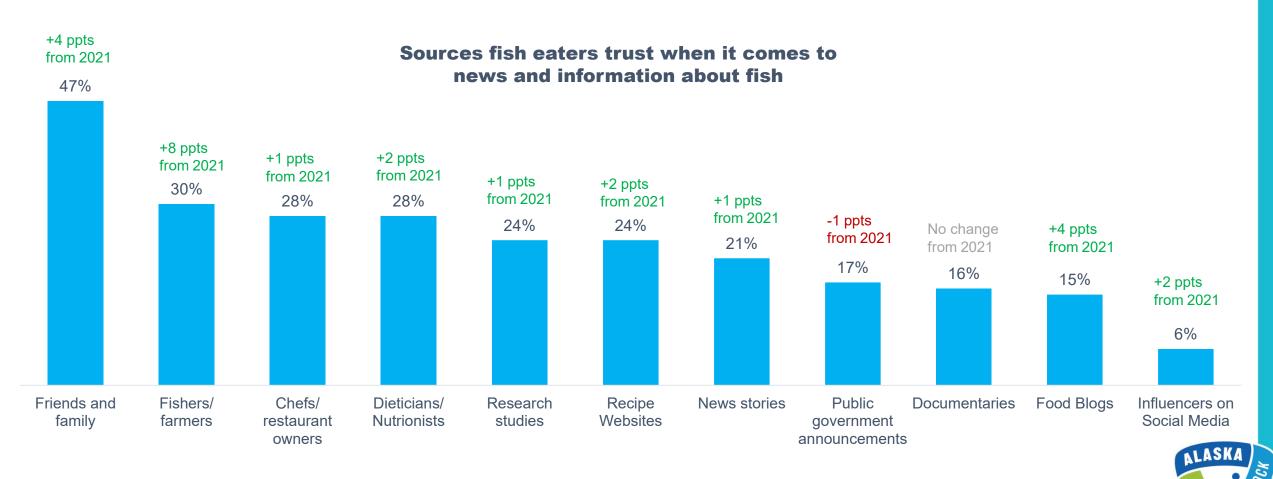
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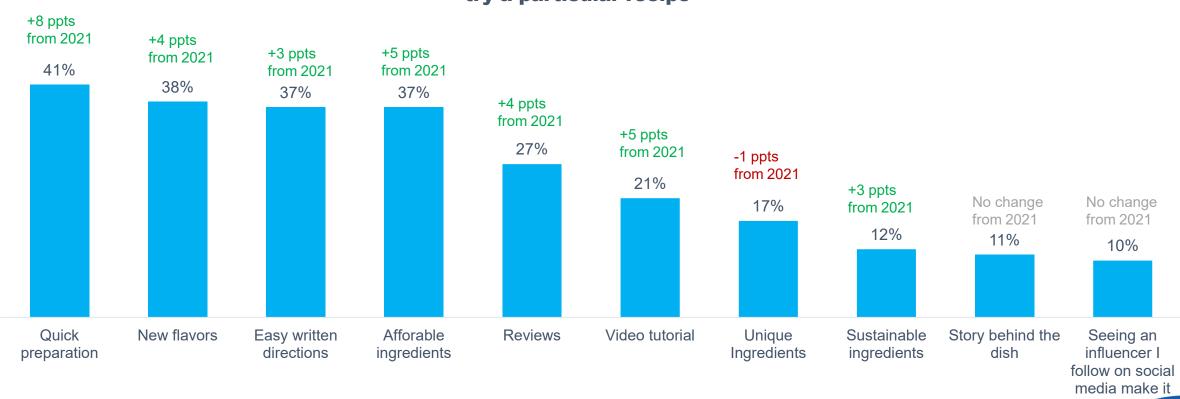
## Friends and Family are the most trusted source when it comes to information about fish while fishers/farmers saw the biggest YOY increase in trust





## Fish eaters are more likely to experiment with new recipes that have quick prep times and include new flavors to try

#### Inspiration for Fish Eaters to try a particular recipe



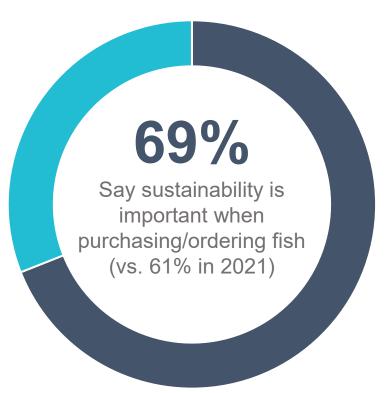
### Sustainability





## Sustainability and the different aspects of sustainability have become more import to fish eaters in the past year

#### **Sustainability Importance**



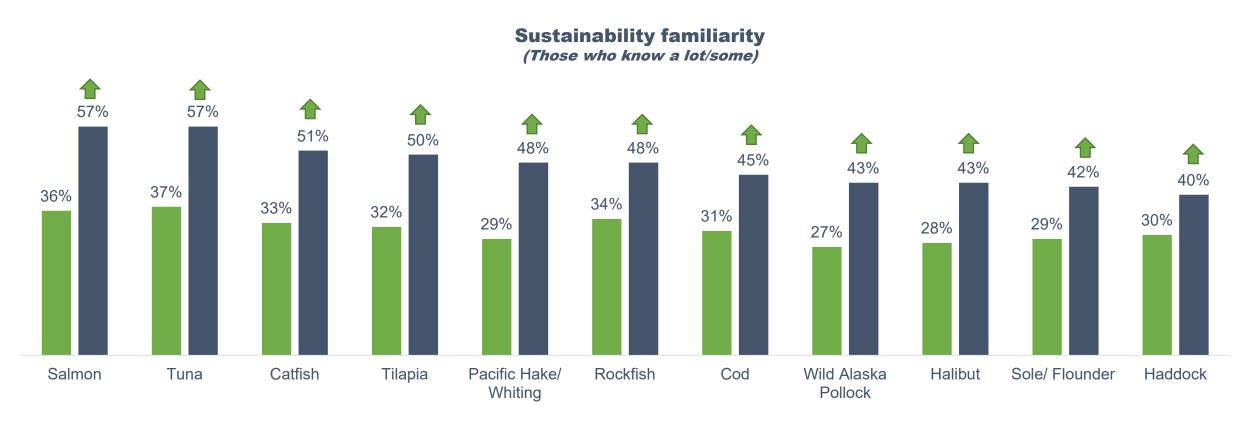
### Attributes that are important when eating sustainably (Somewhat/very important)

	2022	2021	YoY Change
Safe for the ocean	76%	70%	+6 ppts
Ensuring supply for future generations	71%	67%	+4 ppts
Fishery management	70%	64%	+6 ppts
Wild caught	69%	-	-
Zero-waste	63%	56%	+7 ppts
Recyclable packaging	61%	53%	+8 ppts
Carbon footprint	59%	55%	+4 ppts
Traceability	58%	52%	+6 ppts
Carbon footprint	59%	55%	+4 ppts





## Fish Eaters have become more aware of the sustainability of Wild Alaska Pollock and other fish species over the past year



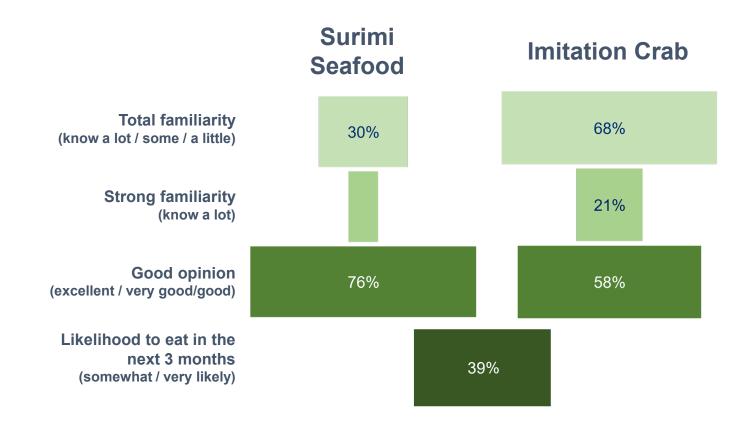


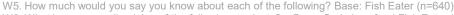




### While fish eaters are more aware of Imitation Crab, they have a more positive perception of Surimi Seafood

31%
of fish eaters aware of
Imitation Crab or Surimi
Seafood are aware that
they are interchangeable
terms





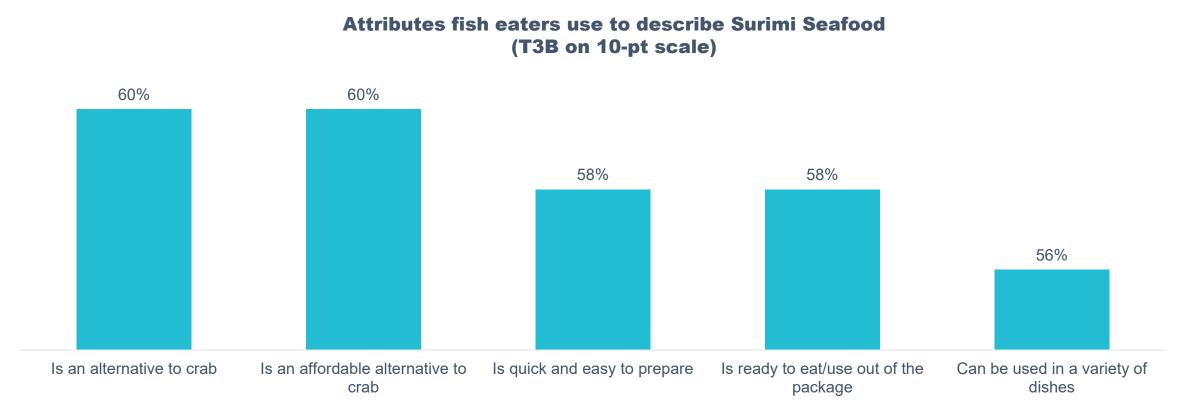
W6. What is your overall opinion of the following products? - Base: Surimi seafood Fish Eater (n=192); Imitation crab Fish Eater (n=443)

W7. Were you aware that surimi seafood and imitation crab are interchangeable terms to describe the same product? Base: Fish Eaters aware of Surimi Seafood or Imitation Crab (n=440)



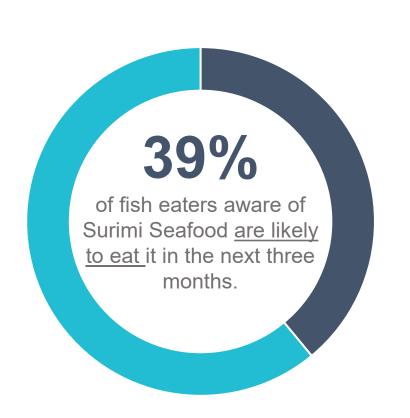


## Fish eaters describe Surimi Seafood as an alternative to crab and quick and easy to prepare





### Fish eaters are more likely to purchase Surimi Seafood if they knew it was made from real seafood/fish



# Attributes that would encourage fish eaters to purchase Surimi Seafood (Among those aware of surimi seafood/imitation crab AND not likely to eat in in the next three months) 30% 26% 21% 18%



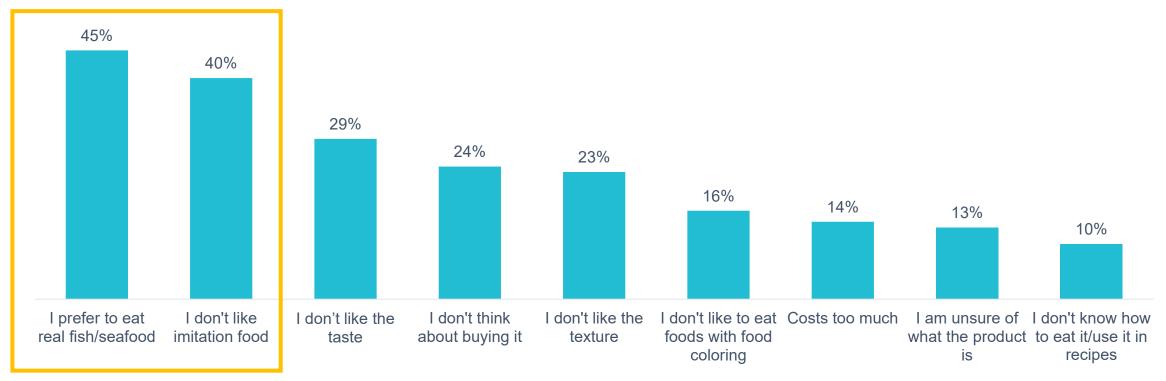


13%



## Barriers to purchasing Surimi Seafood for fish eaters are primarily perceptual.

Top reasons Fish Eaters are not likely to purchase Surimi Seafood in the next three months (Among those aware of surimi seafood/imitation crab AND not likely to eat in in the next three months)



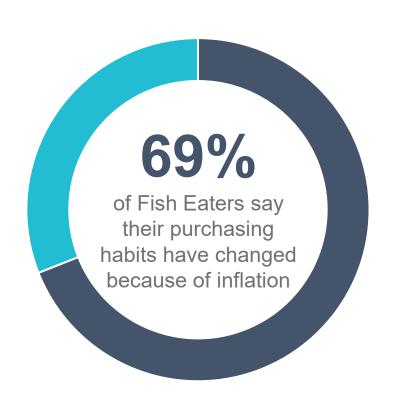


### Inflation





## Inflation has impacted fish eaters' purchasing habits, leading them to purchase less expensive and frozen aisle fish





### Top ways fish purchasing habits have changed for Fish Eaters

35%	I am buying less expensive fish at the grocery store or market
	Lam buying fish from frozon siele inst

28%	I am buying fish from frozen aisle instead of	Ī
	the fish counter	

25%	I am buying less expensive forms of protein
	than seafood/fish

23%	I am not purchasing/ purchasing less fish at
	the grocery store or market

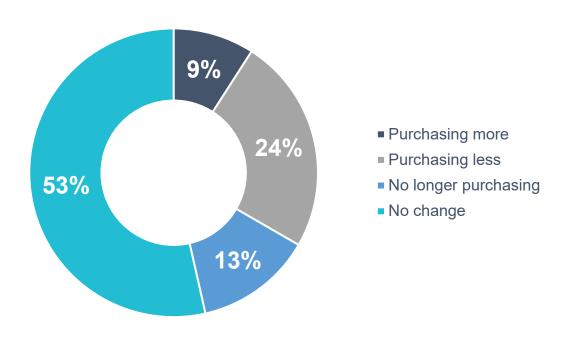
21% I am buying fish products using coupons/discounts



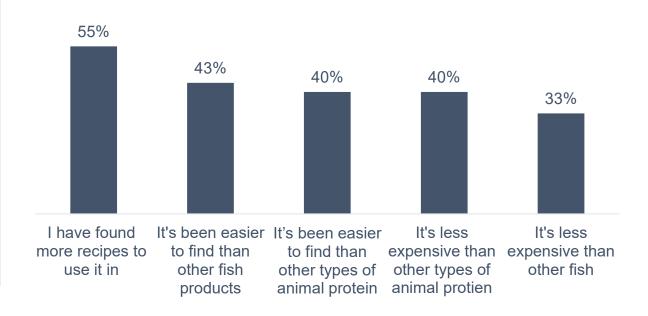


## Direct consumer messaging is driving increase purchases

### Purchasing habits over the last 3 months for Wild Alaska Pollock



### Reasons for purchasing more Wild Alaska Pollock over the last 3 months

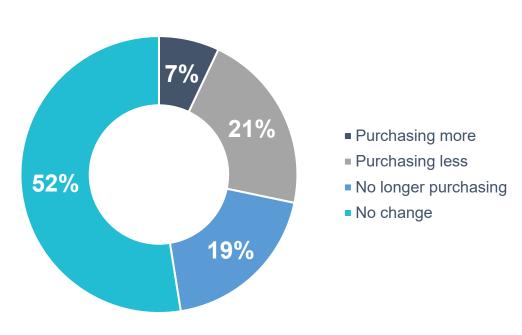




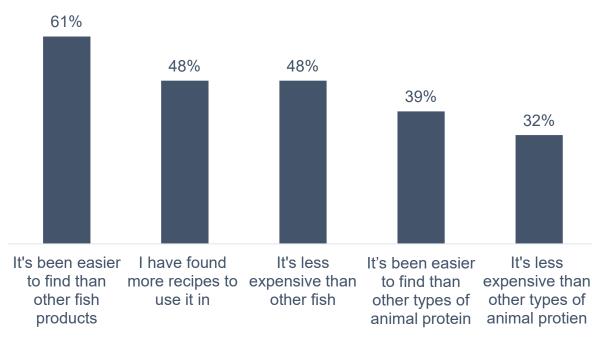


# Those who are purchasing more Surimi Seafood in the past 3 months cite it as easier to find compared to other fish products

### Purchasing habits over the last 3 months for Surimi Seafood



### Reasons for purchasing more Surimi Seafood over the last 3 months





# Drivers Analysis & TURF Analysis



# To understand which attributes are most likely to increase consumption of certain fish products, we conducted a predictive analysis across 4 products



#### **Attributes Tested**

sushi

Good Value
Food Safety
High quality
Wild-caught
Farm-raised
Flaky
Product of Alaska

Product of U.S.
Great Tasting
Mild
Full-flavored
Heart Healthy
Low-fat
High in Protein
Sustainable

Traceable

Affordable
Versatile
Easy to prepare
Freezer-friendly
Organic
Expensive
All natural
GMO-free
Quick to cook
Fresh tasting
Kid friendly
Good as an ingredient
Good as center of the
plate
Climate friendly

**Good for the planet** 

Is available where I shop Has a good consistency Can be used in a variety of dishes Is quick and easy to prepare Has a high protein content Is a source of Omega-3s Is made from real, sustainably sourced fish Is ready to eat/use out of the package Is responsibly fished Is a product of the USA Comes in a form I like Is American Heart Association **Approved** Can be found in many types of

Made with WAP Is low in cholesterol Is available at the fresh seafood counter Is a low-calorie option Is low carb/low in carbs Is MSC certified Is a product of Alaska Is fat free Is in cultural cuisine/recipes Is gluten-free Is kosher Is an alternative to crab Is an affordable alternative to crab Is a sustainable protein

**Fish Products Tested** 

Frozen fish sticks from a grocery store or market

Breaded and battered frozen fish filets from a grocery store or market

Fish sandwiches from a fast food, quick-service restaurant

**Surimi Seafood** 

Tested for Surimi only





## Our analysis was split into two models to gain a comprehensive look at fish consumption...

#### **Drivers Analysis**

- Consumption drivers are the attributes that have the greatest positive effect on consumption of each fish product. (i.e. the more a consumer associates the fish product with this attribute, the more likely they are to consume it in the next month)
- To identify consumption drivers, we leverage relative importance analysis, a model that approximates the results of hundreds of linear regression models using different combinations of the attributes tested
- The output is a relative importance score that quantifies the amount of variation in consumption that can be explained by each attribute
- We take the attributes with the highest importance score and define them as our consumption drivers

#### **TURF Analysis**

- Total Unduplicated Reach and Frequency
- This is an analysis meant to find the combination of attributes that yields the highest reach.
- From the list of attributes, respondents were asked to select their top three most important attributes when considering their purchase of each fish product.
- "Reach" in this case is defined as having at least one of the attributes rated as their top three choice.
- The final result is the combinations of attributes that will satisfy the highest number of customers where at least one their most important attributes are included



# Price and value is an important driver of initial purchase of a fish product, but the biggest drivers of repeat consumption are fresh and full-flavored taste

Fish Type	Drivers of consumption	TURF Analysis	
Frozen fish sticks from a grocery store or market	<ul><li> Great Tasting</li><li> Full-flavored</li><li> Fresh Tasting</li></ul>	<ul> <li>Good Value, High Quality, Great Tasting</li> <li>Good Value, High Quality, Affordable</li> <li>Good Value, High Quality, Product of the U.S.</li> </ul>	
Breaded and battered frozen fish filet from a grocery store of market	<ul><li> Great Tasting</li><li> Full-flavored</li><li> Good as an ingredient</li><li> Fresh Tasting</li></ul>	<ul><li>Good Value, High Quality, Great Tasting</li><li>Good Value, High Quality, Affordable</li><li>Good Value, High Quality, Wild-caught</li></ul>	
Fish sandwich from a fast food or quick service restaurant	<ul><li> Great Tasting</li><li> Fresh Tasting</li><li> High Quality</li></ul>	<ul> <li>Good Value, High Quality, Great Tasting</li> <li>Good Value, High Quality, Affordable</li> <li>Good Value, High Quality, Product of the U.S.</li> </ul>	
Surimi Seafood	<ul> <li>Tastes good</li> <li>Comes in a form I like</li> <li>Has a good consistency</li> <li>Tastes like a crab</li> </ul>	<ul> <li>Tastes Good, Tastes like crab, Is a good value</li> <li>Tastes Good, Is High Quality, Is a good value</li> <li>Tastes Good, Is High Quality, Tastes like carb</li> </ul>	

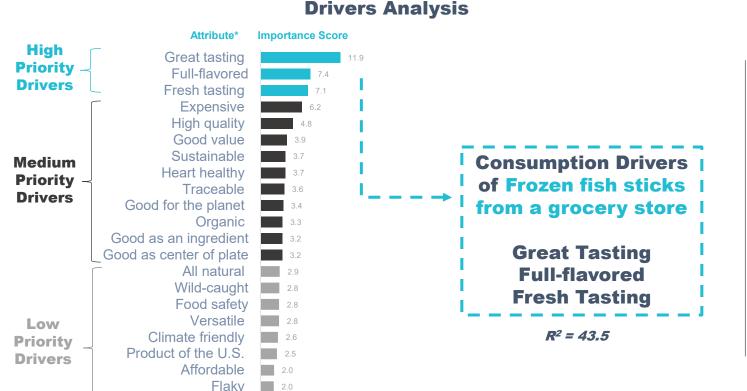


## While consumers say that value is important to them when buying frozen fish sticks, it's taste that drives consumption



#### Frozen fish sticks from a grocery store or market

### Drivers Analysis TURF Analysis



Portfolio	Reach %
Good Value, High Quality, Great Tasting	81.7%
Good Value, High Quality, Affordable	79.2%
Good Value, High Quality, Product of the U.S.	77.7%

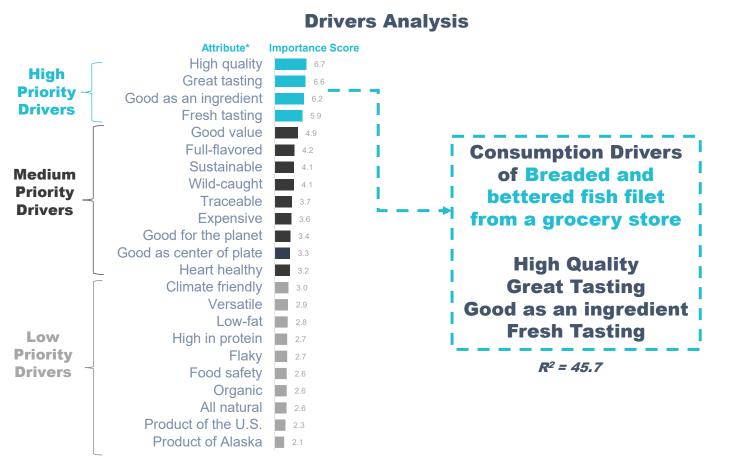


Farm-raised 1.9
High in protein 1.8



# In addition to key 'taste' drivers, if consumers think a breaded and battered frozen filet is good as an ingredient, they are more likely to consume

#### Breaded and Battered frozen fish filet from a grocery store or market



#### **TURF Analysis**

Portfolio	Reach %
Good Value, High Quality, Great Tasting	80.9%
Good Value, High Quality, Affordable	78.5%
Good Value, High Quality, Wild-caught	76.8%





## The freshness and quality of fast-food sandwiches are the strongest drivers of consumption other than overall taste

#### Fish sandwich from a fast-food, quick-service restaurant

**Fresh Tasting** 

**High Quality** 

 $R^2 = 45.7$ 

#### **Drivers Analysis**

#### **Importance Score** Great tasting Fresh tasting High quality Good as an ingredient Organic Traceable Consumption Drivers Product of the U.S. of Fish sandwich Full-flavored All natural from a fast-food Heart healthy restaurant Good for the planet Low-fat **Great Tasting** Wild-caught

#### **TURF Analysis**

Portfolio	Reach %
Good Value, High Quality, Great Tasting	80.4%
Good Value, High Quality, Affordable	78.0%
Good Value, High Quality, Product of the U.S.	76.3%



Versatile

Food safety 2.7 Climate friendly 2.6

Good value

Good as center of plate

Sustainable 2.9

Farm-raised 2.5 GMO-free 2.5

High

**Priority** 

**Drivers** 

Medium

**Priority** 

**Drivers** 

Low

**Priority** 

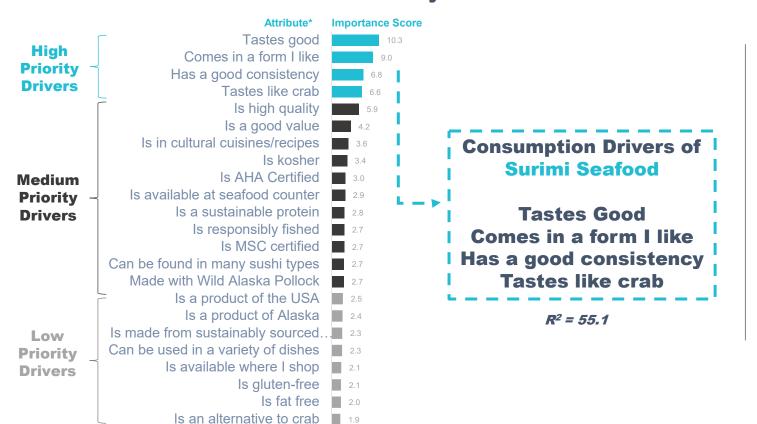
**Drivers** 



# 'Tastes like crab' is one of the strongest drivers of Surimi consumption and surfaces as the attribute people look for the most when buying surimi

#### **Surimi Seafood**

#### **Drivers Analysis**



#### **TURF Analysis**

Portfolio	Reach %
Tastes Good, Tastes like crab, Is a good value	60.4%
Tastes Good, Is High Quality, Is a good value	58.7%
Tastes Good, Is High Quality, Tastes like carb	58.2%



<sup>\*</sup>Attributes with lowest Importance Score not included in chart. Full results in Notes Section.

### Appendix





# Fish eaters continued to be the focus of this year's research– Wild Alaska Pollock's more immediate, target audience

#### How this audience was defined:



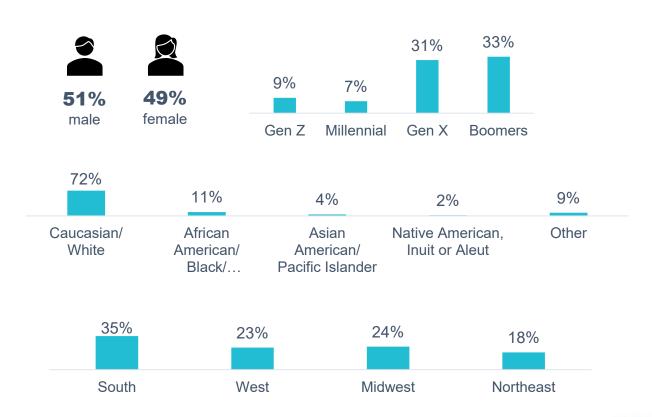
Have consumed fish (not exclusively shellfish) in the past 3 months



#### **AND**

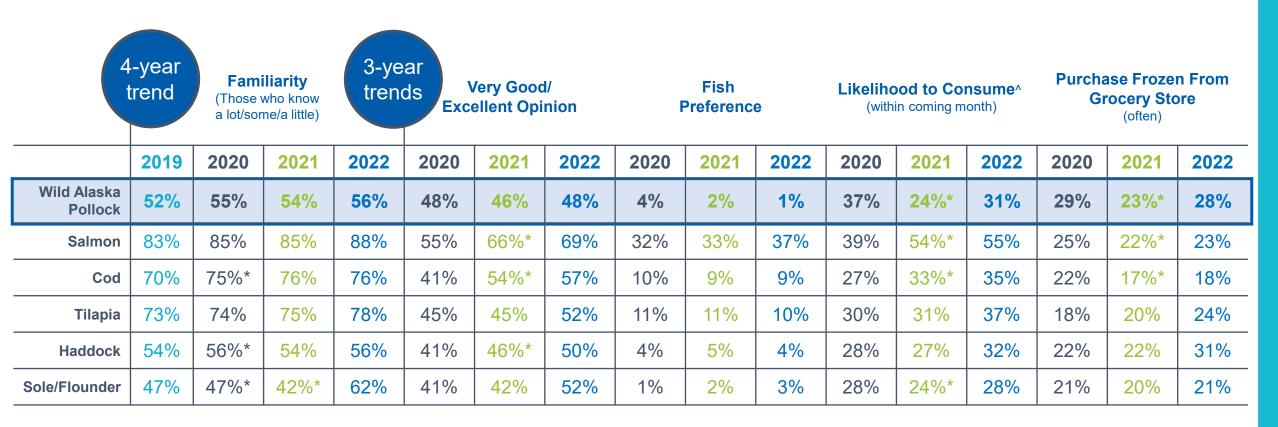
Have purchased any of the following types of fish in the past 3 months:

- Fish from any type of restaurant
- Fresh fish from a grocery store or market
- Packaged refrigerated/frozen nonbreaded fish- plain or prepared
- Frozen breaded fish





## Tracking Wild Alaska Pollock's performance on core KPIs



Q1. How much would you say you know about the following fish? Base: Total 2022 (n=1023), Total 2021 (n=1066), Total 2020 (n=1244), Total 2019 (n=1026)



N6. Based on everything you know about [FISH AWARE], what is your overall opinion of it? Base: Those aware of fish: Wild Alaska Pollock (n=573), Salmon (n=904), Cod (n=779), Tilapia (n=795), Haddock (n=570), Sole/Flounder (n=635.

N7. Overall, what is your favorite type of fish to eat? Base: Those aware of fish - 2022 (n=983), 2021 (n=1007), 2020(n=1165)

N8. How likely are you to eat [FISH AWARE] in the coming month? Base: Those aware of fish: Wild Alaska Pollock (n=178), Salmon (n=501), Cod (n=271), Tilapia (n=295), Haddock (n=180), Sole/Flounder (n=176).

^ Denotes T3B (8-10 on 10-pt scale)

S9. How often do you eat [FISH AWARE] in the following settings? I purchase it at a grocery store or market, frozen. Base: Those who eat fish: Wild Alaska Pollock (n=419), Salmon (n=130), Cod (n=153), Tilapia (n=148), Haddock (n=168), Sole (n=155).



### Taste and Cost continue to drive importance

Important Fish Attributes		Overall Fish Importance Score (among fish eaters; T3B Summary)		Important Fish Attributes		Overall Fish Importance Score (among fish eaters; T3B Summary)	
#1	Taste	Great tasting (85% vs. 79% in 2021)	Fresh tasting (79% vs. 75% in 2021)	#5	Versatile	Whole family will enjoy (64% vs. 57% in 2021)	Good as center of plate (63% vs. 55% in 2021)
#2	Cost	Good value (73% vs. 67% in 2021)	<b>Affordable</b> (72% vs. 63% in 2021)	#6	Sustainable	Sustainable	Wild-caught
#3	Health	Heart healthy (68% vs. 63% in 2021)	High in protein (69% vs.61% in 2021)	110		(52% vs. 47% in 2021)	(49% vs. 45% in 2021)
#4	Ease	Easy to prepare (64% vs.60% in 2021)	Freezer-friendly (57% vs.57% in 2021)	#7	Provenance	Product of U.S. (58% vs. 55% in 2021)	Product of Alaska (39% vs.35% in 2021)



### Thank you

