

## Report Price: £3695 | \$4995 | €4400

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

## This report looks at the following areas:

- The impact of COVID-19 on consumer behaviour and beauty retailing
- How an economic slowdown will impact beauty routines and consumer spending
- Market factors impacting the beauty landscape in Canada
- Consumer behaviours and attitudes relating to beauty product shopping

## 66

"The meteoric lifestyle impacts of COVID-19 have driven Canadians to take a more relaxed approach to their beauty routines. Hygiene and maintenance products will remain at the top of shoppers' beauty and personal care lists, while discretionary categories will be demoted in importance, particularly in light of the economic downturn."

- Meghan Ross, Senior Home
- & Beauty Analyst

Buy this report now		
Visit	store.mintel.com	
EMEA	+44 (0) 20 7606 4533	
Brazil	0800 095 9094	
Americo	as +1 (312) 943 5250	
China	+86 (21) 6032 7300	
APAC	+61 (0) 2 8284 8100	

Report Price: £3695 | \$4995 | €4400

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
- Key issues covered in this Report
- Definition
- COVID-19: market context
- Economic and other assumptions

#### **EXECUTIVE SUMMARY**

- Top takeaways
- Market overview
- Impact of COVID-19 on beauty retailing
   Figure 1: Short-, medium- and longer-term impact of
   COVID-19 on beauty retailing, September 2020
- Opportunities and challenges
- Position beauty as an uplifting act of self-care
- Interest and confidence in online shopping will continue to grow
- Sampling strategies can serve as an opportunity for increased engagement
- Value-seeking shoppers will limit discretionary spend and trade down

#### THE MARKET - KEY TAKEAWAYS

- Discretionary spending is measured in as a result of the economic slowdown
- Canadians are prioritizing wellness
- The face of the nation is aging
- The Canadian population continues to become more diverse

#### **MARKET FACTORS**

- Impact of COVID-19 on beauty retailing
   Figure 2: Short-, medium- and longer-term impact of
   COVID-19 on beauty retailing, September 2020
- Lockdown
- Re-emergence
- Recovery
- Discretionary spending is measured in as a result of the economic slowdown

Figure 3: Canada's unemployment rate, January-December 2020

Figure 4: Canada's retail sales, January-October 2020

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

## Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

	Visit	store.mintel.com
	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



#### Report Price: £3695 | \$4995 | €4400

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

Figure 5: Sephora Canada Instagram post, August 2020 Figure 6: Cheekbone Beauty Instagram post, September 2020

Figure 7: Estee Lauder Instagram post screenshot, April 2020

• Buy Now Pay Later schemes make purchases more palatable

Figure 8: Paybright Instagram post, July 2020

- Canadians are prioritizing wellness Figure 9: Bite Beauty Instagram post, March 2020
- The face of the nation is aging
   Figure 10: Population aged 0-14 and 65+, 1995-2035\*
   Figure 11: BPC product repertoire, seniors vs overall,
   September 2020
   Figure 12: MAYE MUSK for COVERGIRL, November 2017
   Figure 13: Get your glow back with Age Perfect Golden Age |
   L'Oreal Paris NZ, August 2020
   Figure 14: Narsissist Instagram post, October 2020
   Figure 15: Grandma knows best when it comes to makeup
   advice, December 2018
- The Canadian population continues to become more diverse

Figure 16: Visible minority population in Canada, 1981-2036\* Figure 17: Fenty Beauty Instagram post, January 2021 Figure 18: Sephora Instagram post, January 2021 Figure 19: Sephora Canada Instagram post, January 2021

#### MARKET OPPORTUNITIES

#### Non-traditional outlets are gaining steam

Figure 20: Those who have tried a new shopping service for BPC products as a result of COVID-19, by age, September 2020

- Figure 21: L'Oréal Instagram post, December 2020
- Figure 22: The Sims Instagram post, June 2020
- Figure 23: Nintendo Instagram post, January 2021

Figure 24: Urban Decay Game of Thrones Vault Set (US), May 2019

Figure 25: Elmwood Spa Instagram post, January 2021

### COMPANIES AND BRANDS - KEY TAKEAWAYS

- Digital tools can bridge the gap between in-person and online shopping
- Spotlight on Cover FX

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

## Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

store.mintel.com
+44 (0) 20 7606 4533
0800 095 9094
+1 (312) 943 5250
+86 (21) 6032 7300
+61 (0) 2 8284 8100



Report Price: £3695 | \$4995 | €4400

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

### **COMPETITIVE STRATEGIES**

 Digital tools can bridge the gap between in-person and online shopping

Figure 26: Swan Beauty LLC Instagram post, November 2020 Figure 27: Lush Cosmetics Instagram post, April 2020 Figure 28: HiMirror Mini - See your beauty needs clearly, September 2018

• Spotlight on Cover FX

### Personalization

Figure 29: Cover FX Custom Cover Drops (Canada), June 2019

### • Expansion into skincare

Figure 30: Cover FX Instagram post, January 2021 Figure 31: Cover FX Instagram post, January 2021

Virtual Try-On

Figure 32: 'I have used/would like to use tools that allow you to virtual test products' (% agree), men vs women, September 2020

Figure 33: Cover FX Instagram post screenshot, August 2020

### THE CONSUMER – KEY TAKEAWAYS

- Hygiene basics top Canadian BPC shopping lists
- The pandemic has caused many Canadians to make adjustments to their typical BPC routines
- Canadians are increasing their online shopping frequency
- Sampling will remain an important element to drive sales

## PRODUCTS USED IN THE PAST SIX MONTHS

 Canadians are using a wide assortment of beauty and personal care products

Figure 34: Products used in the past six months, September 2020 vs September 2019

- Not surprisingly, usage skews heavily towards women Figure 35: Give and Take | Old Spice, February 2019 Figure 36: Products used in the past six months, men vs women, September 2020
- Beauty has been deprioritized as a result of the pandemic Figure 37: Women who have worn makeup worn in the past six months, September 2020 vs September 2019
- Younger Canadians are more engaged in the BPC market Figure 38: Products used in the past six months, 18-44s vs over-45s, September 2020
- Asians have elevated BPC product usage

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

## Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
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



## Report Price: £3695 | \$4995 | €4400

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

Figure 39: Products used in the past six months, Chinese Canadians and South Asians<sup>\*</sup> vs overall, September 2020 Figure 40: Realistic Skincare Commercial, January 2019 Figure 41: Vaishali says beauty is strength, February 2017

 Shoppers of all income levels are able to find appropriate products to fit their budgets
 Figure 42: Sun protection used in the past six months, by

income, September 2020

## PRODUCTS PURCHASED IN THE PAST 12 MONTHS

- Hygiene basics top Canadian BPC shopping lists Figure 43: Products purchased in the past 12 months, September 2020
- Women are far more invested in BPC product purchases Figure 44: Products purchased in the past 12 months, men vs women, September 2020
- Younger Canadians are focusing on discretionary purchases Figure 45: Products purchased in the past 12 months, 18-44s vs 45+, September 2020

# PURCHASE CHANNELS USED IN THE PAST 12 MONTHS FOR BEAUTY PRODUCTS

- Canadians are increasing their online shopping frequency Figure 46: Share of online vs in-store shopping, 2020 vs 2018, September 2020 and April 2018
   Figure 47: Frequency of online shopping, 2020 vs 2018, September 2020 and April 2018
- Most online shoppers also visit the retailer in person
   Figure 48: Retailers used to purchase beauty and personal care products in the past 12 months (net in store/online),
   September 2020

Figure 49: Retailers used to purchase beauty and personal care products in the past 12 months, online vs in store, September 2020

• Younger consumers are more likely to be shopping online Figure 50: Online retailers used to purchase beauty and personal care products in the past 12 months, 18-44 vs 45+, September 2020

Figure 51: Those buying a BPC product online that would usually be purchased in person as a result of the COVID-19 pandemic, by age, September 2020

Figure 52: Lush Cosmetics Instagram post, April 2020

Women are seeking out more specialized beauty retailers

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

## Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
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



## Report Price: £3695 | \$4995 | €4400

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

Figure 53: Beauty and personal care products purchased at specific retailers in the past 12 months, men vs women, September 2020

• **Regional differences exist in online shopping behaviours** Figure 54: Any beauty and personal care products purchased online in the past 12 months, by region, September 2020

## **COVID-19 RELATED BEAUTY ROUTINE CHANGES**

- The pandemic has caused many Canadians to make adjustments to their typical BPC routines
   Figure 55: Changes made to beauty routine as a result of the COVID-19 pandemic, September 2020
- As women's beauty routines are more 'situation-dependent', they have faced greater disruption

Figure 56: Changes made to beauty routine as a result of the COVID-19 pandemic, men vs women, September 2020 Figure 57: Clairol Color Instagram post, May 2020 Figure 58: Shoppers Beauty Instagram post, April 2020 Figure 59: DHC eyelash tonic conditioner (US), December 2020

- Younger shoppers have altered their routines most, but have also adapted more easily to online shopping
   Figure 60: Changes made to beauty routine as a result of the COVID-19 pandemic, by age, September 2020
- Parents are turning online to find BPC products
   Figure 61: Honest Instagram post, November 2020
   Figure 62: COVID-19 pandemic-related beauty routine changes, parents vs non-parents, September 2020

## BEAUTY PRODUCT SHOPPING BEHAVIOURS

• Canadians rely on routine for shopping, but are willing to experiment

Figure 63: Frequency of BPC shopping behaviours, September 2020

Figure 64: Habitual BPC shopping behaviour frequency (% always or most of the time), by age, September 2020 Figure 65: Online BPC shopping behaviour frequency (% always or most of the time), by age, September 2020 Figure 66: Online BPC shopping behaviour frequency (% always or most of the time), Asians vs overall, September 2020

Sampling will remain an important element to drive sales

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

## Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
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



#### Report Price: £3695 | \$4995 | €4400

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

Figure 67: 'I'm no longer interested in the option to sample products in stores' (% agree), by those comfortable/ uncomfortable receiving beauty treatments as a result of COVID-19, September 2020 Figure 68: Marie Claire Edit Instagram post, August 2020 Figure 69: Product sample-related BPC shopping behaviour (% always or most of the time), by age, September 2020

#### **APPENDIX – DATA SOURCES AND ABBREVIATIONS**

- Data sources
- Consumer survey data
- Consumer qualitative research
- Mintel Trend Drivers
- Abbreviations

## What's included

**Executive Summary** 

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

## Did you know?

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

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Visit	store.mintel.com
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





# **About Mintel**

Mintel is the **expert in what consumers want and why.** As the world's leading market intelligence agency, our analysis of consumers, markets, product innovation and competitive landscapes provides a unique perspective on global and local economies. Since 1972, our predictive analytics and expert recommendations have enabled our clients to make better business decisions faster

Our purpose is to help businesses and people grow. To find out how we do that, visit **mintel.com.**