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## **Canadian Organic Ingredient Strategy Project Partners**









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## **Marketing = Communication**

• Food products in • packaging, sellparticular need to build sheets, in-store trust/rapport with their flyers, social media, consumers print ads, etc. Communicate to consumers that the product is safe, healthy, desirable, and Communicate Communicate good value information with your consumers (end about your product user) Communication Communicate to **from** your customers (store consumers and owners, chefs, distributors, etc.) customers • Gather and listen to • that your product can feedback (and help their business be criticism!) from successful consumers, store managers, delivery drivers and shelfstockers

## **Building A Team**

Farmers market

Market coordinators (social media promotion, table placement, etc)

End Consumer (information in spoken and/or visual form from you) Retail

Distributors & Sales reps

Delivery Drivers

**Store Managers** 

**Inventory Managers** 

End Consumer (information via packaging)

Foodservice

Distributors & Sales Reps

Delivery Drivers

**Restaurant Owners** 

Chefs/Line Cooks/Servers

End Consumer (information via menu)



# **Building a Brand Image**





# Marketing Materials/Platforms



Product Packaging and In-store Display Material



Sell Sheets for retailers and foodservice



Demos (in-store sampling, booth at community events, tradeshows)



Website & Social Media (Facebook, Youtube, Instagram, Tiktok, etc.)



Print Ads (in-store flyers, newspapers, in-store displays)



Individual interactions – emails, conversations in the store aisle, phone calls to schedule deliveries, etc.



# Packaging and Retail Displays

Package design – the material, shape, colours, logos, product feel

Store placement – aesthetics, function, competition, grocery categories, etc.

Price Tags & Shelf-callers (tags that shout out to consumers that your product is local, or organic, or regenerative, or nut-free, etc.)

Display cases –allows your product to be placed in unique places or outside of category 'rules', allows for additional marketing materials (signs, brochures, recipes, video, etc.)

Ads for in-store flyers

Remember to balance the needs of your consumers and your customers – the store managers/owners



## **Sell Sheets**

One page handout to summarize key product features to a customer (store, restaurant, distributor)

Suggest placement/category

Provide pricing and promotion schedule (maybe)

UPC Code, Product size and case count, suggested retail pricing

Contact and ordering information

Lead time on orders or delivery schedule, minimum order size or delivery charge



## **Demos and Sampling**

A great way to introduce new products to customers

An even better way to get to know store staff (building your team) and show store managers that you have their interests in mind and want to make their customers happy!

Samples must be prepared in an inspected facility

Staff providing samples should/must have Safe Food Handler's Certification

Track number of customers talked to, samples given, and product sold (helps to determine best days/times for future demos) and can help indicate future sales at that location). Sales pricing?

Ask about special days at the store (grand re-openings, seasonal features, etc.)



## **Tradeshows**



Provincial or regional reach, usually targeted at a certain business category (health food retailers, hotels, restaurants, etc.)



Set up like doing a demo, with rollup/retractable banner, samples, sell sheets, business cards and other promotional material, video/photos, etc.



Booth fees range from a few hundred \$ for small tradeshows, up to several thousand for larger shows, also transportation costs



Best for expanding sales networks when you already have a good system for distribution



Verbal communication skills are key – you can bypass some of the logistics (sell sheets, distributors, schedules) to talk to store managers/chefs when they have the time and mindspace to think about acquiring new products



Provide samples of your packaged product, and collect business cards, names/contact info of people you meet





Great way to introduce new products/ variations/ locations

Simple price reductions, or targeting purchases of multiple products, or larger volumes

Sales/ Promotions

Choose timing strategically

Can undermine your non-sales pricing

## **Print Media**

Advertising banners in magazines/newspapers

Store-based Flyers

Billboards/Posters

Mail-outs and coupons

\$\$\$, low engagement, poor credibility

## Paid Content Earned content

The goal is a paper running a story "Local Farm Hits Store Shelves with Amazing New Product"

Press releases?

Try to get your stories "out there" so media takes attention and reaches out to you

## Prairie Made

r Thrifty Pharmacy is proud to offer a unique selection of right here at home on the Canadian prairies. With our great per Thrifty makes it easy for you to enjoy locally produced supporting prairie communities. We Local







#### MADE IN LUNDAR, MB

ADAGIO ACRES Naked Oats







### MADE IN BRANDON, MB











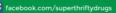
## N NEW BOTHWELL, MB

#### MADE IN STEINBACH, ME

NATURE'S FARM

LA COCINA Tortilla Chips 300-400g







## **Online Direct-to-Consumer Marketing**







**WEBSITE** 

**SOCIAL MEDIA** 

CONSUMER-GENERATED CONTENT

# Direct to Consumer Marketing

- In person or Online
- Personal website or e-commerce platforms (Localline.ca, Eatfromfarms.com, etc.)
  - Payment Options (2.5%-6% for credit cards, etransfers, cash, etc.)

### **Consumer Convenience**

Home Delivery (proximity, time)

Markets

Central Pick-up Location Farm Pickup/Farm Store

**Producer Convenience** 



# Website Design

Provide static information about your product, selling features, nutritional information, farm background, photos, recipes, testimonials, contact information, etc. For end consumers and also retailers/distributors/restaurants/buyers.

Platforms for website design (Wordpress, or drag-and-drop builders with predesigned templates from wix, squarespace, shopify, etc.) are simple, cheap (\$15-\$50/month including hosting)

Hiring someone to build/design a website will often cost about \$5,000, with ongoing maintenance costs. Likely to be high quality, but more likely to remain static or become obsolete if you aren't able to easily edit it.

Photograpy/videography, podcasts, interviews,

Online sales platform (woocommerce for wordpress, etc.). Canada Digital Adoption Program for setting up ecommerce (\$2,400 microgrant)



## **Social Media**

Communicate less formal and time-sensitive information

Facebook, Instagram, TikTok, Twitter, Youtube Channels, Snapchat....

Can be difficult to translate into sales

Build individual rapport, present your product information in a way that aligns with your consumers values, and shows your authenticity

Makes it easier for your customers to share about your product with their friends/contacts

Direct potential customers to website ecommerce platforms



## **Blend Functional with Emotional Content**

### **Functional Content**

Gives consumers the information they need to make purchasing and food preparation decisions

- Product Specifications (allergens, ingredients, special features, etc.)
- Education around organic crop management
- Nutritional Information
- Changes to your product
- Product Uses (recipes, etc.)
- Upcoming Sales Pricing
- Where/How to buy(direct your customers to stores, markets, website store, etc.)

### **Emotional Content**

Gives consumers a sense of connection and a reason to care about your product

- Photos of your product from soil prep and seeding through to harvest and processing
- Day-in-the-life-of-your-farm information
- Personal touches that help the consumer get a sense of you and your farm
- Pictures of end products

## **Collaborative Marketing**

Value Food Hubs: Chain Source out Partnershi and acquire ps: End

locally ps: End
Opportunity to build community dangeronnections between producers and share marketing

efforts, online sales platforms transportations to be sales platforms transportations of deliveries, and

Carrentine to a contractive con

large-scale rood systems can not provide institution

ordering (and potentially warehousing and distribution)

retailers, etc.) create commitme nts with producers

CSA Co-operatives: Consumers commit to purchasing products or bundles of products in advance to help support production costs from the outset costs





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