

# Direct Selling in Beauty and Personal Care: The Needed Transformation to Thrive Post-Pandemic

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## SCOPE OF THE REPORT

Scope

## A SNAPSHOT OF DIRECT SELLING IN BEAUTY

Direct selling is the sixth largest channel in beauty and personal care
Beauty and personal care takes a third of direct sellers' portfolio globally
Natura&Co becomes largest beauty and personal care direct seller globally
COVID-19 puts pressure on direct sellers across the globe...

...but opportunities lie ahead in a post-pandemic world

# ASIA PACIFIC AHEAD ON THE DIGITAL MOVE

A downward trend for direct sellers in Asia Pacific

China's unique direct selling structure drags the region down, but...

...opportunities exist beyond the largest but restrictive Chinese market

Digitalisation is the path to growth in Asia Pacific...

... but direct sellers can profit in other areas

Case Study: Nu Skin turns digital to keep close to consumers/consultants

Case Study: Diversification helps Atomy to post growth amidst COVID-19

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## CONSULTANTS, KEY PILLAR IN THE AMERICAS

Direct selling remains relevant in the Americas

Direct sellers face challenges diversifying product portfolio

Knowing the local consumer drives Latin American brands' success

Premium or mass? Direct selling positioning differs across the region

COVID-19 pushes direct sellers to reinforce digital strategies

Digital will not replace consultants, but support their businesses instead

Digitally-native and D2C indie brands become close competitors

Case Study: Belcorp's Mi Tienda Online expands across Latin America

Case Study: Hinode's University reaches a larger consultant base

Case Study: Mary Kay turns showrooms virtual with Suite 13

# EUROPEANS REMAIN ELUSIVE TO THE MODEL

Direct selling loses strength in Europe, but there are two sides of the coin

Direct selling's relevance differs in Western and Eastern Europe

Forced initially by the pandemic, party plans continue to move to digital

Shopping experience remains vital for consumers in Europe

Despite the decline trend for direct selling, some companies see growth

Traditional brands challenged by incumbents in Europe

Case Study: Amway increases its reach by helping consumers during COVID-19

Case Study: Avon experiments with boutiques and reps-led stores in Turkey

Case Study: Farmasi's beauty influencer – a renewed role for consultants

# DIRECT SELLING IN A DIGITAL WORLD

Direct selling in a post-pandemic world: Reimagine, reinvent, redefine

Conquering younger consumers requires a new approach

For e-commerce it is a matter of how, not if or when

Direct sellers should also respond to industry key themes

The digital consultant, more of an influencer than a sales representative

Key takeaways

Euromonitor International is an independent market intelligence provider. Data, insight and analysis stem from in-the-field research spanning 210 national markets.

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  country-specific local insight and comprehensive data, unavailable elsewhere.

For more information on this report, further enquiries can be directed via this link www.euromonitor.com/direct-selling-in-beauty-and-personal-care-the-needed-transformation-to-thrive-post-pandemic/report.