

## Inspiration & Learnings

How brands are responding to COVID-19



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#### Summary of Learnings



#### Compassionate

Speak for the cause & align your product messaging to be empathetic to both your consumers and/or workforce. This is not #MomentMarketing



#### Crisp

The digital space is bubbling with content around the crisis, keep messaging short with clear CTAs



#### Creative

Reuse & Innovate - Whether its content marketing on social or content collaborations with influencers, the lack of production elements should not limit creative explorations



#### Careful

Assess the risk of free offerings since that may invigorate an expectation of deep discounts once the situation is normal

Being 'business as normal' can feel a bit insensitive, but constant reminders can also come across as scaremongering. Your customers need to hear that you understand, but also that you are here to alleviate their concerns and offer more.

#### Summary of Offerings

#### Compassionate/ Optimistic Messaging

Whether their product/ service solves for the current situation or not, most brands are stepping up by assuring customers of preventive measures, re-surfacing guidelines & helping them make the most out of the current situation in a non opportunistic and helpful manner . Example Fevicol, Netflix etc.

#### Adapting to meet the customer Online

Businesses are integrating with online channels or ramping up on their e-commerce offerings as well as policies to keep the engagement with customers on eg. Whatsapp support, Lunch on a video call with a celebrity, virtual concerts, in-app gym training

### Donations & Discounted offerings

By attaching themselves to the cause in big or small ways, brands are trying to ease the effects of a disrupted market for both their consumers & their workforce - eg. freemium services, credit support, free delivery & cancellations, donations or funds for staff/ daily wagers/ social orgs.

### Above & Beyond BAU

Businesses are doing *more* than they are otherwise built for to meet the many needs of the hour, sometimes with innovative offerings or derivative products

Eg. Snapchat has the Help me feature coming up, Beverage companies helping create sanitizers,

Newspapers easing TP shortage, China delivery for patients



### Inspiration from Indian Brands

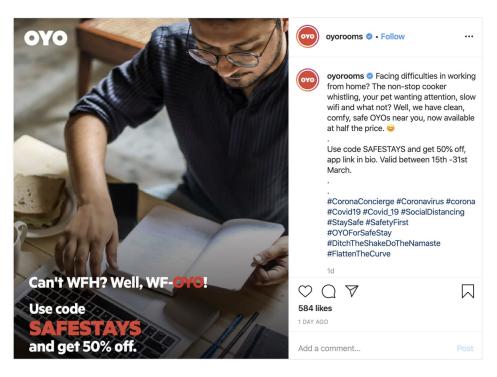
### Indigo, British Airways, Ixigo: Flexible ticket modification offers







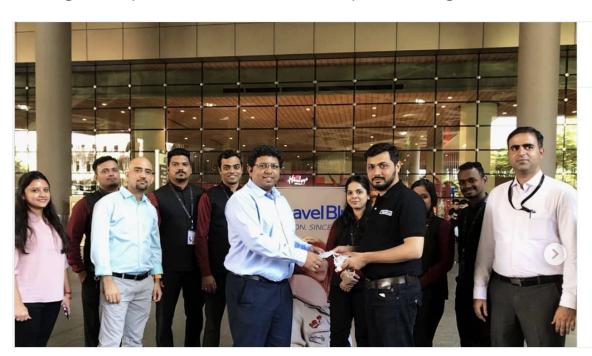
### Oyo Rooms: Offering Work From Oyo with rooms at up to 50% discount





#### **Travel Blue**

Travel Accessories brand provided 2,000 N90 face masks to its travel retail partner Flemingo, as a preventive measure for airport staff against Covid-19 across India





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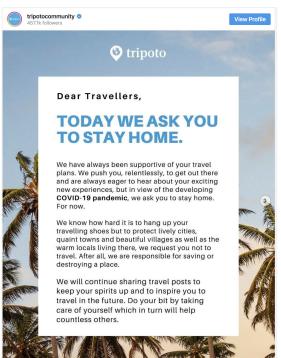




travelblueindia As #COVID19 becomes a global concern, Travel Blue India has partnered with Flemingo Group to take proactive preventative measures to help minimise the spread of the virus here in India. The health and safety of our customers, employees, and retail partners has always been a matter of top priority for us - now more than ever before. Travel Blue has provided 2,000 N90 Masks to support the shop floor staff at Mumbai Duty Free, Go Duty Free, as well as the Duty Free Galleria stores in Delhi and Bangalore.

## **Ixigo, Tripoto:** Public Service announcements from travel aggregators







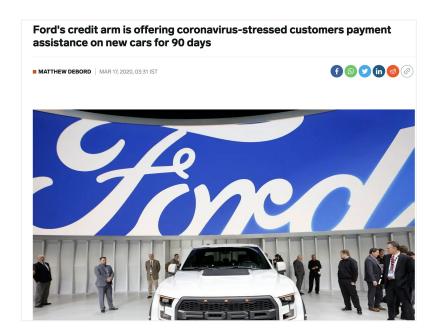
**Health Insurance Providers:** StarHealth Launches policy to cover COVID-19 patients & Edelweiss assure customers of coverage through COVID-19





### Ford: Offers credit support to customers impacted by COVID-19







### **Netflix:** Using show dialogues as topical posts to raise awareness & establish relatability for fans

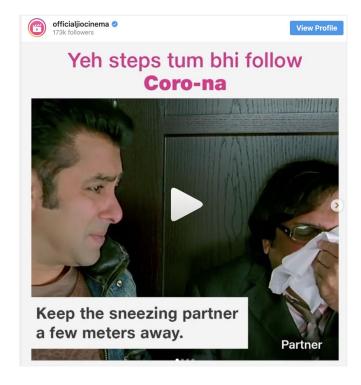








Jio Cinema & Comedy Central: Using social media to educate users with humour while they quarantine at home







## **Shemaroo:** Launches the 'be Sanskari & Safe' campaign on social media along with filmy humour







# T Series x Govt of Maharashtra: Unites Bollywood influencers in a PSA video appealing the country on behalf of the government, in the wake of partial lockdown in Mumbai

Bollywood superstars such as Amitabh Bachchan, Ranvir Singh, Madhuri Dixit, Anil Kapoor, Shilpa Shetty, Alia Bhatt, Akshay Kumar and many others in a PSA on behalf of the government regarding:

- Hand sanitation
- Staying at home
- Boosting health and immunity
- Taking care of the elderly
- Symptoms to be wary of



**Food Tech Brands:** Assure customers of kitchen sanitation, employee hygiene, food untouched by bare hands, santised delivery bags & contactless delivery







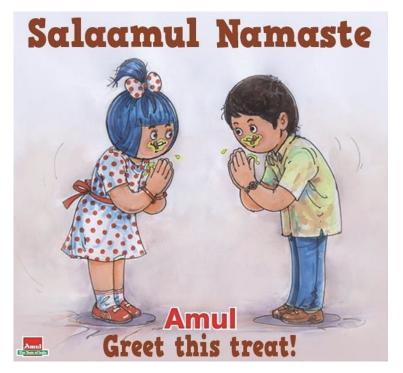
## **F&B Brands:** Turn to social media and newspaper ads to assure customers of hygiene measures







### F&B: Brands like Amul generating topical content and raising awareness







### **Food Tech Services:** Reiterate preventive measures taken to ensure hygiene of restaurant partners and delivery executives





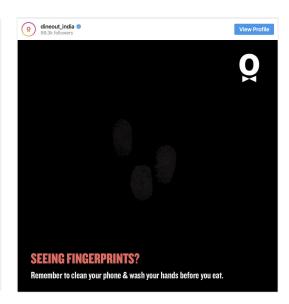


Creative copy to indicate germs may be as tiny as the text in the post, and hence hand washing is essential

### Food Tech Services: Also rely on social media to spread awareness with humour, creativity and updated taglines











**Dunzo:** Ensures contactless delivery at doorstep, chimes in with humour regarding working from home on social media with #MahagharBandhan





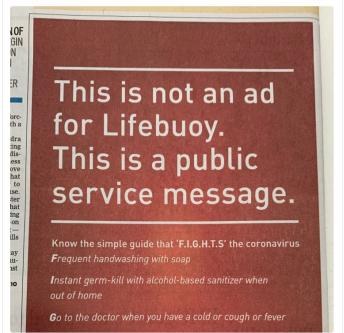
**Dettol:** Introduced a 'Dettol TikTok Challenge' known as #HandWashChallenge in India to encourage more people to wash their hands in order to fight COVID-19





**Lifebuoy:** Partners with Paytm and YouWeCan to open donations to procure and distribute soaps and hand-wash to vulnerable sections of society - India Fights Corona Campaign





**Protekt:** Godrej's Protekt starts the #ProtektIndiaMovement to encourage regular hand washing & recommend effective measures to prevent the spread





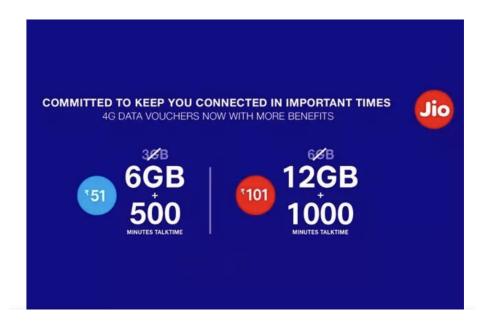
**Fevicol:** Came out with a digital creative around social distancing with a spin on its "mazboot jod" proposition



**Dabur:** Launches "Dabur Sanitize" to help meet surging sanitizer demand



### Jio Internet: Reliance Jio Data Vouchers Now Offer More Talktime and Twice the Data during Coronavirus Crisis



Work from home: Jio revises 4G data vouchers, users to get double the high-speed data

**Urban Ladder:** Assuring customers of safe furniture installation by providing masks to delivery boys for the visit and ensuring hygiene checks



#### Dear Customer.

Thank you for choosing Urban Ladder and we welcome you to our family. We hope your family and you are in the best of health. We are preparing to dispatch your order at the earliest and we would like to assure you that we are taking all necessary precautions to protect our customers and team members from the risk of infection from COVID-19/Coronavirus in all our interactions.

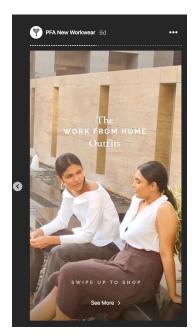
The safety & wellbeing of our customers & team members is our utmost priority, which is why we have equipped our team members with masks to be used during their visit for delivery/installations. All our members are also provided with the necessary awareness and hygiene precautions to prevent any spread of the virus.

Thank you for your support & understanding.

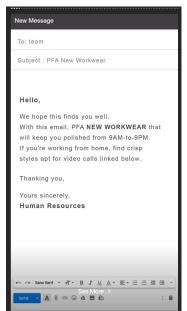
Regards, Ashish Goel

CEO, Urban Ladder

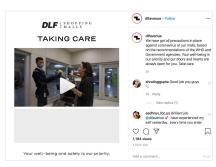
## Retail brands & shopping malls: Mall closure announcements, tapping into WFH & safety precautions





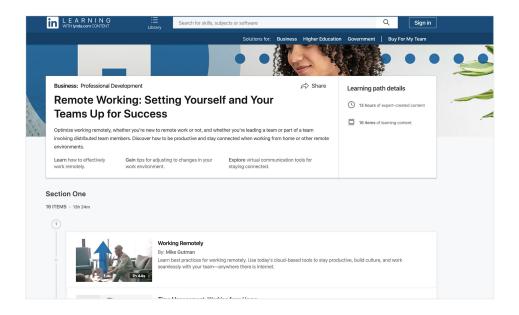




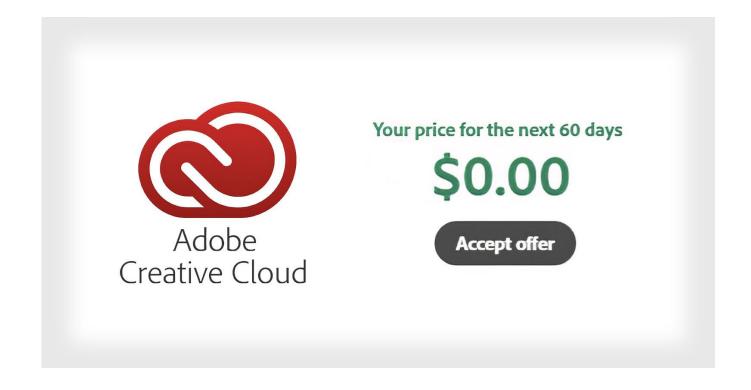


#### LinkedIn: Opens up 16 of its learning courses for free online

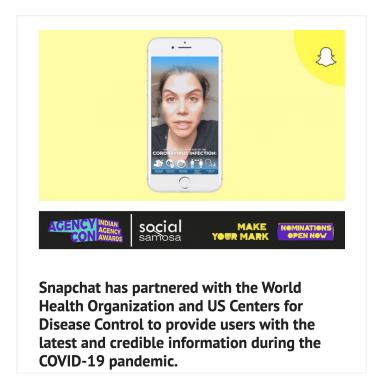
 Courses that provide tips on how to stay productive, build relationships when you're not face-to-face, use virtual meeting tools and balance family and work dynamics in a healthy way.

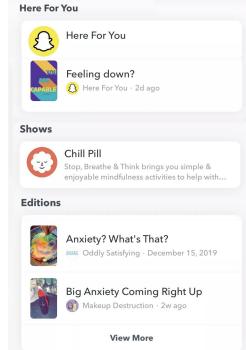


### **Adobe:** Giving everyone 2 Months of Free Creative Cloud during this economic downturn



**Snapchat:** Partners with WHO to provide users with credible information & rolls out "Here for You" tool to help users manage coronavirus anxietya





**Tinder:** Launching "Tinder Passport" to let users match across the world now while social distancing, besides in-app PSA & on-social humour



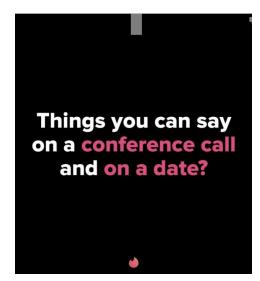




**Bumble, Grindr:** Also relying on social media to promote video-call features and educate users about hygiene practices







#### Website uses ML to help you not touch your face

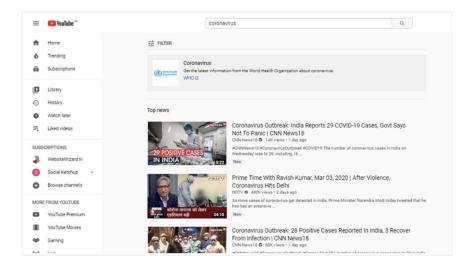
#### Website uses ML to help you not touch your face:

Using a machine learning algorithm that can recognize each person's image when touching and not touching their face, the site watches users via their computer's webcam and yells at them if their hands move to their face

The program runs entirely on each individual user's computer, so no data is ever provided to the developers.



Facebook, Twitter, YouTube & Instagram: Fight misinformation regarding Corona Virus by redirecting all COVID 19 related queries to credible sources only and updating creator guidelines





## **Facebook:** Pledges \$100 Million To Small Businesses Impacted By Coronavirus

#### Facebook Small Business Grants Program

We know that your business may be experiencing disruptions resulting from the global authreak of COVID-19. We've heard that a little financial support can go a long way, so we are offering \$100M in cash grants and ad credits to help during this challenging time.



Mumbai police & Municipal corporation: Tells hoarding owners to carry awareness messages about COVID19 and publishes awareness memes on social media





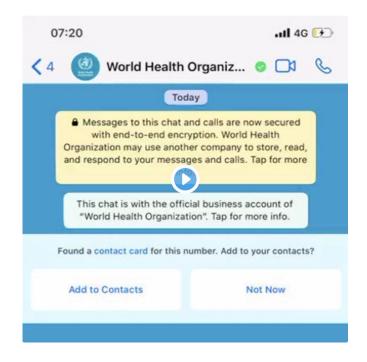


**Event management asso. of Kerala:** Released an ad with a Kathakali dancer encouraging audiences to use "namaste" as a greeting instead of shaking hands





## World Health Organisation & GOI: Whatsapp helpdesk/ chatbot to answer COVID19 related queries

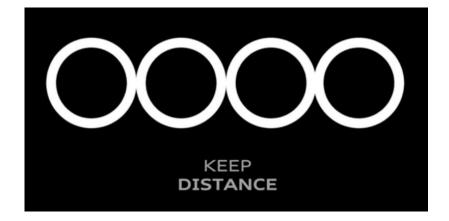






**Delhi Capitals, Audi:** Reimagine iconic logos to reflect the need of the hour and remind consumers of hygiene best practices





### Global Examples



Toyota & Hyundai: Offers buyer protection to car buyers who may lose jobs/ cannot pay in the next 6 months





## **Guiness:** Irish beer makers Guinness shares encouragement for their patrons on Patrick's Day by saying, "We'll march again"

- 'Be good to one another.' Guinness releases St. Patrick's Day message
- Guinness is also committing \$500,000 through our Guinness Gives Back Fund to help communities where we live, work & celebrate



**Alcohol Brands:** From raising money for bartenders that have been sidelined as bars & restaurants close to sanitizer production



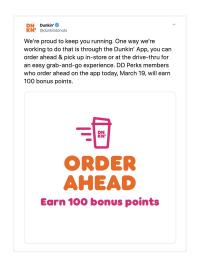




# Chipotle & Dunkin' Donuts make social distancing fun and rewarding for their customers with celebrity lunches and grab-and-go points



Chipotle partners with Zoom to promote social distancing by offering video calls with celebs. Chipotle is also giving 1.25M\$ in emergency funds to help families during this crisis.



To promote ordering from a distance, Dunkin' says that it will give loyalty members who use on-the-go ordering on March 19 an extra 100 points in their DD Perks program.



## Nike & Popsugar Fitness: Offered their premium features training club app for free

### IF YOU EVER DREAMED OF PLAYING FOR MILLIONS AROUND THE WORLD,

#### **NOW IS YOUR CHANCE.**

Play inside, play for the world.



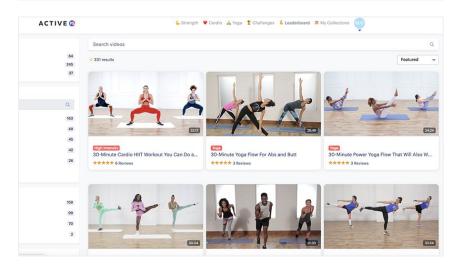






#### PopSugar Released Its New Fitness App for Free to Keep Us Moving Under Quarantine

The lifestyle website fast-tracked Active



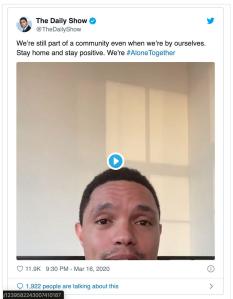
Source: AdWeek Source: PopSugar





## MTV, Comedy Central & Viacom use social media and influencer engagement in their #AloneTogether campaign





According to ViacomCBS, the #AloneTogether campaign will include a number of other elements, including live takeovers from music and celebrity talent, daily engagement through series' social accounts and profiles of young people who are making a difference through this pandemic. Celebrities including Trevor Noah and David Spade, both of whom have their own shows on Comedy Central, have already posted content in support of the campaign.

The Light, Mediacorp: Launches a song to rally Singaporeans and cheer the frontline medical help battling the disease for them



**Israeli outdoor media company Edri-8** is using its space for a public health message about coronavirus

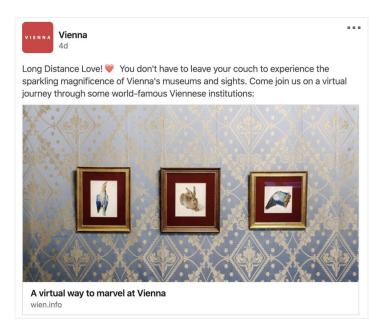




Australian paper prints extra pages to help with toilet paper shortage



#### Vienna Travel offers a virtual tour of museums while Las vegas Tourism lets travellers know that they're thinking of their health



Vienna Travel offers a virtual tour of Vienna via LinkedIn Ads to keep aspiring travelers delighted

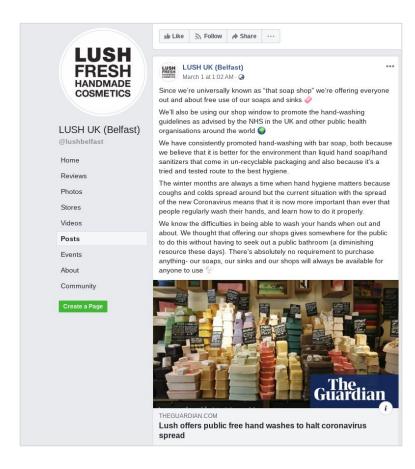


Hopeful New 'visit Las Vegas' Commercial that quietly acknowledges the pandemic without ever specifically mentioning it. "We just want you to know that when you're ready, we'll be ready—and better than ever."

**Samsung:** Offering UV light phone sanitation services in an effort to maximise hygiene for customers



#### Lush offers public free hand washes to halt coronavirus spread



#### Self-driving cars are now helping people affected by COVID-19



Mashable: Neolix is a Chinese delivery service that has sent out its fleet of self driving cars to deliver goods and medical supplies.



## Canadian group uses hand sanitizer distribution to 'stop the spread of racism'

IGNORANCE HAS REACHED EPIDEMIC PROPORTIONS
The world is not well.

As COVID-19 spreads globally, so too does racism and discrimination against the Chinese and Asian community. A dizzying amount of misinformation in conjunction with preconceived prejudice has led to irrational fear. With fear has come chronic xenophobia, causing Chinese and Asian people, businesses and communities to suffer greatly.





## **Restaurants** roll out a new investment opportunity: 'Dining bonds'

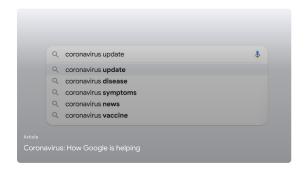
With Dining bonds, the would-be diner puts money in the hands of local restaurants right now and receives a gift card that they can use for discounted food and drinks at those restaurants once the COVID-19 pandemic has passed.



### Initiatives by Google

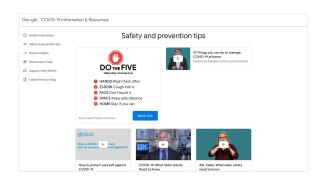


# Google's response to COVID-19: TWG articles, blog posts & official COVID website on product updates & responsible marketing















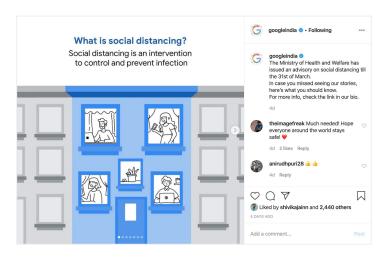


Sundar's blog post with guidance & product updates



## Google's response to COVID-19: Social posts carrying credible information from WHO & MoH



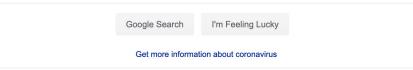






# Google's response to COVID-19: Doodle animation urging people to wash their hands properly







# YouTube's #WithMe campaign launched to encourage people to flatten the curve, promoting playlists to help people stay home

