

# RESTART 2020, POST-OUTBREAK OPPORTUNITIES AND IMPLICATIONS TO BRANDS THE VALUE OF OPTIMISM IN CHALLENGING TIMES

2020.02.22

### A NOTE FOR OUR READERS



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In the midst of chaos, there is also opportunity. This centuries-old truism has been a constant in my personal approach to business and is a guiding principle in Wavemaker's response to the unprecedented disruption we have seen in China and the region.

While there are a plethora of analyses and reports covering the impact and implications of NCP (referenced as COVID-19 by WHO), our contribution to this body of work is to provide essential, in-depth, category specific blueprints on when and where consumer demand will bounce back, and how communication will reignite and accelerate growth for our clients.

These are challenging times, however the people of China remain optimistic. This is the inspiration for our confidence in new opportunities that will lead our clients and ourselves into a new era of sustained growth.



### **AGENDA**



**CHINA TODAY: OPTIMISTIC SPIRIT IN CONTEXT** 



THE UPCOMING CONSUMPTION BOOM



FINDING BIGGER OPPORTUNITIES



**HOW BRANDS SHOULD FIGHT NOW AND LATER** 





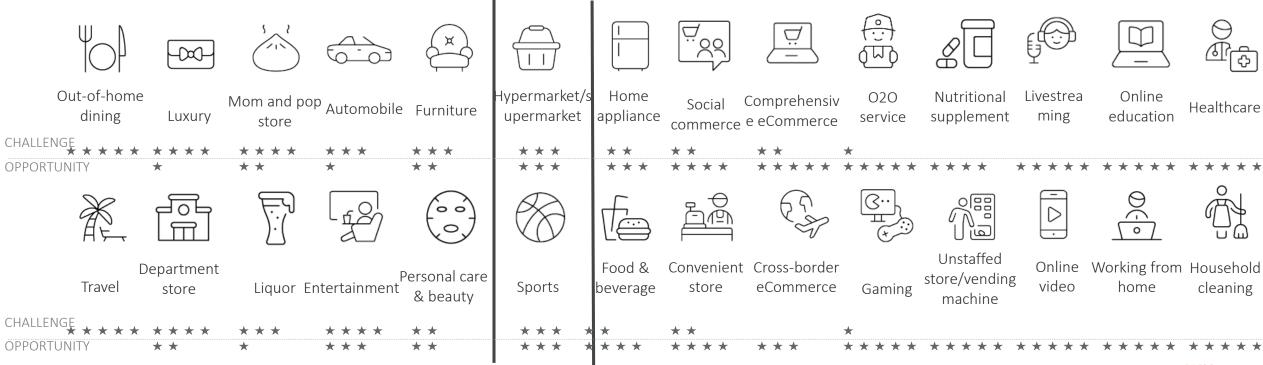
## THIS UNPRECEDENTED DISRUPTION IS DRIVING CHALLENGES AND OPPORTUNITIES EVERYWHERE

度势克艰 | 按情之下,各行各业的危与机

Kantar have mapped the balance between challenges and opportunities by category:

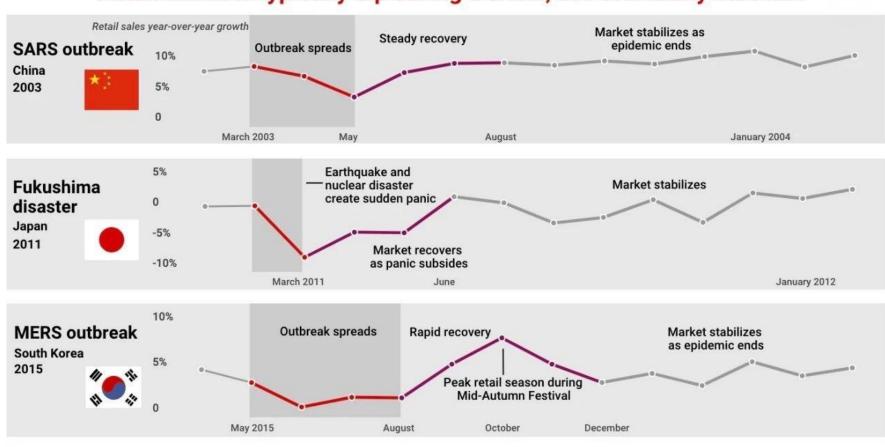
#### **CHALLENGES > OPPORTUNITIES**

### **OPPORTUNITIES > CHALLENGES**



## TRACKING PREVIOUS CRISIS EVENTS SHOWS A CONSISTENT PATTERN OF OUTBREAK, RECOVERY AND STABILIZATION

#### Retail markets typically dip during a crisis, but eventually stabilize



Sources: China National Bureau of Statistics; Japan Ministry of Economy, Trade and Industry; South Korea government statistics



## TODAY, WE WANT TO TALK MORE ABOUT "OPTIMISM" AND THE OPPORTUNITIES THIS WILL UNLOCK

China is still in the outbreak period when we work on this report. While grieving our losses, we have witnessed the fast responses and actions from the government, the courage and unity of all organizations and the whole nation.

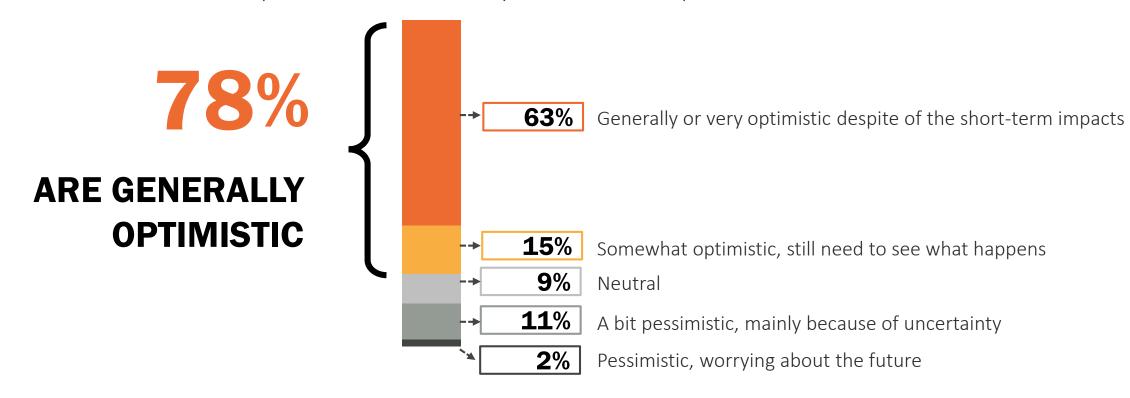
We can't deny the presence of negative emotions, but at the same time we clearly see the optimistic spirit that supports people to actively face life in this challenging time.

This is not blind optimism but confidence, and indeed the expectation of a better future. Such strong optimism will be a powerful force allowing those impacted to cope with challenges, to move into recovery together.



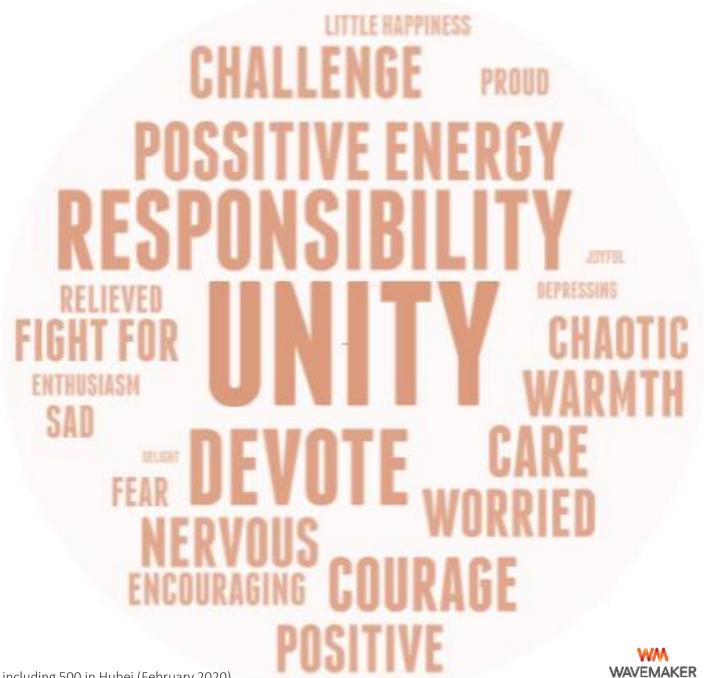
## WE SEE STRONG OPTIMISM FROM CHINESE CONSUMERS, MOTIVATING AND ENCOURAGING EACH OTHER

We asked consumers from all provinces about how they feel about the impact of the outbreak:





## IN THEIR OWN WORDS, THEY FEEL:



## IN THE EYE OF THE STORM THERE ARE STILL A MAJORITY FEELING OPTIMISTIC

People from Hubei province naturally express more concerns and worries. However, there are still a majority who are feeling optimistic:

### KEEP IT UP! HUBEI!





**63%**ARE GENERALLY

**OPTIMISTIC** 



## THIS OPTIMISM IS GROUNDED IN THE MATURITY AND AGILITY OF CHINA'S ESSENTIAL INDUSTRIES







#### DIVERSIFIED RETAIL MODELS

#### MULTI-TYPES EC & TO-DOOR MODELS

Front Warehouse (Miss Fresh, Dingdong); Supermarket delivery platforms (Hema, JD mart); 3<sup>rd</sup> Party Delivery (Meituan, Eleme, JD to-Door)

#### SELF-SERVICE

e.g. Smart Shelf, Self-service mart

## IMMEDIATE RECONSTRUCTION OF SUPPLY CHAIN

e.g. Suning reconstructed their supply chain within 6 hours, JD redeployed their supply chain to support production companies

## MERCHANDIZERS' QUICK REORGANIZATION

e.g. Hema invited a restaurant chain to share human resources

## QUICK RESPONSE AND RELEASE OF EMERGENCY PLANS FROM ALL INDUSTRIES

e.g. State Grid's: fast repair approach during the epidemic period; China UnionPay started emergency systems to guarantee payment services and open new convenience channels



## THE GOVERNMENT'S RAPID SUPPORT POLICIES HIGHLIGHT ONGOING EFFORTS TO STABILIZE THE ECONOMY

# A FOCUS ON STABILIZING AND EXTENDING CONSUMPTION IS UNDERWAY TO MITIGATE THE INFLUENCE OF THE EPIDEMIC.

--Xi Jin Ping, at the meeting of standing committee of the political bureau of the CPC central committee regarding new coronavirus pneumonia epidemic on Feb 5

#### **RELEASING POLICIES**



TAX POLICY RE. IMPORT MATERIALS: 财政部、海关总署、税务总局联合发布《关于防控新型冠状病毒感染的肺炎疫情进口物资免税政策的公告》



POLICY TO RETIAL, F&B: 商务部、国家卫健委联合发布《零售、餐饮企业在新型冠状病毒流行期间经营服务防控指南》



POLICY TO HELP SME BACK TO WORK: 工业和信息 化部发布《关于应对新型冠状病毒肺炎疫情帮助中小企业 复工复产共渡难关有关工作的通知》



TAX POLICY: 税务总局发布《新冠肺炎疫情防控税收优惠政策指引》



BIGGER SUPPORT TO SME: 银保监会表示即将于近期出台新举措,针对疫情防控的重点领域企业的同时,更涵盖各领域各行业的企业,加大对受困的小微民营企业的扶持力度,加大对重点领域信贷保障投入





THIS OPTIMISM HIGHLIGHTS THE EXPECTATION OF CHINESE CONSUMERS FOR A RAPID RETURN TO THE 'NEW NORMAL'.

IN 2020, BRANDS NEED A GAME PLAN TO CAPTURE OPPORTUNITIES BROUGHT ABOUT BY THE ANTICIPATED RECOVERY AND STABILIZATION.





## DURING THE OUTBREAK, HEALTH-RELATED CATEGORIES AND ONLINE CONSUMPTION ARE IMMEDIATE GROWTH DRIVERS



HEALTH & ONLINE are the key drivers that directly drive growth across many relevant categories during the epidemic.

After the epidemic, it is likely that they will sustain their influence on purchase decisions, impacting lifestyles and decision-making priorities for a long time.





### CONSUMERS HAVE INVESTED MOST IN HEALTH-RELATED AREAS

#### **HEALTH-RELATED CATEGORIES HAVE GAINED MOST GROWTH**

#### SANITATION / **PREVENTION**

- Sanitation
- Prevention
- Drugs
- Cleaning products

Cloth sterilizing liquid

@ SUNING +643%

Antiseptic hand sanitizer

@ SUNING +1616%

#### **QUALITY DIET**

- Health supplement
- Fresh food Convenient/frozen food
- Kitchen Appliance
- Baking products
- Cooking wear
- Recipes

Eggbeater @ pinduoduo

#### **SPORTS & FITNESS**

- Home sports appliance Medical insurance
- Fitness wear

YOGA mat

@ JD

Rowing machine 划船机

+150%

### **HOME SUPPLIES**

 Home entertainment products

**INSURANCE** 

- Home office related
- Home beauty care products .....

#### **HEALTH-RELATED CONSIDERATIONS HAVE** THE MOST PROFOUND IMPACT ON CONSUMPTION

- They will have a profound impact on the decisionmaking across many categories: for example, consumers will also increase their health-related considerations for some categories that do not appear to be directly related to "health and hygiene" - such as cars and travel
- The attention to health care may reshape consumption habits for a long time, such as the investment in household cleaning and sanitizing products, sports equipment, and kitchen supplies



## ONLINE CONSUMPTION IS PLAYING A BIGGER ROLE IN DAILY LIFE AND ACCELERATING DIGITAL TRANSFORMATION

### ONLINE PURCHASE

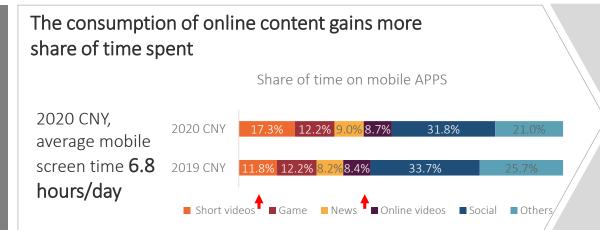
Mature online consumption categories further increase, online purchase bonds closer with livelihood

- Online consumption of fresh products sees a huge growth opportunity, esp. among Age35+ and lower tier markets.
- Online consumption of household products grows markedly

Offline-dominated categories also actively explore online solutions:



### ONLINE CONTENT



Emerging online content helps consumers to build CLOUD LIFE at home.





## MOST CONSUMERS CLAIM NO REDUCTION IN EXPENDITURE

Most consumers claimed that their expenditure and demand did not decrease during the outbreak.

**68**%

During the outbreak, except for spending on protection and health products, other expenditures did not decrease.

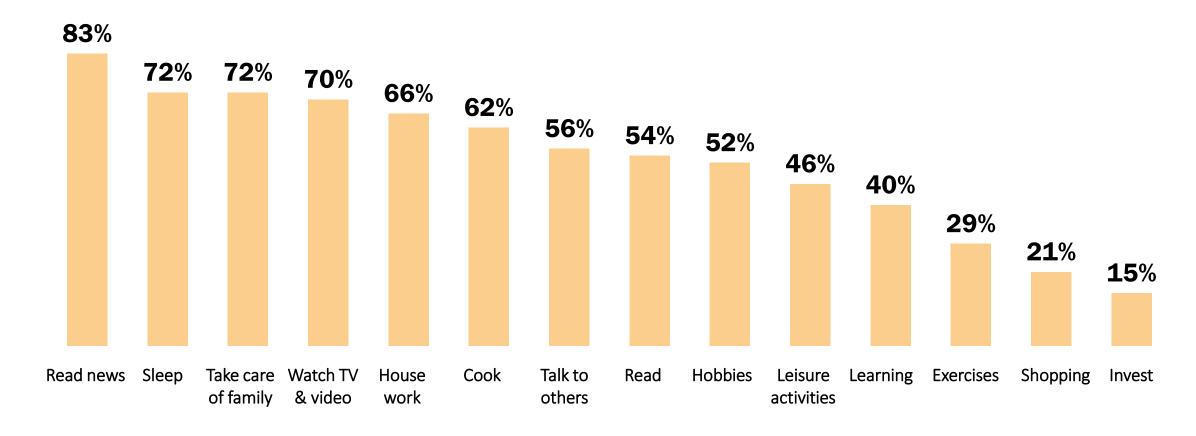
83%

Essentials will still be purchased, but products that are not essential or convenient to buy right no will be put on pause, for example those where a real-life trial is critical.



### **NEW OCCASIONS, PRODUCTS AND SERVICES HAVE EMERGED**

#### WHAT PEOPLE CLAIM TO BE DOING MORE THAN BEFORE





## PENT-UP CONSUMPTION POTENTIAL WILL BE RELEASED SOON

Being confined to the home is leading people to dream of a return to normal

WHAT I WANT TO DO
WHEN THE OUTBREAK IS OVER





### BRANDS SHOULD TAKE EFFORTS TO PREPARE FOR THE DAWN

People feel confident about the control of the outbreak, and expect to regain freedom within:





## MOVING FORWARD, THERE ARE KEY AREAS OF FOCUS FOR NEW GROWTH OPPORTUNITIES

#### THIS OUTBREAK IS ACCELERATING OR IMPROVING:

NEW GROWTH FOR THE INTERNET

INDUSTRY

EMERGING AND EVOLVING OCCASIONS

DIGITAL RUSINESS AND

BUSINESS AND SUPPLY CHAIN

4

THE PROGRESS
OF BUILDING
SMART CITIES

5

SHAPING OF BRAND VALUE AND POINT OF DIFFERENTIATION



## **BIGGER GROWTH OPPORTUNITIES**



## NEW GROWTH FOR THE INTERNET INDUSTRY

The growth of China's Internet users and traffic has not hit the ceiling and is expected to grow further

#### **GROWTH DRIVER**

#### **AGEING POPULATION**

China's senior shoppers' rising exposure to the internet has attracted much attention. This epidemic will enhance this trend further and promote a larger online market.

OUR ESTIMATED ANNUAL SPENDING POWER OF SENIORS IN TIER 1 TO 3 CITIES IN CHINA

6.64 TRILLION

96%

OF THEM USE SMART PHONE ON A DAILY BASIS WELCOME TO READ REPORT SERIES – SENIOR IN CHINA: THE "HIDDEN TREASURE"



#### **LOW TIER & RURAL MARKETS**

According to our survey, the outbreak also promoted online behavior in low tier cities and towns. With the country's internet coverage reaching 98% of villages in 2020, such markets will bring greater growth to internet businesses.



## **BIGGER GROWTH OPPORTUNITIES**



## **EMERGING AND EVOLVING OCCASIONS**

## A RISING TREND [ WORK-LIFE INTEGRATION ]

- 1.0 THE WHOLE NATION EXPERIENCES REMOTE WORKING
- 2.0 FLEXIBLE WORKING MODE BECOMES POPULAR
- 3.0 FLEXIBLE TIME & SPACE: INTEGRATING LIFE INTO WORK & WORK INTO LIFE

- > DIVERSIFIED SPACE
  - More choices in business space
  - WORK-HOME integrated model
  - Multi-functional/purposed community

- EVOLVING COLLABORATION MODLES, PRODUCT, SERVICES
- REDEFINED OCCASIONS



. Please use Wechat to scan the QR code to read our article on this topic:

[TREND] WORK-LIFE INTEGRATION ACCELERATED IN CHINA



The article includes

- 1. WHY is this happening
- 2. What's happening right NOW
- 3. CHALLENGES moving forward
- 4. IMPLICATIONS



The current epidemic has accelerated the demand for the integration of business and resources, as well as the requirements for better efficiency and flexibility of supply chain. This will only accelerate, helping brands better design and fulfill the holistic brand experience.

## SUPPORTED BY SUPPLY CHAIN DEVELOPMENT

- Further visualization of supply chain: better planning, monitoring, cross platform coordination and allocation of materials & transportation capacity
- Construction of emergency supply chain system
- Plan diversified supply chain, such as multi-point, overseas warehouse (TBD)
- Unmanned transportation and distribution, automated transportation systems (e.g., automated trucks)

# REAL INTEGRATION OF ONLINE AND OFFLINE, ENHANCING UPGRADING OF BRAND EXPERIENCE

- Further digitize business, and integrate online and offline operation system to cover main/all occasions
- Integrate different business models and resources (e.g. connect different types of retailers and service providers), connect the whole chain to purchase, able to coordinate and reorganize flexibly for different situations etc.



## **BIGGER GROWTH OPPORTUNITIES**



## THE PROGRESS OF BUILDING SMART CITIES

The epidemic is accelerating the transformation of China's data-driven city management model, leading to significant real world scaled trials. This will rapidly promote the creation of new industries and models, bigger integration of data and resources, as well as giving opportunities to re-design and transform current products and services.



"Smartly manage the epidemic" is an important theme, with a focus on leveraging big data to aid decision-making. This is happening through clustering and analysis of regional data, noncontact sensors, real-time dynamic data monitoring of vehicles, in order to make decisions and re-deploy resources based on big data. Immediately, it will accelerate the development of unmanned production, cloud manufacturing, intelligent manufacturing, and industrial Internet. In the future, the development of intelligent traffic management, health management, logistics & supply chain, emergency preparedness, etc., will all be accelerated.



## **BIGGER GROWTH OPPORTUNITIES** 5



Before the outbreak, there has been an obvious market concentration across various categories. The current disruption creates opportunities for branding. Brands needs to seriously think about rapidly reshaping brand value and differentiation.







### CONSUMERS ARE STILL RECEPTIVE TO BRANDS



66

92%

I pay attention to what I like no matter where I am.



80%

Now I have more time to know what that I'm interested, such as hobbies, things to learn, favorite things and brands



63%

Now I have more time to surf the Internet, and can have more time to browse the products and see what I want to buy





## **DURING THE OUTBREAK, KEY BRANDS HAVE RECEIVED INTEREST**

**BRANDS THAT CONSUMERS PAID ATTENTION TO** OR GOT INTERESTED DURING THE OUTBREAK

## **BRANDS ARE FACING REAL, PRACTICAL QUESTIONS**

ONLINE TRAFFIC IS ON THE RISE. WHAT ARE BRAND OPPORTUNITIES AND ENTRY POINTS?

WHAT CAN WE DO IN THE SHORT TERM?
ESP. WHEN THE PRODUCTION OF MARKETING MATERIALS AND
CONTENT COOPERATION ARE AFFECTED

FOR CATEGORIES LIKE TRAVEL AND LUXURY, HOW TO RETURN TO THE BATTLEFIELD?

IT IS STILL HARD TO PREDICT THE FINAL IMPACT. HOW TO REVIEW AND PLAN FOR THE FUTURE?



### **OUR RECOMMENDATION IS TO CREATE A GAME PLAN**

#### **SURGING NOW MAR-MAY**

- REDESIGN CONSUMER JOURNEY AND MODEL
- CLOSELY MONITOR AND FLEXIBLY REFINE MEDIA MIX ACCORDING TO CONSUMERS' MEDIA BEHAVIOR
- PROVIDE BESPOKE CONTENT AROUND CONSUMERS' INTEREST POINTS

- PREPARE DIFFERENTIATED PLAN FOR THE UPCOMING BATTLE, WHEN BRANDS FROM ALL CATEGORIES TRY TO OCCUPY LIMITED CONSUMERS' MIND SPACE
- USE POSITIVE TONALITY TO CATER TO OR PROMOTE THE ENTHUSIASM OF CONSUMERS TO RETURN TO NORMAL LIFE/FREEDOM

#### REVIVING COMEBACK JUN-AUG STRIVING TOMORROW SEP-FUTURE

- RESHAPE DISTICTIVE BRAND VALUE
- DEFINE NEW GROWTH GROUPS E.G. SENIOR AND MATURE CONSUMERS
- ACCELERATE DIGITAL TRANSFORMATION & OMNI-CHANNEL SOLUTIONS AND DEVELOP DIVERSE COMMUNICATION AND RETAIL MODELS



### MEDIA STRATEGY SHOULD ALSO BE ADJUSTED FOR EACH STAGE

Brand should seize the media opportunities in different stages and flexibly refine their media mix

#### **SURGING NOW MAR-MAY**

- SELECT MEDIA MIX TO MATCH THE NEW JOURNEY DESIGN (especially online and community outdoor media), and with APPROPRIATE TONALITY AND TIMING (e.g. some brands communicated relevant content when majority start working at home after CNY).
- REALTIME MONITOR THE CHANGE OF MEDIA BEHAVIOR, such as the change of TV time spent and specific time, to optimize media mix.
- TRY NEW PLATFORMS, such as efficiency tools.

#### **REVIVING COMEBACK JUN-AUG**

- When almost all brands want to seize the opportunity to come back, media, creative and content have to SUPPORT BRANDS TO DIFFERENTIATE. PLUS, BRANDS NEED TO PUT BIG FOCUS on media to avoid dilution of their marketing effects.
- When people start to go out, their lifestyle will comeback and will be impacted by the epidemic. It is necessary to CLOSELY MONITOR LIFESTYLE AND MEDIA BEHAVIOR CHANGE and adjust according to the changes, such as finding the right time to reinvest in OOH media.

#### STRIVING TOMORROW SEP-FUTURE

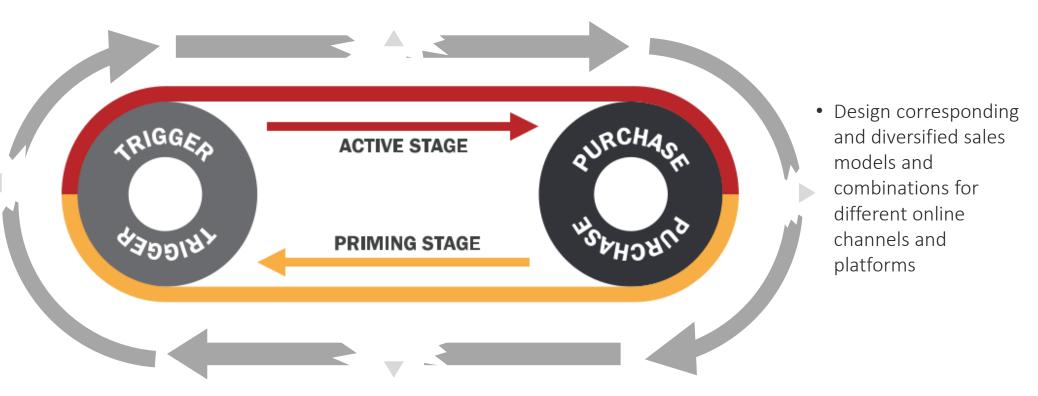
- DEPLOY NEW CONNECTION POINTS
   according to the changing media
   behavior, such as online fitness,
   learning and efficiency platforms, and
   DEFINE THEIR ROLES in creating the
   brand experience.
- FOCUSING MEDIA STRATEGY ON CREATING DIFFERENTIATED BRAND VALUE should be a greater focus to rebuild brand equity.
- IDENTIFY THE HIGH-VALUE AUDIENCES that are meaningful to the present as well as the new / potential growth audiences through media, such as senior shoppers.

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### FIRSTLY, REDESIGN THE DECISION JOURNEY

• The online decision-making path is shorter. It needs to be designed to help consumers make decisions more easily and provide shopping guarantee facing the logistic challenge.

• Identify the current and new demand, as well as the temporarily suppressed or delayed needs. Redefine time and retail mode (such as pre purchase). Leverage new occasions.



 Adjust media mix to better fit the current lifestyle and media habits, as well as the tonality and format of communication in accordance with the situation



### PROVIDE CONTENT THAT CONSUMERS LIKE TO SEE



WHAT CONSUMERS WANT TO SEE



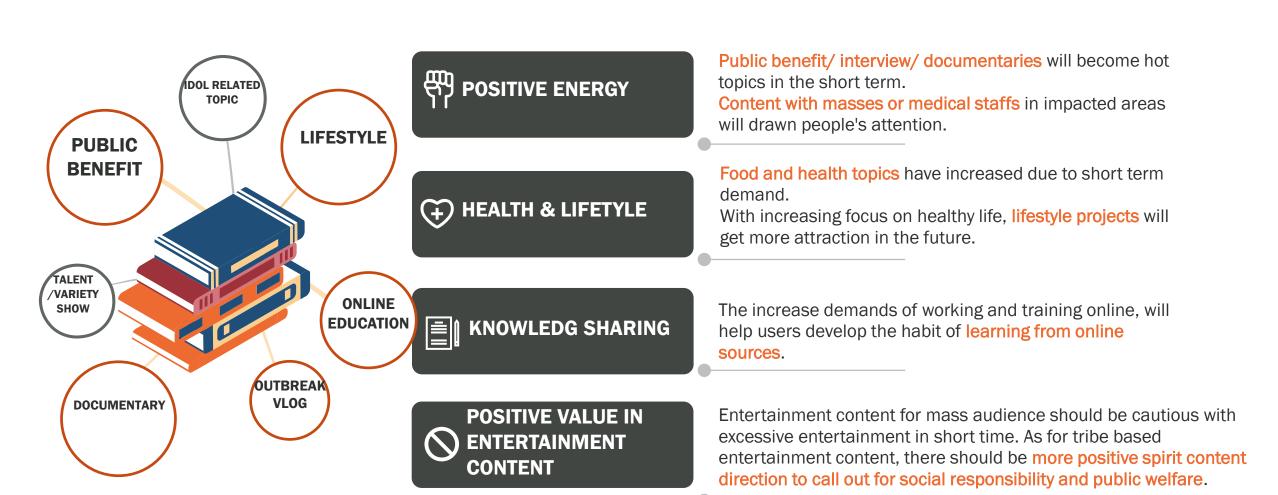
## **TAILORED TO KEY AUDIENCES**

There are common interests, as well as strong variations

	TOTAL	HUBEI	MALE	<b>FEMALE</b>	POST 00S	POST 90S	POST 80S	POST 70S	POST 60S
CoronaVirus related	67%	76%	64%	71%	60%	64%	66%	70%	81%
Movie/TV/Music	55%	53%	50%	59%	68%	65%	51%	43%	43%
Personal Hobby	48%	48%	46%	50%	65%	54%	39%	42%	48%
Home living/cooking	35%	33%	23%	46%	19%	30%	38%	42%	41%
Health	28%	28%	22%	35%	11%	21%	28%	37%	50%
Other news	28%	30%	34%	23%	9%	19%	32%	38%	45%
Knowledge/classes	28%	27%	26%	30%	33%	29%	28%	26%	24%
Gaming & livestreaming	25%	22%	32%	18%	61%	42%	17%	6%	3%
New tech & electronics	22%	22%	32%	12%	22%	22%	23%	20%	21%
Shopping/recommendation	21%	17%	14%	28%	17%	22%	25%	19%	14%
Food and wine	20%	17%	16%	25%	24%	22%	20%	18%	18%
Industry	18%	21%	21%	15%	7%	16%	20%	22%	20%
Sports and fitness	17%	13%	22%	13%	11%	14%	19%	20%	24%
Beauty & cosmetics	16%	12%	3%	29%	16%	22%	18%	10%	4%
Celebrity & entertainment	16%	14%	7%	24%	21%	22%	16%	8%	5%
Fashion/trend	14%	12%	6%	22%	18%	17%	15%	12%	6%
Car	12%	11%	21%	3%	6%	10%	16%	14%	12%
Travel	12%	11%	9%	15%	7%	12%	14%	11%	12%
Design and images	11%	9%	9%	13%	20%	15%	9%	7%	8%
Parenting	11%	13%	7%	15%	1%	7%	22%	9%	6%
Favorite brands	11%	8%	10%	11%	13%	11%	12%	9%	7%
Luxury	6%	5%	4%	8%	9%	8%	7%	4%	3%

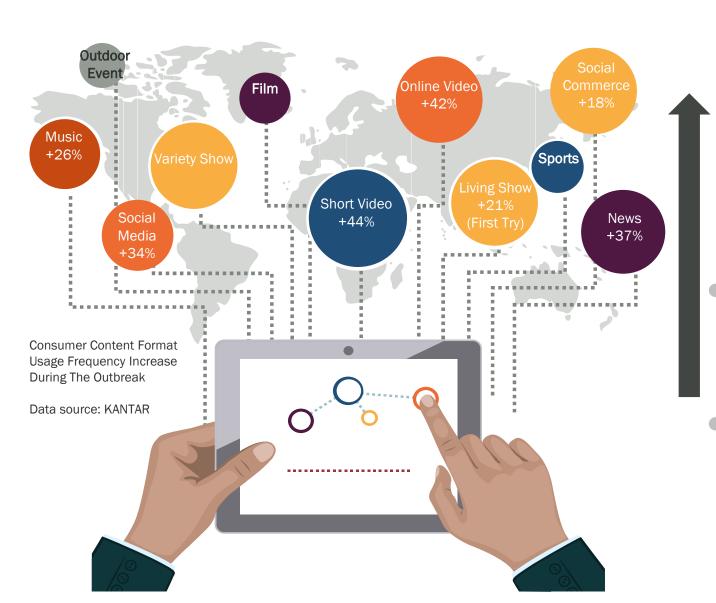


## WITH APPROPRIATE CONTENT TOPICS AND TONALITY





## **AS WELL AS DIVERSIFIED CONTENT FORMATS**



Online content formats have become more popular with high frequency usage, changing the consumer purchase journey, Online Video / Short Video / Living Show / Social **Commerce Content.** 











**News** is getting more attention because of epidemic status reporting.









## IN THE LONG-TERM CONTENT MARKETERS SHOULD

### **EVOLVE THEIR STRATEGIES**

#### **SURGING NOW MAR-MAY**

REVIVING COMEBACK JUN-AUG. STRIVING TOMORROWSEP-FUTURE



#### Last mile, stay alert

Encourage content about anti-epidemic measures and social care

#### Support industry revival

Encourage positive and entertaining content

### Remember and honor the fight

Encourage content on celebrating the power of one united nation and the people



#### Resume at a small scale

Projects restart but still with limits on shooting with crowded staff & audience

#### Booming with more variety

Hero IP back on schedule, more small-scale content with be created like short-video reality shows, Vlogs

#### New content formats

New formats become mature and trendy, like offsite-shooting reality show, livestreaming



### Still pay high attention to news & people's real living conditions

Short video /Vlogger content may gain high attention

#### Outdoor & offline strike back

Consumer may increase outdoor activities, especially cinema, shopping malls

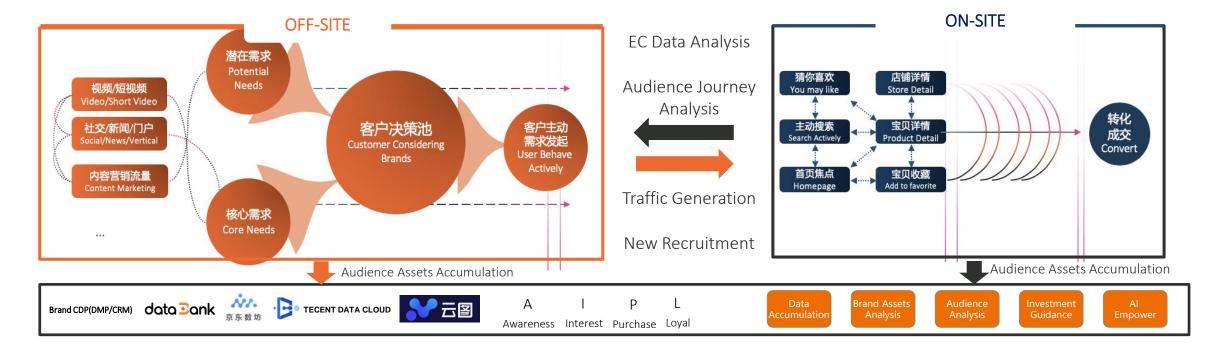
#### Emerging connection scenarios

With consumer attitudes changing, forecast a booming in tourism and selfimprovement



## GROWTH IN E-COMMERCE WILL EMPOWER OMNI-CHANNEL SOLUTIONS DRIVEN BY CONSUMER-CENTRIC DATA MANAGEMENT

Brands need to urgently build online channels including customer service, customer management, and sales. These should have omni-channel integration capabilities to integrate off-site communication and on-site conversion. Meanwhile, the ability to enrich audience assets and build brand-owned touchpoints becomes more critical.





# EXTENDED ONLINE OCCASIONS ACTIVATED BY HOME-BASED BEHAVIOR WILL CREATE NEW OPPORTUNITIES FOR PRECISION MARKETING

#### PRECISE TARGETING

#### **STRATEGY**

New online occasion opportunities	Potential TA	Tags	Timing	
triggered by the epidemic  E-Learning	Parents	Educatio Online study  Educatio n	Before school day	<ul> <li>Touchpoint digitization</li> <li>Emphasize digital touchpoints.</li> <li>Seize the opportunity with high potential categories like medical health, news, gaming</li> </ul>
Healthy Life	Wellness	Family Health Health Care	During the Epidemic Before back to office Early back office	and online video.  Emotional communication
Sporting	Fitness	Sport Content Sports	During or After the Epidemic	<ul> <li>Consumers tend to concentrate on social, family health and patriotic topics.</li> <li>Brand social responsibility, safety and service will be key points to connect with audience.</li> </ul>
Remote Work	Career Wisdom	Remote Health Work Care	During the Epidemic Before back to office Early back office	Audience data centralization  • More digital data accumulated around
Home Entertainment	Home-based Life	Electroni cs Intellige nt Products	During or After the Epidemic	<ul> <li>consumer behaviors and habits.</li> <li>Due to the uncertainty of market, precision planning shows the benefits of agility.</li> </ul>



## **CASES TO HIGHLIGHT:**



#### HUAWEI

Whether through CSR or technical support to help control the epidemic or integrating technology into the current "work life integration" lifestyle of consumers, Huawei has gained consumer preference during the outbreak.

争分夺秒: 华为支持湖北运营商三天开通火神山医院5G

华为中国 1/26



Huawei not only fulfills corporate social responsibility but also leverages its advantages to further strengthen competitiveness by grasping current lifestyle changes and immersing the brand into people's new life rhythm.



#### NIKE

Nike quickly responds to the challenges of peoples' restricted traveling and going to the gym. It shifted its focus and battlefield to home-living and home-based sports.



Nike worked to inspire consumers with positive content: the haze will always disappear, but we need to be true to ourselves, learn to persist and fight, don't give up, and prepare ourselves to be ready for the future.

WECHAT ARTICLE:
JUST DO IT, @ HOME



## THE BATTLE HAS JUST STARTED FOR BOTH CHINESE AND INTERNATIONAL BRANDS

PLEASE CONTACT US FOR OUR OPINIONS, SHORT-AND-LONG-TERM PRACTICAL SUGGESTIONS FOR THE FOLLOWING CATEGORIES:

#### **TRAVEL & TOURISM**



#### **FMCG**



#### **AUTO**



#### **IMPORTED SPIRITS**



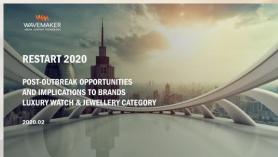
#### **LUXURY BEAUTY**



### **LUXURY FASHION**



## LUXURY WATCH & JEWELLERY



WM WAVEMAKER



Comparing the relatively optimistic and pessimistic groups of consumers we surveyed, big differences are found in their psychological well-being and enthusiasm.

We are sharing this data here and hope you can keep optimistic spirit to face each day with a mind and more disciplined self.



## **OPTIMISM BRINGS POSITIVE ENERGY FOR AN ACTIVE LIFE**

#### **OPTIMISM BRINGS POSITIVE ENERGY**

#### RELATIVELY OPTIMISTIC PEOPLE FEEL:



#### **RELATIVELY PESSIMISTIC PEOPLE FEEL:**



#### OPTIMISM ENCOURAGES PEOPLE TO PURSUE ACTIVE LIFE

People all hope to start a more active life after the epidemic. Those who are most optimistic show the most active attitude. While relatively pessimistic people are also positive about life. Their optimism is more reflected in the opportunity restart life and value creation.





## PLEASE EXPLORE OUR RANGE OF REPORTS ON CHINA

























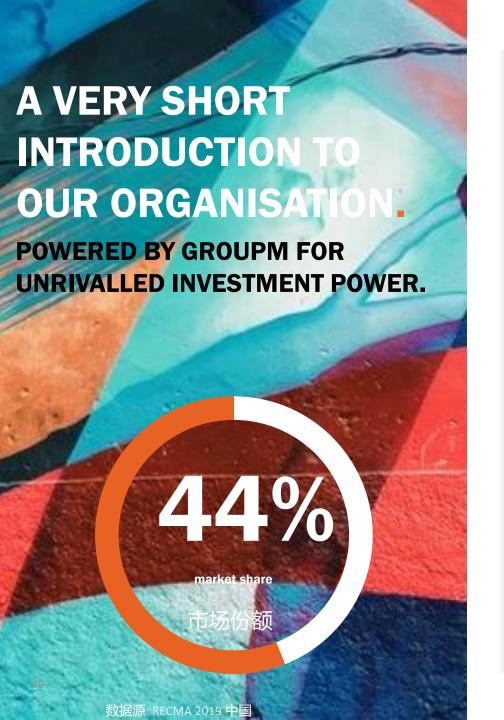
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Wavemaker is a billion dollar-revenue next generation agency that sits at the intersection of media, content and technology. We are obsessed with the customer's purchase journey and is what connects our mission directly to our client's business challenges. We invented WM Momentum, the world's most comprehensive study into how people make purchase decisions and have conducted over 400,000 surveys in 35 markets and across more than 72 categories. We are a business that is powered by the creativity and curiosity of our 8,500 people in 90 countries, united by our PACED values. We are a part of GroupM, WPP's global media investment management company. For more information, go to <a href="https://www.wavemakerglobal.com">www.wavemakerglobal.com</a> Wavemaker China has a team of 800 people across four offices in Beijing, Shanghai, Guangzhou and Nanjing. Clients in the agency's portfolio includes Huawei, Daimler, CHANEL, Xiaohongshu, Pernod Ricard and China UnionPay.







The world's largest advertising group and leading marketing services network.



#1 media investment management company delivering client advantage through talent, trading and platform capability.



A new model agency created to deliver nextgeneration solutions for our clients.

MEDIA CONTENT TECHNOLOGY





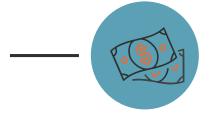
## **SOLUTIONS AT SCALE IN CHINA / GLOBALLY.**

IN CHINA

890 WAVEMAKER PEOPLE

GROUPM #1 IN CHINA 5 WAVEMAKER
OFFICES
BJ, SH, GZ, NJ, SZ

\$9B BILLINGS









AROUND THE WORLD

8,620 WAVEMAKER PEOPLE 93 COUNTRIES 12 CLIENT
SOLUTIONS HUBS
TO LEAD
MULTIMARKET CLIENTS

\$38B BILLINGS





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