July 1, 2020

Covid-19 Consumer Insights

Brandwatch | A new kind of intelligence

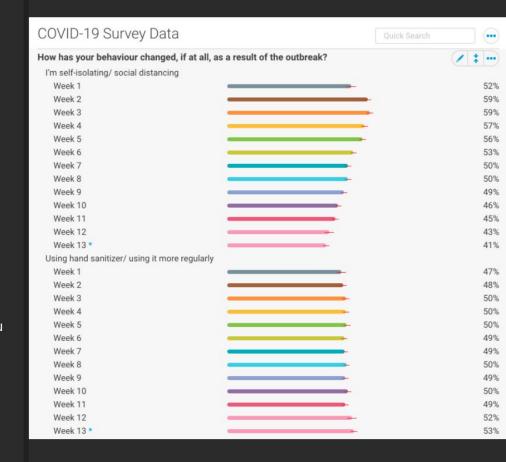
Important Notice:

This report link is unique to you and cannot be shared. If you would like to share these findings with a colleague, please share this form with them. To inquire about a custom report that focuses on your specific sector, category, brands, and more, book a meeting with our specialists.

Want access to our survey data?

We'll provide you with a login to our Qriously survey platform, giving you hands-on access to all questions and answers from each wave of our Covid-19 survey. You can filter by week, age, gender or country (we're live in 8 markets).

Just drop us an email at info@brandwatch.com.



Our Goal

As the Covid-19 pandemic continues to evolve, there are many sources for news, statistics and health guidance. Brandwatch is in a unique position to provide data and insights about the impact on the hearts, minds and daily lives of consumers around the world. We're leveraging our best-in-class technology and people to deliver weekly reporting that looks at both online discussion and survey responses.

These reports can be customized to focus on your specific industries, categories, brands, countries, sectors, and more. Book a meeting with our specialists.

What We Analyzed

This study includes data from 8 countries (UK, US, China, Germany, Italy, Spain, France, Australia) and 6 languages. Survey data includes 1,000 interviews per country in field using programmatic sampling via mobile phones. For access to the complete set of survey questions/answers, contact info@brandwatch.com.

Social data includes ~39 million posts from Twitter, Reddit, forums, blogs, and more that appeared between June 15 and June 28. News has been excluded to better isolate consumer opinion but media engagement metrics have been included. Content is analyzed holistically and by market, topics, and sectors.

Some Of The Questions We'll Address...

- What are consumer perceptions of and reactions to Covid-19 over time?
- How has the virus impacted daily life and the way we work, learn, parent and socialize?
- What is the impact on mental health?
- What are concerns about financial futures collectively and personally?
- What is the short- and long-term impact of the pandemic on plans, events and purchases?
- What are reactions to how businesses have/have not adapted to the needs of consumers or employees?

Key insights at a glance



Health & mental health

People are reacting to research that suggests a patient's blood type may impact the severity of Covid-19. (slide 11)

Survey respondents rank diet, exercise and nutritional supplements as the top ways they are trying to build their immunity. (slide 13)



Home & family life

More than one-third of respondents across tracked markets say they do not feel safe sending their kids to school. (slide 15)

"Hot yoga domes" and "plastic workout pods" surfaced as an emerging topic online as people are considering socially distanced exercise options. (slide 18)



Work life

As many continue working from home, productivity is resurfacing as the most mentioned topic. (slide 19)

Many online agree that WFH should be permanently considered an employee choice. (slide 20)



Government

People are worried about changes to social distancing guidelines, specifically review of the 2m rule. Some say the change will prevent them from going in public or to retailers. (slide 22)

Discussion about countries with the highest confirmed cases of Covid-19 are prompting judgements about leadership within those countries. (slide 23)

Key insights at a glance



Pharma & healthcare

News sharing about drugs that treat Covid-19 are prompting strong reactions online. People are favorably discussing Dexamethasone results and are reacting negatively to news that the FDA has rescinded emergency use of hydroxychloroquine. (slide 24)



CPG

Consumers are talking about meal kit delivery services as a "game changer" or "life saver" during lockdown. Most say they plan to continue their subscriptions post-pandemic. (slide 30)

CBD skincare products are on trend. Many are saying CBD helps them to clean, calm, and brighten their skin. (slide 32)



Media & entertainment

While some football fans are advocating for events in outdoor stadiums, most are in agreement that games should be canceled in 2020, arguing "lives are more important than football." (slide 35)

Most online are saying they don't yet feel comfortable going to the movies as the risk of catching Covid-19 is still too high. (slide 36)



Retail

One-third of respondents across tracked markets prioritize safety measures when deciding whether to visit a shop, ranking ahead of both convenience and price. (slide 40)

Renting a pool from homeowners, like renting a house on Airbnb, surfaced as a trending topic this week. Many millennials are willing to give the idea a try, curious about how it would work. (slide 43)

Key insights at a glance



Technology

Social discussion is focused on ways that technology can make life easier and safer for people during the pandemic. Conversation includes leveraging robotic process automation to decrease essential workers' exposure to Covid-19, as well as contactless payments. (slide 46)



Financial services

Consumers are responding negatively to businesses that add a Covid-19 surcharge to bills, suggesting that companies simply increase prices as opposed to positioning the surcharge as a tax. (slide 52)

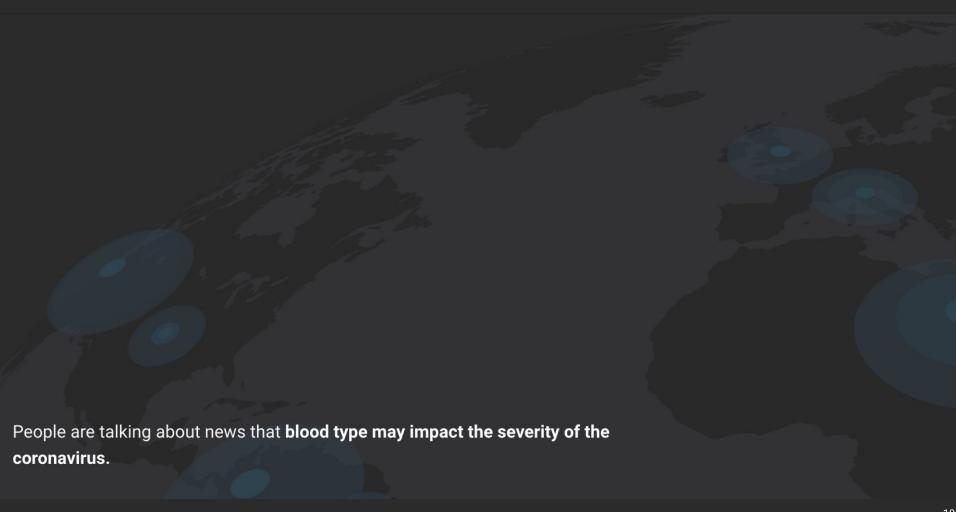
Many are discussing how Covid-19 has impacted their personal finances, particularly students and young professionals. (slide 54)



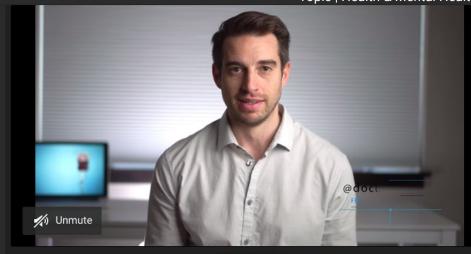
Travel & hospitality

People are reacting to changes in flight policies, with many upset about airlines selling middle seats and booking flights to capacity. (slide 57)

Survey respondents say they feel more comfortable about dining outside (33%) than inside (26%). People online are asking for lists of restaurants with confirmed cases as news about restaurants closings due to Covid-19 are widely reshared. (slide 59)



Topic | Health & Mental Health



People are positively responding to news that patients with blood type O may have less severe cases of Covid-19. Many say the information is "good news" or "something positive" amidst reports of an increase in global cases.

However, most posts suggest that the information provides a false sense of security and caution people to continue following distancing practices.



DrTsion (Tsion Firew, MD, MPH)

Are we already thinking that blood type O is protective from COVID? I am O positive and I had COVID. So did many others. Nothing is protective except for your masks, physical distancing and hand hygiene. Enough with this haphazard studies on medications, genes and blood types!

Twitter • 21 Jun 2020 | 18:20

Reach 84K



NdaliOzegbe (NDX)

@NdaliOzegbe

So apparently certain blood types are more susceptible to contracting COVID (source: CNN). Type O is the least likely to contract the virus according to yet another study. We're still clueless about this thing.

▼ Twitter • 18 Jun 2020 | 20:24

Reach 56K



RedPill_Crusade (Red Pill Crusade %) @RedPill Crusade



veLUCEiraptor (la loose)

@veLUCEiraptor

Having type O blood makes me v attractive to

Topic | Health & Mental Health

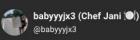
aegallo (Andrea Gallo)

"Before I had COVID, I made light of it as well,"

Baton Rouge with coronavirus. "The severity of

COVID didn't hit me until I got COVID myself."

said Kourtney Butler, 27, who was hospitalized in



I don't go out often & the one time I had went to a restaurant/bar, that was at full capacity, I got covid. Please stay homeeeee. If you see a restaurant is at full capacity, go somewhere else. Wear a mask pls & wash your hands

₩ Twitter

26 Jun 2020 | 17:46

₩ Twitter

t.co/KU7Lr9WgNC

25 Jun 2020 | 01:54



So i got Covid from my job not following the guidelines. I had to stay out for 3 weeks. I get to work and THESE MF GAVE MY JOB AWAY.

¥

₩ Twitter

15 Jun 2020 | 17:47

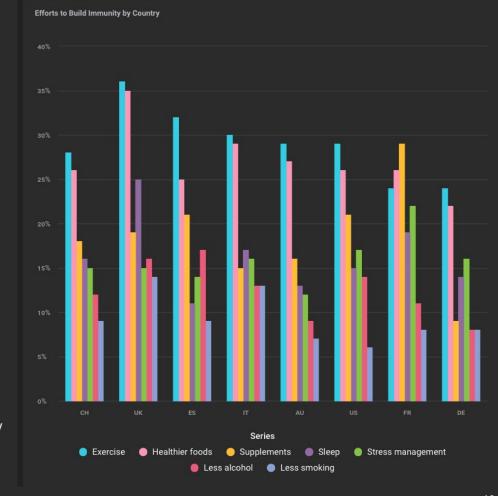
People are sharing on social channels about how they believe they contracted the virus. Risk factors mentioned often include: unsafe working conditions, going out to a restaurant, or being in a large group. Discussions are emphasizing the need to take the virus seriously and follow the appropriate safety measures to stop the spread.

Searches for "How did you catch Covid?" increased $\sim 5000\%$ in the US.

Survey question | Which have you done to build immunity ...?

Survey respondents are focusing most on exercise, diet and taking nutritional supplements to improve immunity.

Chinese, German and American survey respondents report some of the highest levels of these efforts across tracked markets. Social discussion in these countries includes people describing how they're focusing on regular outdoor exercise to improve mood, decrease anxiety and get a natural dose of Vitamin D.

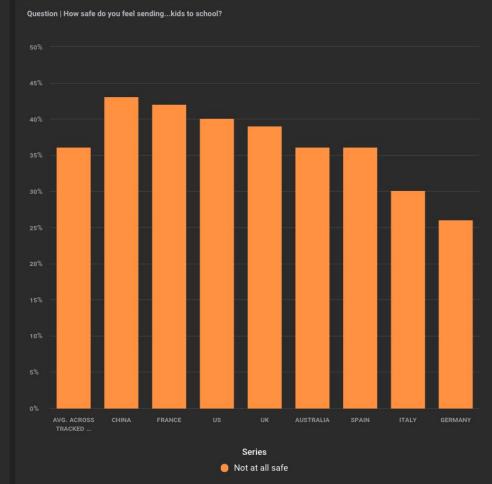


More than one-third of respondents across tracked markets say they do not feel safe sending their kids to school.

Children going back to school is generating worry among parents (30k posts).

In China, anxiety is driven by a second wave of cases in Beijing that resulted in all schools in the capital being suspended. Similarly, many in France are expressing frustration online that two schools in Paris are reportedly closed due to Covid-19 cases.

As schools continue sharing safety measures online, such as limiting the number of students in the classroom, many parents remain unconvinced – they feel homeschooling remains the best option.



People are sharing articles about a family with 18 relatives who tested positive for Covid-19 following a surprise birthday party (6k posts). Many expressed sadness about the situation and cautioned others from making a similar mistake.

The majority online are generally opposed to parties, stating it's a dangerous practice during a pandemic. Many are emphasizing the need to take Covid-19 seriously by continuing to isolate, avoid gatherings, and wear masks in public spaces.



///Unmute

all because of a surprise birthday party.

Father's Day was a key Covid-19 discussion topic during the last two weeks (5k posts).

Many sent cards or set up Zoom calls with their dads. Searches for "greeting cards" increased by 100% last week. **Sending special bacon or candy bouquets to celebrate was also on trend this year.**

Others marked the occasion by seeing their father in person for the first time since lockdown began. The general emotions surrounding inperson gatherings were joy and gratitude.



Dollie_McGee (D.McGee)

@Dollie_McGee

Man zoom call your family. My family has done it for Easter, bdays, Mother's Day & Father's Day. It's great & we're not stewing in COVID soup. Just a thought.

W Twitter

25 Jun 2020 | 13:38





ktorch14 (Karin Torchia)

@ktorch14

We had to social distance, but so thankful to be able to see my dad for #FathersDay!

₩ Twitter

22 Jun 2020 | 01:47



clemmima (Mary (McCausland) Henry) @clemmima

Best Father's Day ever. Parents came out of their Senior Living place for a visit. Covid be damned. First time I've in-person visited in 4 months. I cried driving home. Didn't know I missed it so much. Dad was making a face while mom took the pic. 92 and still raising hell.

t.co/OLU706Fmm.



yvonnedianeque (Yvonne Diane)

@yvonnedianeque

I was blessed to get to see my parents for the first time since quarantine. It was amazing that it was a day to celebrate my wonderful Dad! Happy Father's Day to an amazing man who raised...

t.co/Kw36Klv53B

y Twitter

22 Jun 2020 | 00:47

Topic | Home & Family

TORONTO, CANADA They have built-in heating to recreate ga conditions

Hot yoga domes and plastic workout pods surfaced as an emerging topic online as people are considering socially distanced exercise options.

While some are saying they like the creativity of these innovations, others are arguing the lack of fresh air makes it impossible to exercise and that cleanliness is also a concern.

The majority online are saying they prefer to continue exercising at home or outside for the time being.



JoyfullyReviewd Not just hot yoga. Sunburned yoga. lol Still, I like it when people get weird and creative. Even if it's only about really wanting the human contact of seeing someone else's butt in a dome as they downward facing dog.



26 Jun 2020 | 05:12



hypodronic (every cop is a policy failure) @hypodronic

Hot yoga dome sounds like literal torture to me. hot -outside -underpants -confined space all at once? No.



24 Jun 2020 | 23:53



aligorgani (Ali tn)

nowthisnews For a HOT yoga, if you pay more,



As many continue working from home, **productivity is resurfacing as the most mentioned topic** (12k posts).



Worked from home all week and was so productive... Being stuck in an office for 8 hours is not the move.

Twitter

26 Jun 2020 | 22:59



franbishop_ (Frances Bishop)

JMWB79 Yeah I think companies have to consider more working from home especially if it improves quality of life & productivity! And good for the environment

₩ Twitter

24 Jun 2020 | 19:17



Can we normalize working from home because clearly this pandemic has proven that some people are more productive in a home setting and thh I am definitely one of those people.

Twitter

24 Jun 2020 | 09:37





Working from home turned out to be more productive than I thought it would be. Happy first Father's Day to me. #covid19 t.co/TrJK72RWcJ

₩ Twitter

22 Jun 2020 | 01:58



TexasRickPowell (Richard Powell) TexasRickPowell

B52Malmet The company I work for has us working from home until October. Even then they are going to evaluate the situation. I for one am loving it, way more productive and no 2 hr commute.

Twitter

21 Jun 2020 | 22:33





nickf (Nick Finck)

Remote workers are discussing how they can remain focused and save commute time by working from home. Many also describe themselves as more productive at home than in the office.

At the same time, employers and managers are sharing news that remote working productivity is at an all-time high for tech companies. Many online agree that working from home should be permanently considered an employee choice.

News sharing that **countries are reviewing or reducing the two meter social distancing rule** is prompting social engagement (+350k).

Topic | Government



oops I seem to have missed the memo about the pandemic being over?? all the locals have scrapped the 2m rule so covid must be gone!!

₩ Twitter

26 Jun 2020 | 20:24



steelwatch1 (> > steelwatch (> >) @steelwatch1

PM ditches 2m rule and opens pubs as death toll jumps by 280 - Good luck with that!

₩ Twitter

23 Jun 2020 | 18:23



KatvJane 101 (Katv) @KatvJane 101

Today, Boris Johnson announced that the 2m rule is to be reduced to 1 metre plus. Chris Whitty warned that the 2m rule would "need to be in place as long as the pandemic lasts". I guess the government are now clearly following the money rather than the science.

Twitter

23 Jun 2020 | 15:31



patricia_hamill (Patricia and Kira 💎 🐼 ... @patricia_hamill

BBC News - Coronavirus: Lockdown relaxed in England as 2m rule eased t.co/40zRa3iGPq I have been isolating since March and was thinking now of going shopping, not going if the shops lose the 2mtr rule

Twitter

23 Jun 2020 | 12:34



bodysoulcharity (Body & Soul)

@bodysoulcharity

Today it is expected that @BorisJohnson will be announcing updates of a relaxed lockdown. Including potential opening of hairdressers, pubs and restaurants and relaxing the 2m rule to 1m. How is everyone feeling about this? #COVID19

Twitter 23 Jun 2020 | 09:11



JoePajak (Dr Joe Pajak CSci NHS Gove...

If the 2m rule is relaxed it'll be pure politics, the science is 'sage': 1 metre carries between 2x and 10x the risk of 2m. While Mr Hancock wouldn't confirm next stage of lockdown would end on July 4, suggesting the UK was 'on plan'. What plan exactly? t.co/MjhnMZXCmv

₩ Twitter

22 Jun 2020 | 16:07

People online are reacting with mixed opinions to the UK's decision to

relax social distancing measures and reopen hospitality in July. Some people are thrilled that they'll be able to return to bars and restaurants.

Those concerned about the change are saying they're now less likely to

go out in public. Critics are suggesting that governments are prioritizing

Others are less optimistic, describing the science that 2 meters of

distance ensures higher levels of safety than 1 meter.

the economy over public health.



EpsilonTheory (Ben Hunt)

@EpsilonTheory

The United States and Brazil account for about 40% of the world's 9.8 million Covid-19 cases. Each country will add more than 40,000 cases today. In Germany today, there were 513 new cases. In Japan today, there were fewer than 100 new cases. Leadership and policy matter.

Twitter

26 Jun 2020 | 22:25



olddognoel (noelss)

The rest of the world starting to beat Covid?

Look up recent Covid news in Mexico, Brazil, or in

Southeast Asia. Just say Americans are ignorant
a move along.

₩ Twitter

24 Jun 2020 | 21:40



퇅 ajay43 (Ajay Kamath)

@ajay43

The US, Brazil, Russia and India are led by "strong" leaders. And are the top four countries as per number of Covid cases. Not a coincidence!

y

₩ Twitter

24 Jun 2020 | 02:27



VincentRK (Vincent Rajkumar)

@VincentRl

A prediction: The following places will have the invaluable "COVID-free visa" allowing free international travel Australia New Zealand Iceland Japan South Korea Ireland China Hong Kong Norway Finland Vietnam Thailand Not so lucky Quarantine visa: USA Russia Brazil India

Twitter

23 Jun 2020 | 23:58



conreadertent (justaperson)

@conreadertent

Imagine still believing that Covid is a hoax and then find out that the EU is considering placing a travel ban on US citizens because of how poorly we've been handling it (Russia and Brazil are also on that list \odot)

🏏 Twitter

ter 23 Jun 2020 | 21:13



Tennesseine (Tennesseine)

@Tennesseine

Brazil, the US, & the UK all have incompetent right-wing fools in charge. Together, they make up about 8% of the global population. They account for 42% of all #covid cases & 46% of all #COVID19 deaths. If you're too stupid to see how these facts are related, I can't help you.

of these countries (not just the US).

Projections that Brazil will surpass the US in Covid-19 cases is driving

social engagement (+900k to date). Online reactions are focusing on

People are criticizing each country's response to the virus and suggest that poor leadership is to blame. They describe how the virus has been

People are also speculating that the EU will likely ban travelers from all

the countries that have the highest number of confirmed cases,

specifically the US, Brazil, Russia, India and the UK.

politicized or largely ignored in these countries.

23

Drugs for treating Covid-19 are prompting a strong reaction online. People are positively responding to dexamethasone results and negatively to news the FDA is rescinding emergency use of hydroxychloroquine.

United States

Coronavirus Cases:

2,356,657

Deaths:

122,247

Recovered:

980,355



DrAmalinaBakri (Dr. Amalina)

@DrAmalinaBakri

//) Unmute

This is going to be a game changer. RECOVERYtrial @UniofOxford Overall dexamethasone reduced the 28 day mortality rate by 17% (0.83 (0.74 to 0.92); P=0.0007) with a highly significant trend showing greatest

benefit among patients needing ventilation (test

Twitter

for trend p<0.001).

17 Jun 2020 | 09:57



DrOz (Dr. Mehmet Oz)

Dexamethasone, a common and inexpensive steroid drug, has been shown to reduce deaths in the sickest #covid19 patients, according to researchers. The early results are promising, though we still need to wait and judge more of the research. Here's what you need to know. t.co/IHT2JPrc3p

Twitter

16 Jun 2020 | 15:34



Derya_ (Derya Unutmaz, MD)



People are sharing news that dexamethasone may be a life saving drug for Covid-19 patients, generating +4M social engagements.

People online are positively reacting to the news, sharing stats about how many lives the drug could potentially save and discussing the affordability of the treatment.



US stockpile stuck with 63 million doses of hydroxychloroquine. We still are short on much needed PPE equipment for ourselves and healthcare workers but hey...we've lots of shit we don't need. The tRump crime family. We keep getting conned. t.co/JycOFNInmo

Twitter

18 Jun 2020 | 11:38



₩ Twitter

Rickstar72 (Rick)

The pharmaceutical/vaccine industry can't make a fortune selling the world their poorly tested Covid-19 vaccine if an existing medicine costing pennies is being used to successfully treat the virus. -Andrew Vela #COVID19

This is a lie, that hydrox. is not beneficial for

using hydroxychloroquine plus zinc plus

azithromycin have been successful.

coronavirus. Doctors who treat Covid patients

Twitter

15 Jun 2020 | 17:52

18 Jun 2020 | 09:03



CuddleTalk (PatriotMountainMan)

VickiLynn47 @Genemey56 The FDA has no legal authority to prevent any doctor from prescribing hydroxychloroquine for off-label use in an out-patient setting to treat COVID-19 regardless of their recommendation for hospitaluse only!

Twitter

15 Jun 2020 | 17:58



SusanKnowles (SusanKnowles) SusanKnowles

Let's stop anything that works, right? FDA rescinds emergency use authorization for hydroxychloroquine to treat hospitalized COVID-19 patients, saying the drug carries too many risks without any apparent benefit



G_lame3 (Gaberz_3.0)

Association of American Physicians and Surgeons Sues FDA for "Irrational" Interference of Access to Life-Saving Hydroxychloroquine t.co/unFM3tGir9 via @gatewaypundit

₩ Twitter

15 Jun 2020 | 04:15

People are upset by news that the FDA has retracted emergency use of hydroxychloroguine. Many share firsthand accounts of loved ones who were successfully treated with the drug. They're also sharing coverage that the Association of American Physicians and Surgeons are suing the FDA for preventing access to the drug.

Negative reactions are suggesting the pharmaceutical industry will benefit from the decision, given the low cost of hydroxychloroguine relative to the potential cost of a vaccine. Others are frustrated that the FDA is preventing the use of a drug shown to work.

Sector | Healthcare

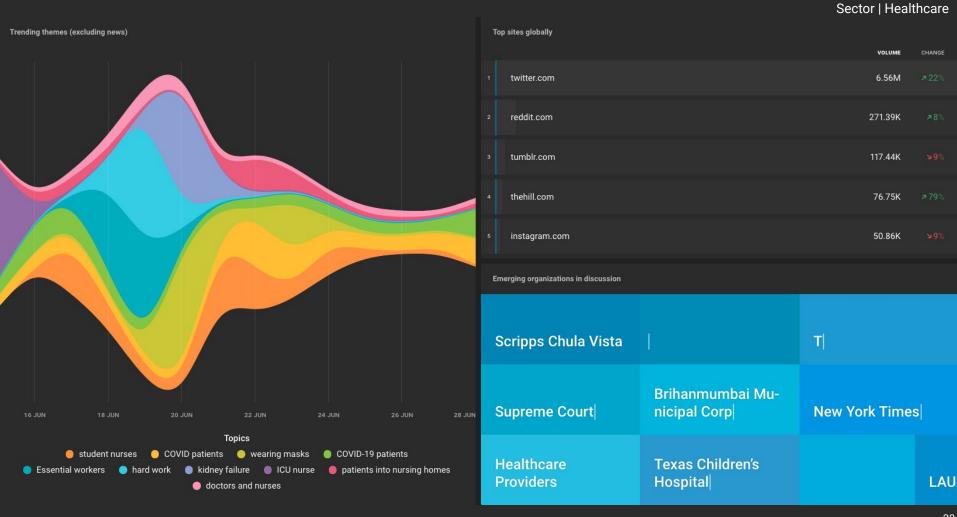
Series Doctor
Dentist

Question | Which of the following do you feel safe seeing?

Survey respondents overall report feeling safer going to the doctor than the dentist.

Fewer than 15% of Chinese respondents feel safe going to either.

Social discussion describes how many businesses and service providers in Beijing must test all employees for Covid-19. Conversation reflects a resurgence in anxiety about contracting the virus.



People online are talking about meal kit subscription plans, **seeking** recommendations for a brand that will meet their needs (~1k posts).

Consumers are talking about meal kit delivery services as a "game changer" or "life saver" during lockdown.

People love that the meals are easy to cook and are delivered quickly. Other benefits being discussed are the variety in meal options each day and cost savings relative to food delivery or takeaway options. **Most admit they plan to continue with their subscriptions post-pandemic.**

Blue Apron and Hello Fresh are the brands most frequently mentioned.











Theastro_ghost (Astro)

@Theastro_ghost

Anyone ever try a meal kit subscription service they really like? I am making my second Hello Fresh meal tonight, and I really don't like how the instructions are written:/

₩ Twitter

28 Jun 2020 | 00:11



LG28640297 (JustTheVaxPlz)

@LG28640297

Those meal kit delivery services are the bees knees. Healthy food, and it teaches my 12 year old how to cook.

y Twitter

er

26 Jun 2020 | 17:50

#CORONAVIRUS update toilet paper panic buying

#coronavirus Toilet paper limits

2 months panic buying of toilet paper

new cases hot spots

months ago #florida #covid19 © #auspol #panicbuying

hand sanitizer second time #covid19 #covid19 cases

toilet paper purchases first time

Australian supermarkets hand sanitiser Prime Minister

byong limits

people are panic buying toilet paper

Due to a recent spike in Covid-19 cases, Australians are discussing a second wave of panic buying in grocery stores (2.2k posts).

Consumers are once again hoarding toilet paper and disinfectant products. In response, stores are imposing quantity restrictions.

Many online are calling on others to stop hoarding, referencing the behavior as "ridiculous" and "unnecessary."



Sector I CPG





KrisFritz1 (Kris Fritz) @KrisFritz1

Amp up your skin care with a CBD face mask. Vulcanus Kaolin works to absorb excess oil to help your skin feel cleaner and look brighter with 50mg of CBD in each jar. #exfoliate #cleanskin #cbd t.co/2UtMauPoOi

₩ Twitter

28 Jun 2020 | 16:40

CBD skincare products are on trend (~1k posts).

Female millennials are saying that these products are both effective and luxurious and that CBD helps to clean, calm, and brighten their skin.

Products discussed most often include facial oils, skin serums, and sheet masks. Muri Lelu is the most mentioned brand.

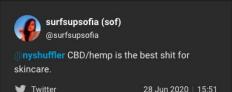


effinfun (effinfun) @effinfun

Muri Lelu's Face Oil Is the Chicest New Development in Cannabis Skin Care - The first thing that strikes you about Muri Lelu's Indica face oil is the bottle: topped with a sleek black dropper cap and inscribed with the brand's name in white modernist typeface, it stands apart ...

Twitter

24 Jun 2020 | 08:13









Sporting events are triggering polarized conversation about the safety of players and participants (12.8k posts).

Sector | Media & Entertainment



STOP reopening everything if you want to decrease the spread of #COVID19,

GovMikeDeWine. We don't NEED water parks, youth sports, casinos, or even bars and restaurants. Many are wearing masks, but something needs to be done to protect us against those who will not.

Twitter

27 Jun 2020 | 01:24





coachbillcurry (Bill Curry) @coachbillcurry

If Americans had really wanted to watch football this fall we would have paid attention to mask suggestions and social distancing from the beginning. It's not complicated! More important, being respectful of people that are at higher risk is a compassionate/important thing to do.

Twitter

25 Jun 2020 | 19:49



I honestly don't know how you can justify opening pubs indoors, allow kids to go into classrooms without social distancing but not allow football fans back in stadiums which are outdoors. Get the fitbaw back to normal!

Twitter

24 Jun 2020 | 13:38



paulmbarth (Paul Barth) @paulmbarth

I want sports, particularly the NFL, but I do not see how it will happen in 2020. Coaching staff, support staff, television crews, and obviously players would need to be quarantined and even that's no guarantee of safety. Insurance costs will be astronomical.

While some football fans are advocating for games in outdoor stadiums, most are in agreement that all games should be canceled in 2020,

People posting online are questioning why sports are exempt from

arguing "lives are more important than football."

positive for Covid-19.

Covid-19 lockdown protocols, stressing that many athletes have tested

NanneyScott @jareddiamond We're being instructed as a country to social distance. Why is sports exempt from this? The league would lose billions playing in empty stadiums

Mchuck16 (Matt)

Sector | Media & Entertainment

Prime Minister Boris Johnson masks upon reopening drawn into a political controversy movie theaters reopen high school AMC Theaters require masks coronavirus pandemic easing of lockdown require masks #covid19 cinewold Clinemas CEO Adam Aron lockdown restrictions cinemas and museums wear masks

The upcoming reopening of cinemas and theatres is generating controversy online about safety guidelines and mask policies (49k posts).

Many people are arguing that face coverings should be mandatory for all cinemas. Most people say they don't feel comfortable going to the movies as the risk of catching Covid-19 is still high.



NinjaEconomics (Ninja Economics)

@NiniaEconomics





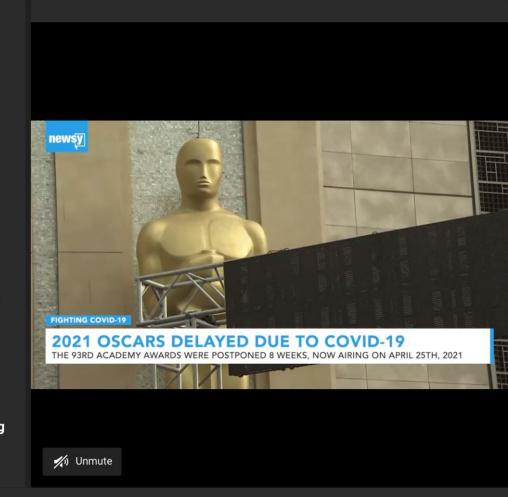
maryannjohanson (MaryAnn Johanson) @maryannjohanson

So, cinemas in New Zealand are open again at

full capacity, and the country is basically

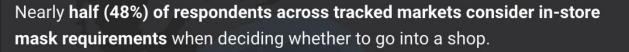
People online are talking about the postponement of the Oscars until April 2021 (5.4k posts). Fans are citing headlines that this is the fourth time in history the ceremony has been postponed, underscoring the danger of Covid-19.

While some are saddened by the announcement, many movie fans believe the cancellation was inevitable. Acknowledging the movie industry has been heavily impacted by Covid-19, others are questioning what the pandemic means for the future of cinema.



Sector | Media & Entertainment



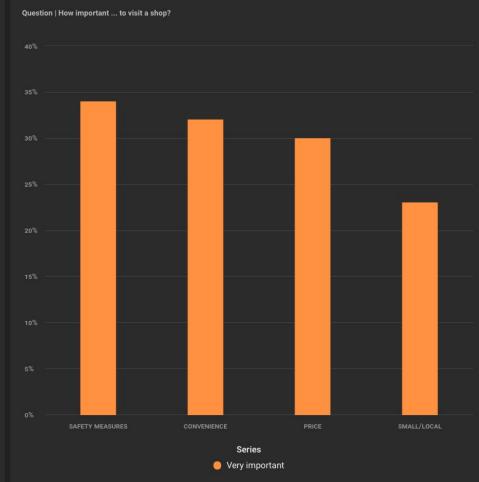


Sector | Retail

Shoppers talking online are emphasizing the importance of mask requirements and safety guidelines as retail stores reopen (55k posts). Searches for "Covid secured guidelines for shops" increased 100% last week.

People are negatively reacting to massive crowds at a Nike store reopening on Oxford Street in London. Many are arguing it's the responsibility of the government to take firm action to define and enforce safe shopping for its citizens.

One-third of respondents across tracked markets prioritize safety measures when deciding whether to visit a shop, ranking ahead of both convenience and price.



simplysteph90 (Stephanie Acosta) @simplysteph90

Amigos! Still on the hunt for a bike: most shops are sold out. If you have one sitting in your garage, I'd be happy to buy it! With this pandemic, I'm trying a new cycle-ology.

₩ Twitter

28 Jun 2020 | 18:19



prieto_alhambra (dani prieto-alhambra) @prieto_alhambra

Bike boom: UK sales up 60% in April as Covid-19 changes lifestyles | Retail industry | The Guardian t.co/9xhWRN99nw

₩ Twitter

28 Jun 2020 | 12:56



JoseAVillalobos (Jose A. Villalobos)

I asked the guy at Target if the reason the bikes where all gone in the bike section was because of the Pandemic. He said indirectly so. Once people got their stimulus checks they started buying bicycles. I find it interesting all these little side effects from the pandemic.

Twitter

28 Jun 2020 | 02:12



JoshGreen1234 (Josh Green)

@JoshGreen1234

Some rare positive pandemic news: Atlantans are buying and riding bicycles like crazy, they say. "Atlanta bike shop finds itself thriving amid pandemic economy" t.co/KOzB750fdp via

11AliveNews

₩ Twitter

26 Jun 2020 | 15:02



RaquellelsHere (Raquelle)

@RaquelleIsHere

Bicycles that we ordered a month ago will finally be shipping out on Friday, should have them by mid July. During the pandemic there was a shortage of bicycles, they were very hard to get Looking so forward to cycling around the







Many are looking for second-hand bikes available online given many local stores are already sold out.

the pandemic.

People online are discussing buying a bike to adapt to life post-

lockdown (3k posts). This is especially true in the UK and Australia.

More people are saying they're ditching public transportation due to

infection risk, believing that using a bike to get around is their best

option. This correlates with headlines about bike sales increasing during

restaurants motorcycle

Number Big pilot long New York City

mobilitye-scooter Council sales London

motorcycle New York City

mobilitye-scooter Council sales London

money days

required affordable Sustainable end choice

Bikes deal UKE-SCOOTERs end choice

private Today bills build life service

million weeks including alternative sapproved team

electric Electric scooters expected

information motor move company approximately

Many in the UK are discussing the upcoming launch of electric scooters for public use, while others are considering buying their own. Searches for "electric trike scooter" increased ~350% last week.

Teens and millennials are discussing buying electric scooters, but many are unsure if they would use it daily. People are sharing tips on how to choose a good scooter, as well as unboxing videos for new models on YouTube.



While public swimming pools are reopening, most people online agree they're not interested in public swimming during a pandemic.

Discussion about buying inflatable pools is ongoing; many retailers are

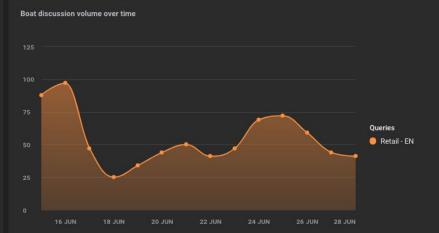
sold out for the season.

Renting a pool from homeowners, like renting a house on Airbnb, surfaced as a trending topic this week. The Swimply app was often mentioned. Many millennials are willing to give the idea a try, intrigued by the innovation and curious about how it would work.





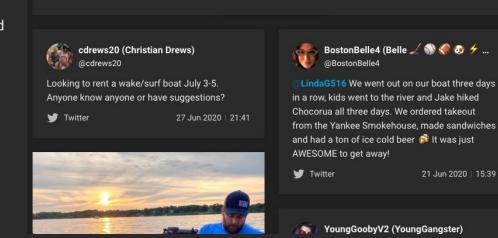
Sector | Retail

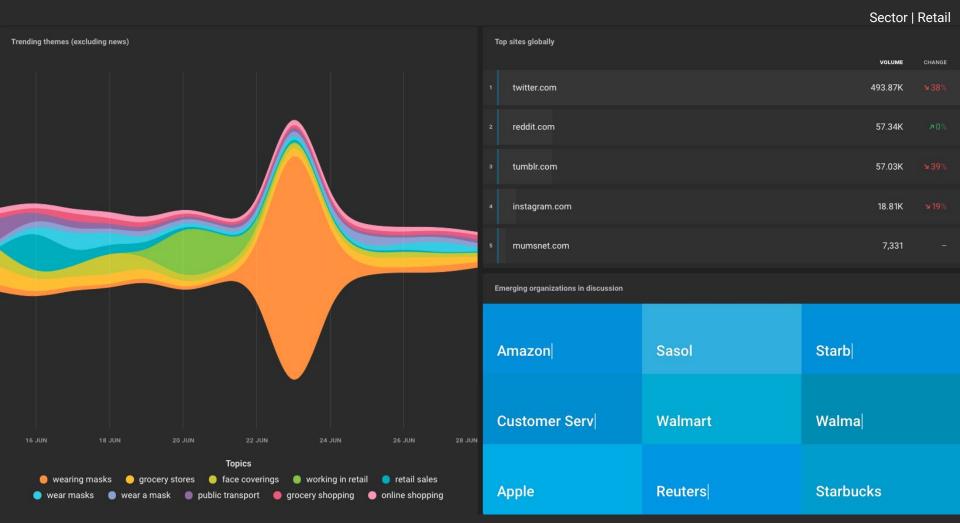


Renting or buying a boat for the summer emerged as a trending topic this week (1.5k posts). Searches for "boats for sale near me" increased by 100% last week.

People online are seeking boats to rent for a day trip or getaway with family and friends this summer. Many are reaching out via Twitter for recommendations about boat rental companies.

Some are saying that boating trips comply with social distancing and are a safe bet for small groups during the pandemic.





Social discussion is focused on ways technology can make situations safer for people, such as how they work or pay for goods.

Sector | Technology



Automatic Process in Amazon Company. All process is controlled by automation process and robotic. In the near future, this will happen. Robotic will take over job from human. We need to prepare for this era, you need to enhance your knowledge with Artificial intelligence tech.

t.co/AFSc8qzkyH

₩ Twitter 27 Jun 2020 | 22:05



leyrer (Martin Leyrer)

I for one, welcome our new robotic overlords! Covid-19 could accelerate the robot takeover of human jobs t.co/NHIBAVU51G

■ Twitter

23 Jun 2020 | 08:21



justmeblah1 (Amber) @justmeblah1

Walmart tests a cashierless store to prevent coronavirus spread. Here goes Americans jobs! t.co/1LgFdpSuRi

Twitter

18 Jun 2020 | 03:16



LP6151 (LPXRP)

Saw an article about a Walmart trying out Cashierless locations. Got me visualizating a world where everyone owns a trading bot and no one works lol

₩ Twitter

23 Jun 2020 | 17:02





Anaes_Journal (Anaesthesia)

@Anaes_Journal

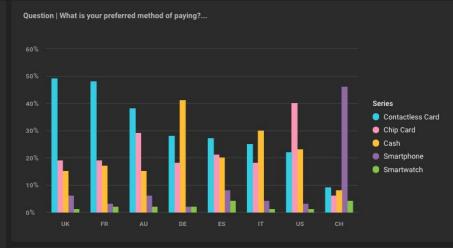
Will robots take our jobs? We only need to look to surgery to tell us that robots have made good surgeons better, and although anaesthesia might be an innovative specialty, we have not fully embraced the robotic revolution, just yet.

Twitter

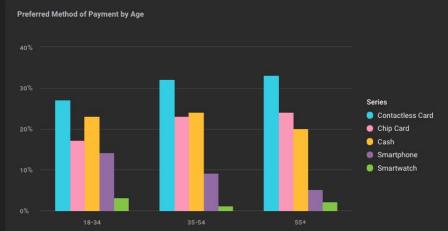
23 Jun 2020 | 08:04

News stories about businesses leveraging robotic process automation are generating social discussion, particularly relating to retail and manufacturing. Negative conversation reflects fears about robots replacing people, while positive discussion focuses on examples of how robots help humans elevate skill sets.

Sector | Technology



While smartphone payments trail chip cards and cash as preferred payment methods across most markets, Chinese respondents say that smartphones are their preferred form of payment (46%). Younger Chinese respondents are most enthusiastic about the payment method, with 58% of Chinese respondents aged 18–34 selecting smartphones as their top choice.



Sector | Technology



Patpadom (MShafiqSafian)

Stop hate for profit. The best advertising strategy evaa. t.co/74odwaT22R

₩ Twitter

27 Jun 2020 | 12:19



Patagonia, REI, and The North Face joining the Stop Hate for Profit Campaign is bigger than most people realize. The outdoor industry is larger than US agriculture and mining, oil & gas extraction. It's a ~\$400 billion industry that's hellbent on building a better world

₩ Twitter

22 Jun 2020 | 02:32

The #StopHateForProfit campaign is gaining traction. People are sharing articles about brands that have committed to pausing or withholding advertising spend until social media sites make improvements to fight hate speech on their platforms.



coronavirus app

owork from home Big Tech Data Science coronavirus pandemic

Instagram

BBC News

Covid-19 surcharge to bills.



People online are expressing frustration about a Covid-19 surcharge. Consumers are suggesting that fees appear as government mandated surcharges (which they're not), and suggest that business owners increase prices versus imposing a fee.

Many acknowledge that Covid-19 has resulted in additional expenses (PPE etc.) for businesses, but feel it's dishonest to pass expenses off as a tax. Ultimately consumers are asking for honesty and transparency.



Covid crisis.

Twitter

youngnoble81 (Damian Baez)

crude oil has dropped so dramatically since

@youngnoble81

If anyone notices a #covid_19 surcharge on your bank statement or recipe demand a refund if you weren't told in advance or read anything in the retailer's location stating so it's illegal! Thank me later... t.co/v77WJILr7h

Twitter

24 Jun 2020 | 22:06

25 Jun 2020 | 02:37



doylecjd (Coflayed)



kathleenogrady (Kathleen O'Grady)

@kathleenogrady

I'm seeing FB posts circulating from #Quebec with restaurants charging clients a 'COVID surcharge' on their bills (up to 3 per cent). Are these true? Is it widespread?

₩ Twitter



nascarfankly (Kevin from Va)

@nascarfankly

What is a COVID-19 surcharge and how does it work? t.co/qMeTOkSsd2

Twitter

25 Jun 2020 | 01:10

25 Jun 2020 | 14:48



TonyToMyFriends (Tony Espinal)

@TonyToMyFriends

Businesses in #NewYork are now charging a Covid surcharge for services. Reminiscent of the fuel surcharge from 2008 that eventually became the new price. Passing on business expense to the customer. Is that smart marketing or should they just increase prices overall? Thoughts?

₩ Twitter

24 Jun 2020 | 14:14

TwitWittyVal (Valerie Is Made Of Sta...

My husband, an essential worker (food production) has been getting an extra \$2 an hour of COVID pay since March. He just messaged me to say the rate has been extended through August. Which is great, I guess.

₩ Twitter

25 Jun 2020 | 17:25



danirb_ (dani b.)

My company finally surprised us with covid pay for those that have been going into the lab! Talk about a Juneteenth blessing!

₩ Twitter

19 Jun 2020 | 14:22



jordyndark (jordy darko)

@jordyndark

Intermountain is taking away its COVID pay starting July:) even though the number of cases has gotten exponentially higher within the last few weeks:) but there are cops out here getting bonuses:) tell me how this makes sense:))))

₩ Twitter

Essential workers are discussing pay increases received during the

learned that the increase will continue longer than initially outlined.

Others are responding to news that some retailers are making the

Conversations highlight that these small increases make a positive

increased hourly wage for employees permanent.

impact on the finances of individuals and their families.

pandemic. In some instances, individuals are sharing how they recently

19 Jun 2020 | 00:13



ashamedofrepubs (ashamedof repubs... @ashamedofrepubs

Target has over 350,000 emply. & nearly 1,900 stores across USA. The upcoming move 2 a \$15 hrly wage will impact about 275k wkers & fulfill the co's goal set in Sept 2017. The last wage increase, to \$13, came in June 2019. I remember when 1st Target opened. Proud of Mn Target!

₩ Twitter

18 Jun 2020 | 21:36



hhnfogsmell (x-wing pilot jessi) @hhnfoasmell

when target decides to keep your wage increase and also give you a bonus next month well alright alright! sucks about hazard pay going away but also not having to worry about money issues as much >

Twitter

18 Jun 2020 | 11:13



OhOhPick_MIMI (Mi.)

If target can increase minimum wage, no essential worker should make less than that.

₩ Twitter

17 Jun 2020 | 23:06



hongjoonkgs (emmie. BLM. ACAB.)

my debt isnt horrible.. its just outstanding balances spread across *multiple accounts >,,< that ive always been too ashamed of to deal with, once i get bills paid and my car and deal with the covid-19 aftermath on my finances thats the next thing to tick off my list.

Twitter

27 Jun 2020 | 02:53



im_toxicated (queen ELIZAbitch)

ahonaioonkas

I hate everything that has happened in 2020. I had enough money to withdraw my investments and put myself through my final year of college with minimal debt and had to withdraw it to support myself through being unemployed because of COVID, I got approved for unemployment BUT

₩ Twitter

23 Jun 2020 | 21:56



itsarijanae (АЯІАНИА 💞)

Way too young to b in debt.. covid really did have a big toll on me and my financial setting.. and it sucks

Twitter

25 Jun 2020 | 18:02



BBCBreakfast @seanfarrington ... the cut-off date for furlough and have received NO financial support from the govt. I have been run into debt and there seems to be no rush from production to start filming again. Times have been a extremely hard and will only get harder.

₩ Twitter

22 Jun 2020 | 08:26

educational grants meant to offset living expenses.

financial situations online. Many are out of work and have lost

now.

People are sharing research that finds lower income households are

funding lockdown living expenses with credit, as well as reports that

Students and young professionals are sharing the reality of their

millennials are most likely to lose a job or see a decrease in income right

54





People are discussing the lack of regulations in place for the transportation industry, leaving airlines and airports to create their own standards.



No one social distances at the airport and the airlines will put someone in the middle seat for profit. Who's protecting us? #COVID19 #Hawaii

₩ Twitter

24 Jun 2020 | 23:48



csstjohn (Cherrylann St.John)

FYI-no alcohol on most airlines during pandemic unless you're able to afford first class; do first class passengers not spread the same as everyone else? Just curious!

₩ Twitter

23 Jun 2020 | 20:00



MichaelByrnes (Michael Byrnes)

@MichaelByrnes

A clear trend is emerging: when it comes to Covid-19 safety: airlines are quick to adopt measures that save them money (self-serve baggage drop and no alcohol) but not so willing to adopt measures that cost them money (eliminating middle seat).

Twitter

17 Jun 2020 | 01:23



jrtoastyman (Jamie Plus a 6 Foot Radi... @irtoastvman

Just when you thought things couldn't get any more bleak. Airlines ban alcohol on planes in response to Covid-19 t.co/i80aZI1CNJ via

CNNTravel

Twitter

16 Jun 2020 | 18:03

flight to help reduce the spread of germs. Online discussion notes that alcohol will still be available in first class, prompting some to argue that airlines will only enforce social distancing measures that save money and not those that prioritize passenger safety.

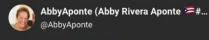
Some airlines have also announced they'll no longer serve alcohol in

Recent announcements from some airlines say they will now sell middle

seats and book planes to capacity, contradicting previous policy

initiatives.

Just 13% of survey respondents across tracked markets this week indicate that they feel safe getting on a plane.



goseelocal @mmpadellan The airlines promised to Social distance on their flights. They promised the middle seat would be vacant. Big fat lie!

Twitter

15 Jun 2020 | 11:47



donwinslow (Don Winslow)

Mistake. Mistake. Coronavirus: Holiday bookings 'explode' as travel restrictions ease

Twitter

28 Jun 2020 | 02:07



hamiltonscreek (Hamilton)

@hamiltonscreek

"TravelBoom is happening. Are you booking a holiday to Europe this summer? #TravelAgent *Travel BBC News - Coronavirus: Holiday bookings 'explode' as travel restrictions ease

t.co/xX8d8MpM0L ₩ Twitter

27 Jun 2020 | 21:08



mandafa1ry (amanda benstead)

@mandafa1rv

Why on earth would anyone book to go on holiday abroad?? Coronavirus: Holiday bookings 'explode' as travel restrictions ease - BBC News t.co/q0cerHMLqN

Twitter

27 Jun 2020 | 19:03



photographs_etc ($\triangleright \bigcirc \square \bowtie \Omega$ $\square \square \square \bowtie N...$ @photographs etc

news tonight that foreign holiday bookings by Brits in t/last 24 hrs going "through the roof." pretty clear that until a vaccine is found, COVID-19 is going to be running rampant not only in t/UK but c/o pressure from travel companies+airlines, throughout most parts of Europe.

Twitter

27 Jun 2020 | 21:45



ianjunitedk (lan Jackson)

@ianjunitedk

Not at all surprising really, people have had a rough few months since March and now they want to taste freedom and the good life again: BBC News - Coronavirus: Holiday bookings 'explode' as travel restrictions ease

₩ Twitter

27 Jun 2020 | 20:03

restrictions.

58

they would travel internationally, just above the average across tracked markets (14%).

Survey data aligns with social discussion; 16% of UK respondents say

People are sharing news that holiday bookings are exploding in the UK

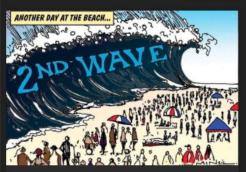
tempered reactions are saying that the news is not surprising given that

People online are critical about those making travel plans and

emphasize that Covid-19 is still a very real health concern. More

people are tired of being cooped up and having so many lifestyle

(more than ~33k social engagements to date).





One restaurant owner assured the interviewer that she can keep her customers 'Covid secure'. What the heck is 'Covid secure'? Am I the only one scared by all this? 2/2 t.co/MAe2uzWxZh

Twitter

23 Jun 2020 | 07:29



chinoangles (//Chino Angles//) @chinoangles

Can someone make a list of restaurants in San Marcos with confirmed coronavirus cases please.

■ Twitter

16 Jun 2020 | 02:49

People are apprehensive about going to restaurants, with just one-third of survey respondents saying they feel safe dining outdoors (26% feel safe dining indoors).

While many are sharing apprehension online, others say they're trying to support local businesses. Some are using social media platforms as an opportunity to ask others to help support specific restaurants.



BethANJax (Beth Rousseau)

The list of local restaurants, bars temporarily shut down because of confirmed #coronavirus cases among staff is growing - will it change your activity?

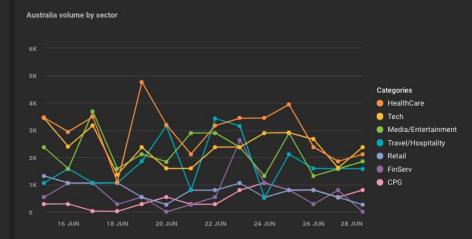
₩ Twitter

17 Jun 2020 | 09:59

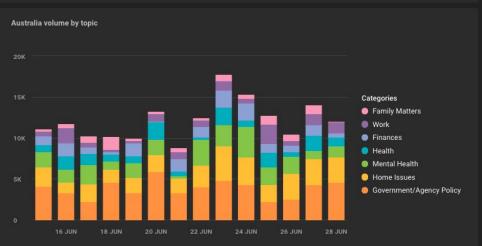


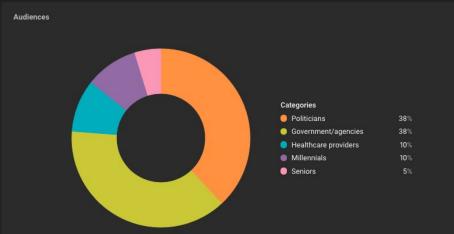


Country | Australia



Australia





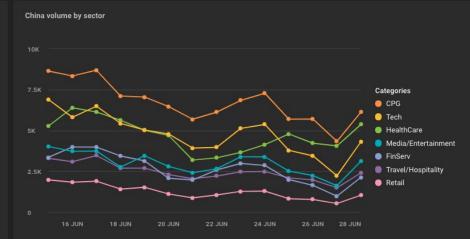
Emerging themes in discussion

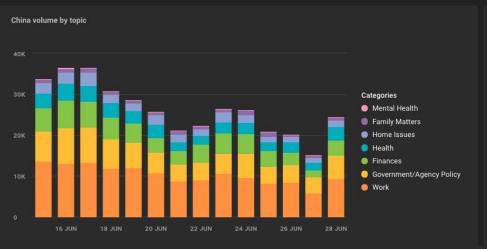
#coronavirus Melbourne Australia America Tulsa Trump #auspol Morrison JobKeeper

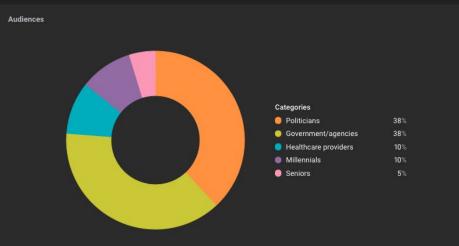
Morgan	Supr	Sony
Morrison Govern- ment	Cash Conver	YouTube
Cash Convert	America Gutted Ment	American Lan

Emerging organizations in discussion

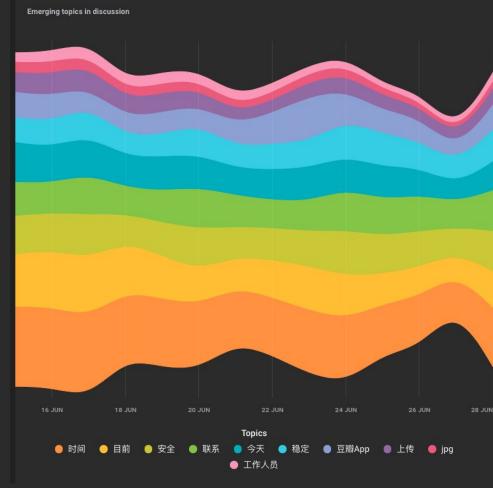
China



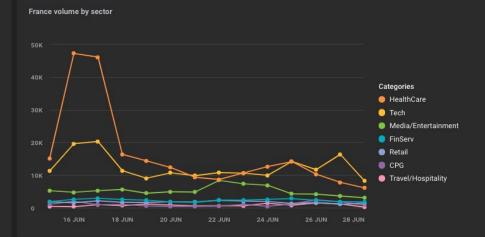




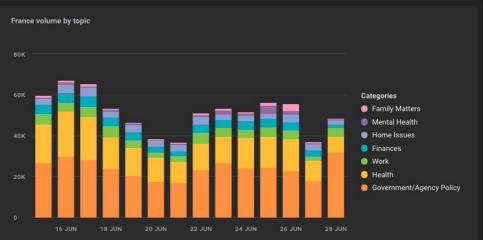


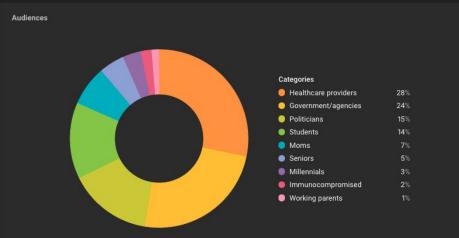


Country | France

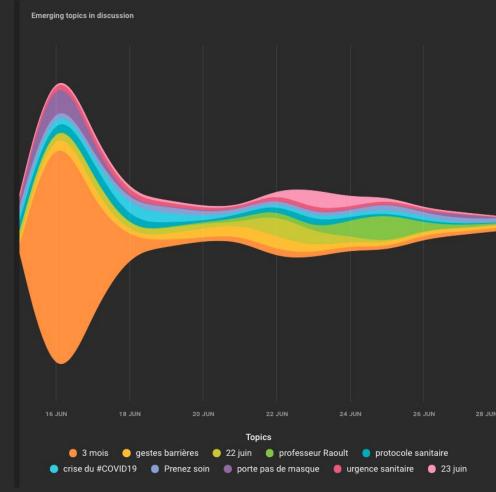


France

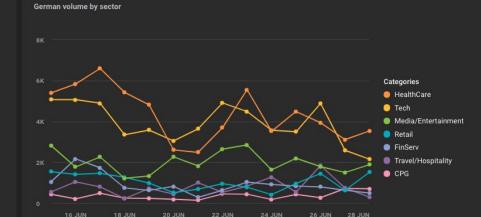




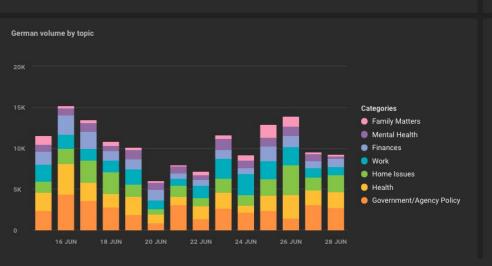


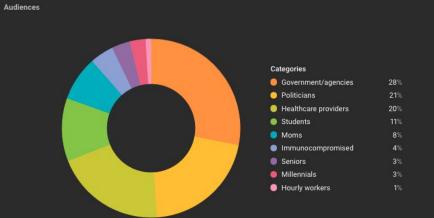


Country | Germany

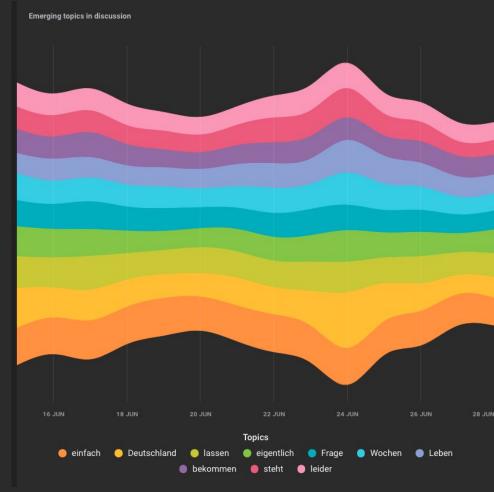


Germany

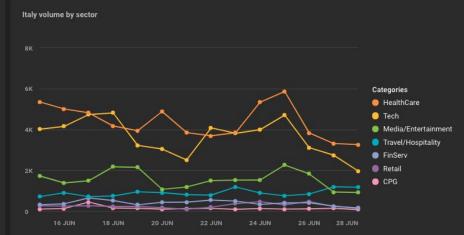


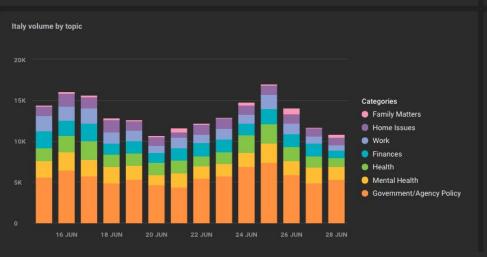


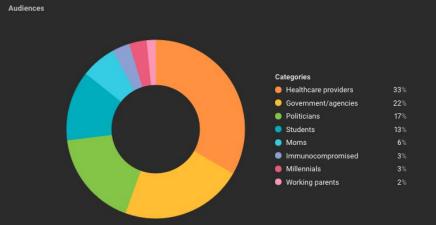
#coronavirus #berlin #coronakrise #podcast #gütersloh #covid_19
#covid_9_19
#tönnies #lockdown #ki
#toennies #covid_9_19 #tönnies #coronavirusde #corona 😰 #laschet #pandemie #covid19#covid19de #deutschland



Italy



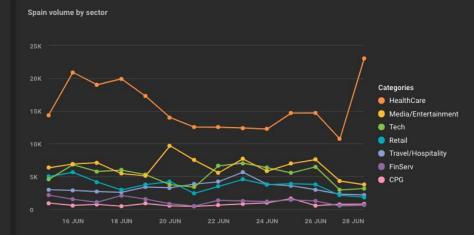


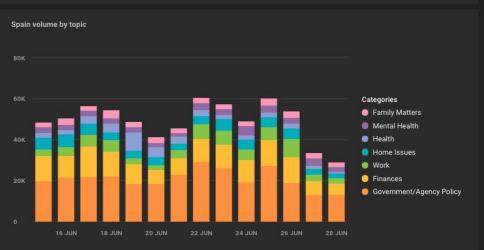


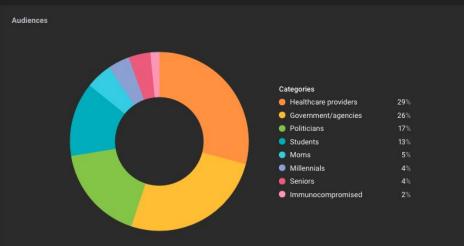
#coronavirus nuovi casi app Immuni **#pandemia** Covid 19 #covid19 #lockdown #salvini #scuola 😂 🦼 #mascherina. positivi al Covid distanziamento sociale #covid_19 #ansa #immuni #covid19italia #lombardia Terapia Intensiva #mascherine

Country | Spain



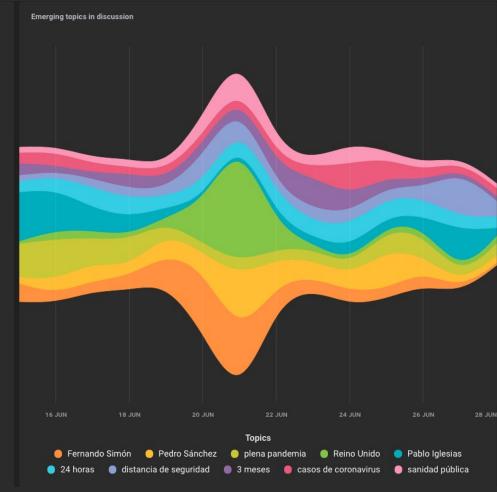




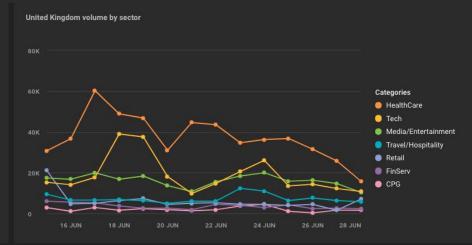


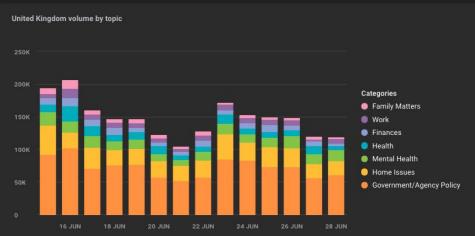
Emerging themes in discussion

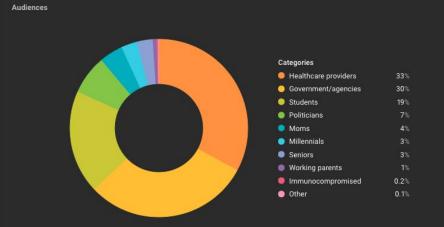




United Kingdom





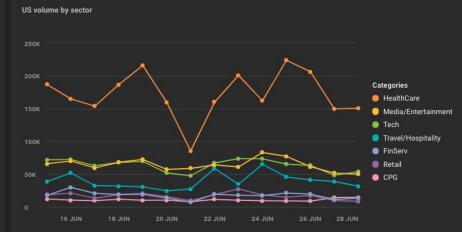


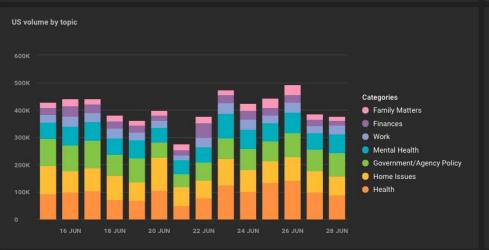
#lockdown public transport Covid 19 coronavirus pandemic Britain **Boris Johnson Cummings** Germany public health Trump Wales **England** Bournemou Scotland Boris London Johnson 🖣 uk Europe Matt Hancock **America** #covid **Brexit** #covid19 #coronavirus student nurses

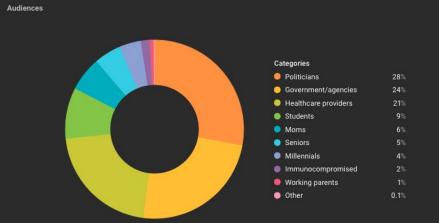
Go	Facebook	Swisspo
Serco		Apple
Facebook		Premier Leag

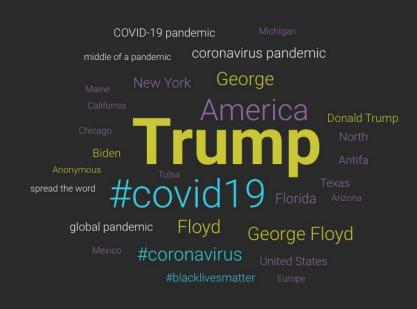
Country | United States

United States











Post	Total Engagement
Wearing A Mask Is A Sign Of Mutual Respect During The Coronavirus Pandemic By Mark Smolinski - Jun 25, 2020 forbes.com	4.2M
Coronavirus: Dexamethasone proves first life-saving drug By Bbc News - Jun 16, 2020 bbc.co.uk	3.5M
U.S. Must Release Children From Family Detention Centers, Judge Rules By Miriam Jordan - Jun 27, 2020 nytimes.com	1.7M
DeSantis blames COVID spike on 'overwhelmingly Hispanic' laborers By Amanda Woods - Jun 19, 2020 nypost.com	1.3M
White House ordered NIH to cancel coronavirus research funding, Fauci says By Beth Mole - Jun 24, 2020 arstechnica.com	1.1M



People are asking questions about Covid testing and the impact of re-opening.

risk'?

- For those getting Covid-19 testing: How quickly did you get your results?
- Coronavirus testing... How is it out there?
- What's the different 3 types of Coronavirus tests?
- Is there a place to get tested for Covid-19 if I don't show symptoms/am not 'at
- What happens if you test positive for Covid-19?
- Should I get tested for Covid-19?
- Does anyone know cheap cCoronavirus testing sites?

Re-opening

- Floridians and Texans: Is Covid-19 really getting that bad over there?
- Why does the Government of Alberta insist on bringing their workers back to
- the office when Covid-19 cases are going up? • Oregon is dealing with Covid-19 very well. In your opinion, how did this
 - happen?
- Who else is currently living in Covid-19 hotspots (Texas, Florida, Arizona, etc.)
- that had already returned to their gyms but now having second thoughts? • Covid-19, restaurants and masks - Do we just accept the fact that dining in a restaurant is dangerous from now on?

Now You Know

This report is designed to provide broad foundational insights. Brandwatch can customize this report to focus on your specific industries, categories, brands, sectors and more.

If you would like to share these findings with a colleague please share this form with them.

To inquire about a custom report book a meeting with our specialists.