

# COVID-19 LIVING IN THE NEW NORMAL WEEK 5

15/04/20

Brussels

### **HAVAS TALKS**



Un weekend sous cloche... et un printemps qui nous joue (de jolis) tours. Les chasses aux œufs sont confinées ou sur la toile... Pâques 2020, nous ne t'oublierons pas de sitôt!

On trinque avec la famille via Skype, on prend l'@péro avec les amis via Whatsapp. A tout point de vue, le Coronavirus est un accélérateur de la transformation digitale de notre société.

Et les marques dans tout ça? Beaucoup s'effacent mais certaines s'adaptent avec brio. Sur la toile, mais également au travers de leur créa à la TV, à la radio.

Elles sont là, pour nous soutenir, pour nous faire rire, pour nous aider à tenir (économiquement parlant aussi). Elles sont emblématiques de la tendance #BRANDOPTIMISM que nous illustrons à nouveau dans cette nouvelle édition.

Une fête de Pâques particulière, mais une fête quand-même. Mon équipe et moi avons donc travaillé sur une version plus festive avec une catégorie **MOOD BOOSTER** pour inspirer tous les pros de la comm' à appliquer le #BRANDOPTIMISM au quotidien. De rien, c'est cadeau.

Bonne lecture,

Vanessa Sanctorum, Strategy Director – Havas Media Belgium





### **EXPERTS OPINIONS**

### **Brand safety**



66

We must show some pedagogy, and make advertisers aware that it is not necessary to systematically block all content related to the coronavirus.

Because some content remain completely positive and therefore without risk for their brand image.

"

Diego Quesada, Country Manager (Teads.tv) - MM

### Social responsability

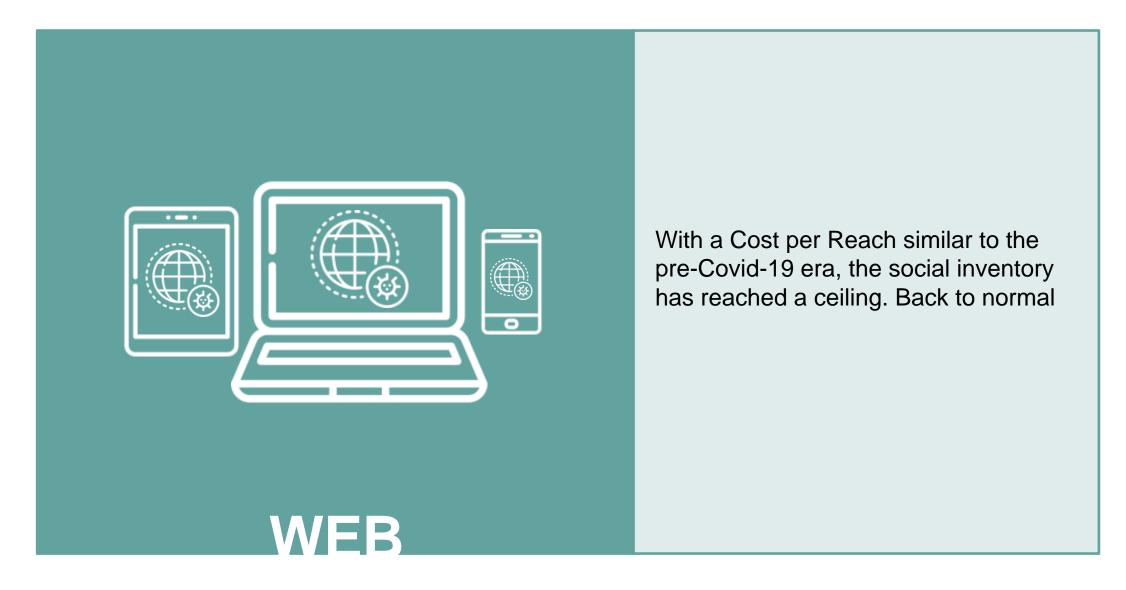




Will we be brave enough to suggest something else? Or will we be happy with discounts on sausages for the first deconfinement barbecues?

The marketing community has an important responsibility for managing the way out of the crisis. We all see how much the economy needs to put people back at the center of its concerns.

Nicolas Lambert, Director (Fairtrade Belgium) - PUB







### FLEMISH ARE SPENDING MORE TIME ONLINE



### Significant increase of time spent on internet since March 12th

avg time spent on internet (in minutes)





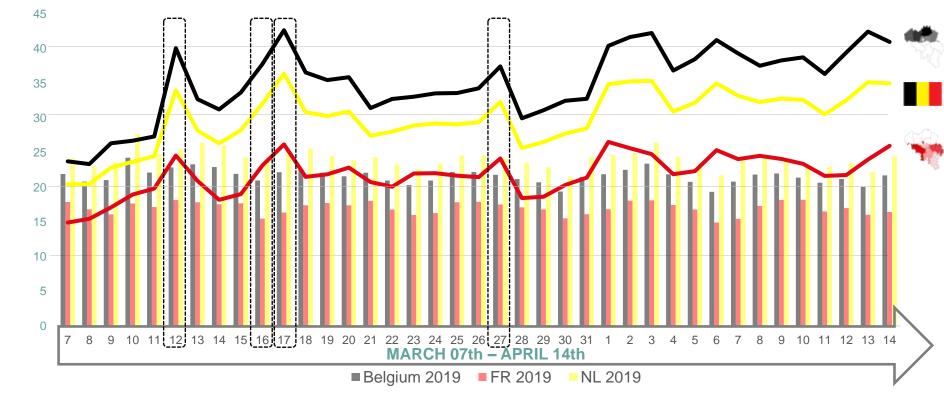








### avg time spent (min.)







### HYPERLOCAL NEWS DOMINATE

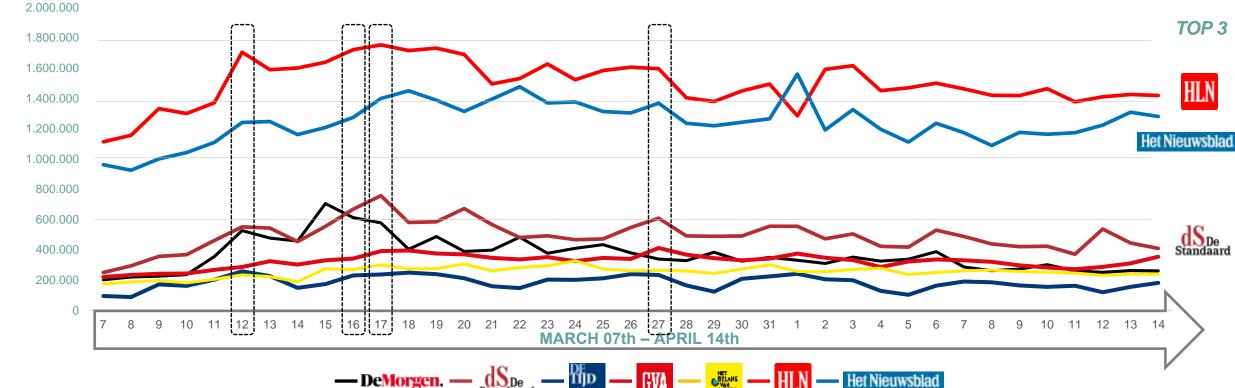


TOP 3 audience share (14/04)

(the share of the audience of the media in the total audience of all media)



### real users





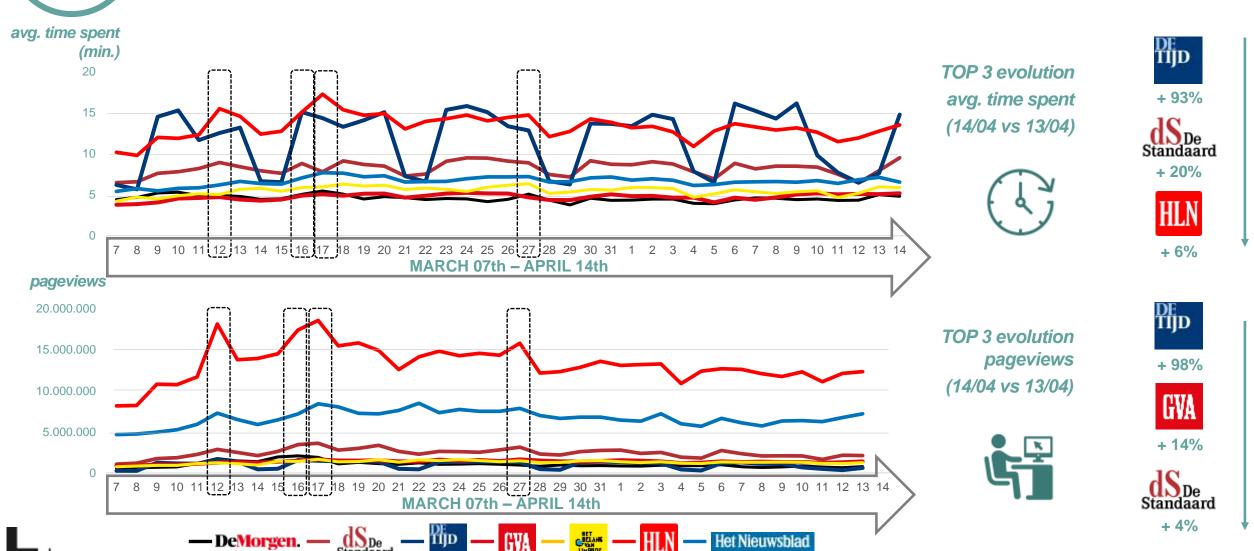


village

### FLEMISH SPEND MORE TIME ON FINANCIAL NEWS



### But view more content on hyperlocal news from HLN





### SUDINFO RULES BUT IS CHALLENGED BY LE SOIR

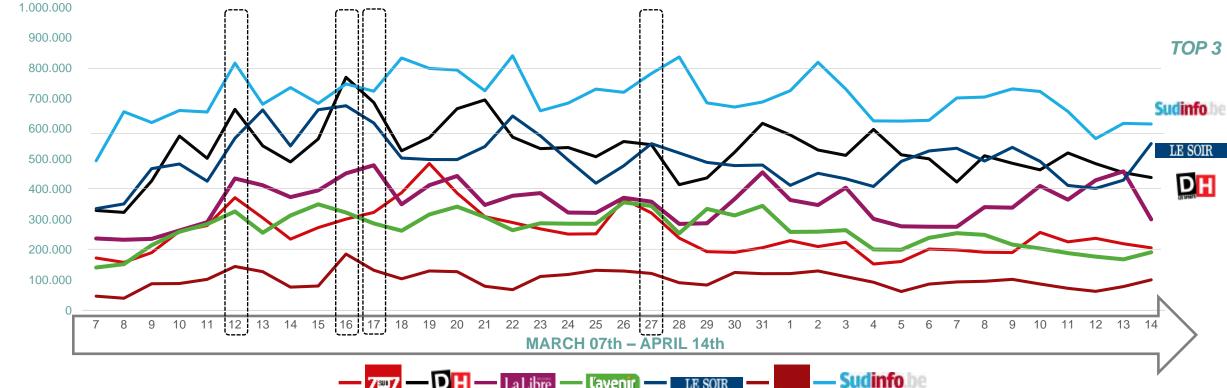


TOP 3 audience share (14/04) (the share of the audience of the media in the total audience of all media)





### real users



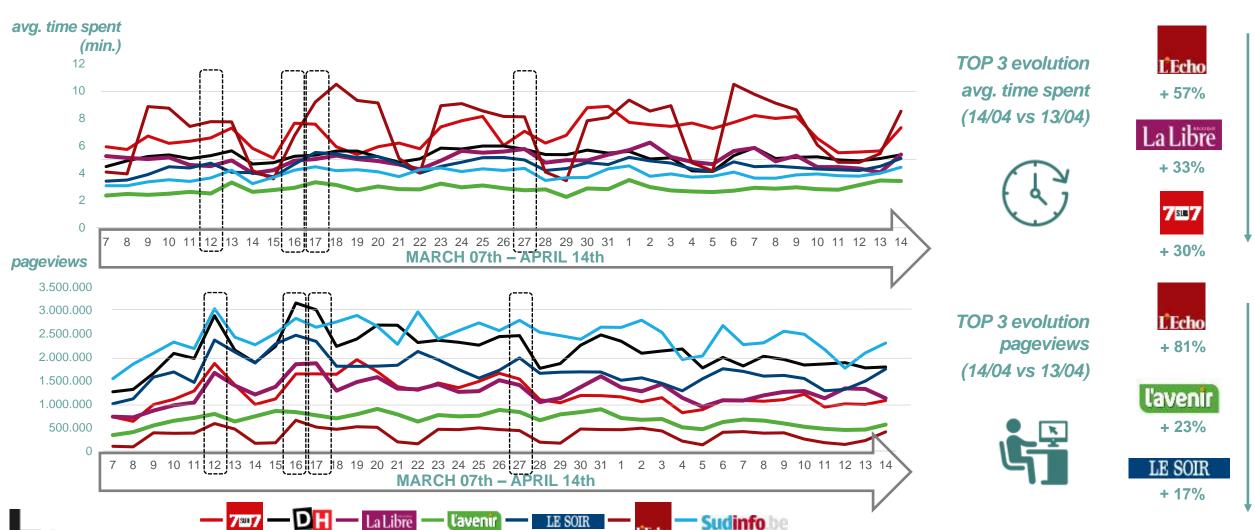




havas village

# WALLOONS SPEND MORE TIME ON FINANCIAL NEWS





L'Echo



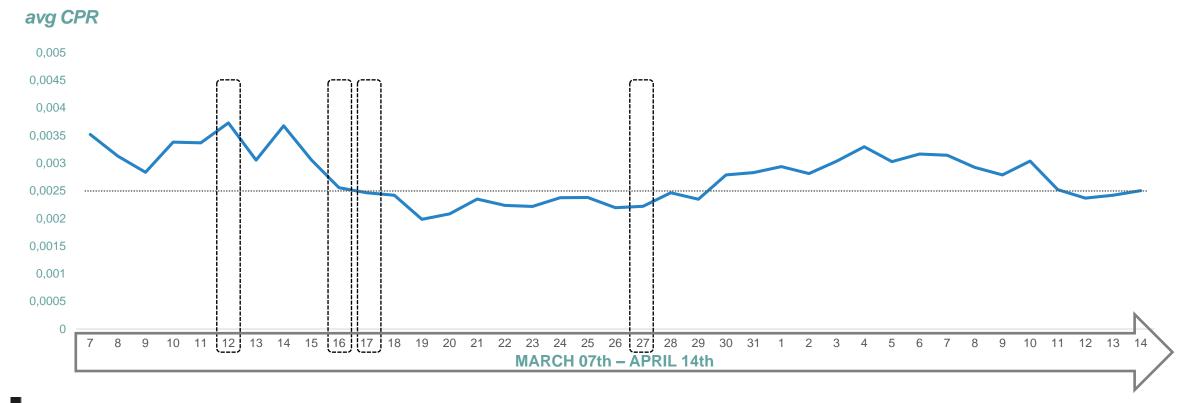
# SOCIAL: BRANDS ARE (CAUTIOUSLY) BACK



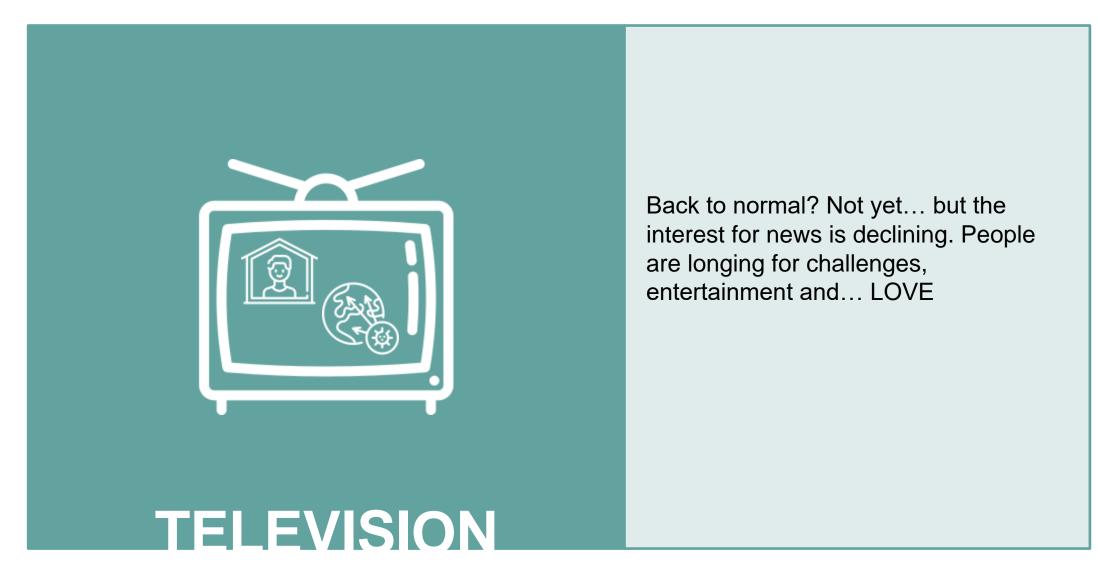
It seems like the increase in available reach and inventory on FB & Instagram has reached a ceiling. Back to normal









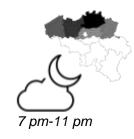




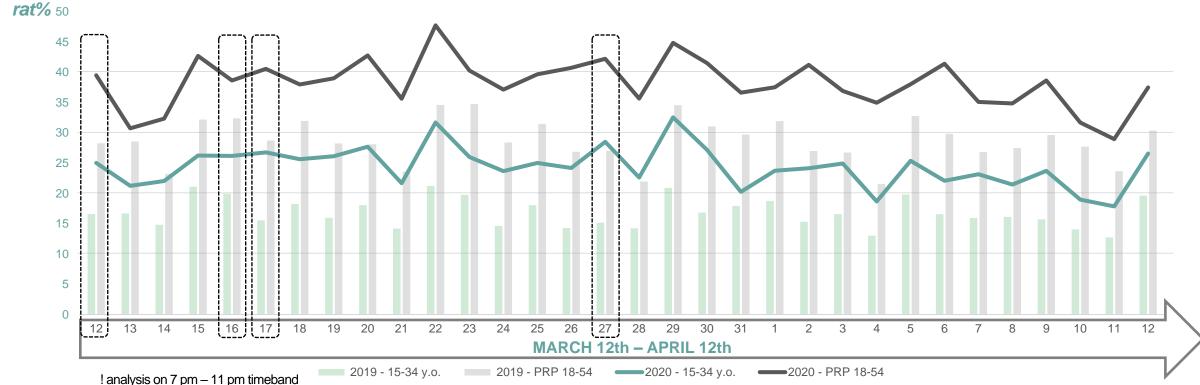


# **ENTERTAINING REALITY & (LOCAL) MUSIC SCORE**

### At the expense of NEWS



Sunday is still the weekly appointment for the Flemish population with *De Mol* (VIER) and *Blind getrouwd* (VTM). The new TV program *Lego Masters* (VTM) made an entry in the TOP 10 programs on our main targets (15-34 and PRP 18-54). *Liefde voor Muziek* (VTM) maintained its position in the TOP 5 ranking (Live+7). Local TV soaps *Thuis* (EEN) & *Familie* (VTM) consolidated their place in the TOP 10. Series as *GR5* (EEN) made an entry in the TOP 10 on PRP 18-54.







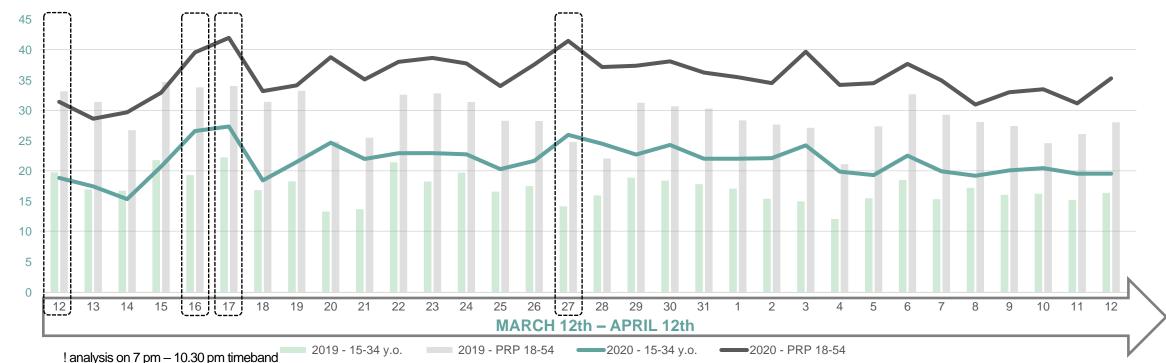
### **NEWS & ENTERTAINMENT RULE**

# Evening news is a daily appointment... but entertainment & social reality boost audiences



RTL dominates the TOP 10 weekly programs (Live +7) last week (April 6<sup>th</sup> – April 12<sup>th</sup>). Thanks to its daily news program *RTL Info 19h*. Amongst entertainment programs, reality shows as *Koh-Lanta* (TF1), *Mariés au premier regard* (RTL-TVI) and *Top Chef* (RTL-TVI) were head to head in the TOP 5 programs on the main target. *Enquêtes* (RTL-TVI) still remain in the TOP 10. François Pirette's new serie *Formidables* (RTL-TVI) last Sunday made a remarkable entry in the TOP 10 programs watched by PRP 18-54.

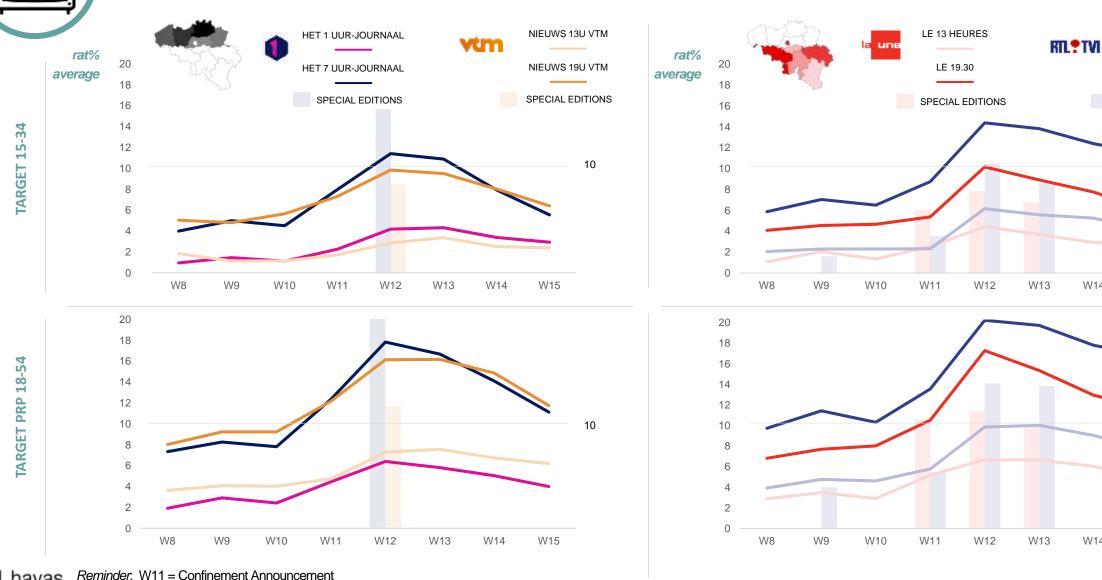






### INTEREST FOR NEWS IS DECLINING

### EEN as the trusted partner in the North, RTL leading the way in the South



W12 = Confinement beginning

RTL INFO 13H

RTL INFO 19H

W15

W15

10

W14

W14

SPECIAL EDITIONS

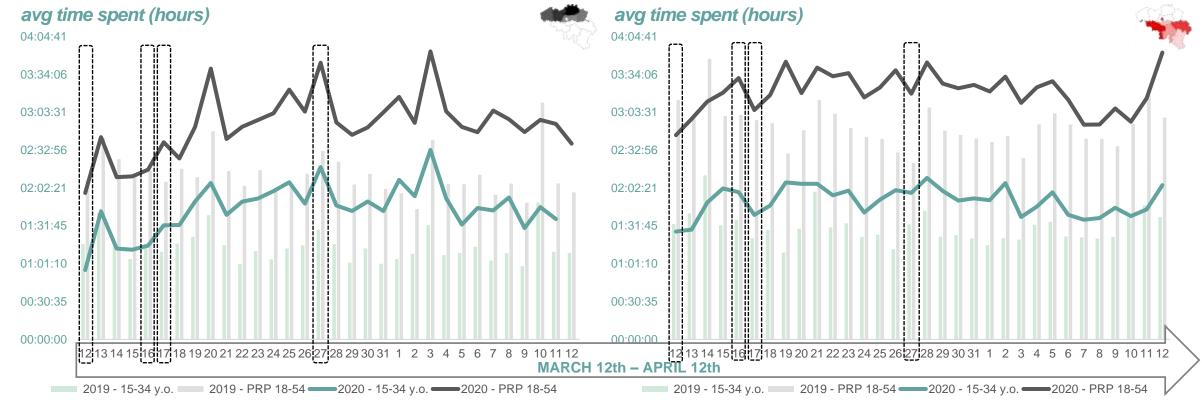


### TV VIEWING IS STILL ON TOP!

### Strong declining trend in the North... and rising trend in the South



2 am-2 am



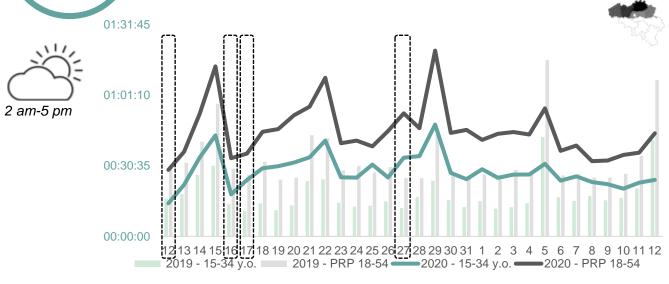


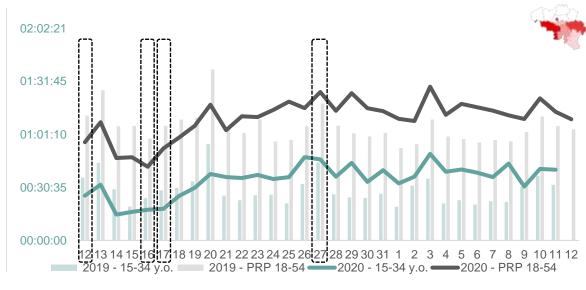


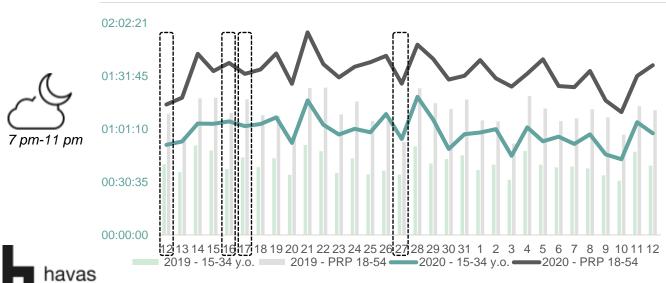
village

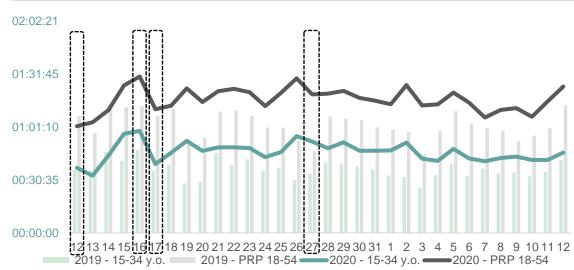
# ... SLOWLY BACK TO NORMAL...

### With a particular drop during day time







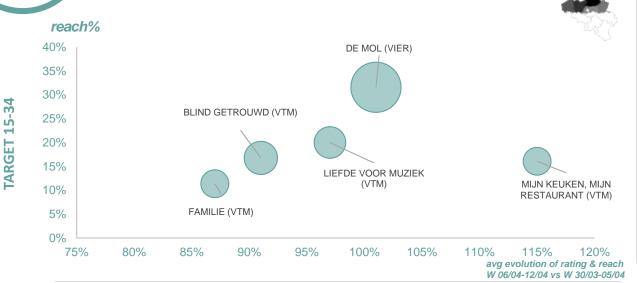


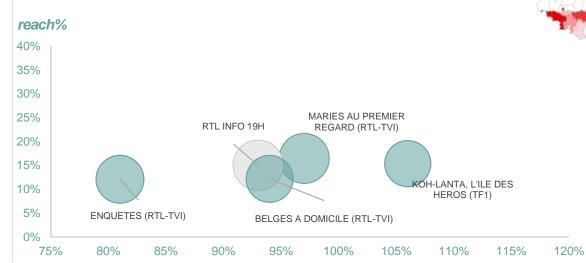


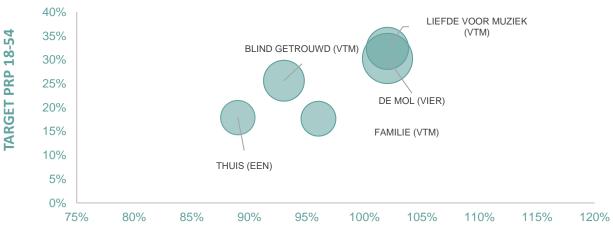
# **REALITY & SOCIAL TV BIGGEST EVOLUTION**

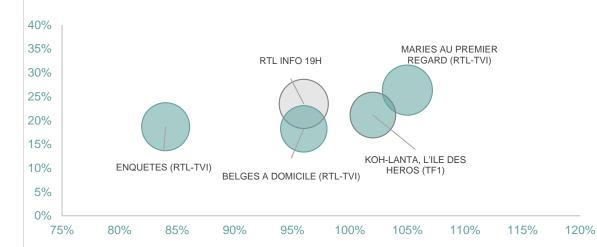


### Belgians are into reality TV and programs where people can shift their boundaries

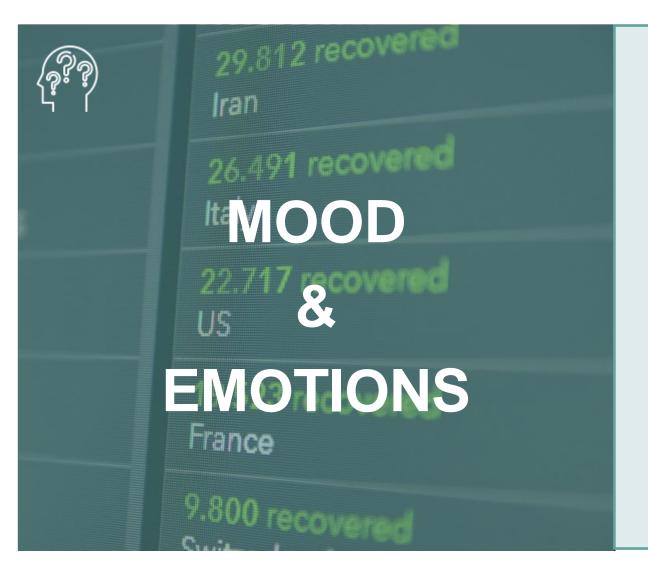












Active population trust politics and companies regarding their actions towards the COVID-19 crisis.

Belgians are pessimistic about the health of their wallet...

And the lockdown is playing with everyone's nerves





# ACTIVE POPULATION TRUST COMPANIES & POLITICS StepStone



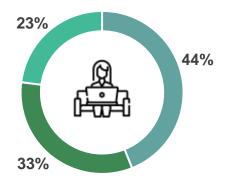
### It is a good time for politics and companies to rebuild their reputation

### MAIN WORRIES



- Worries regarding shortages (e.g. food) already decreased
- 79% of Belgians are afraid to get the virus
- 68% of Belgians worry about the economical consequences of the crisis

### **WORKERS SITUATION**



- Homeworking Unable to work Workplace
- 25% of homeworkers feel less. productive working from home and 16% declare feeling more stress than usual
- · Causes of stress are the following ones: lack of social contact (57%), showing performance (48%), additional hours of work (46%) and children (43%)
- · For those working at their usual workplace, the third doesn't feel comfortable going to work but more than the half think their company make the right decision

### **POLITICAL DECISIONS**



- Support towards political decisions doubled (from 36% to 74% - 12/03 to 26/03)
- Opinions from employees towards companies are positive and their trust regarding the management of the situation increased (80%)



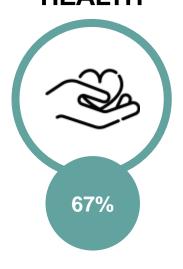


# **OPTIMISTIC ABOUT HEALTH, WORRIED ABOUT FINANCE**

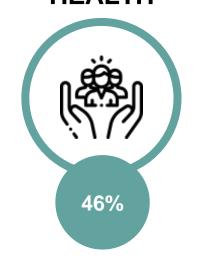
The confidence level of Belgians measured



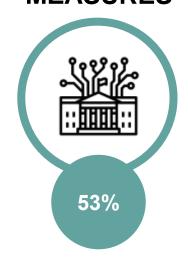
# OUR PERSONAL HEALTH



# THE COLLECTIVE HEALTH



# THE GOVERNMENT'S MEASURES



### THE ECONOMY



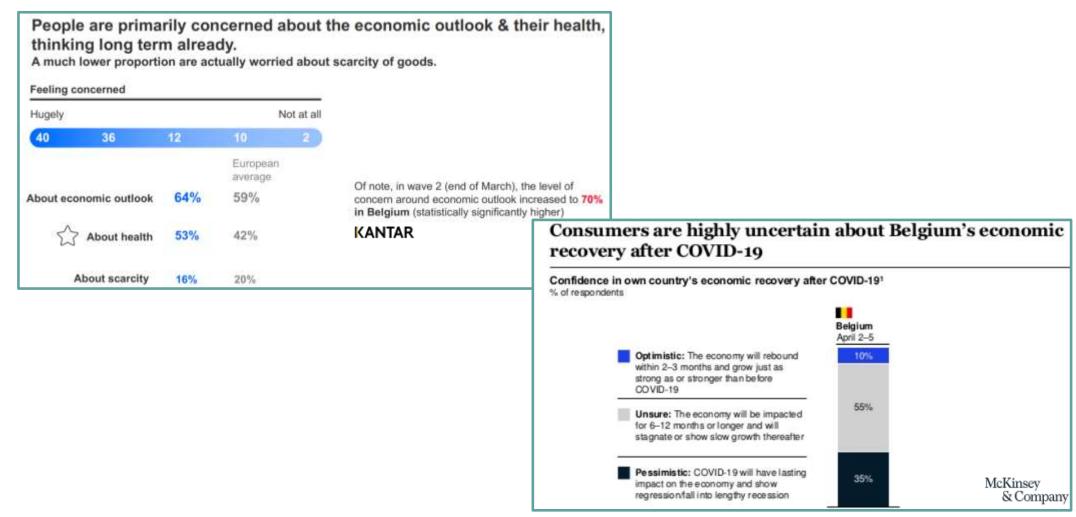
Belgians are more pessimistic about the economic outlook than about the handling of the pandemic





### THE GHOST OF RECESSION HAUNTS BELGIANS

### Belgians fear the price to pay is yet to come







# AND LOCKDOWN IS PLAYING WITH EVERYONE'S NERVES

### 1 Belgian out of 2 is experiencing mental health issues due to quarantine

### FIRST WEEK OF QUARANTINE

After one week of lockdown, the number of people experiencing mental health issues tripled.

### WOMEN AND YOUTH MORE IMPACTED

Lockdown is shutting down social interactions and modifies our work experience.

Les lourds effets psychologiques du confinement

Un Belge sur deux victime psychologique du confinement

En temps normal, 18 % de la population déclarent être en situation de mal-être psychologique. Aujourd'hui (dans la première semaine de en tout cas), ce niveau de mal-être a pratiquement triplé







- Less social interactions
- More work and difficulties of adaptation
- **Negative (and positive)** impact of social media
- Fear of contamination
- Close ones sickness

### HOMEWORKING SATURATION

Homeworking needs to be managed in a healthy way or it can be very destructive.



**COVID-19** is making the digital transformation mandatory (more than ever) for companies

SATURAL ESSAPS | OF earliest 1919 De jour de les dessais, des milless Télétravail: 7 conseils pour confiner aver less sed learent north rester efficace Les Belges ouer en train de prosteer prostiques possessient s'ancres de ma Male that take come. Confuncy or his

Schools and universities are also facing lots of frustration from the students and the teachers



### **UNENMPLOYMENT STRESS**

Part-time or full time unemployment. People are at risk and have to fill in procedures to hope for a quick refund from the social actors.

Mon Argent La réporce à toutes ves questions d'argent

#### Coronavirus: obtenir rapidement mon allocation de chômage

Si nasi Atto comment parte chilmaga temporami pour finna manuro itats your averages, bette retiret a your affiler a ne syndicat. Continue

Coronavirus : chômage temporaire, combien vais-je gagner sur le mois 7

Face à l'ampleur considérable de la prine du Covid-15, 600,000 travailleurs ont délà été



Combien le travellieur en chômage temperaire ve-t-8 toucher?



How much will I earn?

When will I be paid?

Who should I contact and do I have to do?

Will administration answer?





Science has shown that the mere act of smiling can lift your mood, lower stress, boost your immune system and possibly even prolong your life...

Point taken?





### FRENEMIES WORK TOGETHER FOR THE GREATER GOOD

### Teaming up against the common enemy



Pharmaceutical industries are working together to develop a vaccine





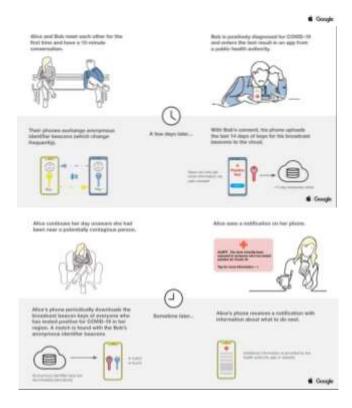
This will be the result of the unseen partnership of Google and Apple. A privacy safe contact tracing app.

### Benefits from this initiative – according to Steven Van Belleghem

- 1. A global solution with a higher performance than hundreds of local initiatives
- 2. Two companies with the technical capabilities to execute this. Plus, they have the talent to constantly work on this when first results require fast adaptations
- 3. These two companies have access to almost every phone on the planet
- 4. Probably a higher user trust than government created technology

#### Privacy-safe contact tracing using Bluetooth Low Energy

- · Explicit user consent required
- Doesn't collect personally identifiable information or user location data
- . List of people you've been in contact with never leaves your phone
- · People who test positive are not identified to other users. Google or Apple
- Will only be used for contact tracing by public health authorities for COVID-19 pandemic management
- Doesn't matter if you have an Android phone or an iPhone works across both







# **BRANDS ACT AS MOOD BOOSTERS**

From entertaining to comforting

Rode Neuzen provides "boost packs" to help the youth going through the though times of the COVID-19 crisis.

Rode Neuzen Dag ondersteunt jongeren in coronatijden met 'boostpakket'



De mastrogeien ble getomen winden legen cotons helibet sen impact op letterier, in dazer tjölen vitritt. zwer die weurbaldhad ein jongeten nicht op de proef gestelt. Rode heutom Dag, die goeddoelsde van VTM, Ghanic, HLN att Beffas die fam mentaal, Nyade en occlud starken metern van jungeren zie doel heeft, wil er uit in daze colonistische zijn voor alle jungeren. Rode Neutors Dag berorent daaren vandadig villoog 27 naant. Hoodelheuten Dag Geprochtons met een Soostpakoof voor jungeren. Zie komen die mastitutiepodoaste van "That's Neditalten" opnieuw unters, geven opports tijn and tricke vie villooft, en daken jongeren hun verhalen en odvigoor zin waard in helden.

terran de mattunspodoann var Theirs Needtator (zerlauv erfina, poven
teoperta top and tricke via videolo, en dalen joogeren hen verhulen en odviel
terr-ekaar te helpen

# Rode Neuzen Dag

Tegen Corona

Martini is helping to keep a healthy life with the "Racing Ciclismo" program. It is focused on Horeca workers.



Eneco, the energy provider, supports the students who don't have computers at home by providing them tech materials. The campaign is called: DigitalForYouth.



Le fournisseur d'énergie Eneco va soutenir DigitalForYouth.be avec une campagne dédiée. Cette organisation [...]





Ave 2000

### À vos côtés pour vous simplifier le confinement

Découvrez toutes nos infos pour vous faciliter la vie et la santil dans votre newsletter du mois d'avril.

Mais aussi nos services d'aide et d'accompagnement mis à votre disposition pour vous soutenir durant cette pénode déficile.

Sans oublier les nouveautés lées à Hospitalia Plus, ainsi que des exercices pour préserver son dos à télécharger sur l'App Vitalité. Tels utiles pour tous coux qui sont en tillétravail !



Sentian (April or and Javaneri das zasudan no perior foi entirem skert à finet à longuer tout en contrapart à drovealler. La perio des cardinals forman est aussi plus d'Acto à avera pour les procosens couleires. Si seus aux entre la casa d'auti paur summaties sertin périodir participation en light aye si à estre sentin au synthisiatine, sette light aye si à estre sentin au synthisiatine. Sette light aye si à estre sentin au synthisiatine.

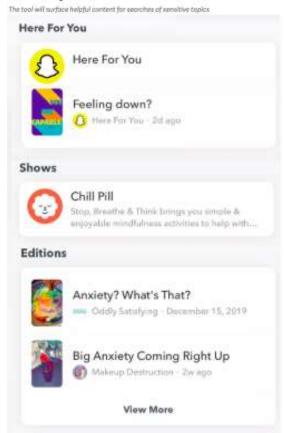
ALICHGEDS

Neur, present, sain de veet

# No.

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### Snap rolling out 'Here For You' mental health tool early with focus on coronavirus



Partenamut created a psychological support platform to fight the mental health issues people might encounter.

It focuses on social interactions, organizational help and services.

Source: Desk Research Havas Media Belgium





### **LOCKDOWN CREATES NEW BEHAVIORS**



### There's a first time for everything

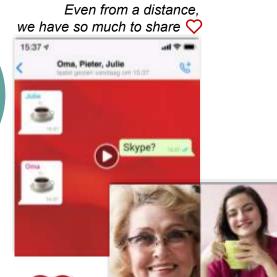
### **FITNESS AT HOME**

These are predominantly women (69%) and many intent to keep exercising at home.

### **VIDEO CALLING NOVICES**

More than half of Belgians that have started using video calling will keep on using this in the future.















#### **CREATIVE EXCHANGES**



Drawing or writing a traditional letter or postcard.



Source: Ipsos Belgium, Sprint. What have you done for the first time since the lockdown in Belgium?



# (TREND) WATCH & (SOCIAL) LISTEN TO ADAPT CONTENT

# Showcase tips on owned media & amplify via paid

It doesn't take too much effort to create a page to inform, advice and support your customers during these difficult times of crisis.

Provide tips & tricks about how to cope with the lockdown and ensure that your company remains available and proactive.

Vanden Borre is a good example.









The public authorities in Belgium are conducting a heavy public information campaign to increase awareness of how to best prevent the spread of Coronavirus.

This campaign is aimed at every Belgian and any citizen currently in our country. To reach the largest audience, the public authorities are using a wide variety of media and content types.





# PREVENTION VIA EVERY PLATFORM

### Share the good habits, not the virus!

















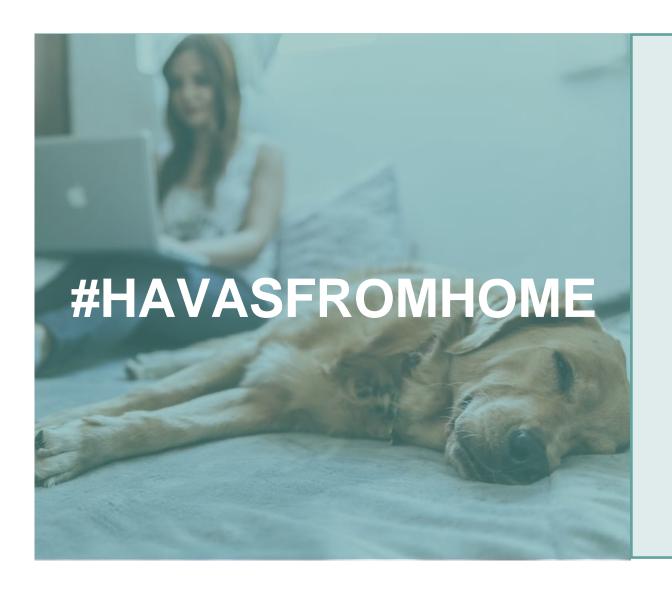








Source: https://www.belgium.be/fr/actualites/2020/partagez les bons reflexes pas le virus



INSIDER'S VIEW (But don't tell anyone)

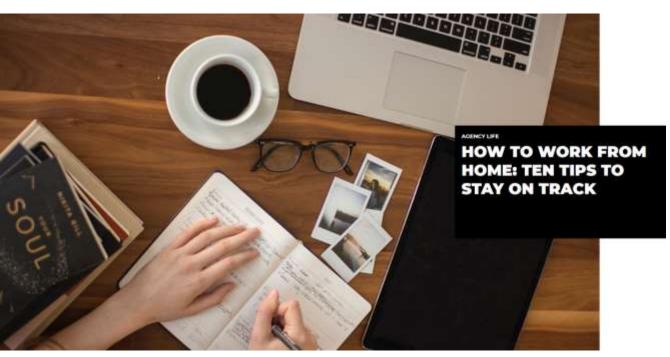
How Havas copes with the lockdown?



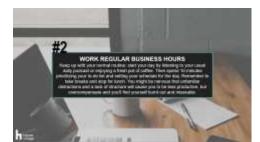


# **HOMEWORKING TIPS & TRICKS**

An initiative from Jess Santini – Associate Director, Marketing & Communications, Havas Media











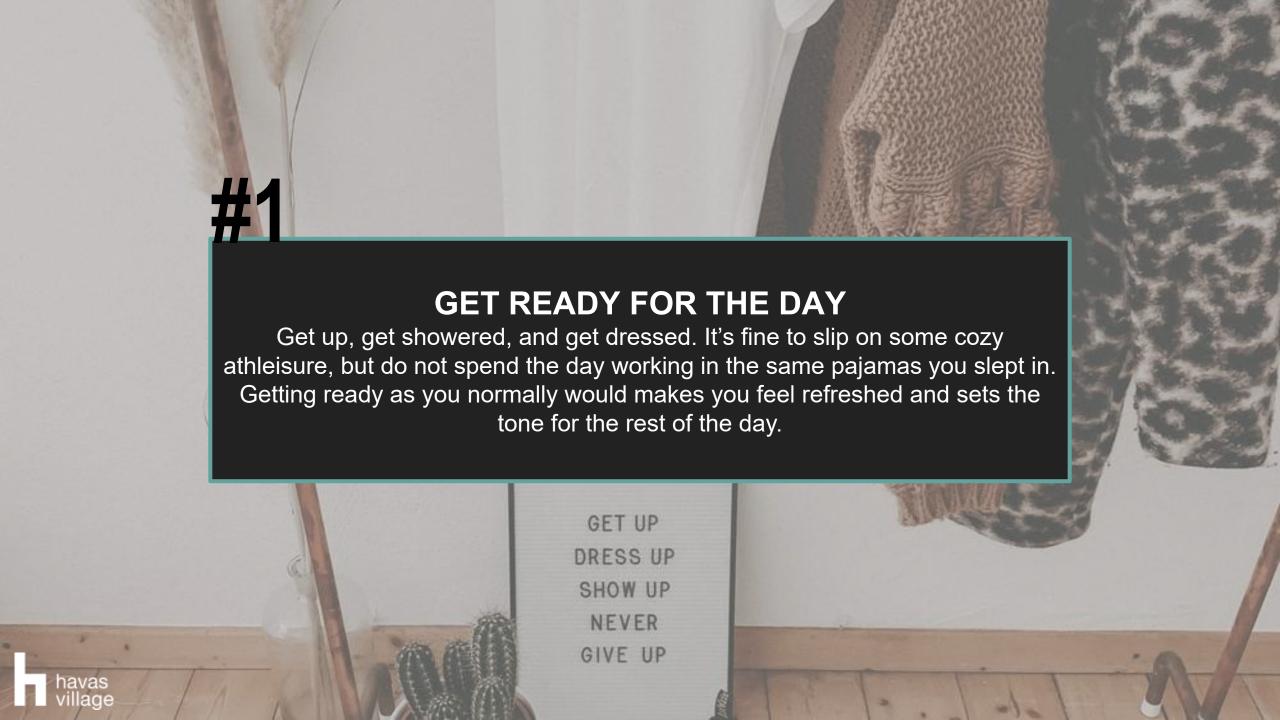












#2

### **WORK REGULAR BUSINESS HOURS**

Keep up with your normal routine: start your day by listening to your usual daily podcast or enjoying a fresh pot of coffee. Then spend 10 minutes prioritizing your to-do list and setting your schedule for the day. Remember to take breaks and stop for lunch. You might be nervous that unfamiliar distractions and a lack of structure will cause you to be less productive, but overcompensate and you'll find yourself burnt out and miserable.



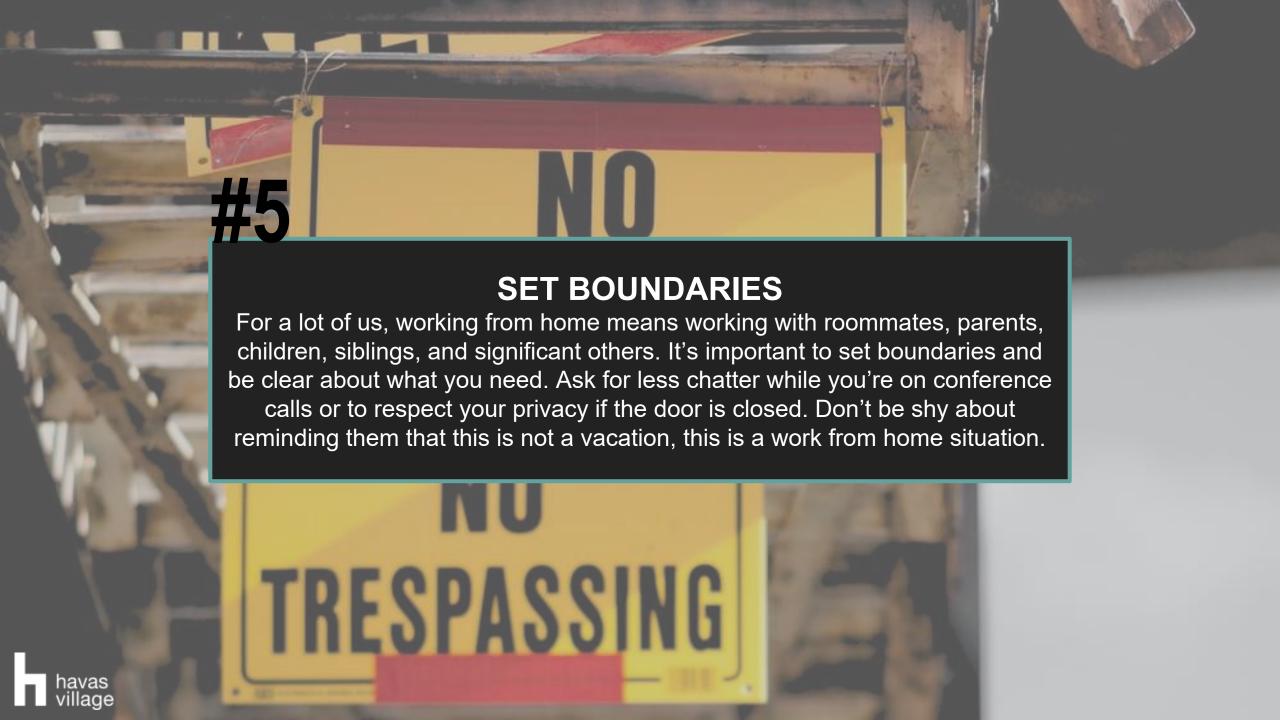


#4

### **SET THE TONE**

Working from home can be a little too quiet, which makes it difficult to focus. Put on some calm, background music to get you in the zone. Acoustic, instrumental music that creates a steady cadence yet doesn't distract is my favorite, and Spotify has several playlists to choose from.



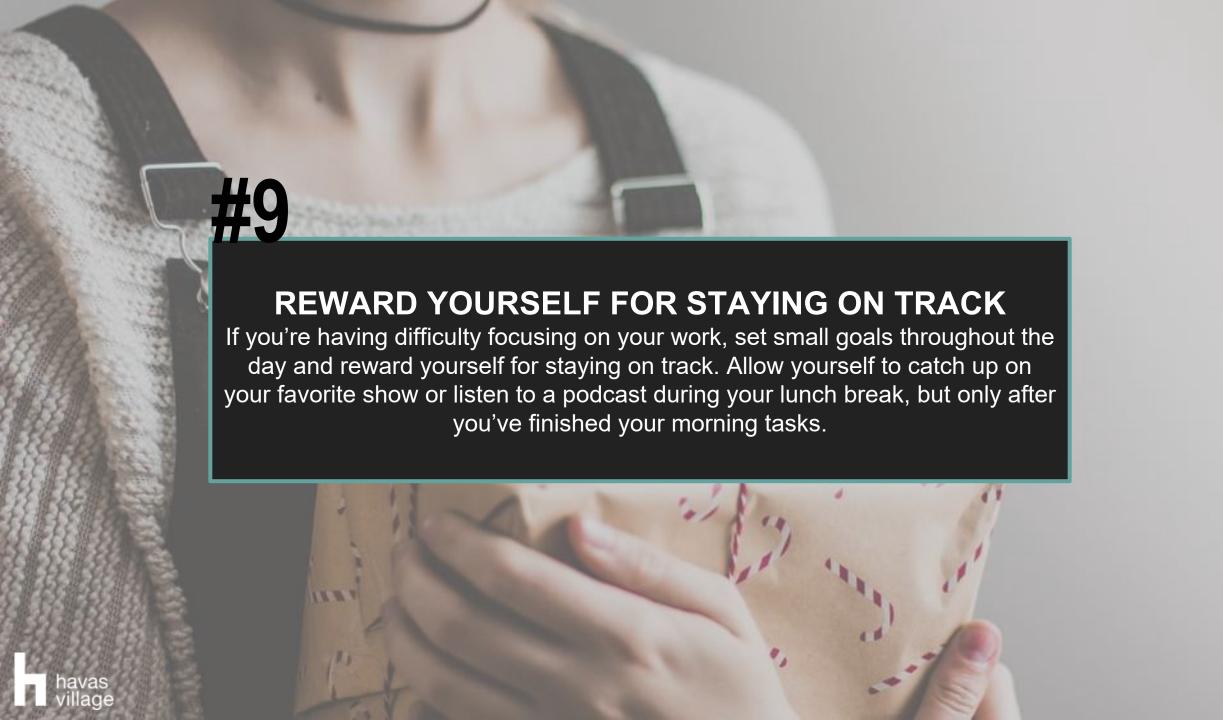


# #6 MAINTAIN COMMUNICATION WITH YOUR COLLEAGUES Stay connected to your team via text, Microsoft Teams, email, and phone. If you're craving some human interaction, schedule a Zoom conference or Facetime. Remember not to under or over-communicate. Again, try to maintain your regular office behavior.



TAKE A BREAK Don't feel guilty for taking breaks, sharing a quick conversation with friends or family, or getting a few chores done. You're not chained to your desk in the office, and you shouldn't be at home either. Little breaks throughout the day keep your mind sharp and your sanity intact.







# Provide informational and educational material to your employees. (e.g. newsletter)



#### Dear at

We note your week is off to a postave startf in this brave new world of work water increasingly reminded of the many ways you are making this time more meaningful. Whether connecting in new ways, learning new sales or bringing more minaring to your work, we're so proud to be making a difference logalithin - even if were apart. In this issue, we're highlighting some influtives and resources that reflect our meaningful mission.



- Share a smile with your Havas family! The teams at Havas NOW and Havas Health & You have created a smile camera to inspire some positivity and help keep us connected across the network. (Tip: you may need to disconnect from VPN to access!)
- #MeaningfulWork: See how Havas
   Chicago helped local Mayor Lori
   Lightfoot spread a serious social
   distancing message in a
   lighthearted way.
- Havas Media Miami is bringing the music this week with a special Meaningful Connections playist on Spotify!

#### Special Presentation on Havas U

 Mx and Meaningful Media in the Age of COVID-19: Join Havas Media's Greg James for this New Business webinar where he shares his perspective on the impact of COVID-19 on consumer behavior, meaningful media and brands.

### Deeper Dives

This week we're sharing some great webinars by Fast Company.

- How Your Remote Team Can
   Outrun a Traditional One: Join
   Stephanie Menta (Editor-in-Chiet,
   Fast Company) for this discussion
   about the new world of remote work,
   best practices to reboot your remote
   team and simple actions to make a
   quick difference. (No time to watch?
   Read the key takeaways here.)
- Candid Communication and Collaboration in Virtual Teams: This webinar continues the conversation around remote teams and provides tools and factics you can use to enhance team communication. (Read the key takeaways tere.)

#### Quick Link

Did you know it's Earth Month?
 Make it more meaningful by
 visiting GpodPlanet, an ecology
 foundation offering films, quizzes and
 educational content for everyone to
 rediscover the beauty of our planet.





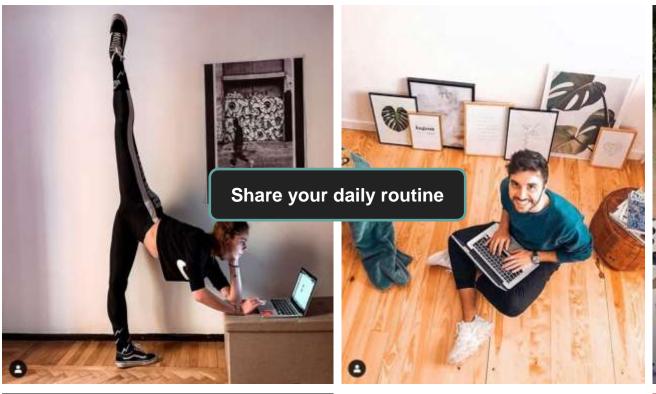
- Harness the power of self-care with this session from HKX London. Learn how your beliefs are affecting your health and happiness, and evidence-based ways for feeling calmer, more content and resilient.
- Havas Ortega is helping us combat our COVID-19 anxiety with COPING 19, a list of 19 helpful pointers to boost our mental health during this time.
- Add some color to your quarantine with this digital coloring book created by Closer&Closer, an agency representing artists and illustrators. Simply download, print and enjoy!

We're here for you at globaltalent@havas.com
A hope you stay safe and will as you #havasfromhoms



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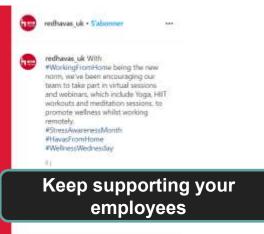












♡ Q ₹

Ajouter un commentaire.

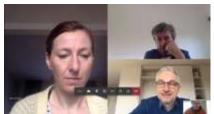
EVACULTURE













#### Hey Kirls

(Yes, we've like grounded now, so yes - we've kids)

We know you spend all your hard/lets/working days to keep the Haves quality standards high and your mind same 😛

It must assertines get or your nerves or reveal the reage of being home. In both cases, there is a place where you can release it all and share what you're blashing like a pin or shugging with a social mechanics (big reveal, but?).

Maybe others look experience the same and will join forces: pics, stories, healthags or marries to help you keep your working mood high! Tag @Havestrusses, 9Havestrushorns and #havestrusses, 9Havestrusses, 9Havestr

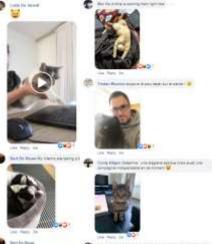
We'd love to feet like we're in the Haves Cafe sharing about each-other's any again! Miss you guys



## Share your life with the whole agency

Three coffees, 1 videocal, 4 e-male . Mandworking !
##isisonynewinters \*\* allow me yours !









"How to cope with the lockdown"

Stay Home – Stay active!

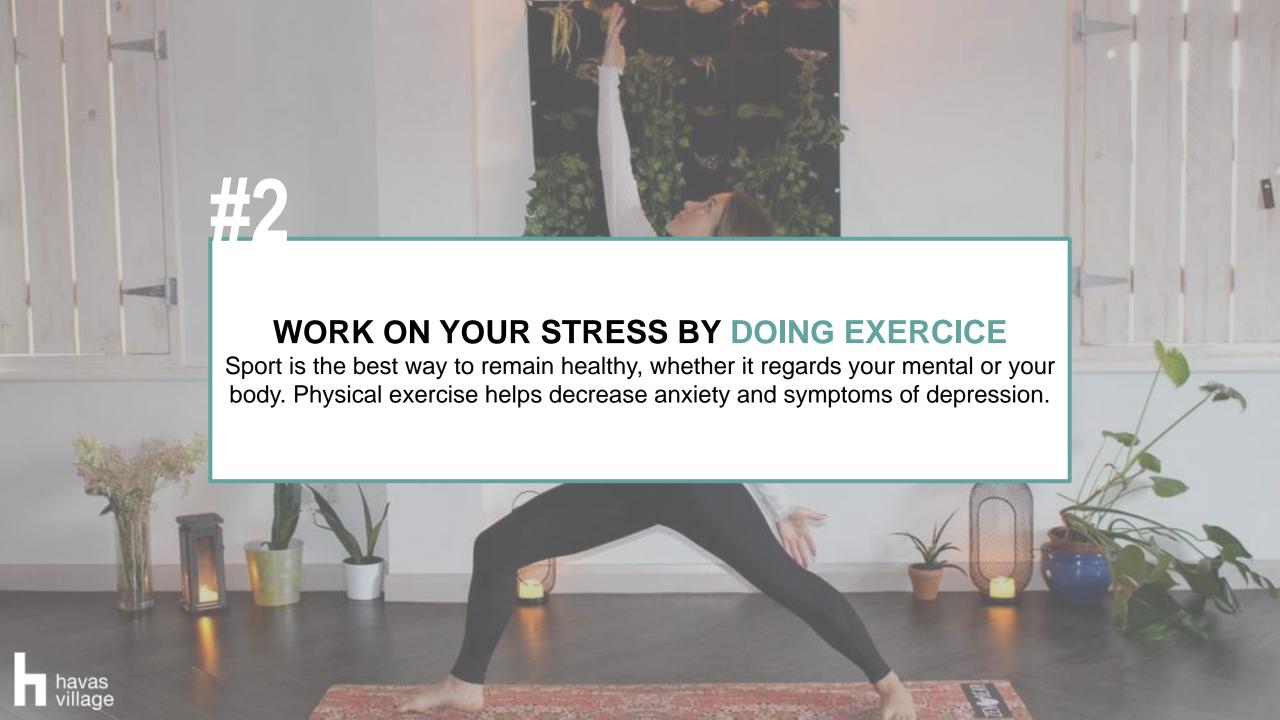


# THE DESTITY IMAGES

#1

## **STAY (WELL) INFORMED**

In this time of uncertainty it is important to get reliable information. Focus on trustable media to avoid fake news.



# **SUSTAIN AT YOUR OWN LEVEL** Studies show the positive impact of practicing self-gratitude. Stay active but don't put yourself under pressure.

havas village



# **CREATE ROUTINES IN YOUR LIFE** Whether it is for yourself or for work, create a routine allows to remain in the present time and to have a view on your days. It is especially important for children because when the schools are closed, it might give them the feeling that bets are off. But it is actually a good time to catch-up and help them!



## THE END

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