July 15, 2020

Covid-19 Consumer Insights

Brandwatch | A new kind of intelligence

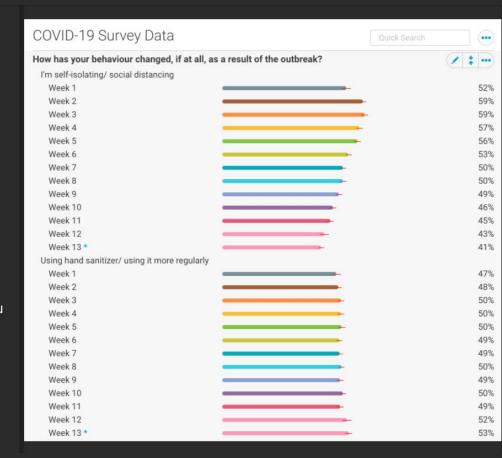
Important Notice:

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 ~36 million posts from Twitter, Reddit, forums, blogs, and more that appeared between June 29 and July 12. 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 news that China has confirmed cases of the bubonic plague and a new flu strain, both with the potential to become a pandemic. (slide 11)

Reports about the long-term health effects of Covid-19 for survivors is prompting discussion. (slide 12)



Home & family life

Citizens are complaining about "re lockdown" or expressing concern about the potential to go into lockdown again due to a rise in outbreaks within their countries. (slide 16)

Despite online conversations about adhering to lockdown measures, the number of survey respondents saying they are social distancing continues to drop. (slide 17)



Work life

The implementation of safety measures such as temperature checks and symptom screening for employees to resume work is driving online conversation. (slide 24)

Despite interest in the safety measures being instituted in work environments, most workers are saying they remain both concerned about and reluctant to return to work. (slide 25)



Government

People are sharing opinions to support their view on whether Sweden's decision not to lock down was a success. Most believe the decision was a mistake given death rates, economic impact and failure to reach herd immunity. (slide 27)

Other topics trending in government discussion include reactions to Brazil president's Covid-19 diagnosis and reactions to the possibility of Italy locking down till Dec. 31, 2020. (slide 28)

Key insights at a glance



Pharma & healthcare

Vaccine discussion is surfacing concerns about development being rushed and financially motivated. Many believe doctors should be treating the virus with existing drugs. (slide 30)

People are also reacting to news claiming the virus is airborne, and are asking questions about whether there are other measures they should be taking to remain safe. (slide 32)



CPG

There has been a surge in hand sanitizer discussion (65k posts) due to increasing demand as lockdown restrictions lift and cases increase. (slide 36)

EPA approval of two Lysol products as the first to effectively kill coronavirus on surfaces is driving discussion (3.4k posts). (slide 37)



Media & entertainment

Netflix shifting \$100 million into black-owned banks generated online discussion. (slide 43)

News that Walmart is turning 160 of its US parking lots into drive-in movie theaters is trending online. (slide 44)



Retail

Many online support "no mask, no service" rules in stores and anecdotally report that more people are wearing masks, considered "positive progress."

(slide 48)

People online are talking about their need to buy new freezers or refrigerators in order to limit grocery shopping and reduce infection risk. (slide 51)

Key insights at a glance



Technology

People are discussing technology tools that can enhance the role of teachers in remote learning. Many educators are dismissing remarks that the role of teachers is becoming obsolete as online education gains traction. (slide 55)



Financial services

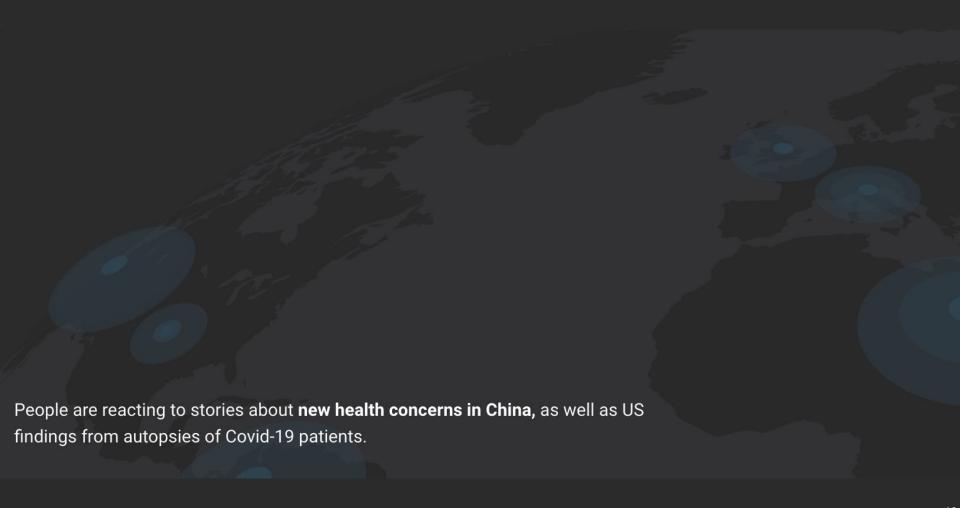
Many people are discussing the end of federal relief programs approaching in July and expressing concerns about high unemployment rates. (slide 59)

Survey respondents from Spain, Italy and China have expressed higher levels of concern about job loss throughout tracking to date. (slide 60)



Travel & hospitality

Many are posting in forums about making plans for "bucket list" trips in 2021 or post Covid-19. (slide 65)



Topic | Health & Mental Health



joseyjo79 (Jo Rose)

@joseyjo79

Seriously!! What with the possible pandemic coming from pigs next now we have the Bubonic plague!! Wtf 2020 China bubonic plague: Inner Mongolia takes precautions after case

t.co/8VNvyTkFGq

Twitter

6 Jul 2020 | 19:26



LindquistMort (Mortimer Lindquist) @LindquistMort

Like I said, viruses are going to be big. Did you read about that new flu strain that they found, too? At this rate, it's going to be spores from Mars. Wash your hands, people. Otherwise, I'll see you before Battle Ground comes out.

Twitter

6 Jul 2020 | 17:27



lifeofzach__ (Z.)

COVID, Black Plague, and whatever new swine flu strain they found in China...all in one year???? Roll the fucking credits

₩ Twitter

2 Jul 2020 | 22:13



sallyKP (sally)

Welcome to 2020. Fauci: New virus in China has traits of 2009 swine flu and 1918 pandemic flu tco/4CGdgwpN6K

₩ Twitter

1 Jul 2020 | 17:18



altNOAA (Alternative NOAA)

@altNOAA

Spouse got an infectious disease briefing today and it's bad news. A new flu has been identified in China. Found in pigs, its transmissible to humans and noted as "has pandemic potential." Expect it this fall, combined with "Coronavirus, hospitals are going to be swamped!

People are reacting to news that China has confirmed cases of the bubonic plague and a new flu strain, both with the potential to become a pandemic, driving more than 6M social engagements to date.

Individuals are sharing disbelief that health issues continue to emerge, with many wondering what else can happen in 2020.

adoctor.hansen **//**) Unmute

Reports that autopsies of Covid-19 patients reveal blood clots in almost every organ is generating engagement (+1M social shares). The information prompts questions about the **long term effects of the virus on survivors.**

Topic | Health & Mental Health





People are discussing the increase in US Covid-19 cases and commenting on news that parties, not protests, are contributing to outbreaks (+450k social engagements).

Partygoers are being described as selfish, with many saying that protestors are wearing masks and congregating to stand up for others while party attendees are only thinking of themselves.

Others are criticizing social distancing guidelines for allowing protests but prohibiting people from gathering in smaller groups. They argue that policies must be consistent.



SangyeH (Ani Sangye 44)

This isn't surprising. BLM protesters are there because they're thinking of others. Partiers are there because they're thinking of themselves. Who's more likely to take precautions that protect other people? Lco/TZfbH7gAAr

Twitter

6 Jul 2020 | 19:07



andrea_alexxa (andrea □)

@andrea alexxa

The protests will be used as a scapegoat for these people, even though they are risking COVID to party and others are risking COVID to fight for equal treatment.

₩ Twitter

5 Jul 2020 | 19:31



hollymathnerd (Holly, queen of Python.)

@hollymathnerd

I know 6 people, including my 80 yr old landlady, attending parties or picnics today because "obviously the virus 'risk' was always bullshit or Online searches for "how to hug during the pandemic" increased 5,000% over the previous seven days in the US. People are lamenting online that they can't hug loved ones and say it's taking a toll on their mental health.

Teachers may be contributing to the increase, as educators are actively discussing how to engage with younger students and children if and when school resumes. Extended family members are wondering when they'll be able to hold loved ones again.





hua my boys? ₩ Twitter

iuliababoolia (JDH)

There's a travel ban until July 2021, I hate covid and just want to hug my family.

■ Twitter

11 Jul 2020 | 02:36

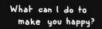
12 Jul 2020 | 18:55



SimonPGrindrod (Simon Grindrod)

@SimonPGrindrod

One of the many sad things about the fear around Covid is that it is has robbed young kids of their natural need to run around, be free, explore, get dirty, touch things, hug their old relatives, play with their friends and just be kids.







cangelos44 (Cathy Angelos)

@cangelos44

As an Early Childhood Principal hugs are simply part of the day. Prior to Covid there was a lot of hugging from students, staff and parents. Having a replacement behavior for hugs is a challenge! I am a hugger! The toe touch and elbow thing doesn't meet my needs. #WeAre44



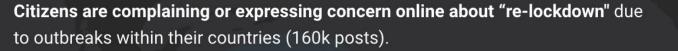
Twitter

11 Jul 2020 | 13:05



CatBalloo2 (CatBalloo2)

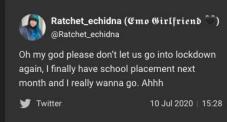
As necessary as it may be to wear masks, I'm very concerned about the sociological effects that covid19 protocols are having on our whole

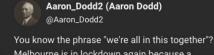


Many are saying their plans to meet friends after the long quarantine are ruined due to reinstated lockdown measures, blaming those who broke social distancing rules and caused new outbreaks.

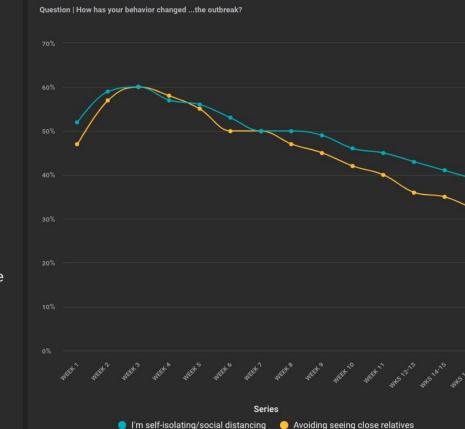
While people are expressing confusion and wondering when this will end, others are arguing that another full lockdown should be mandated by governments now so that countries can reopen safely in September.







16



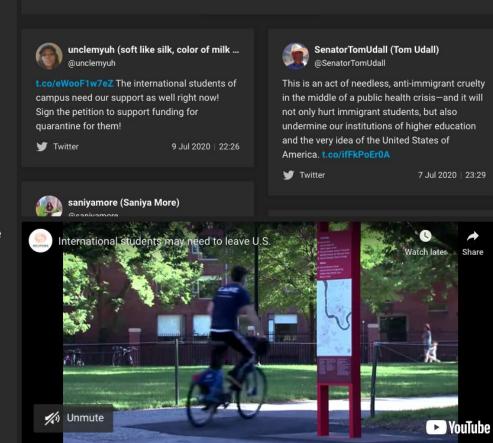
Despite online conversation about adhering to lockdown measures, the number of survey respondents saying they're social distancing and avoiding relatives continues to drop across markets.

Although easing lockdown restrictions may account for some of the ongoing declines, the survey data suggests that many are not "practicing what they preach."

The new US policy that will deport international students who don't take in-person classes in the fall generated 173k posts.

The majority are saying they're in full opposition, labeling it "unsettling" and "cruel." Others are saying that international students should not risk their health to stay in the US at this time.

Both students and teachers are leveraging Twitter to circulate petitions for international students to be able to stay in the country.



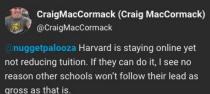
11 Jul 2020 | 14:59

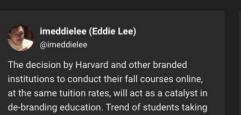
People are responding negatively to Harvard University's decision to charge full tuition for online courses (24k posts).

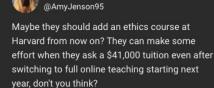
The announcement has been met with sarcasm and is being labeled "wrong" and "ridiculous." Some are concerned that if Harvard implements the policy other schools will follow suit.

Many online are discussing that some students will take a gap year to protest.

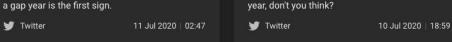




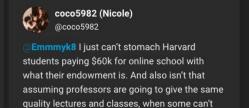




AmyJenson95 (Amy Jenson)



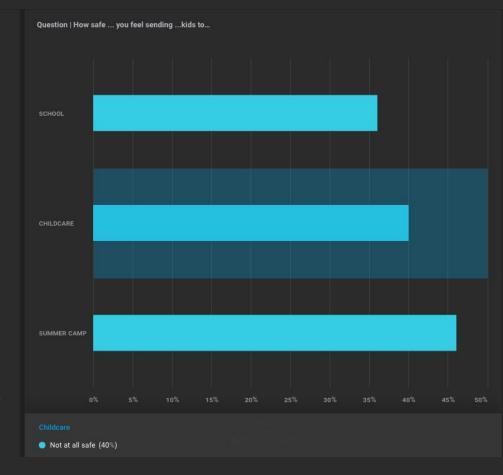
■ Twitter





Increasing concern seen online in the last two weeks (750k posts) is partially driven by President Trump threatening to cut school funding if they remain closed.

Across tracked markets, nearly two-in-five parents say they don't feel at all safe sending their kids back to school. The percentages are even higher when it comes to childcare and summer camp.



Parents in favor of schools opening are arguing that they can't homeschool for another year, and that kids need a classroom setting in order to effectively learn. Others say it's nonsense for hairdressers and restaurants to open while schools remain closed.

Those against schools opening are stressing that children are vulnerable to Covid-19, citing the death of an 11-year-old in Broward County, FL. Given children can also become asymptomatically infected and transfer the virus, educator safety is a prevalent discussion topic.



People online are discussing buying espresso machines and setting up home coffee bars as lockdown continues (6.2k posts). Searches for "coffee machines for home" increased 60% last week. Rocket and Breville are among the most searched brands. Many are expressing excitement about "decent coffee at home."

Home workers are saying they need better coffee for productivity.

Others are suggesting local coffee bean consumption to support small businesses.

How-to coffee making content is booming on YouTube with recipes ranging from iced chai lattes to coffee with cream cheese.





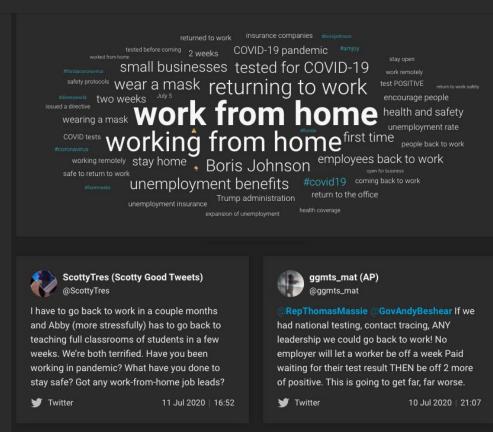


The implementation of safety measures such as temperature checks and symptom screening for employees to resume work is driving online conversation (19.7k posts).

Human resources professionals are sharing webinars and tutorial information about workplace safety and risks during a pandemic, most notably for office workers.

Best practices include physical distancing, hygiene standards, provision of suitable information, proper instruction and training, and support for both mental and physical health.

Despite interest in the safety measures being instituted in work environments, most workers online are saying they remain concerned and are reluctant to return to work.



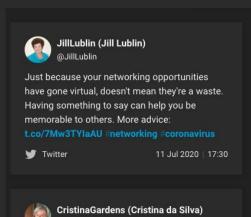
rbicknellii (Roger P. Bicknell II)

TheBoydCompany (The Boyd Co., Inc.)

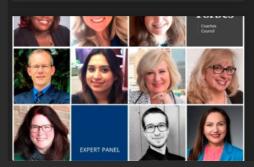
Workers online are discussing virtual/remote networking to build professional connections or find new career opportunities (1.2k) posts).

Many are sharing successful experiences joining virtual networking events across industries like marketing, IT, and real estate. People are expressing excitement about the opportunity to connect with others and praising the "innovative" nature of these events.

Twitter and LinkedIn are consistently mentioned as great networking and learning resources.









Has anyone been engaging in virtual networking during COVID? What has it been like?

▼ Twitter

11 Jul 2020 | 16:55



Samuel8Mark (Mark Samuel) @Samuel8Mark

Thank you
NickersonCierra! I say this all the time. Twitter is an amazing professional development and networking HUB especially as we experience this global pandemic.

▼ Twitter

10 Jul 2020 | 17:43



News describing **Sweden as a "cautionary tale"** is prompting engagement (480k to date).

Most people online agree that Sweden's decision not to enforce lockdown measures is having a negative long-term impact. People are sharing data about higher per capita death rates and similar economic statistics as countries that did lock down.

Anti-lockdown proponents are emphasizing that herd immunity cannot be achieved with distancing measures, claiming the pandemic will go on longer with measures in place. Lockdown supporters are sharing anti-body data by country, indicating that Sweden made no real progress toward achieving herd immunity relative to countries that did lockdown.



EricAleman_ (Eric Aleman)

Sweden has become a hot topic since it never came close to expected herd immunity levels of infections, but the virus has started to burn out without a lockdown. It's being suggested that this must mean there is T-cell immunity, i.e. some % of people aren't susceptible to COVID

Twitter

12 Jul 2020 | 16:19

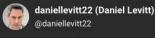


ctilden (Chris Tilden, Ph.D.)

gregggonsalves The "lockdown hurts us more than COVID" argument is based on the assumption businesses would operate normally. We're learning that countries like Sweden that had few restrictions are having just as many economic problems because of increasing COVID impacts.

₩ Twitter

11 Jul 2020 | 18:07



daniellevitt22

Japan has the perfect response to #COVID: (1) No #lockdowns (2) #Coronavirus continues to spread (3) Spread is slow and controlled (4) Hospitals not overwhelmed (5) Herd immunity develops (6) Virus burns out (7) Minimal death (8) Minimal economic damage Better than Sweden? 69

₩ Twitter

9 Jul 2020 | 15:32



BriannaWu (Brianna Wu)

If Wuhan represents one tactic, a total society shutdown, Sweden was the polar extreme. They bet on reaching herd immunity, and made no changes. That decision was a mistake of catastrophic proportions.

₩ Twitter

9 Jul 2020 | 12:29



Why do people keep tweeting about Sweden



LeilaniMunter (Leilani Münter)

Sweden now has the fifth-highest per capita death rate in the world with a larger death toll

lockdown measures

controllo delle importazioni e delle esportazioni

testé positif au Covid-19 annonce avoir été testé positif 31 dicembre Leggi la notizia

emergenza sanitaria Prime Minister

limiter la propagation

obiettivo di questo rapporto

epidemia di COVID-19 a livello globale

Trending topics within government discussion focus on leadership in Brazil and Italy.

People are highlighting the irony of Brazil President Bolsonaro's Covid-19 diagnosis given the fact he downplayed the virus, prompting more than +3M social engagements to date.

Additionally, many are expressing upset that Italy's Prime Minister Conte is extending emergency lockdown measures, suggesting December 31 2020 as an end date.





GiuseppePalma78 (Avv. Giuseppe PAL...

@GiuseppePalma78 Se fosse vero, sarebbe gravissimo. "Conte sta

pensando di prorogare lo #statodiemergenza al 31 dicembre. Con appena 74 persone in terapia intensiva e più della metà delle regioni senza contagi. Fermatelo! 1 t.co/Xua2rl0BOM

₩ Twitter

10 Jul 2020 | 06:43

JFBalaude (Balaudé J.-François)

Concerns about the **expedited development of a Covid-19 vaccine, and potential financial motivations, are surfacing in social discussion**.

People are concerned that vaccine development is being rushed. The French are saying that they won't get a free, publicly available vaccine due to the lack of testing.

Conversation about the possibility that a vaccine will be mandatory to return to work is also prompting concern, particularly in Italy where Minister Provenzano has expressed support.

Across markets, many are suggesting that pharma is financially motivated to develop a vaccine and that the virus is treatable with existing drugs.

In Spain, some are worried about the US buying all the rights to a vaccine given the country bought the world's stock of remdesivir for the next 3 months.



hobolaptop (Mike & Oshin | Hobo with ...

COVID vaccines may be mandatory just to go to work, soon. Mandatory. As if work didn't suck enough. Become self employed. Join us. Choose your own destiny, free of coercion. I'm not anti-vax but the idea of mandatory anything is redonkulous. t.co/TT6Sbl4xQp



10 Jul 2020 | 14:07



JCarPerez64 (Juan Carlos Perez)

Many people have told me that they aren't taking the COVID vaccine when it comes out because of X reasons and I think it's dumb. It makes me realize that the loud anti-vax movement has totally won the conversation on making everyone skeptical of vaccines because of X conspiracy.



8 Jul 2020 | 19:36



NickLannister12 (Nick)

I am not anti-vax but I would advise you to be skeptical of the first covid vaccinations that hit the market. A profit motive that overlooks well being is definitely going to be at play.



8 Jul 2020 | 19:04



nolamaven (Susan Whelan)

@nolamaven

I already have one friend on Facebook who is anti-COVID vaccine. This is someone who hasn't been anti-vax with her kids. I'm surprised that people are making judgments already, most likely based on junk science.



₩ Twitter

8 Jul 2020 | 18:07



Chellie2shoes (Danger Tits)

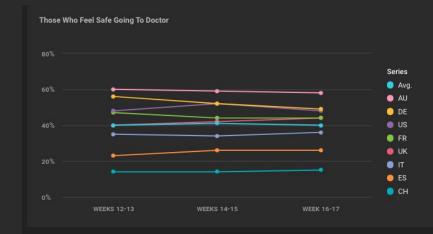
Uh oh wait, does not trusting a rushed vaccine for covid count as being anti vax? Because I'm not taking that shit, hell I won't be able to afford it Imao. Gonna wait a few years because that's



newy222 (newy22) @newv222

collCartonJaune Restons sur nos gardes quant à l'énorme opération financière que fera

Sector | Healthcare



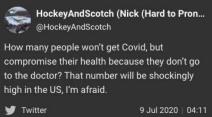
Italian, Spanish and Chinese survey respondents have consistently tracked below the average across markets when asked how safe they feel going to a doctor. Social discussion reflects concerns about PPE and training available to healthcare workers in these markets.

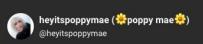
People are discussing online how they've fallen behind in routine health appointments out of fear of contracting the virus. Others are sharing news about a decline in children's immunizations given that parents feels it's safer to keep them away from medical settings.





routing evem that she did not went to do for feet





Can't haliava this January Lant over my fear of

People are talking about whether the coronavirus is airborne (74k social posts) and are sharing updated World Health Organization guidelines stating that the possibility can't be ruled out. Online searches for the topic are trending worldwide (#2 search globally last week).

The information is prompting questions about whether people need to be taking additional measures. Some are suggesting the importance of reverting to the vigilance of early lockdown measures – staying away from people who don't live within your household, avoiding crowds and enclosed spaces.



EBraxxx (ynobe. 36)

So apparently Covid is airborne too. That's lovely.



₩ Twitter

11 Jul 2020 | 22:58



drjjcai (Dr John Cai)

Agencies are afraid to talk about virus being airborne, expert says t.co/NhoEcx0U5u. Why doctors are not standing up to teach our society? Covid 19 is an airborne disease & prevention 101 is using PPE or isolation, social distance and hand wash without masks help at all?



6 Jul 2020 | 20:12



yokoda_md (Raquel Yokoda, MD)

@yokoda_md

Important! Thank you @apoorva_nyc! We always knew as #Covid19 NYC physicians that #airborne was a dreadful possibility, which would explain the speed of transmission. For most of us, it was a matter of time for a new



penmacrae (Penelope MacRae)

If #covid is airborne, 'behave as in the early days of lockdown-stay home, avoid coming into contact with anyone you don't live with. If you must leave home, avoid enclosed spaces. Instead, choose well ventilated areas with as few people as possible. t.co/JwkXFEV6fv

Twitter

11 Jul 2020 | 21:12



NorskLadyWolf (Ladywolf)

@NorskLadvWolf

Scientists are saying that COVID-19 is spreading so quickly because it remains airborne for a long time, even floating across an entire room without dropping to the floor. That means a mask is necessary even while distancing. \$\frac{1}{2} \frac{1}{2} \frac{1}{2} \tag{t.co/gULSfdLydp}



Twitter

5 Jul 2020 | 19:52

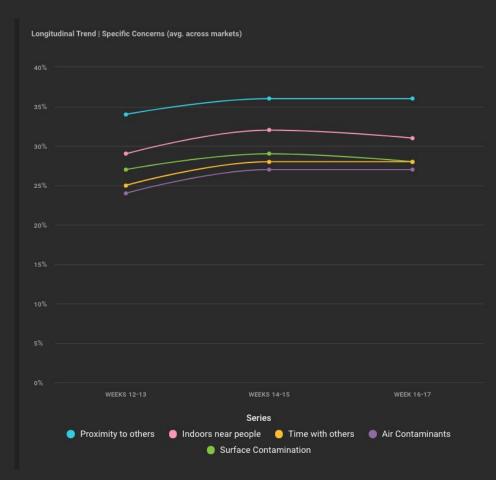


apoorva_nyc (Apoorva Mandavilli)

@apoorva_nvc

WHO What does it mean for airborne infection to be important indoors? Health care workers

Sector | Healthcare



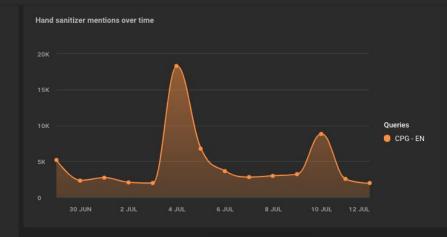
Survey results and social discussion are reflecting similar worries.

Concerns about proximity to others, air contaminants, being indoors with others and time spent with others remain elevated from a month ago.

Sector | Healthcare



More than half of survey respondents across tracked markets say they're **using** hand sanitizer more regularly as a result of increased infections.



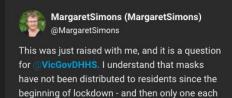
There has been a surge in hand sanitizer discussion (65k posts) due to increasing demand as lockdown restrictions lift and cases increase.

Many are complaining about limited access to hand sanitizer since the beginning of the pandemic, stating governments have failed to address the issue.

The increase in discussion is also driven by educators calling for support from administrators to provide adequate PPE (including hand sanitizer) if they're to resume teaching in the classroom environment.







- nor hand sanitiser. This needs to be addressed.



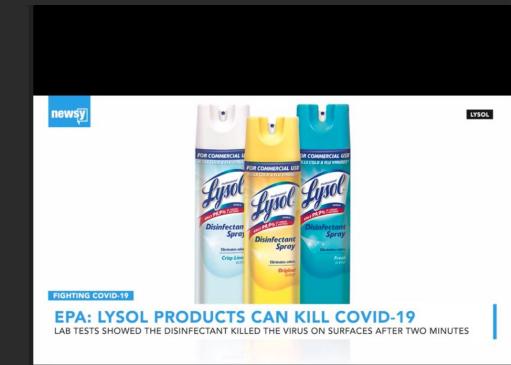
₩ Twitter

9 Jul 2020 | 03:40

EPA approval of two Lysol products as the first to effectively kill coronavirus on surfaces is driving discussion (3.4k posts).

People online are talking about buying and stocking up on these products. Others are expressing frustration to see they've sold out, asking Lysol to address the shortage.

At the same time, many are questioning whether other disinfectants they've been using are effective against the virus.

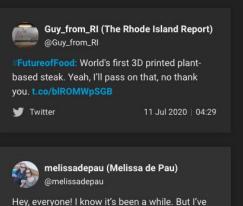




3D-printed plant-based meat alternatives are triggering polarized discussion online (2.8k posts). While many are praising the innovation, others are saying "no thanks."

Plant-based meal kit delivery is also gaining popularity within consumer discussions. Purple Carrot is the most mentioned brand, boosted by its single-serve frozen plant-based meals launching soon in retail stores. Subscribers are saying they love its "amazing recipes" and "good quality" products.





have inenired to noet a nicture of what was a



@jacyanthis

Due to re-lockdown, many are going back to cutting and styling their hair at home (87k posts).

Searches for "hair clippers" increased 50% last week. While some women are posting their guarantine hair color collections, featuring bright colors such as purple, pink, and green, men are more likely to post about cutting their own hair.

One-third of respondents across tracked markets say they currently feel safe visiting a hairdresser. In countries where salons are currently open (such as the UK), people are sharing excitement to get their hair done professionally.



digiplayw8 (Chris) @digiplayw8

Yo, getting my hair cut tomorrow. Can't wait lol was going to do it the other day but got called back into work. Now I'm looking forward to my first day off to get quarantine hair taken care of Imao

Twitter

12 Jul 2020 | 03:58







silvermilk_ (sas) @silvermilk

Just a few of my quarantine hair colours

■ Twitter

11 Jul 2020 | 21:23





KatieRLaurence (Katie Laurence)

@KatieRLaurence

Sorry for all the selfies but damnnnn my hair stylist really fixed quarantine hair 🙌

Twitter

11 Jul 2020 | 18:49





The death of Broadway star Nick Cordero after a 13-week fight with coronavirus was the most tweeted about topic over the last two weeks (42k posts).

Many shared condolences about Nick Cordero's death, while calling on others to "take Covid-19 seriously" by wearing masks and practicing physical distancing. Others are confirming that young, healthy people are not safe from the virus.

In parallel, people are sharing news about Broadway being shut down for the rest of 2020. Fans of the performing arts are also advocating to support out of work ensemble members by signing online petitions. battle with the coronavirus battling complications battling coronavirus battling bat



Sector | Media & Entertainment

Netflix shifting \$100 million into black-owned banks generated online discussion (18k posts).

People thanked the brand, saying it's meaningful for them to see contributions to the movement rather than just marketing.

Some are challenging other large companies companies to follow suit with similar meaningful action.



Twitter

11 Jul 2020 | 23:34







I'm here to listen and learn. Regarding the Black wealth gap in America, what are ways I can invest capital to help close this gap. Netflix's move to deposit money in black owned credit fascinates me. t.co/906wHETBKy #investing #capital #blackempowerment #netflix





marketing moment, some will legitimately make substantial/unique contributions to the movement. I think I saw that Netflix was going to start doing more business with black-owned banks as a start





#repost @RFS Vista · · · This is how we turn

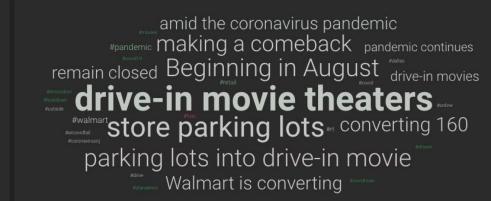
Diane_Warren I'm waiting for the Walmart

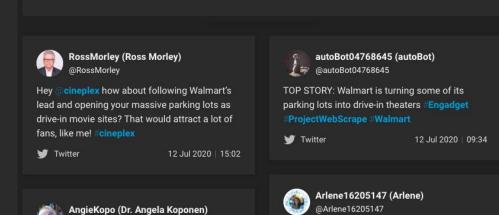
drive in theaterel

News that Walmart is turning 160 of its US parking lots into drive-in movie theaters is trending online (2k posts).

The majority are sharing their excitement about the launch, dubbed "return of drive-ins."

Many say they're appreciative Walmart is trying to keep families entertained given the absence of activity options for children (e.g. summer camps).

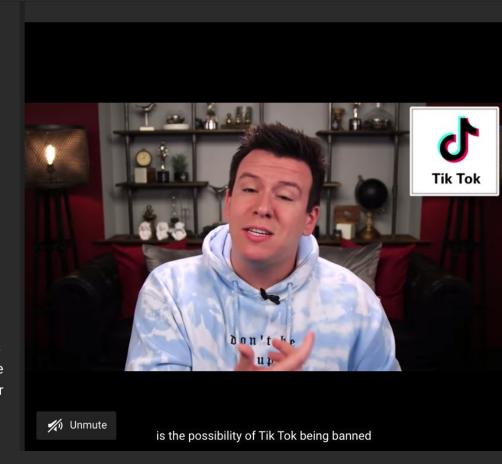




5 Treate Vou Should Make for a Drive-In Movie -

News that the US is considering a TikTok ban due to national security concerns about China is generating controversy online (35k posts).

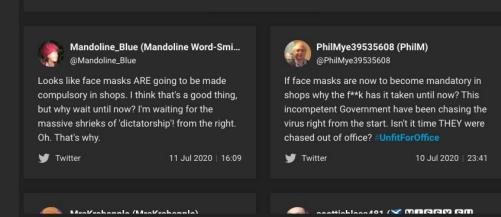
Most people, especially young TikTok superfans, are saying the ban is unreasonable and discriminatory against Chinese products. Others are questioning why the government would ban TikTok while allowing other social media platforms that also collect user information.



Sector | Media & Entertainment



Based on online discussion, wearing masks in public and in stores is now the norm (68k posts); **positive sentiment about masks is increasing over time**.



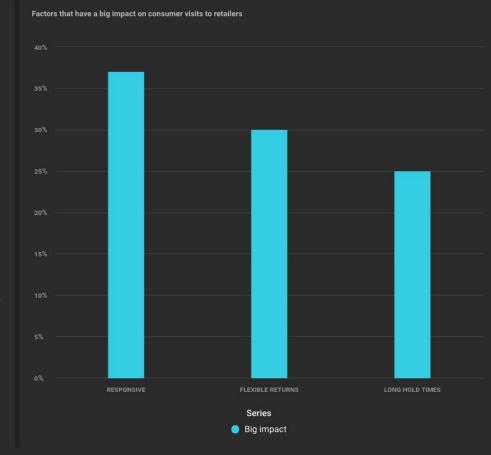
Many online support "no mask, no service" rules in stores and anecdotally report that more people are wearing masks.

Some are sharing articles about the UK making it mandatory to wear masks in all shops, suggesting other countries follow suit. Others are saying they don't understand how this is up for debate months into the pandemic.

	#marr	make wear	people we
	#covid19	enclosed s	grocery s
е	people wear face coverings in con- fined	enclose	Boris J

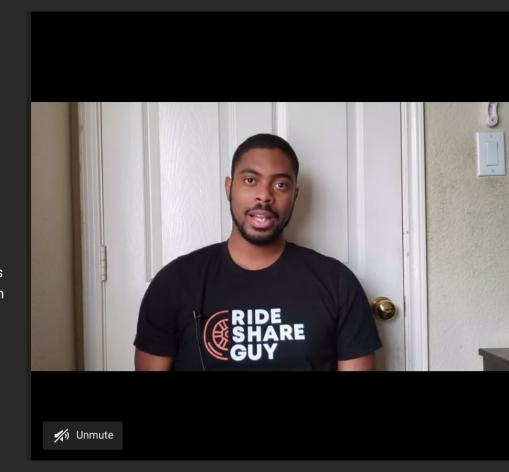
In addition to safe shopping, consumers are evaluating retailers in other ways related to the pandemic.

Nearly two-in-five respondents across tracked markets say that being responsive and easy to contact would make a big impact on their decision to use a company again.



The introduction of Uber Grocery across select cities, as well as Uber's acquisition of food delivery startup Postmates, is prompting shares on Twitter (5.2k posts).

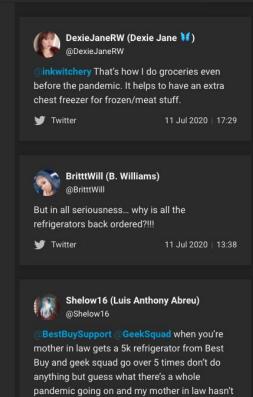
Most consumers say they're excited about the upcoming service, underlining the importance of food and grocery delivery during and after Covid-19. Some are wondering how this will impact big grocery chains or Amazon now that Uber is in the game.



People are talking online about wanting to buy new freezers or refrigerators due to the pandemic (1.3k posts).

Consumers are saying they need extra storage for frozen food in order to limit grocery shopping and reduce infection risk. Many are also sharing that they need or want to buy a new refrigerator with better features or more space.

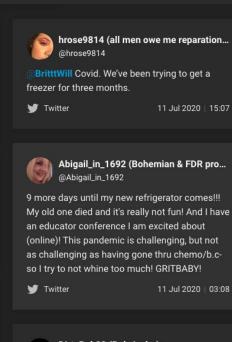
However, some are experiencing long wait times for these appliances due to increased demand. Others are wondering about how to safely coordinate delivery and installation at home.



had a refrigerator and has been a horrible

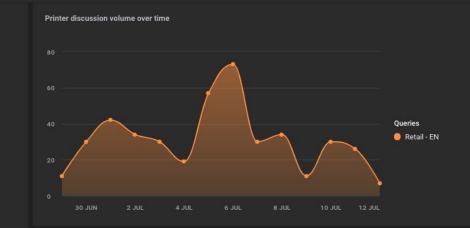
10 Jul 2020 | 23:43

Twitter





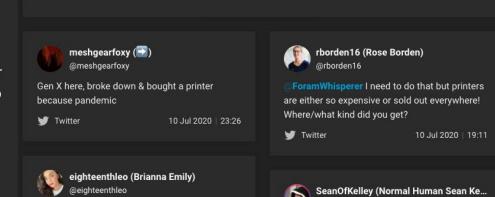
ClowesCares you really need to get your stores in order. Here's a story. Early/mid April, during COVID lockdown, I bought a refrigerator from you online. I EXPECTED DELAYS. But no, a couple of weeks later an email arrived saying my delivery was imminent.



Conversation about buying printers is on the rise (\sim 1k posts), with searches for "laser jet printers" increasing 70% last week.

Many are saying this is the first time they've considered buying a printer and are doing so to adapt to working from home. Some are reluctant to purchase, saying they feel like buying a printer is an annoyance but necessary for work purposes.

HP printers were most frequently mentioned.



Are ALL printers sold out everywhere?! wtf.

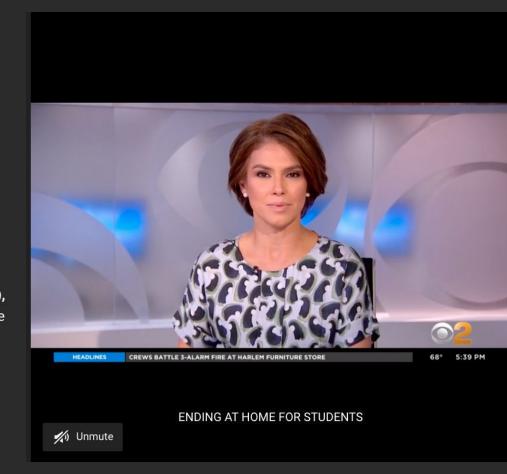
@SeanOfKelley



Technology is being discussed as a way to **enhance teaching capabilities in remote learning** environments.

People are discussing the use of technology in education (11k posts), describing it as a way to enhance the role of the teacher. Teachers are describing tools to help them assess how students are learning and then follow up with materials to reinforce skills and learning.

Educators are dismissing statements that as schooling moves online, the role of the teacher will be obsolete.



Reaction to news that Harvard researchers have developed a model using social media, search, mobility data from smartphones, and other data streams to forecast outbreaks of Covid-19 weeks before they occur is prompting low levels of engagement (~3k social engagements to date).

People are commenting on and sharing news, describing the algorithm as a valuable public health tool and an incredible use of big data (if accurate).

Others are skeptical of the accuracy of using big data, bringing up the failure of a previous effort aiming to predict flu prevalence two weeks before CDC data, based on online search trends. The initiative failed in 2013, missing the peak of flu season by 140%.



webfoundation (The Web Foundation) @webfoundation

Harvard scientists have developed a model that aims to predict outbreaks two weeks before they occur. Will it stop Covid in its tracks? Well, past use of big data analytics hasn't lived up to the hype. #TheWebThisWeek t.co/dq5o6iLzBZ

selina_carter_ (Selina Carter)

If ever we needed predictive #MachineLearning

Algorithm Predict the Pandemic's Next Moves?

to work for us, the time is now... Can an

₩ Twitter

11 Jul 2020 | 13:30





vmvargas4 (Victor) @vmvargas4

Simulating a pandemic is a far cry from watching the world handle an actual pandemic unfolding in real-time. Can an Algorithm Predict the Pandemic's Next Moves? t.co/wgjH6BYAMI

⋙ Twitter

8 Jul 2020 | 18:24



₩ Twitter

huseman_tiffany (Tiffany Huseman)

@huseman_tiffany

@selina_carter_

Algorithm can predict outbreaks weeks in advance. What an important public health tool.

via @NYTimes t.co/jvjoqRgQ9N

Twitter

7 Jul 2020 | 08:15

8 Jul 2020 | 15:13



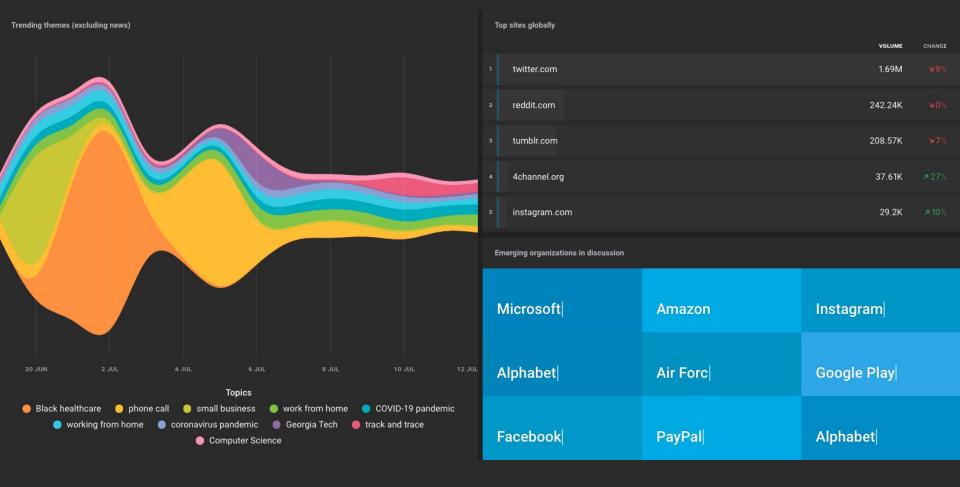
julianmenesesAE (Julián Meneses) @iulianmenesesAE

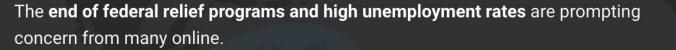
Researchers Present Algorithm That May Predict the Covid-19 Pandemic's Immediate Future - t.co/IP6VLiUOaN

Twitter

7 Jul 2020 | 19:21

Sector | Technology





Sector | Financial Services



lanSams (lan Sams)

@lanSams

So Kanye and Jared Kushner's family got PPP loans. No wonder the Trump White House wanted to keep all this secret. That program may go down as one of the most corrupt and wasteful in American history.

₩ Twitter • 6 Jul 2020 | 19:31

Retweets 41K



t.co/A1rlFcitx0

PadmaLakshmi (Padma Lakshmi)

kathy_markovich (HippieChick)

WTF? ODrPhil received \$7M in PPP loans -

@kathv markovich

while son splurged on \$10M home

₩ Twitter • 9 Jul 2020 | 21:20

@PadmaLakshmi

Conservative Christian groups like (AmericanFamAssc) who oppose abortion/LGBTQ+ rights received millions in PPP funding from the govt. They've been described as a hate group by the @spicenter, noting homosexuality as, "a poor and dangerous choice"t.co/e2lBgYHtHk

₩ Twitter • 8 Jul 2020 | 21:30

Retweets 73

Retweets 163



KristenClarkeJD (Kristen Clarke)

@KristenClarkeJD

The SBA will stop approving PPP loans at end of the day today. More than \$134 billion in funding remains unused. Black owned businesses have been locked out. A mere 12% of Black & Latinx owned businesses received the full assistance they requested. 2/3 received NO support.

₩ Twitter • 30 Jun 2020 | 14:54

Retweets 115



LaurieRoberts (Laurie Roberts)

@LaurieRoberts

Double-dipping charter schools should give back the PPP money. They're already taxpayer funded and thus didn't lose anything. t.co/cMECzx4DgP



@ReneeinTx

WHY in the HELL did the Universities get SO MUCH MONEY in the CARE/PPP stimulus packages? Was it Farewell Money? Universities have been a part of the skimming of America for

The Paycheck Protection Program (PPP), a US federally funded, shortterm small business loan is driving discussion (347k social posts). People are negatively responding to news that celebrities, public figures and private institutions received PPP loans while many small businesses did not receive funds.

Sector | Financial Services



sadop222 sadop222

Oh yeah, Covid brings a whole new angle to this. Unfortunately a lot of details in renting are decided by Präzedenzfälle and frequent changes are not uncommon but I'm pretty...

S Reddit

11 Jul 2020 | 15:34



Puzzled-Bank8884

Puzzled-Bank8884

Personally, we're frustrated that the landlords not only keep bringing whole families who don't take covid safety measures but also their parents too for some reason *they might own the...

S Reddit

11 Jul 2020 | 09:51



wilsonhammer

wilsonhammer

* Who will pay for big ticket repairs? * Will they be on a lease? What if they want to leave early? Could you quickly get new tenants to fill...

S Reddit

10 Jul 2020 | 21:04



People on Twitter are discussing rent and mortgage relief

their family.

during Covid-19.

efforts of the HEROES Act. Some are describing how critical

these funds are, describing personal struggles to provide for

On forums, people are asking questions about their rights as tenants and as landlords during the pandemic. Some renters

are asking about rent reductions and payment plans. Landlords are discussing evictions and liability releases

kimkardashiansbunion

kimkardashiansbunion



SaraSinghMPP (Sara Singh)

@SaraSinghMPP

No one should have to choose between putting food on the table or paying rent, especially during a pandemic. Tenants experiencing income loss due to COVID-19 need assistance. Instead, Bill 184 makes it easier for landlords to evict them. Sign here

t.co/KpPIMrfauR t.co/CABhSvMPPS

₩ Twitter

9 Jul 2020 | 21:32



zwnyc (Emergency Pants)

Why are we not fighting back against the people who are killing us by denying us healthcare, pushing ppl back to work in a pandemic, refusing to pass rent/mortgage relief & allowing us to be evicted, etc.? How did we become so programmed that we won't act in selfdefense?

Twitter

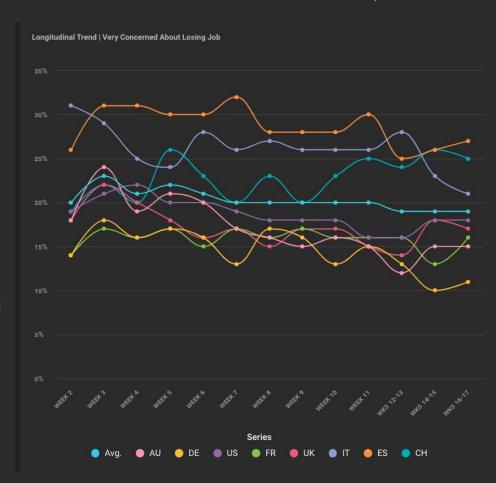
8 Jul 2020 | 23:51

US searches for "unemployment" peaked last week, with related searches for Florida, New Jersey and Michigan unemployment phone numbers and "unemployment offices near me" trending.

People online are expressing concern about what will happen when CARES relief funding ends July 31.

While US survey respondents report being more concerned about losing their jobs now than they did a month ago, they still track below average.

Spanish, Italian and Chinese survey respondents have consistently reported above average concern. Social discussion in all three markets includes concerns about unemployment. Chinese unemployment conversation, increased and surfaced concerns of social unrest.



Unemployment Social Discussion



foxliberatrix (J. Wakefield)

@foxliberatrix

So many people complaining that unemployed aren't working because of the covid unemployment, yet I'm still over here trying to apply for jobs every day and not hearing a thing. Believe it or not, there are people out here still trying to work and are actually scared

₩ Twitter

11 Jul 2020 | 20:54



Solange_211 (Laura Félix)

I've been unemployed for a couple months. I thought it was going to be all rainbows and sunshine after graduation but life smacked us all in the face with COVID. I was put in a hiring freeze but I can't sit and wait any longer going to make it a goal to apply to at least 50 jobs

₩ Twitter

11 Jul 2020 | 02:54



fumblefingers60 (Ricky Standard)

@fumblefingers60

christhayes Yes I'm a 60 year old musician and I primarily played at restaurants here in Savannah. Even though the places I played have reopened, they are still not using entertainment. So I'm unemployed indefinitely Got to rethink career & need financial help till then

Twitter

10 Jul 2020 | 14:48



RandyLudlow (Randy Ludlow)

@RandyLudlow

I've been a good boy. I've been patient. My claim for unemployment benefits for week-long furlough in May was approved June 12. Still, nearly a month later, no check. And, can't even advance to hold by calling via phone. Call back. We're busy. I'm broke.

₩ Twitter

7 Jul 2020 | 23:41



MarkWarner (Mark Warner)

@MarkWarner

Tens of millions of Americans are on unemployment and panicking about their PUC benefits ending at the end of the month. The country doesn't need "one last boost" - what we need is a government with a long term plan.

₩ Twitter

7 Jul 2020 | 21:33



ICUJockingJazzy (Pronouns: She/Her...

@ICUJockingJazzv

I hope they send out more checks or some type of benefits for the unemployed because so many ppl are still out of work and layoff are coming baby

₩ Twitter

2 Jul 2020 | 19:37



paulkrugman (Paul Krugman)

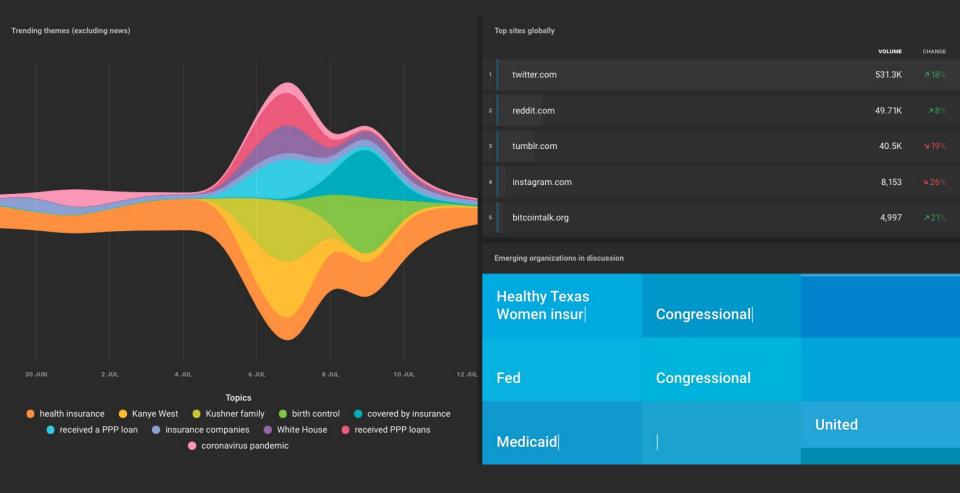
@paulkrugman

Paycheck support is closing up shop; expanded unemployment benefits end late July. This might make sense if we had a sustainable roaring recovery ... but we don't 1/

₩ Twitter

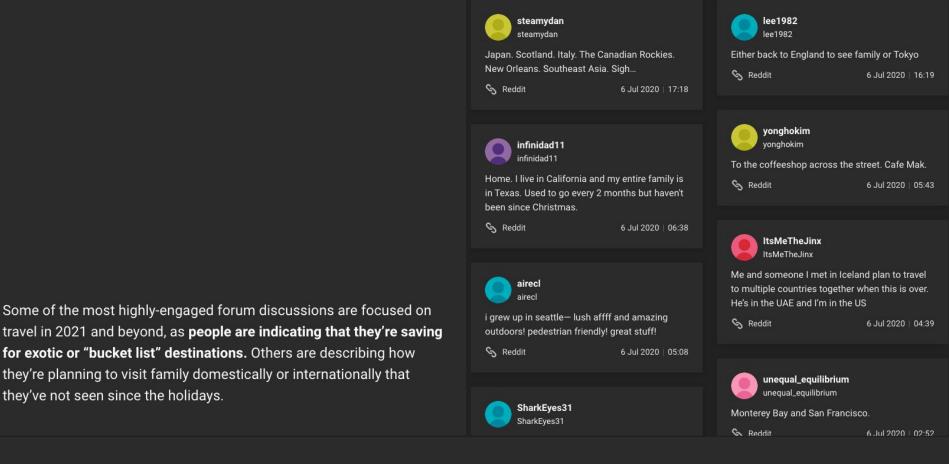
30 Jun 2020 | 11:13

Sector | Financial Services



People are posting and replying to questions on forums about their **comfort level traveling this summer and post Covid-19**.

Sector | Travel & Hospitality



Restaurant patrons continue to post reviews of spots that make them feel safe and instill confidence that public health practices are in place.

People are expressing concern that not all restaurant owners are following protocols (eg. closing the business for two weeks if an employee tests positive for Covid-19). Some are also reacting to anecdotes, such as Covid-19 positive employees working in the kitchen, that serve to reinforce fears.





Liam3494 (Liam Mycroft)

Great food, great wine, and fantastic hospitality at @montysdublin2 last night, celebrating our anniversary. If all restaurants are as serious about Covid as Montys, you have nothing to worry about, and the dining experience is as wonderful as ever. Get out and #EatOutAgain t.co/YPgQVSyf57

Twitter

11 Jul 2020 | 07:18



AlvssaHuiTV (Alvssa Hui)

Restaurant owners are not required to inform customers of positive COVID cases but some say they will because it's the right thing to do



AynRandEatsAss (Emily Nun) @AvnRandEatsAss

Listen, I'm just saying - if I get COVID from working in a packed restaurant that my employers refuse to close... I'm sending the medical bills to the owner who goes to Italy multiple times a year. NOT ONE "guest" in that restaurant gave a shit about social distancing.

₩ Twitter

11 Jul 2020 | 03:49



CarolynWDubisch (CarolynWDubisch) @CarolynWDubisch

Daughter's ex-boyfriend was exposed to COVID (little sister got it at camp), she's bounced back so the family doesn't think it's serious. He's still cooking every night at the restaurant in Texas. No mask, no precautions. #COVIDIOTS

Twitter

5 Jul 2020 | 06:54

Sector | Travel & Hospitality



CanyonKing1 (ZeroWolf)

Long lines to get to into disney world, complaints about closing bars, planes packing them in like sardines again....the U.S. is taking the extended path out of the first wave of COVID-19. This country does not possess the ability to stay the course in flattening the curve.

₩ Twitter

11 Jul 2020 | 22:04



stmichaelseesme (lisa rippon)

SenatorWicker Love that you're thinking of people, however, we've seen restaurants have to close again due to employees sick w/ COVID-19. Aiming to curb , rather than deny it & keep going would be a great longterm strategy and one that shows you really care!

Twitter

9 Jul 2020 | 02:09

People are reacting to news that some restaurants and bars have closed again (15k social posts).

Many people are sharing news that pubs are closing in the UK. Similarly, online searching for which pubs have had to close again in the UK is up 3,400% this week.

Online conversation describes how some restaurants and bars have reclosed because people aren't following social distancing measures like wearing masks and avoiding crowded, enclosed spaces.



MyArrse (JmRoyle #YNWA #GTTO)

Two pubs in England have been forced to close again just two days after reopening after their customers tested positive for coronavirus. t.co/7nJoF4KLLZ

₩ Twitter

6 Jul 2020 | 18:13



Rock_Whisperer (Rock_Whisperer) @Rock_Whisperer

Convinced my state isn't closing bars till after this weekend is over. Majority of our customers have been from out of town and were the only state open still. Can't wait to get Covid for the



drlouiset (Louise Thomas)

nbrez We had to close pubs and bars again here in LA. We had flattened the curve beautifully, then got complacent like this picture above, and now we are one of the worst/most infected states in the US. Not all b/c of bars but it contributed. Wear a damn mask. Stay home if

you can. ₩ Twitter

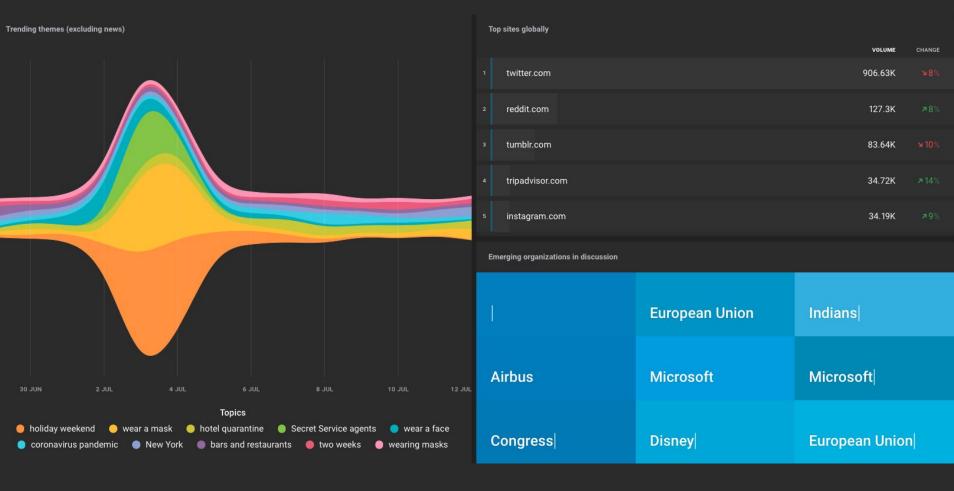
5 Jul 2020 | 13:43



bloodxrxge (certified dumbass™)

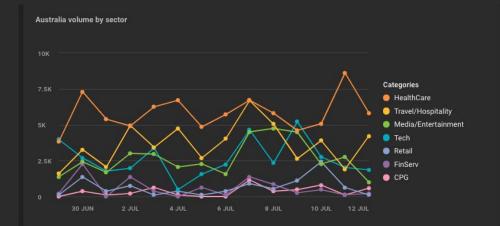
the amount of ignorant people that are mad that

Sector | Travel & Hospitality

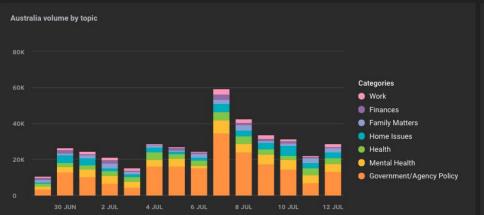




Country | Australia

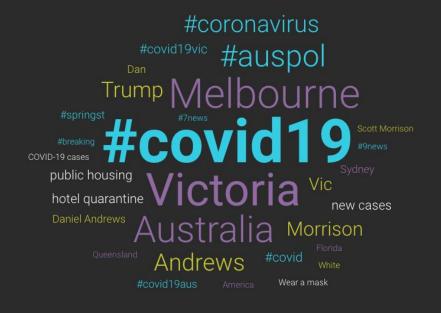


Australia





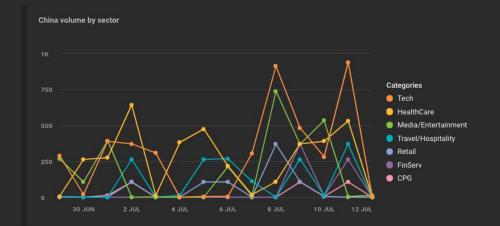
Emerging themes in discussion

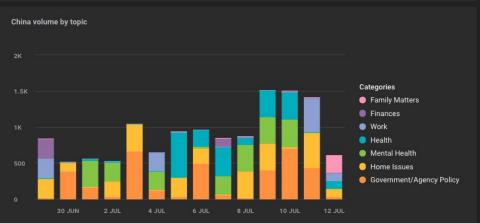


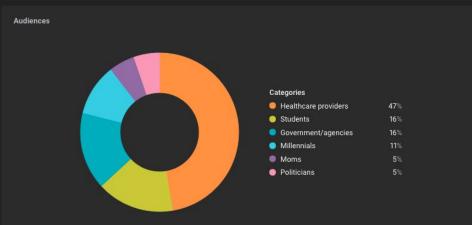


Country | China







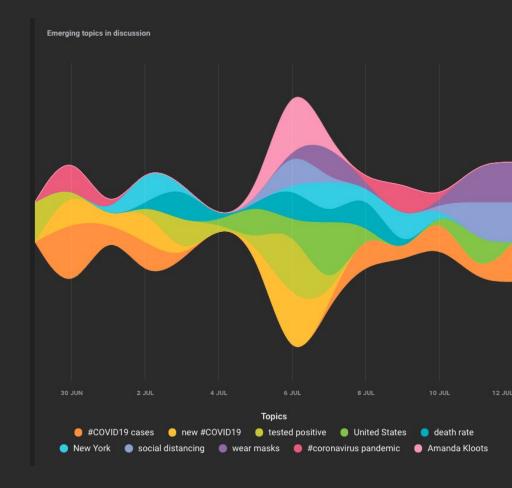


new #COVID19 #COVID19 cases United States #COVID19 pandemic Navarro #covid-19America India Canadanew cases

#covid19wear masks

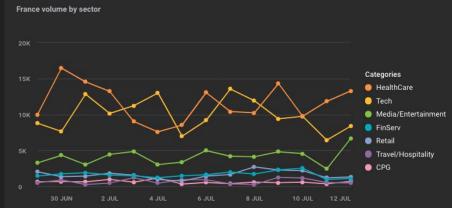
Beijing White House Australia Kazakhstan Pakistan #china Japan Trump Bangladesh

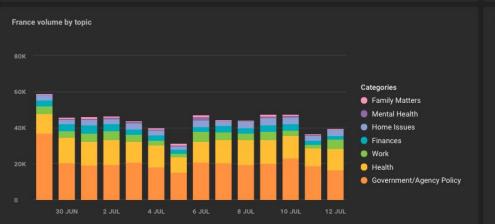
coronavirus cases

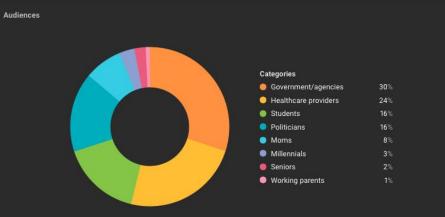


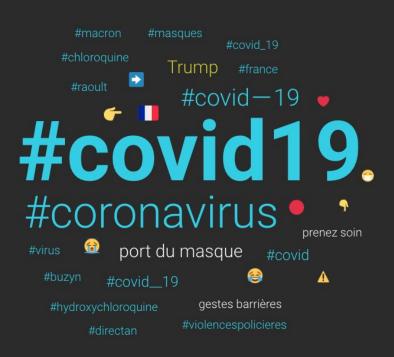
Country | France

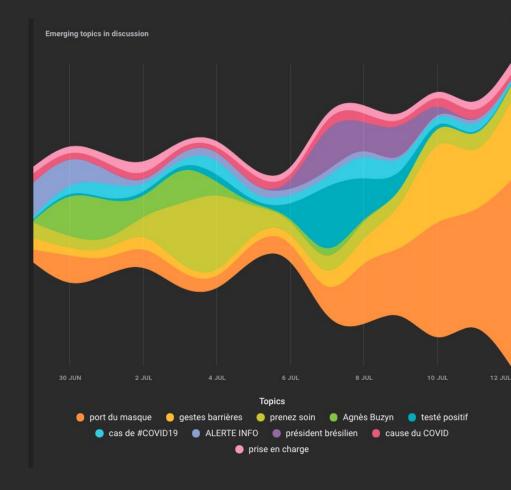






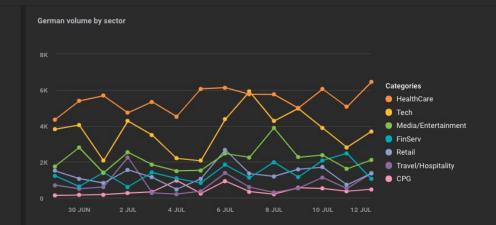


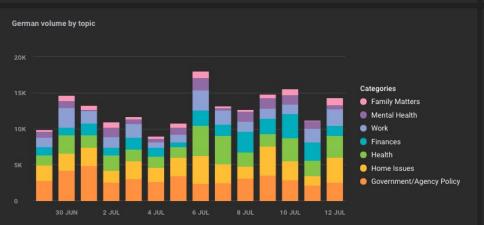


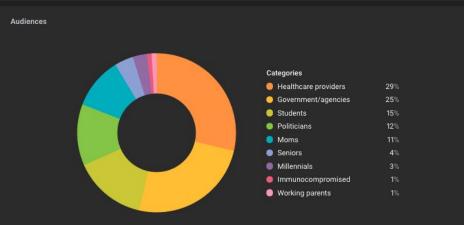


Country | Germany

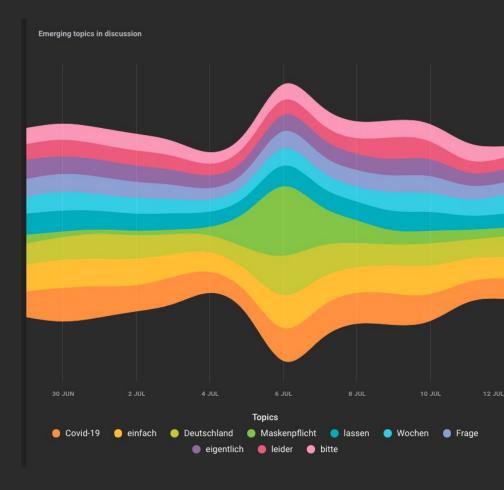
Germany





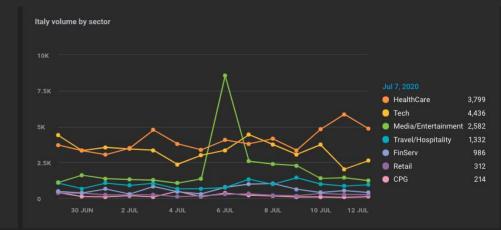


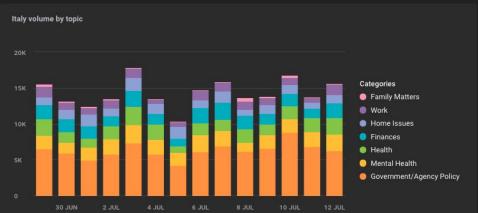
```
#coronavirus
 #coronavirusde #coronakrise
     #corona #covid_19
#podcast #covidioten #trump
   #maskenpflicht #lockdown
  #covid19 #covid19 de 🥎 👵
        #pandemie
                     #covid-19
         #homeoffice
    #bildungabersicher
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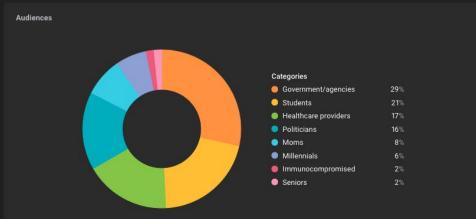


Country | Italy

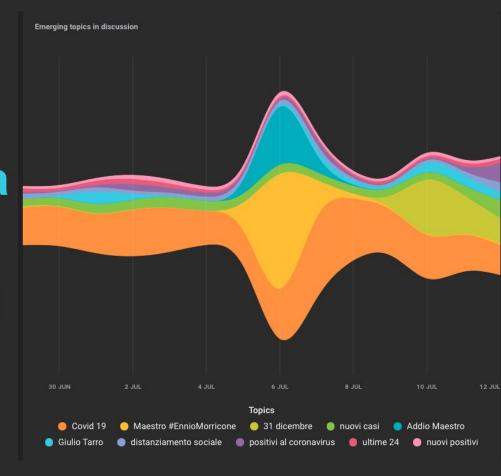
Italy



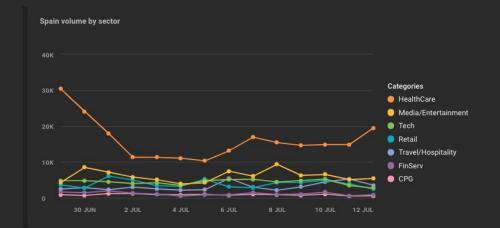


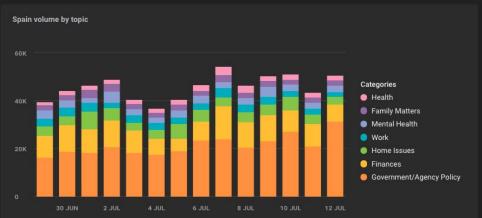


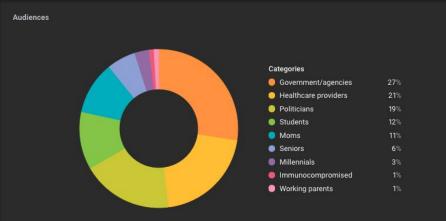
```
#coronavirus
   nuovi casi
          #lockdown
        #covid__19 #covid19
#italia #bolsonaro #salvini
#statodiemergenza
#enniomorricone
Ennio Morricone
                     #covid_19
 31 dicembre
 covid 19 #conte
     #covid-19
     terapia intensiva
         #pandemia
```



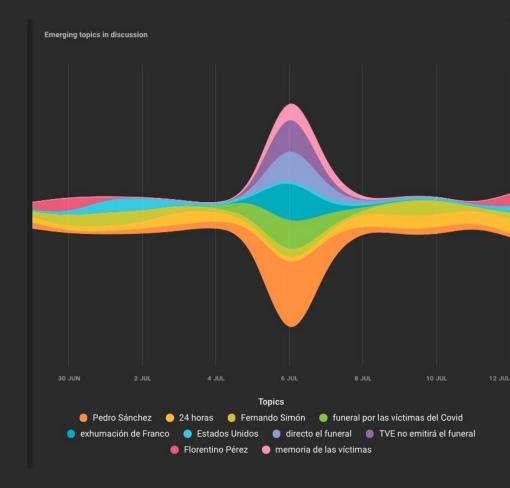
Spain



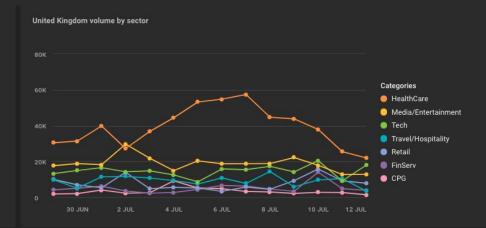


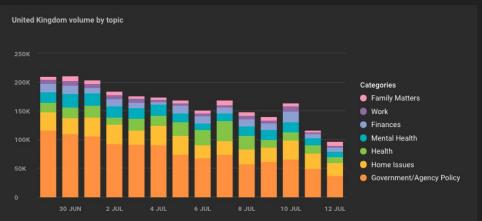


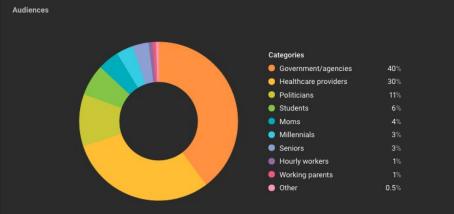




United Kingdom





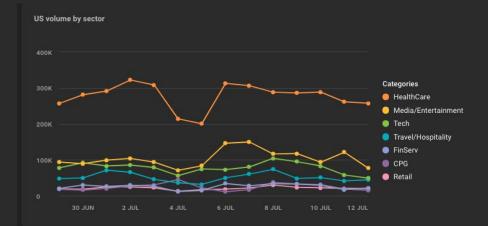


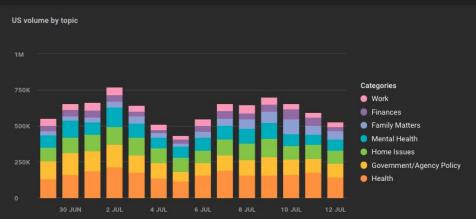
mental health public health Prime Minister Johnson Ireland Hancock Wales #covid **Brexit** Cummings Britain Trump Gove Spain London care homes England Boris Johnson Mind Europe #covid19 Scotland #coronavirus #lockdown #covid-19 **COVID-19 pandemic**

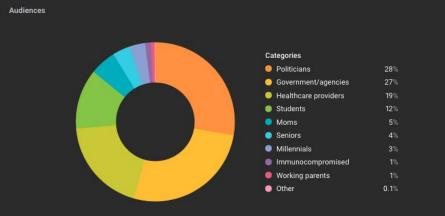
Emerging organizations in discussion			
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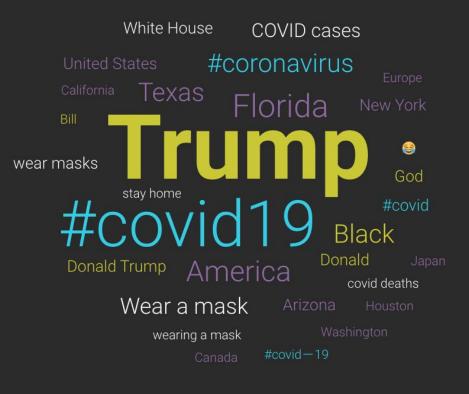
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United States









Linerying organizations in discussion			
	Penn State		
White H		Penn State	
Senate			
	Gilead	OANN Brazil	
Gilead	World Health	Harvard	

Emerging organizations in discussion

Post	Total Engagement
Flu virus with 'pandemic potential' found in China By Bbc News - Jun 29, 2020 bbc.com	1.6M
Alabama students throwing 'COVID parties' to see who gets infected: Officials By Bill Hutchinson - Jul 1, 2020 go.com	1.4M
In the Covid-19 Economy, You Can Have a Kid or a Job. You Can't Have Both. By Deb Perelman - Jul 2, 2020 nytimes.com	901.2 K
Research Determines Protests Did Not Cause Spike In Coronavirus Cases By Tommy Beer - Jul 1, 2020 forbes.com	854.5 K
Doctors Call For Reopening Schools Despite Coronavirus Crisis : Coronavirus Live Updates : NPR By Anya Kamenetz - Jun 29, 2020 npr.org	822.6 K

Trending Questions Asked Online

Forum members continue to question new & current relationships amidst the pandemic.

Work life

- I was made redundant in May due to COVID-19, my confidence is lowering as each day passes. Is anyone in a similar situation?
- What are your biggest career-related fears in this new Coronavirus world?
- My company and most of my industry tanked in the wake of corona. What can I do next?
- Does an employer have to tell you if you have been in contact with someone who has tested positive for Covid-19?
- How is your office currently handling Covid-19?

Relationships

- How to make friends during COVID-19?
- How is anyone gonna meet a partner with COVID-19?
- How can I maintain a relationship with my family, who is not taking covid-19 seriously?
- Has covid ruined any other relationships?
- Dating life during the COVID people share their hopes and frustrations, what are yours?

Recovery

- Anyone else with "brain fog" associated with COVID?
- Does anyone feel weak after recovering from Corona?
- How long did you have covid symptoms? (if tested positive or presumed positive)
- Going back to work after recovering from COVID?

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.