

UK  
**SOCIAL LISTENING**  
QUARTERLY REPORT

**Q1 2019**



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# EXECUTIVE SUMMARY

## COCA-COLA PERFORMANCE



It was a good start to the year for Coca-Cola in terms of volume, generating 22.3K mentions in Q1, resulting in a 10% increase in March vs February. Coca-Cola remained the brand with the highest share of voice, accounting for 36% of all online mentions.

Twitter was yet again the main platform for Coca-Cola online discussions, driven by user-generated content. Consumers shared their favourite flavours, discussed environmental issues and the sugar tax.

Coca-Cola flavours was the most discussed topic in Q1, accounting for 36% of online conversation. This was up 10pp to the previous quarter where Christmas was the main volume driver. Diet Coke was the most popular flavour, as it was well liked among the slimming world community. They consumed Diet Coke as a healthy alternative to its classic counterpart. Others discussed not liking the flavour as much after the implementation of the sugar tax. In comparison, the new flavour orange vanilla generated little mentions, with consumers expressing mixed opinions about its taste.

Recipes could present an alternative consumption opportunity for Coca-Cola, as home cooked Diet Coke chicken was well liked amongst members of the slimming world community. Collaborating with food retailers or bloggers could help Coca-Cola to branch out beyond the traditional consumption moments, such as paired with food.

The launch of Coca-Cola's Premier League partnership was the most talked about brand led activation. It contributed 32% to the brand's engagement actions due to the Premier League and Jesse Lingard posting about the partnership.

# EXECUTIVE SUMMARY

## COMPETITOR PERFORMANCE



Red Bull and Pepsi generated once again the highest volume amongst competitor brands in Q1, resulting in a share of voice of 31% and 24% respectively.

While Twitter continued being the main platform for volume, Instagram and Facebook also played a key role, particularly for Red Bull and Monster Energy UK. This was due to the high amount of mentions about sponsored sporting events, driven by consumers, professional drivers and retailers alike. Coca-Cola was proportionally less present on both platforms in terms of volume, which may be an opportunity to diversify their online presence to further boost volume and engagement.

Brand led activations were unsurprisingly the central topics of online conversation for both Red Bull and Monster Energy UK. Not only did they drive volume but also engagement actions, resulting in Red Bull dominating engagement across all brands.

Popular moments of consumption varied slightly to those of Coca-Cola. While competitor brands were also paired with food or consumed on a night out as part of an alcoholic drink or on its own, fitness was the winning category. It was closely associated with Red Bull and Lucozade, as these drinks provided consumers with fuel before going to the gym.

The ongoing comparison between Diet Coke and Pepsi Max remained a volume booster for Pepsi. Consumers were vocal about which drink they preferred and expressed their loyalty for one of the two brands.

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# OVERVIEW

# OVERVIEW BY MARKET

US

176.7K

UK

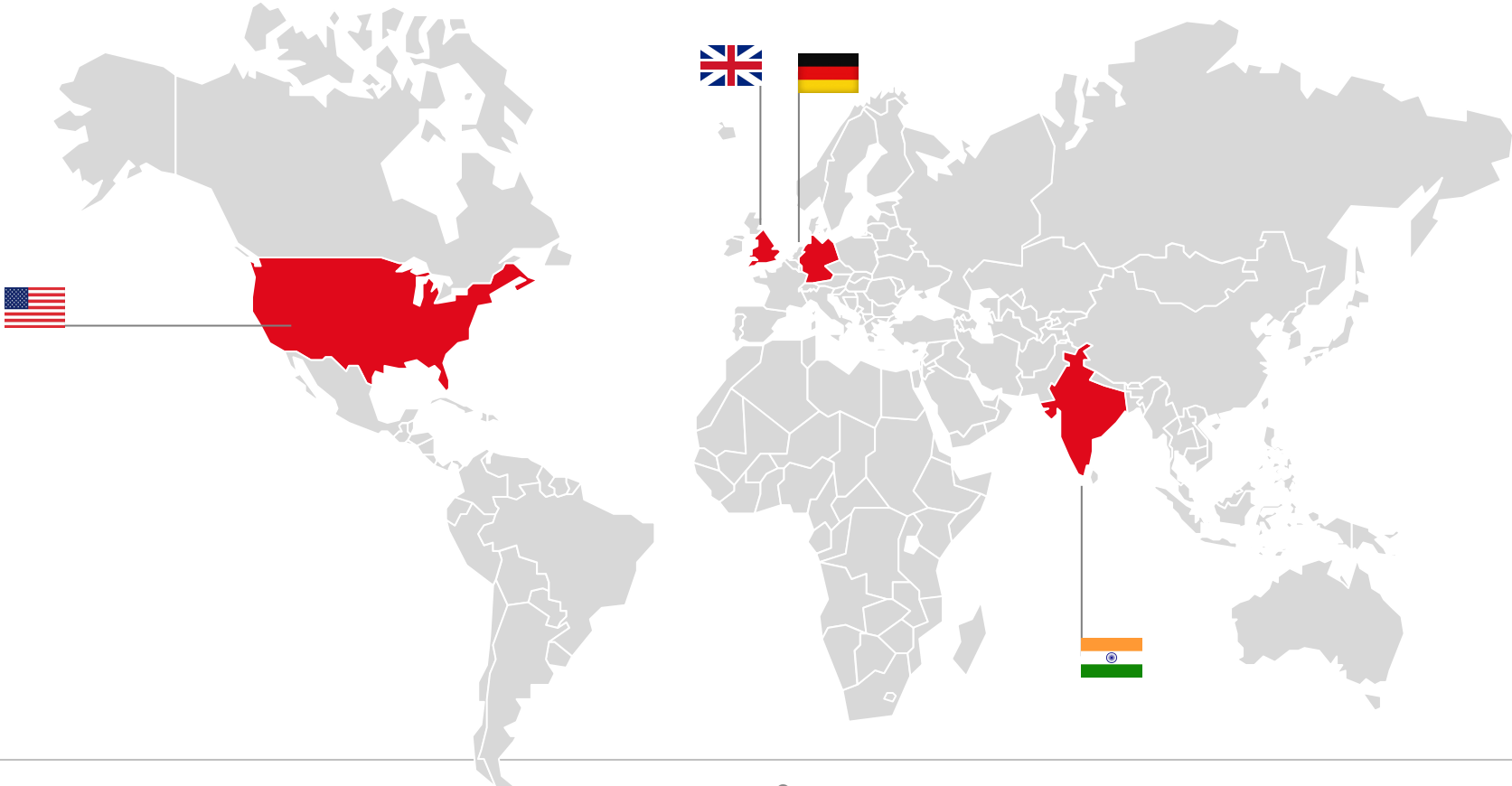
22.8K

DE

26.9K

INDIA

6.9K



\*VOLUME

# KEY FIGURES – UK

## 22.3K

mentions Jan to March

+10%\*

## 875K

engagement Jan to March

-11%\*

Decreased MoM% after the kick start of the Premier League partnership in February.

## 42.6M

reach Jan to March

-36%\*

Decreased MoM% after the kick start of the Premier League partnership in February.

## 32%

Share of Premier League partnership contributing to overall Coca-Cola engagement.



## 14K

Top UGC post by engagement.

## Top platforms



8%



72%



12%

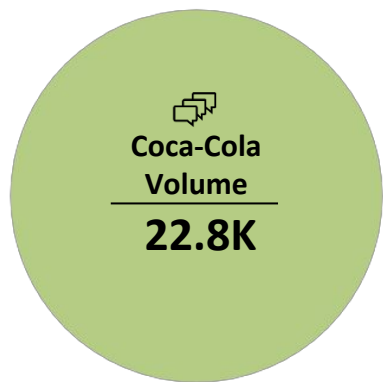


8%

\*Evolution March vs February

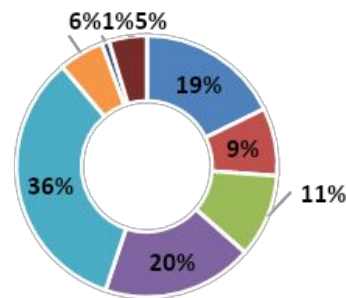
# UK OVERVIEW – COCA COLA

## QUARTERLY BREAKDOWN



Metrics	Volume	MoM Evolution %*
No of posts	22.8K	+10%
Engagement	875K	-11%
Reach	42.6M	-36%

## TOPICS OF CONVERSATION



- Moments of Consumption
- Brand led Activations
- News
- Wider Conversation

\*Evolution March vs February

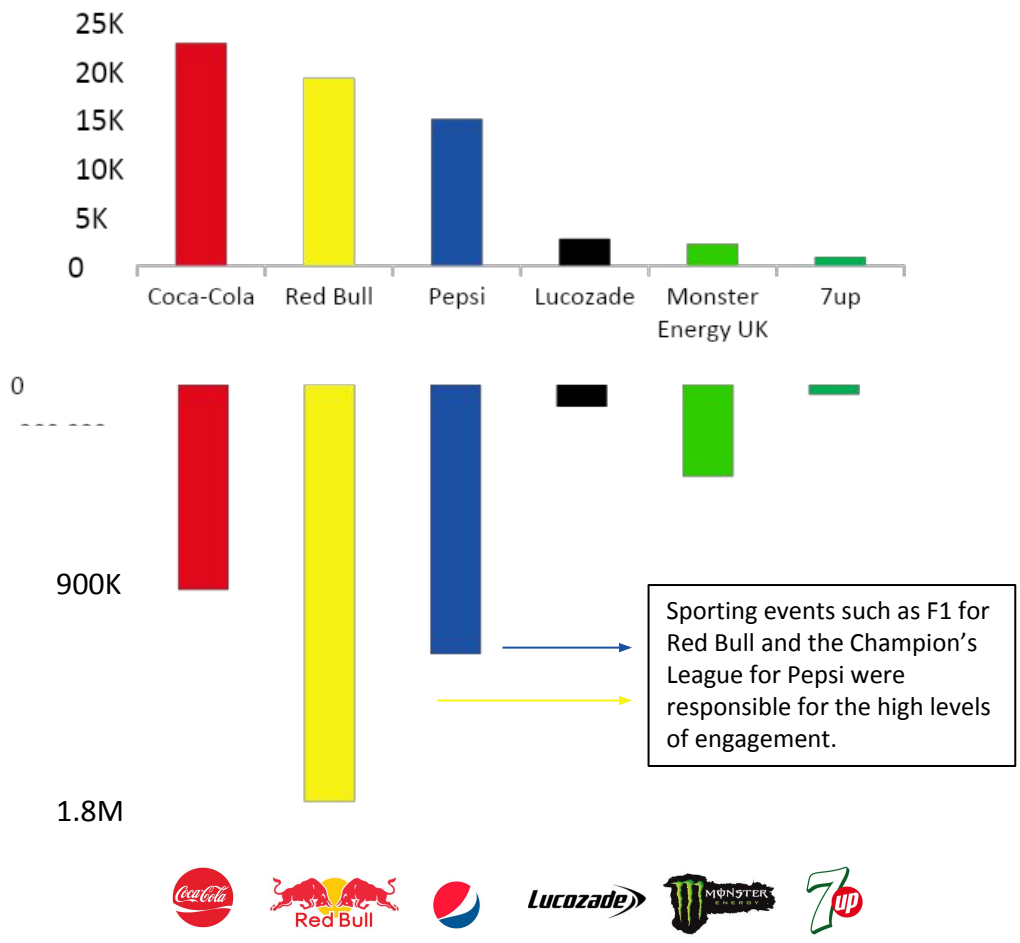
## VOLUME OVER TIME



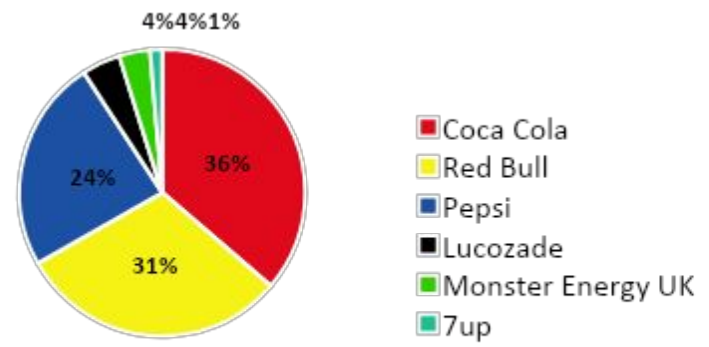


# UK OVERVIEW – COMPETITORS

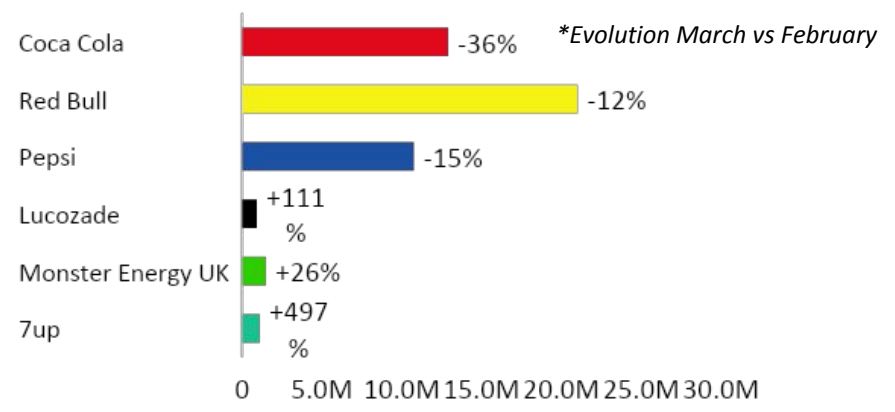
## VOLUME AND ENGAGEMENT Q1



## SHARE OF VOICE Q1



## REACH\*



# PLATFORM BREAKDOWN BY VOLUME

Twitter was the dominant platform across all brands in terms of volume. Consumers used the channel to highlight their favourite soft drink or discussed the various sponsored sports events such as Formula 1. But they were also vocal about the negative impact of plastic bottles on the environment or the high levels of sugar content in soft drinks.

Red Bull and Monster Energy had the highest proportion of Instagram mentions. This was driven by posts about sporting events sponsored by the brands, with consumers, professional drivers and retailers participating in the conversation. In comparison, the slimming community was a key audience for Coca-Cola on Instagram, as consumers opted for diet coke to stay on track of their healthy meal plans.

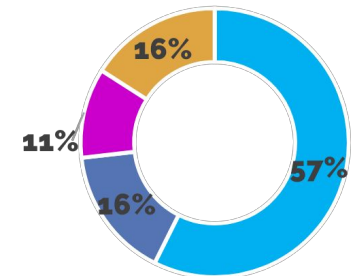
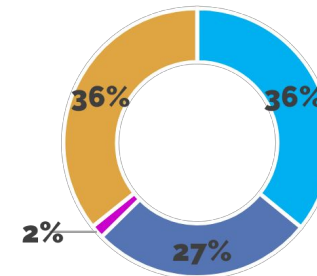
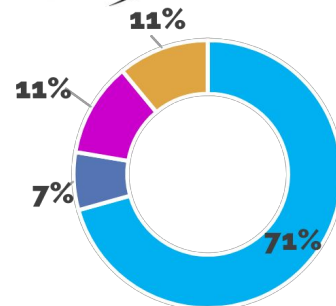
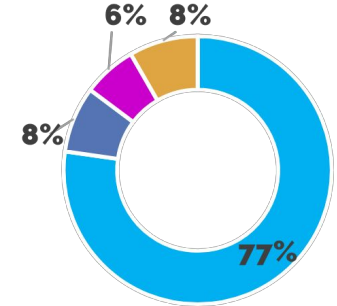
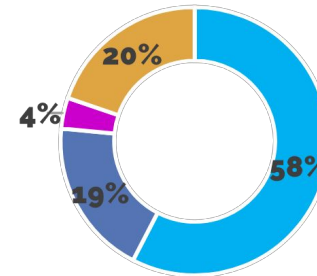
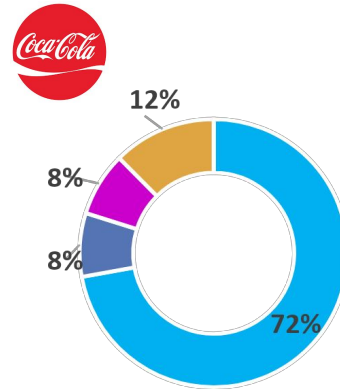
Facebook generated a mixture of posts about sponsored sports events, also for Coca-Cola, but also bars and clubs advertising various soft drinks to promote their dinner menus or nights out.

Twitter

Instagram

Facebook

Forum



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# TOPIC DEEP DIVE – COCA COLA

## LANGUAGE USED

Consumers used a variety of hashtags and emojis when talking about Coca-Cola online. Brand related hashtags were particularly common, followed by hashtags from the slimming world community.

### Top Keywords Used

american brexit british china chinese coca cola  
 coca-cola #cocacola coke #coke  
 diet coke #dietcoke drum #employment europe  
 european facebook #fitness #food #foodie google  
 #jobs london #london #londoneye mcdonald #recruiting  
 scottish #slimmingworld #slimmingworldfamily  
 #slimmingworldjourney #slimmingworlduk #sw #swuk tesco  
 uk #uk us #weightloss #weightlossjourney

### Top Emojis Used



# FLAVOURS

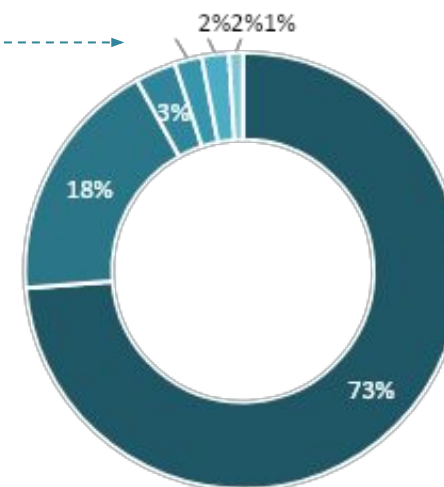
Both diet coke and Coca-Cola zero sugar were prominent amongst the online slimming community and consumers that were conscious of counting calories. The drink provided a healthier alternative to its classic counterpart, with a small number of consumers even sticking to this on a night out instead of alcohol.

While some consumers expressed their love for Cherry Coke, others were confused as to whether the product had been discontinued.

Various news pages announced the launch of the new Orange vanilla Coke in February. Consumer opinions were sparse, with there being a divide as to whether they liked the flavor or not.



- Diet Coke
- Coca-Cola zero sugar
- Diet Coke twisted strawberry
- Coca-Cola zero sugar raspberry
- Cherry Coke
- Orange vanilla coke & Coke zero sugar



\*VOLUME

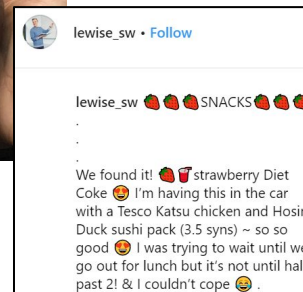
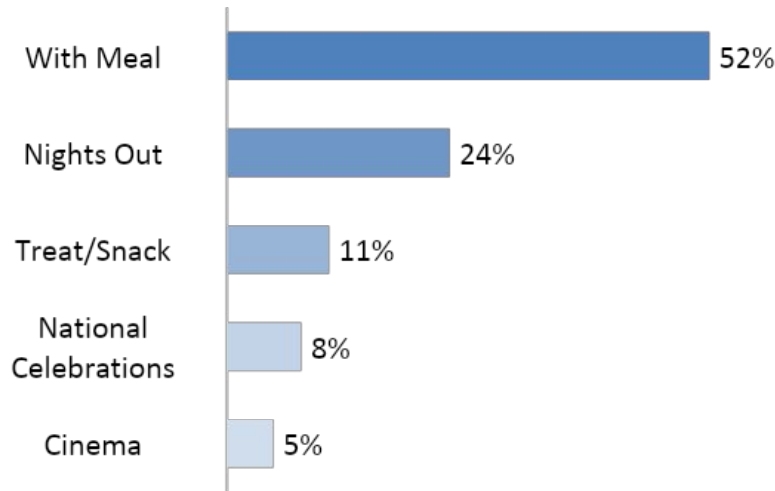
# MOMENTS OF CONSUMPTION

Coca-Cola paired with food was popular amongst consumers. Whether it be with a happy meal in McDonald's, with a home cooked roast or with a ready meal lunch, any time of the day is good to have a coke. Film lovers also paired their favourite coke with either popcorn or nachos when going to the cinema.

Diet coke was a liked snack amongst health conscious consumers that craved a sweet treat while sticking to a healthy diet.

Alcoholic drink mixes, such as coke mixed with rum, whisky or vodka, were popular on nights out.

Mentions about national celebrations were primarily driven by clubs & bars promoting their big nights during the start of the new year.

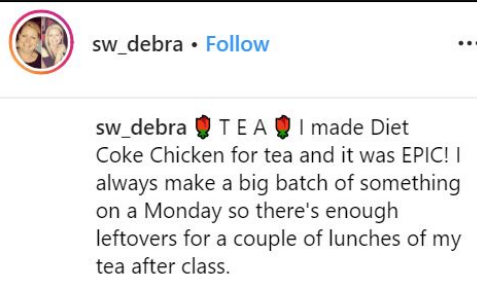


\*VOLUME

## RECIPES

Although currently a small proportion of online conversation, diet coke chicken was a popular dish that slimming world members recreated at home. Consumers shared pictures of their home cooked meals and highlighted what ingredients they used.

This could present an alternative consumption opportunity for Coca-Cola by collaborating with food retailers or bloggers, branching out beyond the traditional consumption moments.



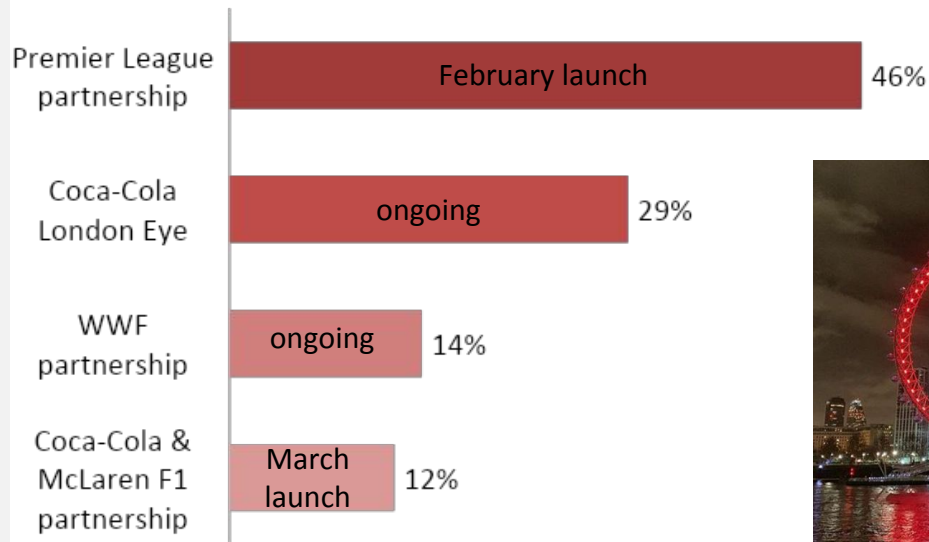
\*VOLUME

# BRAND LED ACTIVATIONS

The kick off of the 3.5 year partnership with the Premier League and its accompanying 'Where Everyone Plays' ad was the most talked about brand led activity in Q1. The activity accounted for 32% of the brand's overall online reach and 12% of online engagement as the Premier League and football player Jesse Lingard announced the partnership on their Facebook and Twitter pages respectively.

In March, McLaren announced the extension of their partnership with Coca-Cola, contributing to reach.

Conversation about the Coca-Cola London Eye was driven by tourists sharing pictures of their visits to the London attraction.



**iamwherefoodis** • Follow  
Coca-Cola London Eye

iamwherefoodis The Coca Cola London Eye - did you know that it has 32 capsules based on the concept of 32 boroughs of #London. Also, a ride typically lasts for half an hour and accommodates around 20-25 people per capsule. You may even say 'I do' right up in the air in the capsule (if you want to have a close family affair). For tickets, it is best to buy it from the Madame Tussauds website which gives some pretty decent offers and combos.

\*VOLUME

**Jesse Lingard** ✓  
@JesseLingard Follow

Just me casually surprising fans in @CocaCola\_GB 's new TV advert 🤝. We've got loads planned this year to bring you lot closer to the @premierleague action... You ready? Watch the ad in full: [youtu.be/8\\_XBxcloZy0](https://youtu.be/8_XBxcloZy0) 👊 #WhereEveryonePlays #ad



## ENVIRONMENTAL IMPACT

The negative impact of plastic on the environment was a cause for concern amongst consumers in Q1. Consumers expressed their outrage over plastic polluting oceans and asked Coca-Cola to start taking responsibility.

The conversation was further fueled by the revelation of how much plastic Coca-Cola produced in 2017. Some thought that sharing this information was a great first step. However many demanded actions to be taken to find a better solution. Some even signed a petition to force Coca-Cola to implement environmentally-friendly policies.



\*VOLUME

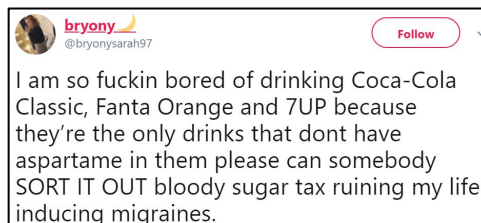
## HEALTH

Opinions were mixed when it came to discussing soft drinks in relation to health.

As mentioned earlier, many switched from the classic coke to diet coke to lower their sugar intake and keep track of calories.

However, not all consumers were convinced that diet coke was indeed healthier. Some consumers had given up Coca-Cola altogether as to them any consumption of coke was bad for the body.

In opposition to this, consumers that were less concerned about their health grew frustrated at the sugar tax in the UK. They did not like the poor taste of diet coke due to the aspartame it contains and felt that they should be able to decide for themselves what was good or bad for them.

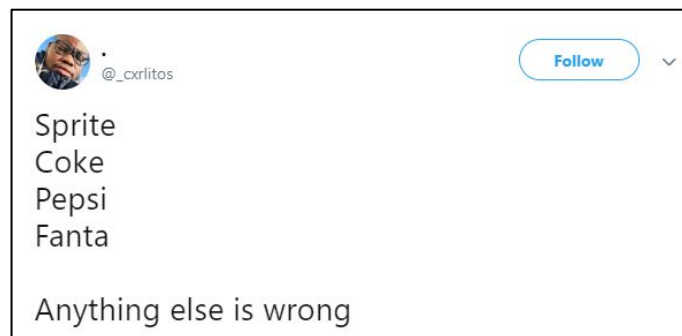
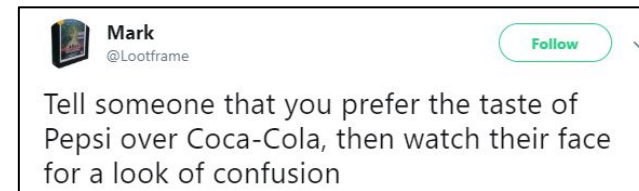


\*VOLUME

## WIDER CONVERSATION & NEWS

Wider conversation was driven by a mixture of topics. One of which was the longstanding argument of who's better: Coke or Pepsi? As expected, many Pepsi fans took to social media to badmouth the brand. Coca-Cola fans showed their brand loyalty both in general conversation and in response to Pepsi banter.

In wider news, a coalition of Northern Ireland's biggest businesses, including Coca Cola, warned the UK government against the severity of a no-deal Brexit and how it will affect jobs, infrastructure and business development in the UK.



**CBI: No-deal Brexit would stifle next generation's opportunities**

\*VOLUME

# TOP EARNED POSTS BY ENGAGEMENT

#1



**Tmnikonian**

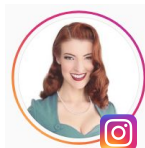
@Tmnikonian  
123K followers  
January 1<sup>st</sup> 2019



🇬🇧🎉 Happy New Year's Day! Hope y'all have recovered from an amazing evening! ❤️🥂🇬🇧 || Massive thanks to @london & @mayorofldn ❤️  
#LondonIsOpen #ThisIsLondon  
#LondonNYE #NYE2018  
#LondonEye[...]

**13.2K likes | 601 comments**

#2



**Jessica Kellgren-Fozard**

@jessicaoutofthecloset  
94K followers  
March 3<sup>rd</sup> 2019



My Instagram gives the impression that I spend a lot of time standing up... but this is actually how you'll find me: lying flat with a cuddly puppy to one hand and a Diet Coke in the other! 😊 [...]

**10.7K likes | 140 comments**

#3



**Jesse Lingard**

@JesseLingard  
1.35M followers  
7<sup>th</sup> February 2019









Just me casually surprising fans in @CocaCola\_GB's new TV advert. We've got loads planned this year to bring you lot closer to the @premierleague action... You ready? Watch the ad in full #WhereEveryonePlays #ad

**8.04K likes | 704 retweets**







\*UGC generated content

# KEY OPINION LEADERS

## TOP 3 INFLUENCERS RANKED BY VOLUME OF FOLLOWERS

Account	Engagement Top post	Followers
 <b>Ben Phillips</b> @BenPhillipsUK Youtuber	1 638	 9.37M
 <b>Jesse Lingard</b> @JesseLingard Football Player	2 10.6K	 1.3M
 <b>Louise Pentland</b> @LouisePentland Youtuber and Author	1 285	 980K

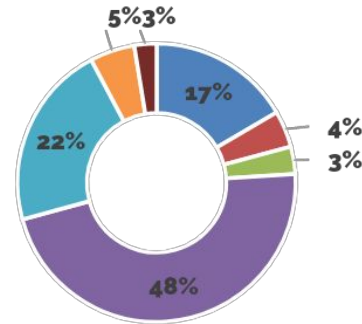
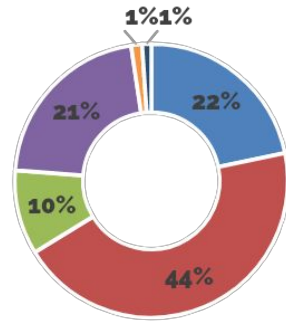
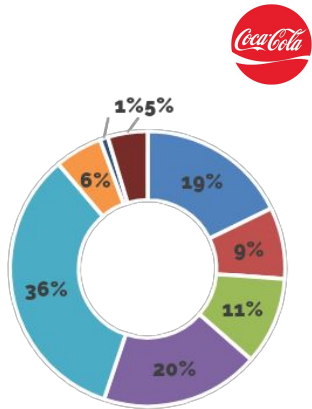
## TOP 3 INFLUENCERS RANKED BY LEVEL OF ENGAGEMENT

Account	Engagement Top post	Followers
 <b>tmnikonian</b> @tmnikonian Photographer	6 41.7K	 123K
 <b>Dr. Kelechi Anyikude</b> @kelechiafc Artist	9 24.1K	 82.3K
 <b>Marcus and Matthew</b> @mnmwintz Identical twins	6 27.7K	 56.5K

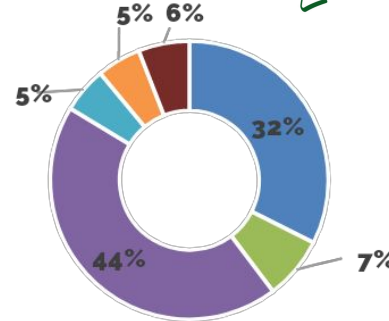
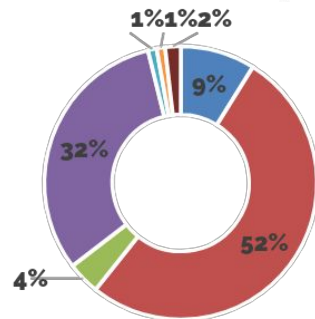
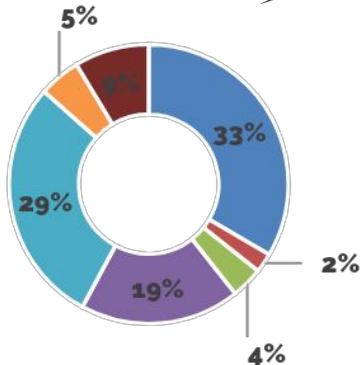
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# TOPIC DEEP DIVE – COMPETITOR BRANDS

# TOPICS OF CONVERSATION BY BRAND



- Moments of Consumption
- News
- Flavours
- Recipes
- Brand led Activations
- Wider Conversation
- Environmental impact
- Health

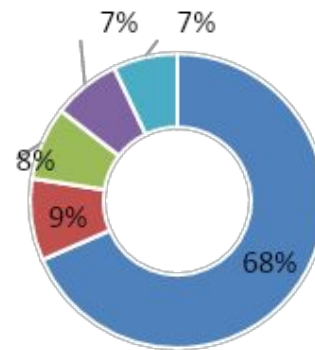


# FLAVOURS

Similarly to Coca-Cola, the healthier version of Pepsi, Pepsi Max, was the most mentioned flavor amongst competitor brands. Conversation was driven by a mixture of topics: consumers expressing their love for the drink, members of the slimming world sharing it as a healthy sweet treat, consumers expressing their preference of Pepsi Max over Coca-Cola or consumers entering a competition to win tickets to the Pepsi Max The Sound of Tomorrow 2019. Diet Pepsi mentions in comparison were driven by commercial posts about discounts related to the product.

RespiMax Cherry was consumed as a way to reduce cravings between meals or a substitute for higher calorie drinks. A small number of mentions also compared the taste to the “Twisted Strawberry” Coca-Cola flavour, with opinions being mixed as to which one was better.

Consumers directly compared Lucozade Original with Lucozade Orange, with consumers preferring the former before the taste was affected by the implementation of the sugar tax.



- PepsiMax
- Pepsi Max Cherry
- Lucozade Original
- Diet Pepsi Orange



**nickles83** • Follow

nickles83 New treats to try! 😊😊  
 Pepsi Max - Free  
 Fibre One Popcorn bar 4 syns or 1 for a HEB  
 Fibre One Carrot Cake - 4 Syns  
 Meringue drops 1.5 syns for 5g.  
 Bunny bites - 5 syns  
 #slimmingworld #weightloss  
 #weightlossjourney  
 #slimmingworlduk #sw #swuk



\*VOLUME

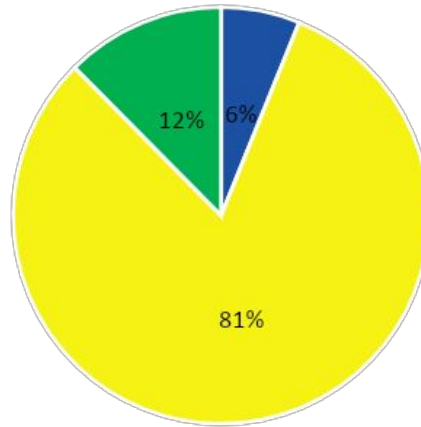


# BRAND LED ACTIVATIONS

Brand led activations were the main volume drivers for both Red Bull and Monster Energy. This was due to the sporting events that they either sponsored or organized. While Formula 1 was the dominating topic for Red Bull, as online users discussed news updates about the race, Monster Energy was associated with a broader spectrum of sports, ranging from skiing and snowboarding to surfing.

These campaigns were also crucial for the brands' engagement actions, contributing 41% to Red Bull's and 52% to Monster Energy's overall engagement.

Pepsi's brand led activations were also a key contributor for their engagement while merely accounting for 4% of their mentions. Their sponsorship of the Champion's League was one of the key drivers of engagement drivers in Q1, accounting for 36% of the brand's overall engagement. The Champion's League posted on their own Instagram page using the hashtag #ForTheLoveOfIt, promoting Pepsi's new global marketing campaign featuring Messi and Mohamed Salah.



- Pepsi: For the love of it
- Red Bull Racing
- Monster Energy UK

Total Volume of Posts



championsleague • Follow  
Paid partnership with pepsi

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championsleague • We've seen lots of #UCL comebacks over the years. Who were the first team to overcome a 2-0 home deficit?  
@pepsi #ForTheLoveOfIt



brendog1 • 2019 be like... So stoked on the set up this year. Thanks so much to everyone involved.  
#newbike #scottbikes Huge shout out:  
@bikeonscott  
@monsterenergy  
@dmrbikes  
@tld\_bike  
@adidasoriginals  
@deitycomponents  
@envecomposites  
@trpcycling  
@maxxistires  
@lifeproof\_europe  
@fox | @odub\_23 |

\*VOLUME

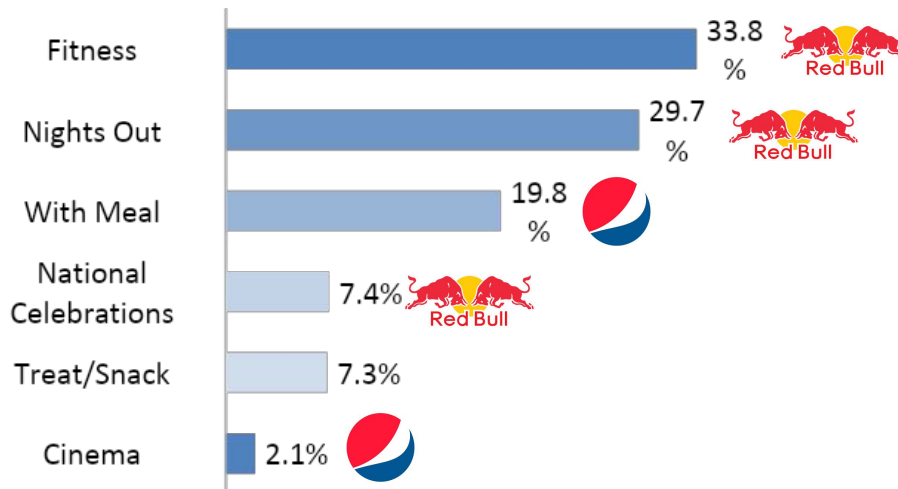
# MOMENTS OF CONSUMPTION


The fitness category was closely associated with Red Bull, followed by Lucozade. Users consumed the energy drinks before going to the gym to fuel their workouts.

Nights out was one of the top moments of consumption, as consumers mixed Red Bull with various liquors.


In the “with meal” category, mentions were similar to those of Coca-Cola. Drinks were paired with home meals or a meal at fast food restaurants such as KFC or Subway where Pepsi was the most mentioned drink.

While the Coca-Cola conversation about national celebrations was driven by bars and clubs, for competitor brands it was consumers that shared what drink combination they enjoyed on New Year’s Eve. On top of this, Red Bull was the only brand being mentioned with Valentine’s day promotions by local stores.



 [stephyjayne\\_sw](#) • Follow

stephyjayne\_sw .  
So I got home from work today and wasn't feeling too good.. which then resulted in not cooking. So I went to KFC and got a rice box for 10.5 syns with a pot of beans, corn on the cob and a Diet Pepsi. It was absolutely amazing! 🐱

 [go.punk.9](#) • Follow

go.punk.9  
#workout#power#punk#bollywood#2019#imback#carrara#london#yoga#hardwork#pmmodi#redbull#calvinklein#karate#therock#birmingham#twinklekhanna#

\*VOLUME

# TOP COMPETITOR EARNED POSTS BY ENGAGEMENT

#1



**Flex Lewis**

@flex\_lewis  
1.5M followers  
March 21st



The look you give when someone asks to try your [@monsterenergy](#) [@musclemonster](#) [#Hydro](#) followed by my standard answer: "I would, but you see, the way I got my bank account set up..... ummm no!" 🤔  
📷 [@hansmolenkamp](#)  
[#monsterEnergy](#) [#muscleMonster](#)[#Hydro](#) [#GetYourOwn](#) [#KevinHart](#)

44K likes | 255 comments

\*UGC generated content

#2



**Mad Mike Whiddett**

@madmike.123  
802K followers  
January 14th



Take an in-depth look into my current stable of [@redbull](#) [@mazda\\_nz](#) rotary-powered weaponry in the [#MADLAB](#) [#MADBUL](#)[#BADBUL](#) [#RADBUL](#) [#RUMBUL](#)[#HUMBUL](#) [#MADCAB](#) [#JAPBUL](#) Just click on the link in my profile [#RotangKlan](#) 📷 [@graememurraynz](#)

43.6K likes | 193 comments

#3



**Gary Lineker**

@GaryLineker  
7.2M followers  
February 9<sup>th</sup>



5.3K retweets | 36.2K likes

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# METHODOLOGY

# METHODOLOGY EXPLAINED

## DATA SOURCED

Timeframe: 01/01/2019 - 31/03/2019

Language: English

Country: UK

All numbers were correct at the time of gathering the data

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## VOLUME

Number of posts collected within selected time period

## REACH

Estimated number of users exposed to content

## PLATFORMS

Blogs, websites, medias, forums, reviews & social media



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## SEARCH TERMS

Brand names and competitor names + keywords relating to the brand's products or services



5 rue Chron  
75009 Paris  
+33.1.80.400.800  
[www.linkfluence.com](http://www.linkfluence.com)