## **Love Beauty and Planet**

Content Marketing Strategy



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#### **Executive Summary**

Love Beauty and Planet is a sustainable beauty brand that targets Gen Z and Millennial consumers through their cohesive and colorful social media content. Throughout a ten week period my partner, Antonia Sousa, and I analyzed Love Beauty and Planet's social media presence and audience sentiment, transforming the data into compelling visuals and ultimately developing a multi-channel content marketing strategy.

We evaluated our findings and used the information we gathered to inform potential content suggestions, forming a mood board and style guide applicable to four social media platforms. We also performed an audit, gathering both internal and external references. We then created content posts for each platform, fine-tuning our campaigns, content calendars, and brand recommendations.



#### **Brand Overview**

Love Beauty and Planet is a cruelty-free, vegan cosmetic brand that primarily focuses on hair and skin products. From shampoo bars to vitamins and deodorant, the brand has a wide range of products for sustainable consumers.

By sourcing ingredients responsibly, reducing waste and saving water, counting their footprint with honesty, partnering with activist programs, and developing innovative, sustainable product solutions, LBP's efforts to create an eco-friendly brand are effective and compelling.



#### **Brand Story**

Love Beauty and Planet was started by a group of like-minded people who believe that looking good and doing good should go hand-in-hand. We are committed to making you and our planet a little more beautiful.

That's why we started with one simple goal:







Whatever we do must be good for **beauty** and give a little **love** to the **planet**.

– Love Beauty and Planet

#### **Brand Promise**

We are on a long journey to make you and the planet more beautiful by:

- sourcing ingredients responsibly
- · reducing waste + saving water
- · counting our footprints with honesty
- · partnering with Ashoka (a youth activist program)
- · developing innovative, sustainable product solutions













#### **Brand Position**

Love Beauty and Planet stands for all things sustainable, with a constant effort in bettering the environment and the beauty industry's impact. Their efforts to create an eco-friendly brand are apparent throughout their social media and website.





I believe that the only way to serve our consumers is by creating brands that *deliver great beauty results* and also *show respect for our planet* by being accountable for, and working to *reduce our carbon footprint*.

- Piyush Jain, Global Vice President



# **Brand Personality**

#### Sincerity

- Down to earth
- Honest
- Wholesome
- Cheerful

#### Excitement

- Spirited
- Imaginative
- Up-to-date



### **Brand Associations**

- Youthful
- Eco-friendly
- Unique
- Ethically-sourced
- Cruelty-free
- Fun
- Colorful









**LEAH THOMAS**Founder of @intersectionalenvironmentalist

**GENDER** 

AGE

Female - 75.54%

18-35

#### **Target Audience**

Sustainable, Environmentally-Conscious

#### **LOCATION**

USA - 49.7%

Brazil - 11.97%

UK - 4.5%

Indonesia - 3.88%

Canada - 3.23%

Other - 26.76%

#### **INTERESTS**

Personal Blog - 16.77%

Clothing (Brand) - 15.91%

Art - 12.52%

Public Figure - 9.92%

Health/Beauty - 9.38%

Just For Fun - 6.74%

#### Consumers



# PRIMARY CONSUMERS

- Women ages 18-24
- Interested in purchasing eco-friendly, sustainable beauty products
- Primarily bloggers / artists



# **SECONDARY CONSUMERS**

- Women ages 25-35
- Interested in authentic, sustainable beauty and potential partnerships
- Public figures/influencers



# TERTIARY CONSUMERS

- All genders ages 18-35
- Interested in quality yet affordable, sustainable beauty options
- Students, parents, etc.

#### **Personas**



#### PERSONA #1

Sky is an eighteen-year-old, studying design in San Francisco. They are living with a roommate and currently in the process of starting a personal blog where they share their art and travels. Sky is very interested in sustainability and writes about beauty brands in their blog. Sky is not currently working and instead, they spend their time sampling vegan eateries with their friends in the city.

#### Personas



#### PERSONA #2

Aliyah is a twenty-five-year-old model living in a small apartment in New York City. She lives with her best friend and enjoys spending her days picnicking in Central Park and practicing photography. She is an Instagram influencer and is frequently approached by brands to promote their products.

## **Experience Map**

stage	explore	purchase	enjoy
tasks	-Decide it is time for a new product (shampoo, soap, etc) -Establish price range -Determine if you want to try something new or re-stock -Ask for recommendations -Have some options	-Choose a retail location/ shop -Narrow down product options -Confirm it is available -Make purchase	-Remove packaging/seals -Use as instructed/desired -Rinse -Indulge in the scent
needs	-Reasonable price -Nice scent -Recyclable/environmentally friendly packaging -Benefits -Good quality	-Availability at chosen retailer -Price matches chosen range -Scent meets expectations	-Meets expectations -Matches product description -Seals are intact and not broken
touch points	-Social Media -Beauty Blogs -Brand Websites	-Retail worker -Shop website -Shop app -Instacart / similar platforms	-Shower/Bathroom

Creating an experience map allows for a greater understanding of the customer journey, from how and why they decide to commit to a purchase to the actual use and enjoyment.

### **Empathy Map**

"thank you for putting a brand out on the shelves that i am proud to be a consumer of :)" - @miikalynn

"Just want to say you guys are my FAVORITE brand" - @natvrefairie

SAYS

**DOES** 

Scrolls through social media content and competing brand pages

Reads brand story and goals on web

Purchases products online

Leaves reviews on Amazon

What product is the best fit for me? How do I find the right match for my skin/hair type?

How can I find quality beauty products that are both affordable and sustainable?



**FEELS** 

Confident Excited

Beautiful Proud

Natural Supported

Sustainable Informed

#### Weaknesses **Opportunities Strengths** Consistent Minimal Brand Transferring YT Fully Brand Identity Replies on FB Content to Sustainable, TikTok Plastic-free Emphasis on Brand Brands Sustainability Plastic-free (Antonym, RMS) **Awareness** Initiatives Memorable Reusing the Consumer Same Content Packaging Increased Media Desire for on Multiple **7ero-Waste** Coverage Creative Platforms Packaging Partnerships Additional Info Minimal YT about International Static Design Content Stores

### **Affinity Map**



We created this affinity map by selecting keywords from our SWOT Analysis and exploring the relationship between the concepts. This process enabled us to categorize our opportunity areas, clarifying potential directions for campaigns and content creation.

#### **LBP's Competitors**









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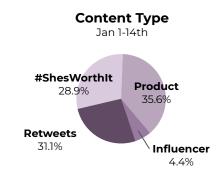
FARMACY L'ORÉAL

# **L'ORÉAL**





#NewYearsResolution #ShesWorthIt



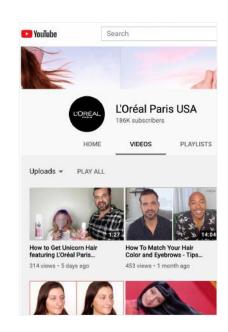
Rating: Positive

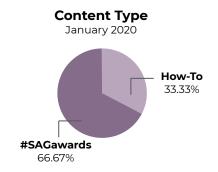
**Cause:** Few negative comments, mostly encouraging and positive, consistent brand replies and interactive content

**Comments:** Mostly positive feedback on products and posts, a few interactive comments in response to posts with questions, some negative comments on animal testing, capitalism, and criticism towards spokespeople

# **L'ORÉAL**







Rating: Inconclusive/neutral

**Cause:** Engaged audience, no responses and lack of comments/no like visibility on SAG award makes data hard to read

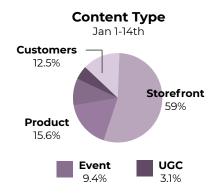
**Comments:** Turned off for SAG, questions on How-To, one negative comment, no brand replies

# **L'ORÉAL**





#weareloreal



Rating: Positive

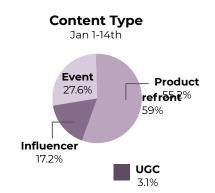
Cause: Engagement, Interaction, Positive Audience Sentiment

Comments: Positive, brand replies to almost all comments. Negative comments are about animal testing, debunked through replies

# **L'ORÉAL**







Rating: Positive, room for improvement

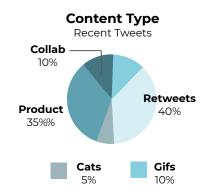
**Cause:** Frequent posts, amount of shares and likes, could respond more

**Comments:** Mix of positive and negative, some posts have no comments. VERY few brand responses









Rating: Inconclusive, room to improve

**Cause:** Very inactive, right away they have a pinned tweet saying they are a visual brand and are more active on Instagram. Some replies to customers, which are positive, but no content in our research period

**Comments:** N/A for the research period, some support from customers who express their liking for sustainability









Introduction

100%

Rating: Inconclusive, leaning positive

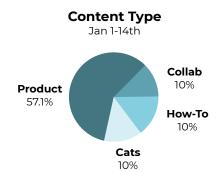
**Cause:** The brand is new to TikTok, and have already been posting content frequently. However, they use no hashtags, making it harder to attract an audience

**Comments:** One positive comment in regards to one video, another comment to notify activity on their page









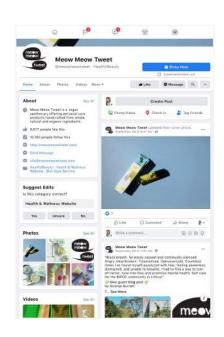
Rating: Positive

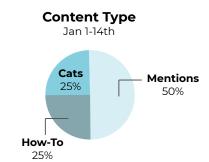
**Cause:** Fun and engaging content, constant brand responses, variation in content

**Comments:** Most comments were positive, with the exception of 1 or 2. In that case, the brand responded and created a conversation, clearing the air and taking suggestions from consumers









**Rating:** Positive, with room for improvement

**Cause:** All reactions are good to posts, no negative comments, but few comments overall and a lack of brand response

**Comments:** Mostly tags to other people on a cat post, and a positive comment based on a fun post

# **Social Media Platforms**

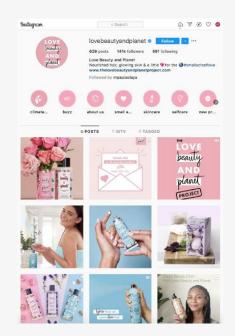


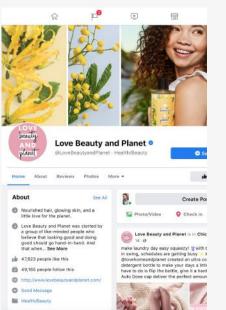


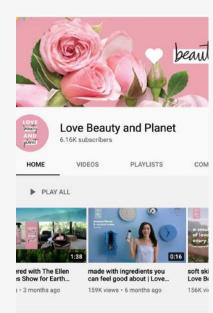














Engagement: 0.64%

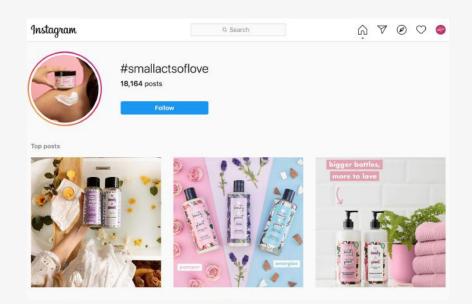
Engagement: 0.2281%

Engagement: 0.127%

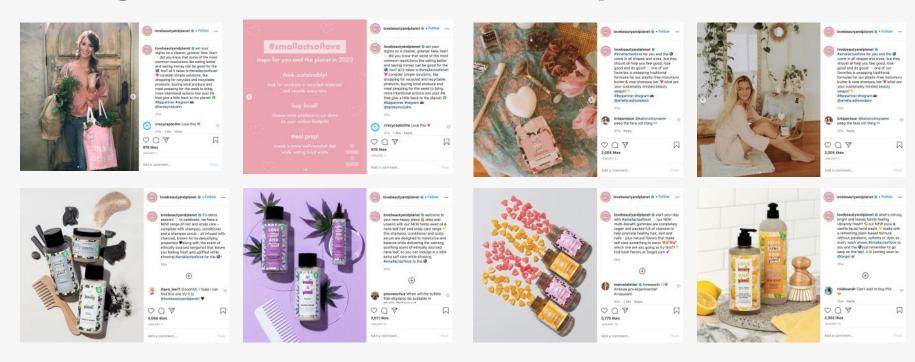
Engagement: 0.02%

#### Instagram Campaign

- #smallactsoflove: inspires consumers to "set your sights on a cleaner, greener New Year!"
- Think sustainability, buy local, and meal prep!
- Target audience: beauty product consumers (primarily Gen Z)



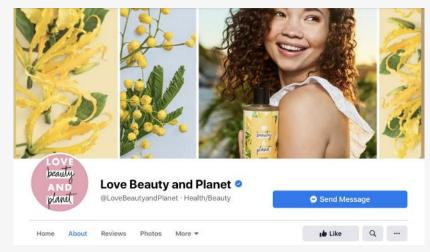
#### **Instagram Creative Content Examples**



LBP posted a total of seven times over the course of two weeks (January 1st – January 15th) on Instagram. Their posts with the highest engagement rates were product imagery.

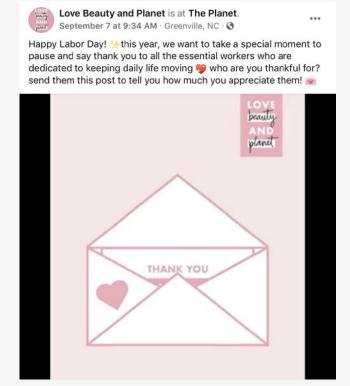
### **Facebook Campaign**

- #smallactsoflove, the campaign shown on their IG feed continues on FB
- PSA for international coast clean-up day
- Tips, spotlights, sustainability
- Beauty industry consumers, Gen Z and Millennials





### **Facebook Campaign Content Examples**







our #selfcare secret? 9 unwinding the body and mind with some

Love Beauty and Planet O

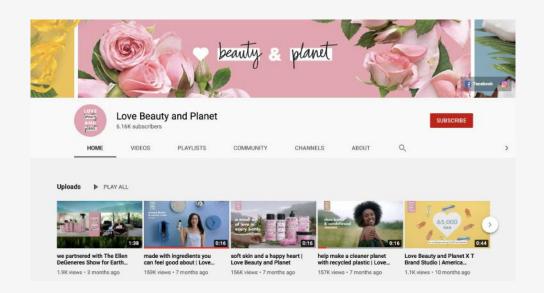




Love Seauty and Planet is at The Planet. September 15 at 4:00 PM - Vincestown, NJ - Ø

#### YouTube Campaign

- #smallactsoflove is also present on their YouTube page, with a variety of different content, though most under 2 mins
- Get to know the brand/products, sustainability efforts, short ads
- Gen Z and Millennial beauty consumers



#### YouTube Brand Campaign Examples



we partnered with The Ellen DeGeneres Show for Earth...

1.9K views • 3 months ago



made with ingredients you can feel good about | Love...

159K views • 7 months ago



soft skin and a happy heart | Love Beauty and Planet

156K views • 7 months ago



help make a cleaner planet with recycled plastic | Love...

157K views • 7 months ago



Love Beauty and Planet X T Brand Studio | America...

1.1K views • 10 months ago



#smallactsoflove in every bottle | Love Beauty and...

50K views • 1 year ago



#smallactsoflove in every bottle | Love Beauty and...

3.5K views • 1 year ago



Small Acts of Love | Marie J.

450K views • 1 year ago



Love Beauty and Planet | hairspray powered by air

5.6K views • 1 year ago



Small Acts of Love | Marlim R.

251K views • 1 year ago



n a new tab ity and Planet x T



how small acts of love



using recycled water bottles



Making a Difference with



what are the benefits of fast

## **Twitter Campaign**

- #smallactsoflove: to help cut down on household waste
- Primarily centered around the holiday season
- Target audience: beauty product consumers (Gen Z)
- Only one tweet between January 1 January 14



0 1

## **Twitter Creative Content Examples**



LBP only retweeted one tweet over the course of two weeks (January 1st – January 15th). They did not upload any of their own content within this time frame.

## **Platform Takeaways**

- @lovebeautyandplanet's IG audience is very satisfied with their products overall. The brand's message, aesthetic, and packaging resonates with consumers, and this sentiment is reflected in their comments
- Despite @beautyandplanet's lack of activity on Twitter, the overall sentiment is positive as consumers are satisfied with their products and their emphasis on sustainability.
- Facebook followers of Love Beauty and Planet are very satisfied with the products and their social media performance, leaving positive stories and comments.
- Despite having comments turned off on YouTube, they have a positive rating, with a good amount of views on videos and more likes than dislikes.







## **Raw Data**



Instagram							
	Post Date						
	Jan 1	Jan 3	Jan 7	Jan 9	Jan 10	Jan 13	Jan 15
Likes	978	2,004	4,068	3,511	3,770	2,392	2,388
Comments	12	14	90	169	204	45	3
Post Time	3:11 PM	9:57 AM	12:50 PM	12:15 PM	2:54 PM	12:27 PM	4:48 PM
Day of the Week	Wednesday	Friday	Tuesday	Thursday	Friday	Monday	Wednesday
Post Frequency	7x in 2 weeks						
Engagement Rate	0.64%						
	Jan 1	Jan 9	Jan 17				
Followers	134,938	135,007	135,407				
Following	515	513	513				
Total # of Posts	523	526	531				

Twitter							
	Post Date						
	Jan 11			Notes			
Likes	7			Tweet was fro	om @CherylLPoe	@beautyandplan	et retweeted it
Comments	2						
Post Frequency	1x						
Post Time	2:27 PM						
Retweets	2						
Mentions	1						
Quote Tweets	0						
Caption Length	44 words						
Response Rate	100%						
	Dec 31	Jan 8	Jan 16				
Followers	12,499	12,473	12,450				
Following	183	183	183				
Total # of Posts	748	749	749				



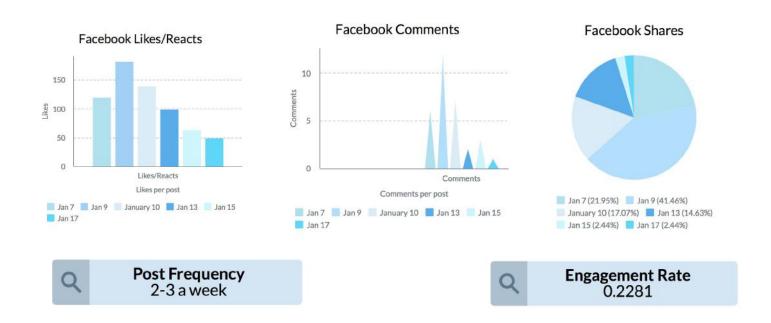
## **Raw Data**



Facebook						
	Post Date					
	Jan 7	Jan 9	January 10	Jan 13	Jan 15	Jan 17
Likes/Reacts	120	182	139	99	63	50
Comments	6	12	7	2	3	1
Shares	9	17	7	6	1	1
Post Time	1:50 PM	1:16 PM	3:54 PM	1:27 PM	3:48 PM	12:57 PM
Day of the Week	Tuesday	Thursday	Friday	Monday	Wednesday	Friday
Post Frequency	2-3 a week					
Engagement Rate	0.2281					
	Following					
Monthly	508					
Daily	17					
Total # of Posts	350					

Youtube	
	Post Date
	Feb 18
Likes	13
Dislikes	3
Comments	Off
Views	157,441
Post Time	Unavailable
Day of the Week	Tuesday
Post Frequency	6x a year
Engagement Ra	12.7
	Subscribers
Weekly	7
Daily	1
Total # of Posts	21

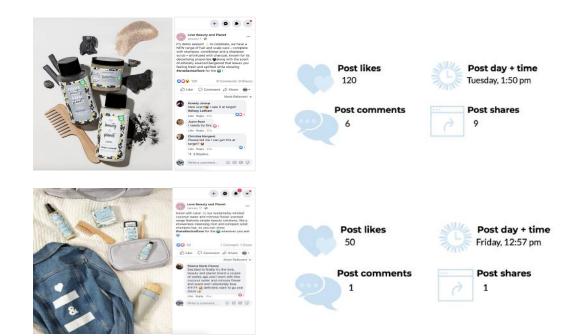




#### **Data Overview**

Facebook has an engagement rate of 0.2281%, which is low compared to Instagram considering they mostly repost the same content.

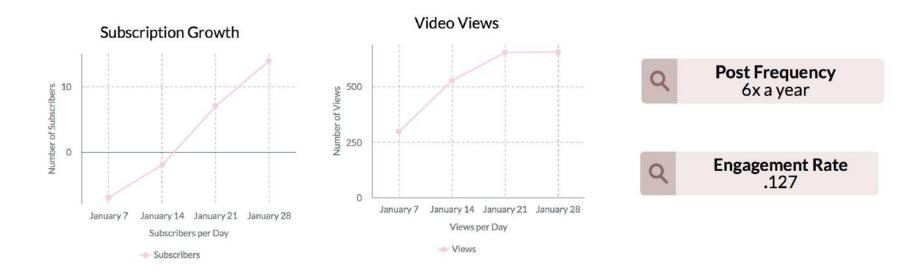




#### **Data Overview**

LBP's Facebook audience favors posts of their products up close, as there is a noticeable increase in engagement for posts like these.

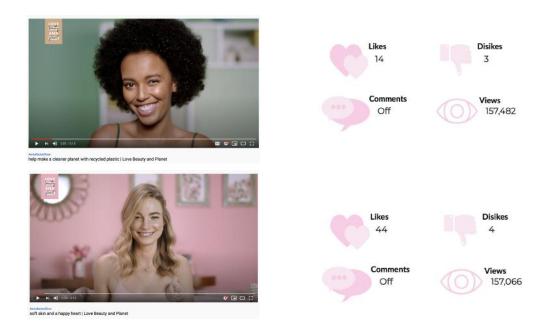




#### **Data Overview**

Despite not posting at all in January, LBP had an increase in both subscribers and video views during the month.

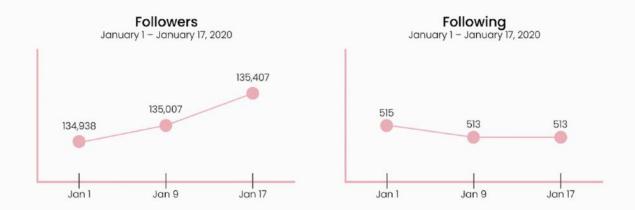




#### Data Overview

LBP's YouTube is very inactive with very few posts per year. Their videos are short, receive dislikes, and the comments are turned off.

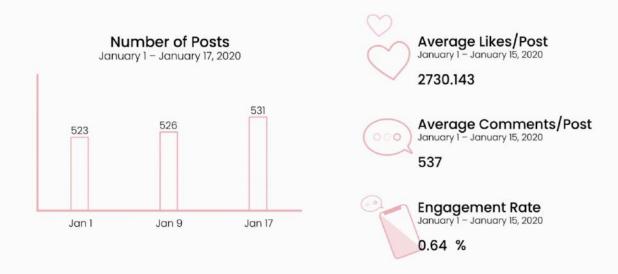




#### **Data Overview**

During the time period of January 1st – January 17th, Love Beauty and Planet gained a total of 469 followers. Their brand is very active on Instagram and shares a combination of product imagery, UGC, influencers, and text posts.

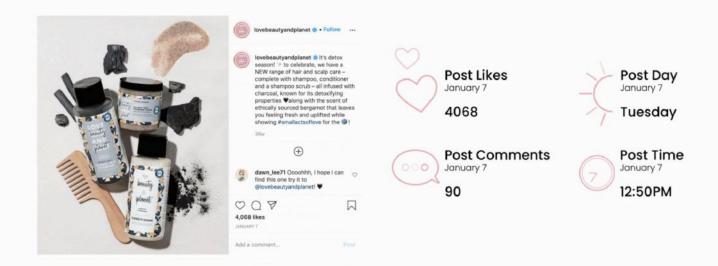




#### **Data Overview**

Love Beauty and Planet has a 0.64% engagement rate on Instagram. This rate is high in comparison with their other platforms, especially Twitter which has an engagement rate of 0.02%.

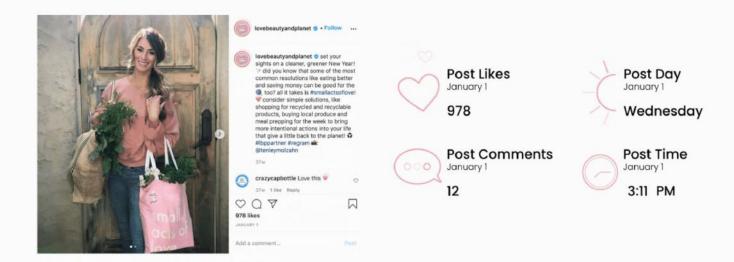




#### **Data Overview**

Comparing the post with the highest engagement with the post with the lowest engagement, there are several key indicators to explain the difference in engagement: post type (product vs. influencer), post day (Tues. vs. Wed.), and post time (1pm vs. 3pm).





#### **Data Overview**

Comparing the post with the highest engagement with the post with the lowest engagement, there are several key indicators to explain the difference in engagement: post type (product vs. influencer), post day (Tues. vs. Wed.), and post time (1pm vs. 3pm).





#### **Data Overview**

The majority of LBP's Instagram posts were published within their period of highest engagement: 12-3pm. Most posts were shared on Wednesday and Friday, while zero publications were made on Saturday and Sunday.





#### **Data Overview**

During the time period of December 31st – January 16th, Love Beauty and Planet lost a total of 49 followers. Overall, the brand is very inactive on Twitter and mainly shares preexisting Instagram posts and retweets outside content.





#### **Data Overview**

Within this time frame, LBP only retweeted one tweet and did not publish any original content. The tweet was from @CherylLPoe (a blogger with ~300 followers) and received minimal engagement outside of LBP's interactions.

#### **Response to Data**

Overall, audience sentiment was positive during the #smallactsoflove campaign (January 1 – 15, 2020):

- Although each Instagram post received comments, we found that the majority of these comments centered around the brand as a whole, not the specific content.
- Twitter users also celebrated LBP's commitment to the environment by sharing images of their products and praising the brand.
- Facebook users left positive and curious comments, all encouraging the brand and letting others (and the brand) know about their experiences. Again, more of a response towards the brand rather than the content.
- We could not assess LBP's audience sentiment on YouTube as the comment section is turned off.



## Hypotheses

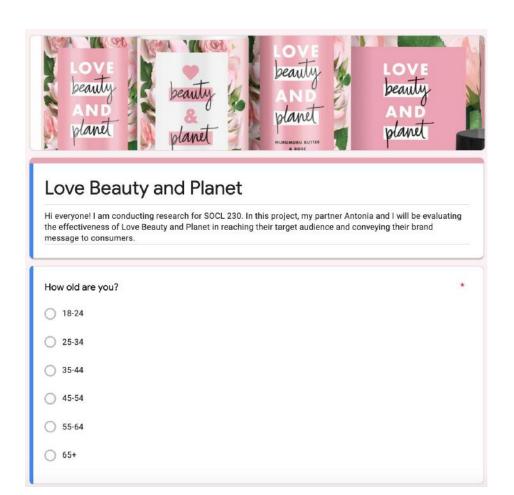
- Posting between 12-3pm on Instagram engages the highest number of followers, leading to the most likes and comments.
- Considering LBP's target audience of Gen Z and Millenials, it would be best suited for them to expand their social media marketing to TikTok to reach younger consumers.
- LBP should focus on creating unique content for their Facebook page, as they seem to mainly re-post the same content as their Instagram.
- LBP should either start creating longer videos for their YouTube channel, such as tutorials or partnerships if not, they should transfer their content over to TikTok.

# **Qualitative Data**

To gain further insight into the effectiveness of LBP, we conducted a survey consisting of 10 questions.

We received a total of 26 responses over the course of three days.

The questions were as follows:



## Questions

- How old are you? What is your gender? Where are you from?
- How often do you actively seek out new beauty products?
- What is your main priority when purchasing beauty products?
- Are you familiar with the brand Love Beauty and Planet?
- Have you purchased Love Beauty and Planet's products previously?
- After reading through the content on the above page, how well do you feel Love Beauty and Planet's goals and brand message match yours as a consumer?
- What is one avenue, if any, you would like to see LBP explore? (i.e. a new product, a new social media platform, etc.)
- Please leave any additional comments below. Thank you!

#### **Results Overview**

How old are you? 26 responses



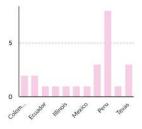
What is your gender?

26 responses



Where are you from?

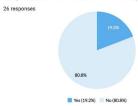
26 responses



How often do you actively seek out new beauty products? 26 responses

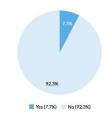


Are you familiar with the brand Love Beauty and Planet?



26 responses

 $\hbox{Have you purchased Love Beauty and Planet's products previously?}\\$ 

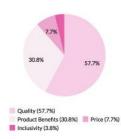


After reading through the content on the above page, how well do you feel Love Beauty and Planet's goals and brand message match yours as a consumer?

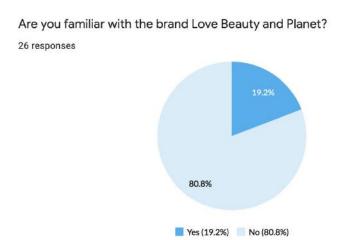


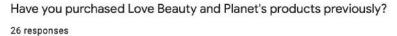
What is your main priority when purchasing beauty products?

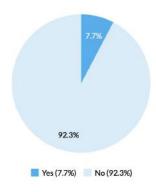




# **Survey Analysis**



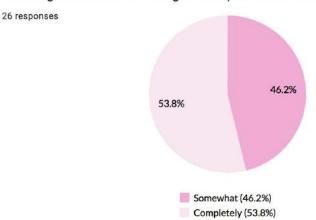




Although 19.2% were familiar with the brand, only 7.7% had purchased LBP's products. This led us to wonder- how can LBP convert their viewers into consumers?

## Survey Analysis

After reading through the content on the above page, how well do you feel Love Beauty and Planet's goals and brand message match yours as a consumer?



Immediately, we ruled out the brand goals and message as a potential cause for LBP's limited conversion rate, as we found 53.8% of consumers completely aligned with the brand goals of LBP.

## **Survey Analysis**

What is one avenue, if any, you would like to see LBP explore? (i.e. a new product, a new social media platform, etc.)

26 responses

New product	More products
Instagram	new social media platform!
maybe transparency of labour workers, seeing as most brands don't ever talk about that in their home page	N
	i'm not sure as I don't have too much interest for the brand, generally speaking.
a new product!	I would love hair care for curly hair
Deoderant	ig
NA .	natural makeup products
Toner	social media platform (like instagram since i feel lbp would reach their audiences easier amd in many
	interactive ways)
N/a	more advertising. love the goals and brand message of LBP, but haven't seen the brand before.

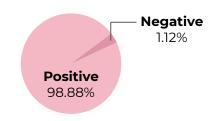
Expanding on this, respondents provided lots of great ideas for areas LBP could explore. One that stuck out was: "more advertising. love the goals and brand message of LBP, but haven't seen the brand before."

#### **IG Raw Data**

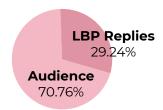








#### **Comment Type**

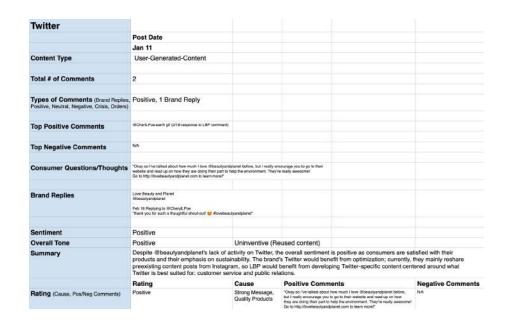


#### **Data Overview**

To obtain this data, we analyzed each Instagram post between January 1st – January 1sth and manually read through the comments, evaluating the tone of each message. To determine the rating, we looked at audience perception and sentiment. With a positive trend in perception, LBP's Instagram has a positive rating.

## **Twitter Raw Data**

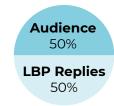








#### **Comment Type**

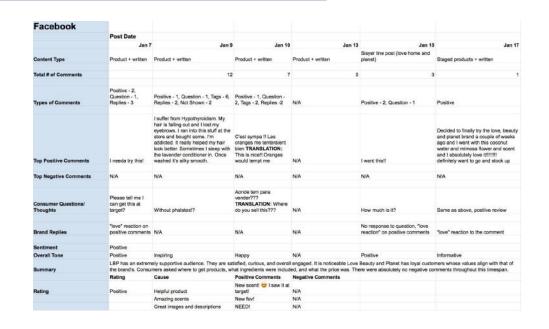


#### **Data Overview**

For Twitter, LBP has only one tweet between January 1st – January 15th. In order to determine the rating, we evaluated data from this tweet as well as overall audience sentiment on the platform. With a positive trend in perception, LBP's Twitter has a positive rating.

#### **FB Raw Data**

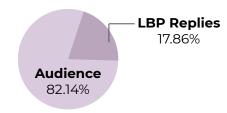








#### **Comment Type**



#### Data Overview

Without a single negative comment during the research period, LBP's Facebook has a positive and happy tone, seen through posts and audience reaction. LBP's audience is supportive and their beliefs align with brand's. All comments here actually praise the brand rather than the posts.

#### YouTube Raw Data



Post Date Feb 18 15 second video of product, sustainability  Total # of Comments Comments are off.  Types of Comments N/A  Top Positive Comments N/A  Top Negative Comments N/A  Consumer Questions/ Thoughts N/A  Brand Replies N/A  Sentiment Inconclusive Could be better if comments were on. 15 likes and 3 dislikes. LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content. Rating Cause Comments Positive Rating Positive  Feb 18  15 second video of product, sustainability  Inconclusive Consumer Questions/ Inconclusive Could be better if comments activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content. Rating Positive Rating Positive Rating Rating Rating Rating Rating	Youtube			
Total # of Comments  Comments are off.  Types of Comments  N/A  Top Positive Comments  N/A  Top Negative Comments  N/A  Consumer Questions/ Thoughts  N/A  Brand Replies  N/A  Could be better if comments  Could be better if comments  Were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments		Post Date		
Content Type  sustainability  Comments  Comments are off.  Types of Comments  N/A  Top Positive Comments  N/A  Top Negative Comments  N/A  Consumer Questions/ Thoughts  N/A  Brand Replies  N/A  Sentiment  Inconclusive  Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments		Feb 18	I	
Types of Comments  N/A  Top Positive Comments  N/A  Top Negative Comments  N/A  Consumer Questions/ Thoughts  N/A  Brand Replies  N/A  Sentiment  Inconclusive  Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments	Content Type			
Top Positive Comments  N/A  Top Negative Comments  N/A  Consumer Questions/ Thoughts  N/A  Brand Replies  N/A  Sentiment  Inconclusive  Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments  Positive message, quality videos,	Total # of Comments	Comments are off.		
Top Negative Comments  N/A  Consumer Questions/ Thoughts  N/A  Brand Replies  N/A  Sentiment  Inconclusive  Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments  Positive message, quality videos,	Types of Comments	N/A		
Consumer Questions/ Thoughts  N/A  Brand Replies  N/A  Sentiment  Inconclusive  Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments  Positive message, quality videos,	Top Positive Comments	N/A		
Thoughts  N/A  N/A  Sentiment  Inconclusive  Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments  Positive message, quality videos,	Top Negative Comments	N/A		
Sentiment Inconclusive  Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments  Positive message, quality videos,		N/A		
Could be better if comments were on. 15 likes and 3 dislikes.  LBP could definitely improve their activity on Youtube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause Comments Positive message, quality videos,	Brand Replies	N/A		
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activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.  Rating  Cause  Comments  Positive message, quality videos,	Overall Tone	Could be botter if committee		
Positive message, quality videos,	Summary	activate their comment section to thoughts. They should do this for	allow their audience to share their future videos as well as old ones,	
		Rating	Cause	Comments
	Rating	Positive		N/A

#### **Comments N/A**



## **Data Overview**

LBP's positive rating on YouTube is made up for by their views and likes. The company does not allow anyone to comment on videos, leaving an inconclusive sentiment on the page in regards to audience response. The tone could definitely improve if they opened up the comments section.











#### **Positive Comments**

**Jan. 7 @miikalynn:** "Just want to say you guys are my FAVORITE brand. FAV OR ITE. My hairs always shiny, easy to manage, and it's just amazing. Thank you so much"

Jan. 10 @natvrefairie: "just wanted to say a little thank you on behalf of all of our animal friends and my fellow environmentalists — thank you for putting a brand out on the shelves that i am proud to be a consumer of:) i don't feel guilty after using your products and they work even better than anything else i've tried!! i got my dad hooked on your shampoo bars. thank you for helping save the planet we share ""

Jan. 13 @nicolembaugh: "You guys have the prettiest packaging I swear"









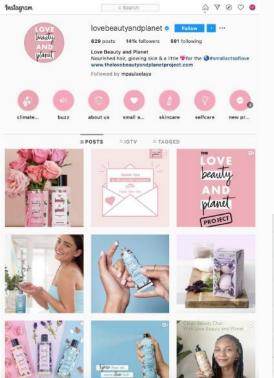
#### **Negative Comments**

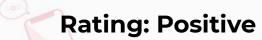
Jan. 1 @silasvonmorisse: "Recycled plastic bottles are a no no. It's still single-use plastic that will end up in landfills or oceans. Think of better alternatives.."

Jan. 9 @jayden.dunn: "Green washing! Do your research i"

Jan. 9 @silasvonmorisse: "STOP using plastic! I don't care if it's recycled plastic or not, it is still single-use plastic that will end up in landfills and oceans! Do shampoo bars (like the heart-shaped one you have at Target) stop manufacturing products w plastic! Replace w bars, stainless steel pumps, aluminum bottles or glass bottles. Only 9% of plastic worldwide is truly recycled. That nonsense has to stop. Its stops with you stopping feeding it to consumers, and stop w consumers making better choices."







Cause: Strong Message, Compelling Imagery, Beautiful Packaging

















#### **Rating: Positive**

Cause: Strong Message, Quality Products



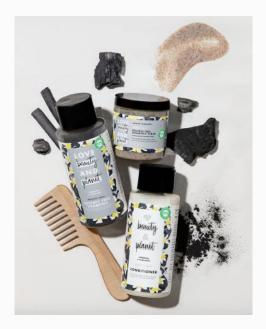
#### **Positive Comments**

**@CheryILPoe:** "Okay so I've talked about how much I love @beautyandplanet before, but I really encourage you to go to their website and read up on how they are doing their part to help the environment. They're really awesome! Go to http://lovebeautyandplanet.com to learn more!"



N/A (No Negative Comments)







# **Positive Comments**

Jan 9 - Lee JB: I suffer from Hypothyroidism. My hair is falling out and I lost my eyebrows. I ran into this stuff at the store and bought some. I'm addicted. It really helped my hair look better. Sometimes I sleep with the lavender conditioner in. Once washed it's silky smooth.

Jan 15 - Rebecca White: I want this 😁 😍



Jan 17 - Sheena Marie Chavez: Decided to finally try the love, beauty and planet brand a couple of weeks ago and I went with this coconut water and mimosa flower and scent and I absolutely love it!!!!!!! definitely want to go and stock up &





















#### **Rating: Positive**

**Cause:** Helpful products, amazing scents, great images and descriptions



**N/A** (No Negative Comments)

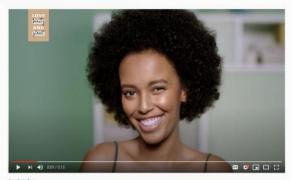






soft skin and a happy heart | Love Beauty and Planet





help make a cleaner planet with recycled plastic | Love Beauty and Planet



Comments are turned off on all of LBP's YouTube videos.

# Rating: Positive

**Cause:** Positive message, quality videos, great production design

### **Updated Hypotheses**

- LBP could improve audience sentiment by providing more information regarding international access to products and using plastic-free packaging solutions, such as steel pumps, aluminum, or glass to reduce waste and ocean pollution.
- LBP's Twitter would benefit from optimization; currently, they mainly reshare preexisting content posts from Instagram, so LBP would benefit from developing Twitter-specific content centered around what Twitter is best suited for: customer service and public relations (i.e. testimonials, reviews, FAQs).
- Facebook could improve their audience engagements by responding more frequently to questions and comments, as well as liking positive comments from customers. They could also incorporate more original content to change things up from their Instagram page.
- LBP could definitely improve their activity on YouTube. They should activate their comment section to allow their audience to share their thoughts. They should do this for future videos as well as old ones, since people like to re-watch old content.

### **Content Suggestions**

- IG: Product imagery, international store info, ingredient transparency, plastic-free initiatives
- Twitter: Product testimonials, consumer reviews, FAQs
- Facebook: More brand replies, original content
- YouTube: More content, comments section turned on, narratives centering around brand story and sustainable sourcing, valuable entertainment





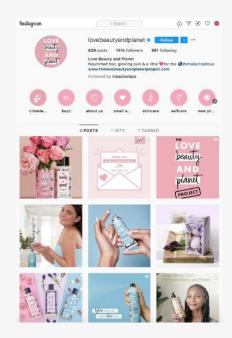
# Creative

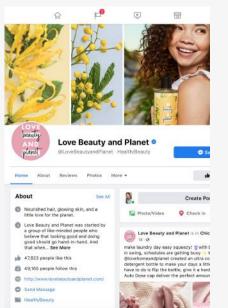


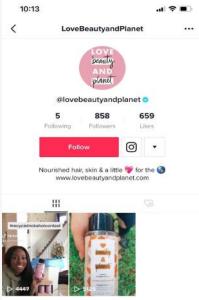














Engagement: 0.64%

\*according to social blade

Engagement: 0.2281%

\*according to social blade

Engagement: 7.59%

\*according to inbeat calculator

Engagement: 0.02%

\*according to social blade

## Measurable Goals

- Increase engagement rates on all four platforms
- Expand content into TikTok
- Create original content for variation
- Further interaction by increasing brand responses



### Concept

By optimizing their visual content to better fit each platform, LBP can benefit and strengthen their relationship with consumers.



- Continue posting content, staying on-brand
- Increase current brand response rate of 29.24%



- Opportunity to create a conversation with consumers
- Use Twitter polls to engage more with the audience



- Avoid reposting the same content as on IG
- Create unique posts with the same brand aesthetic
- Respond to questions and comments



- Transfer content over to TikTok
- Use hashtags and duets to create an engaging experience



Our primary goals are to increase engagement and raise brand awareness by appealing to the consumer values of *sustainability* and *authenticity*.

### **Brand Voice**

#### **Top Three Brand Attributes:**

- Sustainable
- Creative
- Energized

Love Beauty and Planet's voice is always *encouraging* and never *hindering*. They are very supportive of their consumers and their unique needs/wants.

Love Beauty and Planet's voice is always *respectful* and never *patronizing*. The brand voice is kind and credible.





### Voice

Cheerful

Animated

Youthful

Relevant



### **Behavior**

Aligns with consumer values

Reaches a niche sustainable audience



## Design

Colorful

Approachable

Cohesive

Fun

## **Mood Board**

























- Various ways to showcase natural ingredients
- Visual diagrams of sustainability

- Message: organic, natural products, brand honesty and authenticity







- Vegan/nature-based product
- Cruelty-free ingredients

- Linear
- Tactile

Message: nature-based as opposed to animal-based products





- Positive, straight-forward messages









- Message: Natural beauty is in. Celebrate your flaws and what makes you unique.





- Celebrity/influencer-focused





 Message: Step outside the binary and discover what "pretty" means to you.

## **Style Guide**

### Logo

### **Content Examples**











### **Fonts**

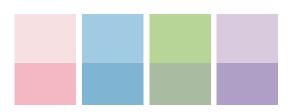


### **Poppins Bold**

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ

**Tone** 

### **Colors**



### **Icons**





















Energized

Creative

Sustainable

No Animal Testing

No Silicones





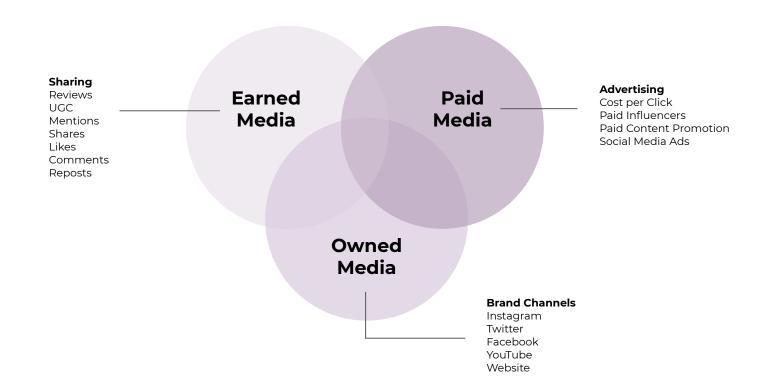
No Sulfates

Sensitive Skin

Coconut Oil

Sourced Extract

### **Content Distribution**



### **Content Distribution**



Static Feed Posts (6) Gif Feed Posts (6) Story Posts (2)



Static Content (9) FAQs (1)



Introduction (1) Additional (7)



FAQs (1) Reviews (2) Polls (1)

### Overview

For a two week brand campaign, we plan to create 14 content posts for Instagram, 4 Twitter mock-ups, 8 TikTok videos, and 10 Facebook posts. As LBP consumers are most active on Instagram and Facebook, we will create the highest quantity of content for those two platforms. Additionally, we will expand LBP content to TikTok, allowing the new platform to replace YouTube.

### **Content Calendar**

		Januar	y 2021			KEY: Instagram Facebook Twitter Tik Tok
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				8	9 am - FAQs	2:30 pm - LBP/ LHP
					1 pm - New Year	(2.7)
					3 pm - Meet the Team	
					1	2
CLIMB AV	MONDAY	TUECDAY	MEDALECD AV	THURSDAY.	EDID AV	CATURDAY
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8 am - BTS	3 pm - UGC	9 am - Trend	9 am - Positive Presence	12 pm - How to Use	9 am - Poll	2 pm - Giveaway
1 pm - Environmental		11 am - FAQ	1 pm - Customer	1 pm - Product	11 am - Giveaway	
2 pm - Sustainable		2:30 pm - Meet the Team	3 pm - New Release	2:30 pm - UGC	1 pm - Duet 1:30 pm - Zero Waste	
3	4	5	4	7	1.30 pm - Zero waste	9
3	.4	]	٥	1	٥	7
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
8 am - How to Use	11 am - Customer	9 am - Trend	8 am - How to Use	12 pm - Duet		
3 pm - FAQs	2:30 pm - Zero Waste	1 pm - Conversation	9 am - Positive Presence	1 pm - Environmental		
***************************************	•	3 pm - New Release	1 pm - Product	1:30 pm - Giveaway		
			2 pm - Sustainable			
10	11	12	13	14		

### **IG Extended Calendar**

Platform	Post Day	Post Date	Post Time	Location	Content Type	Campaign	Caption	Character Count
Instagram	Friday	Jan 1	3:00 PM	Story	Story	Meet The Team	Meet The Team: "We are making something that we would love to use ourselves and making it in a way that we feel proud about."  - Molly Landman, Global Brand Director and Primary Source of Sens	197
Instagram	Saturday	Jan 2	2:30 PM	Feed	Gif	LBP + LHP	if you love @fovebeautyandplanet products, we think you'll love @fovehomeandplanet too!  If the perfect tragrance for you and your home	141
Instagram	Sunday	Jan 3	2:00 PM	Feed	Gif	Sustainable Authenticity	infused with all-natural ingredients, our murumuru butter and rose body wash is bound to make your skin soft and beauful by the perfect addition to your beauty routine! buy now online- link in bio or at your closest tarost, waimart, ove, or from thumb	256
Instagram	Monday	Jan 4	3:00 PM	Feed	Static	UGC	so proud to support @lovebeautyandplanet an eco-friendly brand with amazing products of go check them out the link to their websit is in my biol #regram :: @sharifaeasmin	153
Instagram	Tuesday	Jan 5	2:30 PM	Feed	Static	FAQs	today's FAQ is: where can I buy products internationally?	165
Instagram	Wednesday	Jan 6	3:00 PM	Feed	Gif	Sustainable Authenticity	made with 100% natural ingredients, our tumeric and tonks essence products are known to brighten hair and skin with a gorgeous, luminous glow	162
Instagram	Thursday	Jan 7	2:30 PM	Feed	Gif	Sustainable Authenticity	looking for a natural shine? Ity our all new rose shampool! made with sustainable, eco-friendly ingredients! feel beautiful and make our earth beautiful too	160
Instagram	Friday	Jan 8	1:30 PM	Feed	Static	Fragrance Spotlight	there is hope for damaged hairt; of this shampoo, infused with virgin occonut oil, nourishes and repairs hair while preventing split ends for beautiful, healthy heir	171
Instagram	Saturday	Jan 9	2:00 PM	Feed	Static	Fragrance Spotlight	a crowd favorite- our luxurious coconut milk and jasmine fragrance is now available in our shampoo and hand cream! ** rock your curt and indulge your skin with nourishment and softness .	196
Instagram	Sunday	Jan 10	3:00 PM	Feed	Static	Fragrance Spotlight	we love our argan oil and lavender shampoo and conditioner and we know you will tool of the love what you strick about this lovely fragrance below.	154
Instagram	Monday	Jan 11	2:30 PM	Feed	Gif	UGC	absolutely loving my new bath bombe! thank you @lovebeautyandpli for making such amazing products! 10/10 recommend!! link in my bio to purchase! #regram :: @fashionbyally	177
Instagram	Tuesday	Jan 12	3:00 PM	Feed	Static	Zero Waste	feel guit-free when you purchase our all-new #zerowaste shampoo and conditioner! made entirely out of aluminum	113
Instagram	Wednesday	Jan 13	2:00 PM	Story	Story	New Release	new product! shop now ^	23
Instagram	Thursday	Jan 14	1:30 PM	Feed	Gif	Giveaway Season	how would you like to design your very own tragrance? we're alw: looking for your feedback and would love to know- do you have an amazing idea for a brend new tragrance we should add to our line? yea??? entry your idea on our wobbits for a chance to win a tree	374

Campai	gn Key
	Giveaway Season (1)
	LBP + LHP (1)
	FAQs (1)
	New Release (1)
	UGC (2)
	Meet The Team (1)
	Zero Waste (1)
	Sustainable Authenticity (3)
	Fragrance Spotlight (3)

As Instagram is where LBP drives the most engagement, this is where we will be focusing most of our campaign efforts.

### **FB Extended Calendar**

Platform	Post Day	Post Date	Post Time	Location	Content Type	Campaign	Caption	<b>Character Count</b>
Facebook	Friday	Jan 1	1:00 PM	Feed/TL	Image	New Year, New Products	New Year, New Product! We have so much to look forward to this year, including a new selection of scents inspired by a fresh start. We can't wait to launch - What do you think it will be? Comment scent and product guissess below!	288
Facebook	Sunday	Jan 3	1:00 PM	Feed/ TL	Image	Environmental	It's not a secret we love our planet here at Love Beauty and Planet, and why wouldn't we? Our bottles are made from 100%, recycled placets, something that can be easier "you rinse the product out of your bottle before placing it in the recycling bin. Only a few seconds of rinsing can lead to a more beautiful planet.	319
Facebook	Tuesday	Jan 5	11:00 AM	Feed/ TL	Image	FAQ	FAQ otdf: Can I find love beauty and planet at my local grocery store? A: Have a closer look at our store locator on our website to find the retailer nearest to you. Click the link below!	187
Facebook	Wednesday	Jan 6	1:00 PM	Feed/ TL	Image	Customer Spotlight/Story	Seriously, who would have thought a shampoo with such simple, down to earth ingredients would have gone a long way? My hair leafs so healthy and my bophins loves the scent (so do I, of course!), I can't stress how great this product is, I'm never switching shampoos - unless it is for another LBP scent! - Christina Greenberg, Illinois.	340
Facebook	Thursday	Jan 7	1:00 PM	Feed/ TL	Image	Product Spotlight	Our sister brand, Love Home and Planet delivers love to your home lyour actual home and your planet; by providing you with amazing home clearing products, such as our Ac concentrated laundry detergent, scented with bulgarian roses and full of friendly, yet powerful plant based cleaning. Keep your clothea and your plant clean.	328
Facebook	Friday	Jan 8	11:00 AM	Feed/ TL	Image	Giveaway	TGIF!! What better way to celebrate than by spreading a little love to you all with a super sweet givensey? Share, like, and tag two friends for a channe for win a special bundle of sharepoor, conditioner, body wash, a hair mask, and a delish body lotion. Winner gets amounced. NEXT Inday AND gets to choose their scent!	319
Facebook	Monday	Jan 11	11:00 AM	Feed/TL	Image	Customer Spotlight/Story	I have never been someone to use bar soap. I just feel like it dries my hands, and I would've never deared to use in on whoth young the body. However, a firting of mire and a delicious sines butter and sandawood bar soap in their bathroom. I tried it and have not used liquid bottles does prince. LiPPs bar soap in my gout to from hands, my body, and now my har- with their bar shampoo and conditioner. Who would've hought it halks littles, Virginia.	435
Facebook	Tuesday	Jan 12	1:00 PM	Feed/ TL	Image	Conversation	Hi babeel Popping in today to check in on you all, and spread some love and beauty. Comment below what you plan to do today to make this day special for yourself! We can't wall to hear!	185
Facebook	Wednesday	Jan 13	1:00 PM	Feed/ TL	Image	Product Spotlight	Did you know our conditioners are created with a test rines technology? This means they rines just a bit feater, allowing you to save some water and be a bit kinder to our beautiful earth. If every woman in America shortened their shower by 10 soconds, we could have enough water to support the needs of over held a malion people for a year!	343
Facebook	Thursday	Jan 14	1:00 PM	Feed/TL	Video	Environmental	Here at Love Beauty and Planet, we focus on what really matters. Feeling beautiful is respiring and improtant: Just like saving our planet. Made with seriandiscofforw, we can recyclable plastic for our bottles in an effort to be kind to our enveronment, which self delivering to your beauty media. It is never too lake to make you and our planet feel a little more beautiful. If an exercise of the planet feel a little more beautiful.	384

Campaign Key
New Year, New
Products
Environmental Tips
FAQ
Customer
Spotlight/Story
Product Spotlight
Giveaway
Conversation

LBP needs unique and engaging Facebook content. Starting off the year right is important, with FAQ's, customer spotlights, and more engaging content other than simple product images.

### **TikTok Extended Calendar**

Platform	Post Day	Post Date	Post Time	Location	Content Type	Campaign	Caption	<b>Character Count</b>
Tik Tok	Sunday	Jan 3	8:00 AM	FYP/Feed	60 sec	BTS	Take a little behind the scenes look at our journey and how we source our ingredients to create unique scents	109
Tik Tok	Tuesday	Jan 5	9:00 AM	FYP/Feed	15 sec	Vlog	Wanna know where to get your LBP goodies? Check the "where to shop" tab on our website!!	88
Tik Tok	Thursday	Jan 7	12:00 PM	FYP/Feed	15 sec	How to use	Let's talk shampoo. Have you tried ours? It's so easy. Let us show you how!	75
Tik Tok	Friday	Jan 8	1:00 PM	FYP/Feed	60 sec	Duet	we love seeing you guys enjoy our products!! keep tagging us for a chance to be duetted!	88
Tik Tok	Sunday	Jan 10	8:00 AM	FYP/Feed	15 sec	How to use	Lather up with our delish body washes. The hardest part about this is deciding on one scent!	92
Tik Tok	Tuesday	Jan 12	9:00 AM	FYP/Feed	15 sec	Trend	we are joining the ping pong trick trend and using our lbp containers! Tag us #lbpingpong on your challenges!	109
Tik Tok	Wednesday	Jan 13	8:00 AM	FYP/Feed	15 sec	How to use	Wanna get the smoothest hands in the game? Let us show you how, with our yummy hand creams.	91
Tik Tok	Thursday	Jan 14	12:00 PM	FYP/Feed	15 sec	Duet	we got beauty expert @skincarebyhyram come by and react to your routines!! keep loving yourselves and our planet with lbp!	122

Campaign Key
Meet the team
BTS
Trend
How to use
Duet

TikTok would be LBP's newest platform, since content here is simple, fun, and engaging, posts will be constant, keeping up with TikTok trends and doing duets with customers, as well as other short videos.

### **Twitter Extended Calendar**

Platform	Post Day	Post Date	Post Time	Content Type	Campaign	Caption	Character Count
Twitter	Friday	Jan 1	9:00 AM	Gif	FAQs	looking for the perfect beauty routine made just for you? buy our products in-store and online all around the world! now available in CVS, Walmart, Target, Tom Thumb, Tesco, Ocado, ASOS, Amazon, Birchbox, and more! comment your favorite place to buy our products below.	275
Twitter	Wednesday	Jan 6	9:00 AM	Static	Positive Presence	"This brand is incredible, it's has everything organic, vegan, natural, animal cruelty free AND you have rose smelling hair that has shine and healthiness." - Sabrina McGhee	173
Twitter	Friday	Jan 8	9:00 AM	Poll	Polls	What's your favorite @beautyandplanet shampoo? a) sulfate-free hemp seed oil & nana leaf shampoo b) sulfate-free sea salt & bergamot shampoo c) murumuru butter & rose dry shampoo d) literally all of these	190
Twitter	Wednesday	Jan 13	9:00 AM	Static	Positive Presence	"This rose shampoo and conditioner set is the prettiest and healthiest my hair has EVER looked and smelled. I would highly recommend!" - Mrs. W	143

Campaign Key		
	FAQs	
	Polls	
	Positive Presence	

As Twitter is LBP's lowest-performing platform, we will be keeping content posts to a minimum here. However, we still recommend that LBP stays active on this platform to engage with consumers, answer questions, and provide customer support.



### **Meet The Team**







#### **Caption:**

- meet the LBP team: "we are making something that we would love to use ourselves and making it in a way that we feel proud about." - molly landman, global brand director

#### Ad Goal:

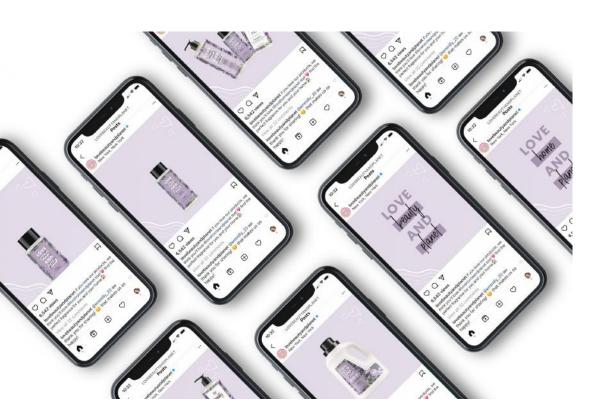
- Introduce the LBP team.
- Express LBP's goals through quotes from team members.

#### **Post Date:**

- Fri, January 1st at 3:00 PM



### LBP + LHP



#### **Caption:**

- if you love @lovebeautyandplanet products, we think you'll love @lovehomeandplanet too! find the perfect fragrance for you and your home

#### Ad Goal:

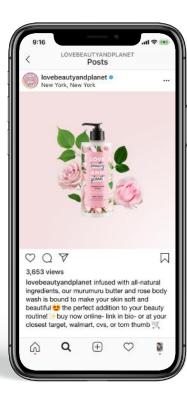
- Advertise LBP's sister brand LHP.
- Expand the consumer base for both brands.

#### **Post Date:**

- Sat, January 2nd at 2:30 PM



### **Sustainable Authenticity**





#### **Caption:**

- infused with all-natural ingredients, our murumuru butter and rose body wash is bound to make your skin soft and beautiful ♥ the perfect addition to your beauty routine! ★ buy now online- link in bio- or at your closest target, walmart, cvs, or tom thumb ▼

#### **Potential Hashtags:**

- #lbp #lovebeautyandplanet #sustainable #natural

#### Ad Goal:

- Advertise a new product.
- Showcase the brand's sustainability.

#### **Post Date:**

- Sun, January 3rd at 2:00 PM



### UGC



### **Caption:**

so proud to support
@lovebeautyandplanet an
eco-friendly brand with amazing
products♥ go check them outthe link to their website is in my
bio! #regram ் ©sharifaeasmin

#### **Potential Hashtags:**

#Ibptakeover #Ibpbathbombs #Ibppartner

#### Ad Goal:

- Show positive consumer support.
- Drive purchase intent.

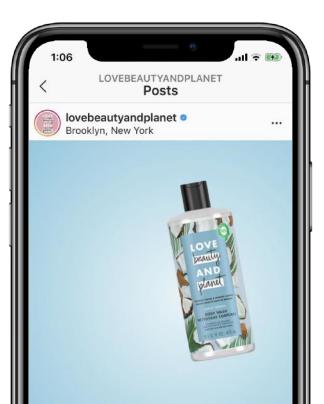
#### **Post Date:**

- Mon, January 4th at 3:00 PM



### **FAQs**





#### Caption:

today's FAQ is: where can I buy products internationally? check out our recent post for a map of all of our stores! let us know if you have questions below

#### **Potential Hashtags:**

- #lbp #lovebeautyandplanet #faq #frequentlyaskedquestions

#### **Ad Goal:**

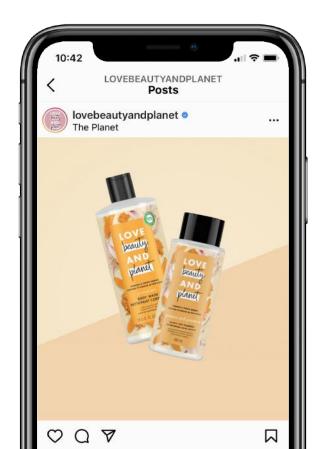
- Educate consumers about where to buy products internationally.
- Provide an answer to a FAQ regarding product accessibility.
- Encourage the audience to interact with previous posts.

#### **Post Date:**

- Tues, January 5th at 2:30 PM



### **Sustainable Authenticity**



#### Caption:

 made with 100% natural ingredients, our tumeric and tonka essence products are known to brighten hair and skin with a gorgeous, luminous glow

#### **Potential Hashtags:**

- #lbp #lovebeautyandplanet #sustainable #natural

#### Ad Goal:

- Advertise a new product.
- Showcase the brand's sustainability.

#### **Post Date:**

- Wed, January 6th at 3:00 PM



### **Sustainable Authenticity**





#### Caption:

- looking for a natural shine? ☆ try our all new rose shampoo!! ♀ made with sustainable, eco-friendly ingredients! ※ feel beautiful and make our earth beautiful too ♥

#### **Potential Hashtags:**

- #lbp #lovebeautyandplanet #sustainable #natural

#### Ad Goal:

- Communicate ingredient transparency and sustainability.
- Demonstrate authenticity and honesty to consumers.

#### **Post Date:**

- Thurs, January 7th at 2:30 PM



### **Fragrance Spotlight**



#### **Caption:**

there is hope for damaged hair!
this shampoo, infused with virgin coconut oil, nourishes and repairs hair while preventing split ends for beautiful, healthy hair

#### **Potential Hashtags:**

- #lbp #lovebeautyandplanet #lbpproduct #coconut #lbpshampoo #ecofriendly #sustainable #beautiful

#### **Ad Goal:**

- Highlight a specific fragrance.
- Drive purchase intent through shoppable product tag.

#### **Post Date:**

- Fri, January 8th at 1:30 PM



### **Fragrance Spotlight**



#### **Caption:**

 a crowd favorite- our luxurious coconut milk and jasmine fragrance is now available in our shampoo and hand cream! rock your curls and indulge your skin with nourishment and softness

#### **Potential Hashtags:**

#lbp #coconut
 #lovebeautyandplanet
 #lbpproduct #lbpshampoo
 #lbphandcream #sustainable

#### Ad Goal:

- Highlight a specific fragrance.
- Drive purchase intent through shoppable product tag.

#### **Post Date:**

- Sat, January 9th at 2:00 PM



## Fragrance Spotlight



#### Caption:

- we love our argan oil and lavender shampoo and conditioner and we know you will too! ♥ let us know what you think about this lovely fragrance below ↓ ☆

#### **Potential Hashtags:**

#lbp #arganoil #lavender
 #lovebeautyandplanet
 #lbpproduct #lbpshampoo
 #lbpconditioner

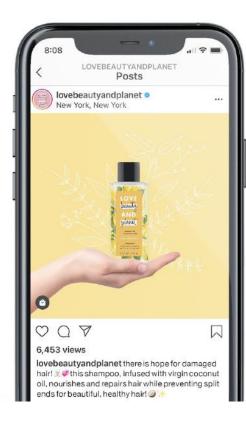
#### Ad Goal:

- Highlight a specific fragrance.
- Drive purchase intent through shoppable product tag.

#### **Post Date:**

- Sun, January 10th at 3:00 PM











### UGC



#### **Caption:**

- "absolutely loving my new bath bombs! thank you @lovebeautyandplanet for making such amazing products! ♥ ♥ ★ 10/10 recommend!! link in my bio to purchase!" #regram :
@fashionbyally

#### **Potential Hashtags:**

#lbptakeover #lbpbathbombs #lbppartner

#### **Ad Goal:**

- Show positive consumer support.
- Drive purchase intent.

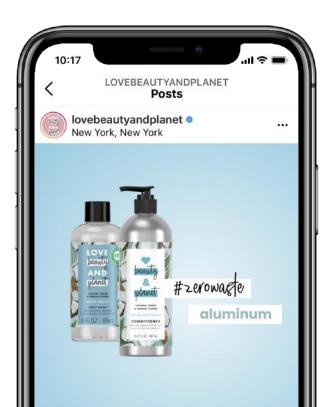
#### **Post Date:**

- Mon, January 11th at 2:30 PM



### **Zero Waste**





#### Caption:

 feel guilt-free when you purchase our all-new #zerowaste products! made entirely out of aluminum

#### **Potential Hashtags:**

#Ibptakeover #Ibpbathbombs #Ibppartner

#### Ad Goal:

- Appeal to LBP's sustainable audience.
- Introduce a new plastic-free initiative.

#### **Post Date:**

- Tues, January 12th at 3:00 PM



# **New Release**





## **Caption:**

- shop now! new product
- swipe up to shop

#### Ad Goal:

- Introduce a new product.
- Drive purchase intent.

#### **Post Date:**

- Wed, January 13th at 2:00 PM



# Giveaway Season



View all 7 comments





## **Caption:**

enter your idea on our website for a chance to win a free limited edition line of @lovebeautyandplanet products with your custom fragrance! tag your friends below!

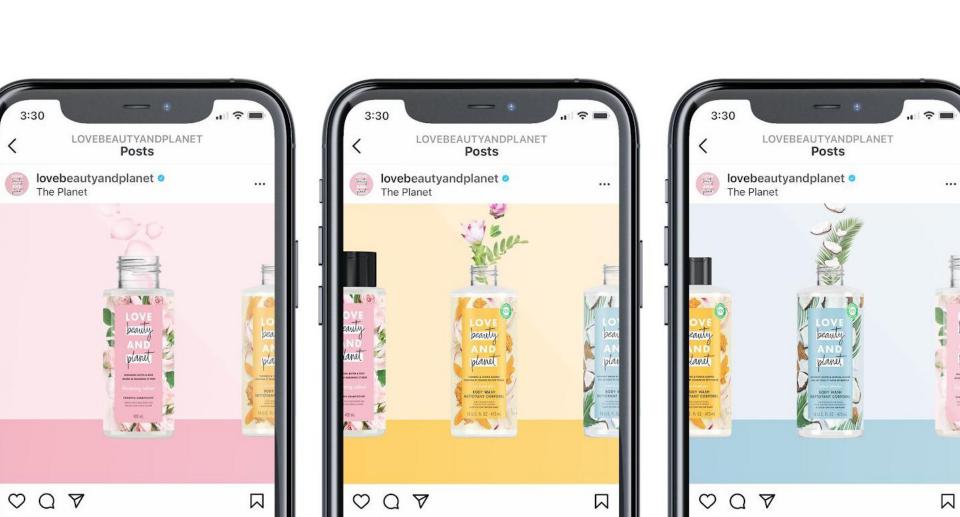
#### Ad Goal:

- Increase audience engagement.
- Offer consumers a chance to design a custom fragrance.

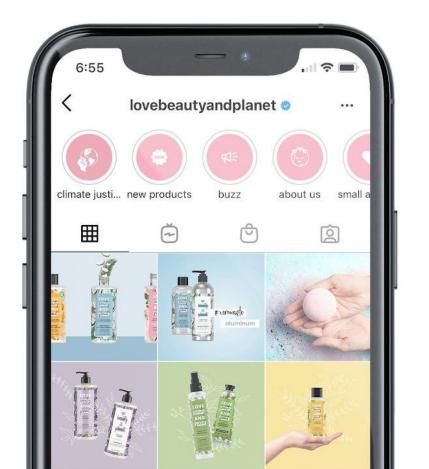
#### **Post Date:**

- Thurs, January 14th at 1:30 PM























# **Twitter**

# **FAQs**





### **Caption:**

- looking for the perfect beauty routine made just for you? buy our products in-store and online all around the world! now available in CVS, Walmart, Target, Tom Thumb, Tesco, Ocado, ASOS, Amazon, Birchbox, and more! comment your favorite place to buy our products below!

### **Potential Hashtags:**

 #lbp #lovebeautyandplanet #wheretobuy #lbpinternational

#### Ad Goal:

- Educate consumers about where to buy products internationally.
- Provide an answer to a FAQ regarding product accessibility.

#### **Post Date:**

- Fri, January 1st at 9:00 AM



# **Positive Presence**



### **Caption:**

- "This brand is incredible, it has everything organic, vegan, natural, animal cruelty-free AND you have rose smelling hair that has shine and healthiness." - Sabrina McGhee

## **Potential Hashtags:**

- #lbp #lovebeautyandplanet #lbpconsumer #lbpreview

#### Ad Goal:

- Show positive consumer support.
- Drive purchase intent.

#### **Post Date:**

- Wed, January 6th at 9:00 AM



# Polls



### **Caption:**

- what's your favorite@beautyandplanet shampoo?
  - a) hemp seed oil & nana leaf
  - b) sea salt & bergamot shampoo
  - c) murumuru butter & rose
  - d) literally all of these 😍

### **Potential Hashtags:**

- #lbp #lovebeautyandplanet #lbppoll #faveproduct

#### Ad Goal:

- Engage the audience with a poll.
- Gain valuable consumer insight.

#### **Post Date:**

- Fri, January 8th at 9:00 AM



# **Positive Presence**



#### Caption:

- "This rose shampoo and conditioner set is the prettiest and healthiest my hair has EVER looked and smelled. I would highly recommend!" - Mrs. W

## **Potential Hashtags:**

- #lbp #lovebeautyandplanet #lbpconsumer #lbpreview

#### Ad Goal:

- Show positive consumer support.
- Drive purchase intent.

#### **Post Date:**

- Wed, January 13th at 9:00 AM









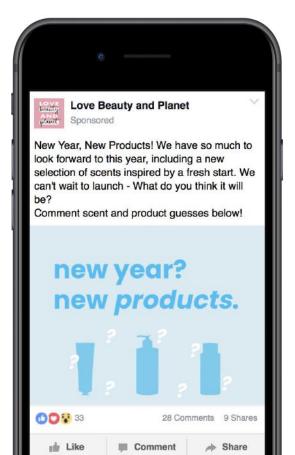






# Facebook

# **New Product Tease**



### Caption:

New Year, New Product! We have so much to look forward to this year, including a new selection of scents inspired by a fresh start. We can't wait to launch - What do you think it will be? Comment scent and product guesses below!

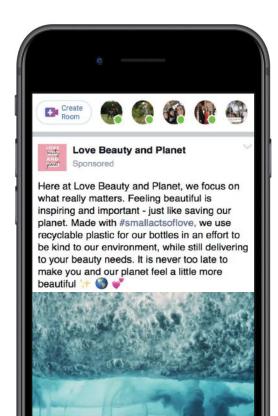
#### Ad Goal:

- Starting a conversation and getting the audience excited about new products coming soon.



# **Environmental**





### **Caption:**

- Here at Love Beauty and Planet, we focus on what really matters. Feeling beautiful is inspiring and important - just like saving our planet. Made with #smallactsoflove, we use recyclable plastic for our bottles in an effort to be kind to our environment, while still delivering to your beauty needs. It is never too late to make you and our planet feel a little more beautiful

## **Potential Hashtags:**

- #smallactsoflove

#### Ad Goal:

 More brand to customer interaction, staying loyal to their brand message



# **Environmental**



## Caption:

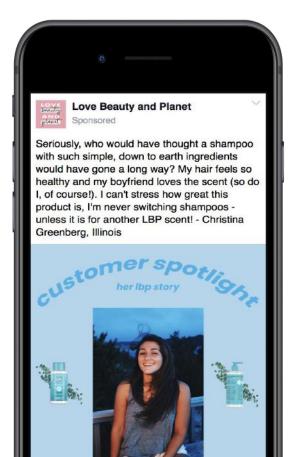
- It's not a secret we love our planet here at Love Beauty and Planet - and why wouldn't we? Our bottles are made from 100% recycled plastic, something that can be easier if you rinse the product out of your bottle before placing it in the recycling bin. Only a few seconds of rinsing can lead to a more beautiful planet.

#### **Ad Goal:**

 More brand to customer interaction, staying loyal to their brand message



# **Customer Spotlight**



### **Caption:**

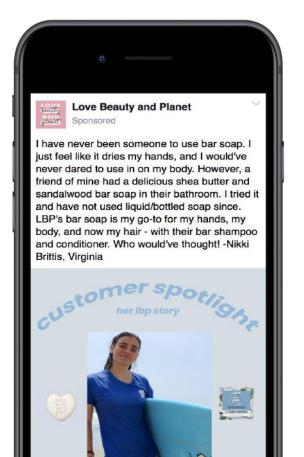
- Seriously, who would have thought a shampoo with such simple, down to earth ingredients would have gone a long way? My hair feels so healthy and my boyfriend loves the scent (so do I, of course!). I can't stress how great this product is, I'm never switching shampoos - unless it is for another LBP scent! - Christina Greenberg, Illinois

#### Ad Goal:

- Show consumer experiences and stories to inspire people to join the LBP family



# **Customer Spotlight**



## **Caption:**

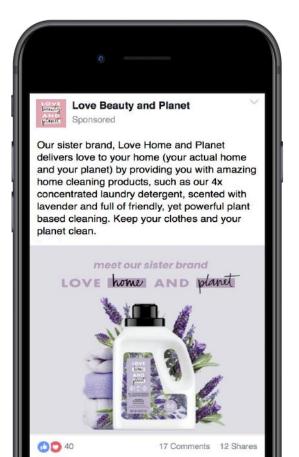
- I have never been someone to use bar soap. I just feel like it dries my hands, and I would've never dared to use in on my body. However, a friend of mine had a delicious shea butter and sandalwood bar soap in their bathroom. I tried it and have not used liquid/bottled soap since. LBP's bar soap is my go-to for my hands, my body, and now my hair - with their bar shampoo and conditioner. Who would've thought! -Nikki Brittis, Virginia

#### Ad Goal:

- Show consumer experiences and stories to inspire people to join the LBP family



# **Product Spotlight**



### **Caption:**

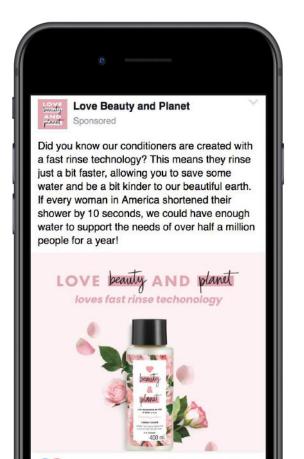
- Our sister brand, Love Home and Planet delivers love to your home (your actual home and your planet) by providing you with amazing home cleaning products, such as our 4x concentrated laundry detergent, scented with lavender and full of friendly, yet powerful plant based cleaning. Keep your clothes and your planet clean.

#### **Ad Goal:**

- To highlight products from both LBP and in this case, LHP, and expose our audience to new goodies



# **Product Spotlight**



### **Caption:**

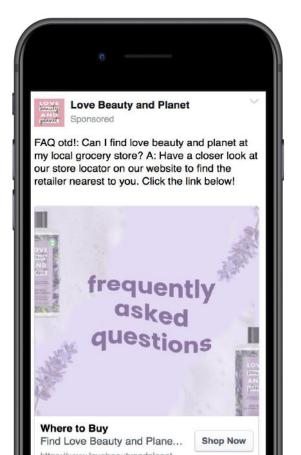
- Did you know our conditioners are created with a fast rinse technology? This means they rinse just a bit faster, allowing you to save some water and be a bit kinder to our beautiful earth. If every woman in America shortened their shower by 10 seconds, we could have enough water to support the needs of over half a million people for a year!

#### Ad Goal:

- To highlight products from LBP, and expose our audience to new goodies while informing them!



# **FAQs**



### **Caption:**

- FAQ otd!: Can I find love beauty and planet at my local grocery store? A: Have a closer look at our store locator on our website to find the retailer nearest to you. Click the link below!

#### **Ad Goal:**

 Answering more consumer questions, ultimately creating a more engaging environment



# Conversation



### **Caption:**

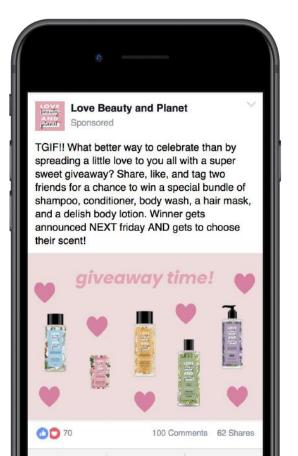
- Hi babes! Popping in today to check in on you all, and spread some love and beauty. Comment below what you plan to do today to make this day special for yourself! We can't wait to hear!

#### **Ad Goal:**

 To create a positive culture between our customers and our brand, fortifying the aspect of a love beauty and planet fam



# Giveaway



### **Caption:**

- TGIF!! What better way to celebrate than by spreading a little love to you all with a super sweet giveaway? Share, like, and tag two friends for a chance to win a special bundle of shampoo, conditioner, body wash, a hair mask, and a delish body lotion. Winner gets announced NEXT friday AND gets to choose their scent!

#### Ad Goal:

- Get people involved and excited, raise engagement by tagging friends



# TikTok



# **Ingredient BTS**



## **Caption:**

- Take a little behind the scenes look at our journey and how we source our ingredients to create unique scents

### **Potential Hashtags:**

- #foryou #fyp #lovebeautyandplanet #LBPtakeover

#### Ad Goal:

- Frequent, engaging content that continues to align with brand values, behind the scenes interaction



# **Team Member Duet**



## **Caption:**

 we love seeing you guys enjoy our products!! keep tagging us for a chance to be duetted!

### **Potential Hashtags:**

- #foryou #fyp #lovebeautyandplanet #LBPtakeover

#### Ad Goal:

 Include one of the TikTok team members to interact with a customer who tags the brand, shows excitement and positive reactions



# **Expert Duet**



## **Caption:**

- we got beauty expert

@skincarebyhyram come by and
react to your routines!! keep loving
yourselves and our planet with lbp!

## **Potential Hashtags:**

- #foryou #fyp #lovebeautyandplanet #LBPtakeover

#### Ad Goal:

 Have a beauty expert react to a love beauty and planet TikTok made by a consumer. Much in the style of viral skin care expert Hyram, it will bring attention to the pros of the brand.



# Trend/Challenge



### **Caption:**

 we are joining the ping pong trick trend and using our lbp containers!
 Tag us #lbpingpong on your challenges!

### **Potential Hashtags:**

 #foryou #fyp #lovebeautyandplanet #LBPtakeover #lbpingpong

#### Ad Goal:

- Follow a famous TikTok trend and personalize it to the brand, to create an opportunity to engage our audience and create a sense of community with our consumers



# Vlog



### Caption:

 Wanna know where to get your LBP goodies? Check the "where to shop" tab on our website!!

## **Potential Hashtags:**

 #foryou #fyp #lovebeautyandplanet #LBPtakeover

#### Ad Goal:

 Vlog style video to create a down to earth vibe that matches the TikTok aesthetic.



# **How-tos**



## **Caption:**

 Let's talk shampoo. Have you tried ours? It's so easy. Let us show you how!

### **Potential Hashtags:**

- #foryou #fyp #lovebeautyandplanet #LBPtakeover

#### Ad Goal:

- To encourage the audience by showing them how simple it is to use LBP products



# **How-tos**



## **Caption:**

 Lather up with our delish body washes. The hardest part about this is deciding on one scent!

### **Potential Hashtags:**

 #foryou #fyp #lovebeautyandplanet #LBPtakeover

#### Ad Goal:

- To encourage the audience by showing them how simple it is to use LBP products



# **How-tos**



### **Caption:**

 Wanna get the smoothest hands in the game? Let us show you how, with our yummy hand creams.

## **Potential Hashtags:**

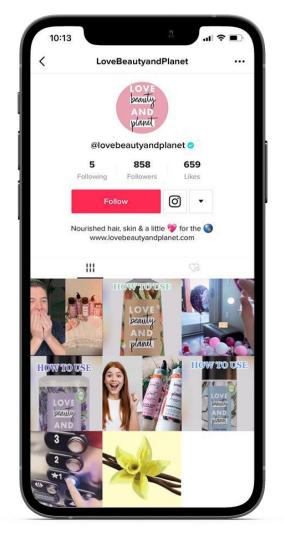
 #foryou #fyp #lovebeautyandplanet #LBPtakeover

#### Ad Goal:

- To encourage the audience by showing them how simple it is to use LBP products







# **Content Overview**







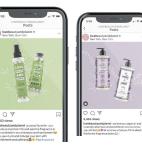






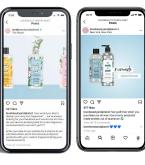
























# **Content Overview**





























# Reflection

Initially, our hypotheses centered around conversion, the process of converting viewers into consumers, and increasing this rate through an increase in advertising. After conducting more research and taking a look at the audience's response, it is clear that LBP does not necessarily need to spend more on their advertising but rather optimize their current ads.

For example, on Instagram, users often ask questions regarding availability of products internationally. LBP does have a UK website; yet, this is not something they focus on within social media. Additionally, to maintain and expand their client base, LBP needs to look into plastic-free solutions. Consumers are no longer satisfied with statements; they want actions, and implementing plastic-free solutions would show consumers that LBP is fully committed to their primary goal:

"Whatever we do must be good for beauty and give a little love to the planet."

Thank you.

## References

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