



REBOUND

Q4 2021



MARKET & CONSUMER BEHAVIOR



BRANDS & CONCEPTS



COMMUNICATION



RETAIL & DISTRIBUTION

MARKET & CONSUMER BEHAVIOR



Consumption maintained **a steady growth** in China, boosted by the **National Day** Holiday **travel season**, remarkable results seen in **Hainan tax-free** market.

GEN ZERS CONSUMPTION TRENDS



Gen Zers show increasing interests in traditional **culture**, while expecting trendier reinterpretation for these elements.

RISING PASSION FOR WELL-BEING



In the post-pandemic era, domestic consumers are putting more focus on **wellbeing** topics, especially **personal health** and **environment well-being**.



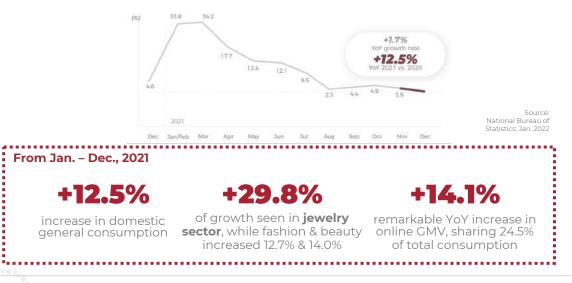
SOARING TRAVEL & CONSUMPTION

Consumption maintained a steady growth in China, boosted by the National Day Holiday **travel season**, remarkable results seen in **Hainan tax-free** market.

DECEMBER & ANNUAL RECAP^{1,2}

- 2021 Dec, domestic consumption saw only **1.7% YoY** growth, the growth is expected to rebound for the following Jan and Feb in 2022.
 - Yet, for the 2021 whole year, the consumption recorded a YoY rising pace high up to **+12.5%**, the average from **2019 2021** is **3.9%**.
- In Dec, **apparel** & **jewelry** consumption growth further slowed down, with **-2.3%** and **-0.2% YoY** decrease, cosmetic saw **+2.5% YoY** only.
 - However, positive number showed in whole-year growth, as apparel, cosmetic and **jewelry** saw significant **YoY** growth with **12.7%**, **14.0%** and **29.8** rise respectively.

COMPOUND CONSUMPTION VOLUME & YOY GROWTH RATE, 2020 - 2021



TOURISM & NATIONAL DAY VACATION FOCUS^{3,4}

- During the **7-day National Day holiday**, a total of **515 Mn** trips were made in China, recovering back to **70.1%** of pre-pandemic level.
 - The market recorded a total of tourism revenue reached €53.77 Bn, slightly decreased 4.7% comparing to last year, affected by the bounce back of epidemic.
 - Impacted by the pandemic situation, **short-distance trips** is still remaining the major choice.
 - Under the wave of nationalism, **culture-related** tours and **patriotism educational** destinations are highly welcomed.

SOARING HAINAN TAX-FREE MARKET

- Since Oct, Hainan province entered the tourism peak season, and during the holiday, Hainan received a total of **3.7Mn** tourists, realizing a total income of **€810 Mn**.
- The tax-free sales saw an even stronger growth boosted by the holiday:



LUXURYNSIGHT 4

2 GEN ZERS CONSUMPTION TREND INSIGHT

Gen Zers show increasing interests in traditional **culture**, while expecting trendier reinterpretation for these elements.

GEN Z BUYERS' EMERGING TRENDS & INSIGHTS

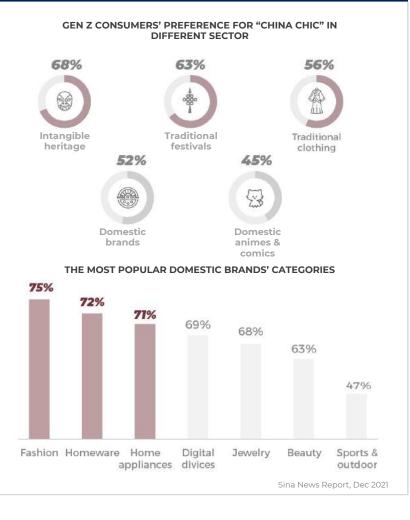
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EMERGING SECTORS

- **Passion for the fusion of "trendy & traditional"**: With the emergence of cultural confidence, **96%** of Gen Z consumers showed the strongest interest in the traditional culture among all;
 - While Gen Z **paid** high attention to various "**China-Chic**" perspectives, such as intangible cultural heritage, traditional festivals and clothing gained most attention.
- **Trendy extreme sports** to express identity: More adventurous and challenging exciting sports are sought after by Gen Zers, including skating, rock climbing, skiing, skydiving, etc.
- Fitness & body shaping: A trend emerging rapidly after the pandemic, attracted 51.7% of Gen Z female. "Stress relief" and "social contact" are important aspects.

NEW CONSUMPTION TRENDS

- Immersive experience: Movie, exhibitions and escape-simulated entertainment saw high popularity among Gen Z, beloved by 58%, 33% and 32% of respondents receptively.
- **Rising focus on domestic brands**: With the growing China pride, domestic brands are highly welcomed by Gen Z consumers, especially in **fashion**, **homeware** and **home appliances**.
 - Offline is crucial: At the post-pandemic stage, Gen Zers gradually put their attention back to offline experience:
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- **53%** of the consumers emphasizes the offline experience events & activities proposed by fashion brands;
 - 35% of respondents prefer creative offline pop-up stores & pop-up events





3 CONSUMERS' PASSION FOR WELL-BEING

In the post-pandemic era, domestic consumers are putting more focus on well-being topics, especially **personal health** and **environment well-being**.

WELL-BING CONSUMPTION INSIGHT^{1,2,3}

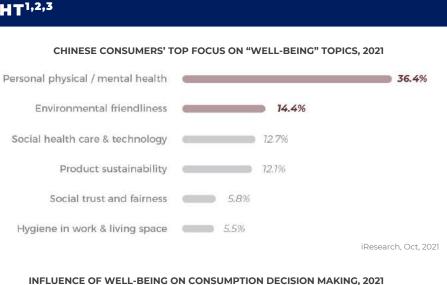
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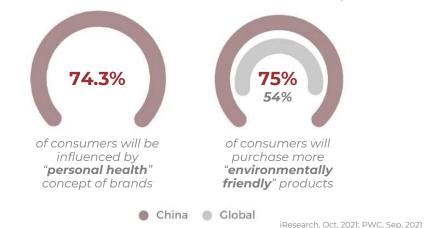
PERSONAL HEALTH AS MAJOR FOCUS

- iResearch's latest report researched into domestic consumer groups between 18-50 yrs, and 36.4% of them ranked "personal health" as the top focus regarding well-being topics.
 - On average, 55.1% of respondents were easy to feel tired, and 45.5% approved they have sleeping problems.
 - Facing the personal health problems, **55.7%** of consumers preferred to do **sports or exercise**, and **27.7%** of them chose to purchase **health-related** products.
- While **74.3%** of consumers claimed that health-related concept of brands will influence their **buying decisions**, and the percentage was high up to **79.6%** among young consumer who aged between 18-24 yrs.

ENVIRONMENT WELL-BEING IS ALSO IMPORTANT

- Furthermore, Chinese consumers marked "**environment well-being**" as the second important issue, with **14.4%** of respondents choosing it as a priority concern.
 - Up to **88%** of Gen Zers approved the value of sustainability; **95%** of the age segment have purchased second-hand products.
 - In general, approximately **75%** domestic consumers were willing to purchase **environmental-friendly** products, and **72%** prefer companies which support **sustainable concepts**, higher than the **54%** of global consumer's average.





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LUXURYNSIGHT 6

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COLLABORATION WITH TRENDY IP



Tap into the **on-going pop trends** in China and **join hands** with **young & sought-after IPs** to constantly attract consumers' attention.



OFFLINE ART FUSION



Engaging audiences with **immersive** & **sensorial** offline **art exhibitions** to convey the brand **values** and **connotations**.



EYES ON LOCAL TALENTS



Engage consumers through highlighting the **importance** of **local talents** for the brand and **conveying brand values** via a dedicated talent support program.





7 COLLABORATION WITH TRENDY IP

ACTION

Tap into the **on-going pop trends** in China and **join hands** with **young & sought-after IPs** to constantly attract consumers' attention.

SHANGXIA¹

- Luxury lifestyle brand <u>Shang Xia</u> joined forces with the **most sought**after designer toy maker <u>Pop Mart</u> to release a series of gift boxes, harmoniously integrating top IP <u>DIMOO</u>'s cute features into its elegant tea sets to attract attention from the young generation who is entranced by collectible designer toys.
- Focusing on traditional Chinese aesthetics, Shang Xia's cross-industry collaboration added novel & trendy nuances into its products & brand image, boosting the brand's relevance with pop culture and tremendously elevated its brand awareness.
- The hashtag <u>#Shang-Xia-X-POPMART-gift-box</u> gained **1M+** views on Weibo.



PERFECT DIARY²

- Partnering with the most **buzzed-about** mobile game <u>Honor of Kings</u>, cult c-beauty brand <u>Perfect Diary</u> released a series of **game-themed makeups**, including eyeshadow palettes featuring the color and the style of the **game's beloved heroines**.
- As Honor of Kings enjoys great popularity among female consumers in China, this **bold** & **boundary-pushing** collaboration grasped the attention of **make-up enthusiasts** and **concurrently raised the brand visibility** among a larger crowd of **game lovers**.
- The hashtag <u>#Perfect-Diary-X-Kings-of-Honors-Collab</u> triggered a heated discussion on Weibo with **300M+** views.



2 OFFLINE ART FUSION

ACTION

Engaging audiences with **immersive** & **sensorial** offline **art exhibitions** to convey the brand **values** and **connotations**.

CHAUMET^{1,2}

- Jewelry Maison Chaumet has presented "**Tiara Dream**" exhibition in Beijing, featured its world-famous **masterpieces**, including both precious antiques & contemporary pieces to uplift the **brand education**.
- Through holographic projections and interactive displays, Chaumet guided visitors traveling through time and space, connecting the brand's culture with art and explaining its unique allure which lies in art and craftsmanship. Moreover, Chaumet also provided a digital exhibition for online audiences to complete their discovering journey.
- Weibo hashtag <u>#Chaumet-Tiara-Dream</u> generated **190M** views with **1.2M+** discussion.



AESOP³

- Inspired by the brand's skin care philosophy, Aesop held an immersive exhibition in Shanghai titled "The Pleasure of Patience", enhancing its connection to art & lifestyle while reinterpreting the brand concept.
- The exhibition combined multiple art forms such as dance, poetry, music and calligraphy. Guests were also invited to interact with the dancers and followed the master calligrapher to create their own calligraphy pieces to enrich this participatory experience.
- Weibo hashtag <u>#Aesop-The-Pleasure-Of-Patience</u> gained **9.3M+** views.



(1) Chaumet Official Weibo, 01/11/21; (2) Chaumet Official WeChat, 08/11/21; (3) Aesop Official Weibo, 01/12/21

3 EYES ON LOCAL TALENTS

ACTION

Highlighting the **importance of talent** for the brand and **conveying brand values** through a dedicated talent support program.

CHANEL²

• **IKEA** joined hands with <u>Zhejiang Vocational Academy of Art</u> to launch a **school-enterprise cooperation** course expansion program and held an in-store exhibition of students' work, underling the brand's emphasis on **talent development** and **creativity**.

IKEA¹

- The exhibits are re-creations of IKEA products by students and teachers from Zhejiang Vocational Academy of Art. The brand has created handson opportunities for school students through this initiative and has generated buzz on local social networks, attracting more traffic to the Hangzhou IKEA store.
- Related post generated **62K** views on WeChat.



- Chanel and <u>Three Shadows Photography Art Center</u> jointly launched the **Curatorial Award for Photography and Moving Image**, reaffirming Chanel's **respect for art & culture** and **support for young talents** through an ongoing collaboration with various cultural institutions.
- Following the **Chanel Culture Fund** establishment in March, it has launched several creative programs in China to **support local artistic creators**. This time, the award will offer learning opportunities and cash prizes to the winners, dedicated to identifying and helping outstanding Chinese young image curators while highlighting Chanel's **connection with art**.
- Related posts received **2M+** views on Weibo.



(1) Zhejiang Vocational Academy of Art Official WeChat, 06/10/21; (2) Chanel Official Weibo, 18/10/21

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SPOTLIGHT THE CULTURAL ORIGIN



Narrate the cultural background of the products & highlight the brand origin to showcase its depths and enrich the connotations.



ECHO OF CHINA PRIDE & SPROTSMANSHIP



Join hands with **respectable national athletes** to launch campaigns, leverage the **China Pride** and **resonating** with the local audience backed by rising sports heat.



LISTEN TO THE FEMALE VOICE



Speak to female audiences through in-real-life stories, enriching the brand image that strongly echoes with females' evolution in modern society.





1 SPOTLIGHT THE CULTURAL ORIGIN

ACTION

Join hands with **respectable national athletes** for campaigns, leverage the **China Pride** & **resonate** with the audience backed by rising sports heat.

CHOU SANG SANG¹

- Chinese jewelry brand Chou Sang Sang inaugurated a **tradition-themed** exhibition in Shanghai where it incorporated various **classic cultural elements** to **uncover the inspiration** & **the poetry** of its new gold collection, simultaneously **reinforcing its Chinese root**.
- Decorated with Chinese-style furniture, bonsai, vases and bamboos, this **immersive** brand space enabled audience to **embark on a journey** of the discovery into the **Chinese aesthetics** and organically connect the brand with the **traditional culture**.
- The exhibition hashtag <u>#Exquisite-Gold & China-Trend-Exhibition</u> gained 120M+ views on Weibo.



FLORASIS²

- C-beauty brand Florasis invited top director <u>@Yimou Zhang</u> to shoot a two-min narrative campaign film where it spotlighted the rich heritage of <u>Dai Ethnicity</u>, paying tributes to the Chinese ethnic culture and highlighting the unique inspiration of its new collection.
- Via a conversation with a local craftsman, this clip was centric to the **inspiration** of the Dai collection the **peacock totem** and unveiled the **rich implications** and the **stories** behind this **ancient Dai symbol**, resonating greatly with local beauty shoppers.
- The video campaign hashtag <u>#Yimou-Zhang's-New-Masterpiece</u> triggered a heated discussion on Weibo with **91M+** views.



2 ECHO OF CHINA PRIDE & SPROTSMANSHIP

Join hands with **respectable national team athletes** to launch various campaigns, leveraging the **heat of China Pride** and **resonating** with the local audience.

KIEHL'S¹

- Kiehl's released a short video entitled "Act Any Age" where two Tokyo Olympics champions <u>@Xiaojun Lv</u> and <u>@Zhiyi Fan</u> were invited to **narrate** their **professional attitudes & spirits** regardless of age.
- By spotlighting these China heroes' **perseverance** on the battleground when they fight for the glory of the country, this clip built a **deep emotional bond** with the local audience.
- The campaign hashtag <u>#Act-Any-Age</u> generated **180M+** views.

L'ORÉAL PARIS²

CTIO

- For the first time in China, L'Oréal Paris has announced an athlete - world table tennis champion @<u>Ma Long</u> as its brand ambassador, merging his **professionalism** into the **brand concept**.
- Having won glories on the global stage for China and been perceived as the national pride, Long's team-up with L'Oréal spurred great discussions among sports fans.
- The campaign hashtag <u>#Ma-Long-Was</u> <u>Challenged</u> garnered over **55M+** views.



- Max Mara launched a creative champion where athletes from **China women's national football team** were wearing iconic Max Mara coats playing on the football court.
- Photographer <u>@Nanli Hong</u> a 83 yrs former gymnast was invited to capture the passions and enthusiasm of these admirable sportswomen, stirring up tighter emotional connections with the sports audience.
- The hashtag <u>#Nanli-Hong Recorded-Women-</u> <u>Football-Team</u> generated **14M+** views on Weibo.







3 LISTEN TO THE FEMALE VOICE

ACTION

Speak to female audience through **in-real-life stories**, **enriching** the brand image that strongly echoes with **females' evolution** in modern society.

L'ORÉAL PARIS

- L'Oréal Paris starred three Chinese female figures in space technology, dance and sport "I crown myself" campaign, underlining the energy & tenacity of women.
- Narrating the constant dedication and perseverance behind the stories of these icons, the video successfully triggered the social discussion around "women empowering", also emphasis brand's commitment on accompany women for their journey to excellence.
- Weibo hashtag #<u>I-Crown-Myself</u> got **50M+** views and **13K** discussions.

UBRAS²

- Chinese lingerie brand **Ubras** released a short video, encouraging females to protect their **boundaries** in the interpersonal relationships.
- Centering around couple, mother-child and colleague bonding, the campaign tapping various in-real-life stories, inspiring the audience to redefine the "Comfort" of each relationship with "less dependence" & "more self-pleasure".
- The video campaign generated **2.1M+** views.

NEIWAI^{3,4}

- The local lifestyle brand Neiwai launched its first Bridal series with the campaign entitled "A moment with myself before the wedding", reinforced the brand's image of supporting women's independence.
- Via a story of a bride-to-be's expectations for the wedding, and her insistence on "being me" in marriage, Neiwai echoed with Chinese females through the deep understanding of the contemporary women's anxieties.
- The post generated **30K+** views on WeChat.

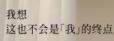












我们平凡 甚至都偶尔执拗 同样期待自我能永远激激作期

幸运去感謝 我们能说此保护部个最珍贵的「我」 对世界不很有许动有畅想有回望

以后的时间 我也不会试路 自私地把你占有

期待两个「我」依旧想法互通 構成争抗 暫时待領 会協对不配 也認我愛你

(1) L'Oréal Paris Official Weibo, 14/09/21; (2) Ubras Official Weibo, 16/09/21; (3) Neiwai Official Weibo, 24/09/21; (4) Neiwai Official WeChat, 23/09/21

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HOLIDAY ECONOMY THRIVE



The nationwide week-long holiday has **spurred** a sales growth in different cities, especially **duty-free destination**.

11.11 ONLINE LUXURY FEAST



Luxury brands embraced **11.11 online shopping festival** with uplifted **online service** and featured **new products**.

SCENARIO-BASED NOVELTY



Leverage **local** & **artistic scenes** to optimize the consumer journey and engage **local customers** through **novel experiences**.





1 HOLIDAY ECONOMY THRIVE

The nationwide week-long holiday has **spurred** a sales growth in different cities, especially the **dutyfree destination Hainan Province.**

LUXURY CONSUMPTION BOOSTED BY GOLDEN WEEK^{1,2,3,4,5,6}

TIANJIN

€270 Mn

Total

Consumption

- China's National Day holiday (Oct. 1-7th), also known as "Golden Week", stimulated consumption & demand of experiential activity during the 7-days nationwide vacation.
 - Mid-to-high-end segment kept momentum with consumers' enthusiasm of high-quality products.
 - Despite 1.5% fell of travel volume, **domestic duty-free** spending surged due to the restriction of international travel.
 - **Emerging entertaining activities**, such as camping/surfing/diving/music festival, were sought after among the younger generation.

CITIES HIGHLIGHT IN "GOLDEN WEEK"

SHANGHAI

€10.3 Bn

Total

Consumption

The average daily sales revenue of retail industry in the Golden Week

+9.9% YoY

BEIJING

€860 Mn

Retail

Revenue

• Tier 1 & 1.5 cities had an outstanding performance in the **retail** & **travel** industry, especially "**featured shopping areas**" which greatly attracted numerous consumers to visit.

SHENZHEN

€783 Mn

Tourism

Revenue

• Tier 1,5 cities such as Chongqing & Tianjin tapped the strategy of **themed shopping carnival** to achieve dazzling results in this Golden Week.

CHONGQING

€2.2 Bn

Retail

Revenue

• Hainan, the **domestic duty-free destination**, was growing to an alternative destination for outbound **luxury purchasing** during pandemic.

DUTY-FREE DESTINATION HYPE

- The duty-free consumption in Hainan amounted nearly €198 Mn in 7 days.
- The Oct. 6th one-day sales hit the **new record** of €37 Mn.

9	66.9 %	359%
Iconic duty-free	YoY Sales	6-days Sales
Stores in Hainan	Increase	Increase to 2019



(1) <u>CCTV News</u>, 08/10/21; (2) <u>People.cn</u>, 09/10/21; (3) <u>EEO</u>, 06/10/21; (4) <u>CNBC</u>, 08/10/21; (5) <u>Wanshang Club</u>, 08/10/21; (6) <u>Hainan Government</u>, 09/10/21

52.6 Bn

Domestic Tourism Spending

515 Mn

Domestic Tourist Trips

2 11.11 ONLINE LUXURY FEAST

Luxury brands embraced 11.11 online shopping festival with uplifted online service and featured new products.

THRIVING LUXURY E-COMMERCE^{1,2}

FLOURISHING DIGITAL LUXURY MARKET

- **11.11**, China's biggest e-commerce festival in November, kept its momentum with more and more luxury brands' participation in the **3- week-long** carnival.
 - The GMV of Tmall Luxury Pavilion reached € 14 Mn in the first 15 minutes.
 - Luxury products' GMV on Tmall achieved more than **100% YoY** growth.
 - Brands such as Balenciaga, Chloé, Kenzo **broke through** their **first-day GMV in 618** festival **within 10 minutes**.
- Livestreaming as one of the main drivers of 11.11 has played a dominant role, including more than € 1.21 Bn of sales generated by the top 2 livestreamers Viya & Li Jiaqi.
 - In <u>Viya</u>'s **fashion & luxury dedicated livestream**, luxury brand such as Alexander Wang and Piaget actively attended to showcase their **products** and stimulate the **sales**.

GROWING LUXURY PARTICIPANTS IN THE 11.11 FESTIVAL

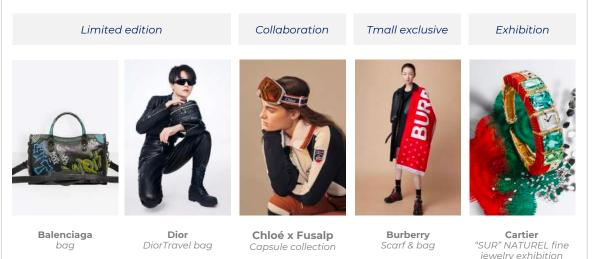


UPGRADED DIGITAL EXPERIENCE³

IMMERSIVE ONLINE SHOPPING JOURNEY

- With the new functions on Tmall Luxury Pavilion, brands were able to provide **upscaled e-retail services**, such as AR try-on, online exhibition, after-sales service, product maintenance & customization, etc.
- Luxury brands launched various **new products** dedicated to the 11.11 festival or exclusively on e-commerce platforms to hail the e-commerce feast.

LIMITED PRODUCTS & EVENTS FOR 11.11 SHOPPING FESTIVAL



(1) <u>Vogue Business, 11/11/21;</u> (2) <u>Luxury Society, 12/11/21;</u> (3) <u>DSB, 21/10/21</u>



ACTION

Leverage **local** & **artistic scenes** to optimize the consumer journey and engage **local customers** through **novel experiences**.

PRADA^{1,2,3}

- Prada inaugurated a pop-up space by taking over an entire wet market in Shanghai for the Fall 2021 campaign "Feels Like Prada", integrating the brand spirits of creativity into a local scene of daily life.
- Apart from the featured **exterior design**, the **interior decorations** & food **packaging** were all set with the **iconic codes** & **prints** from Prada's newly released FW 2021 collection, transforming the 5000+ m² **neighborhood space** into a photogenic Prada world.

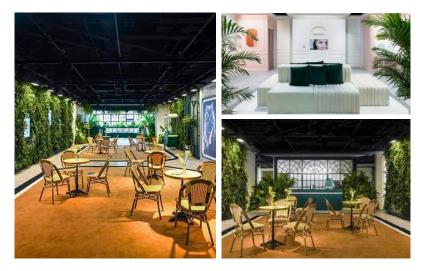


The food packaging of fruits and vegetables

The exterior decoration of the wet market

BOUCHERON⁴

- Boucheron unveiled a high-end jewellery exhibition in shanghai which specially integrated a garden-themed "Jardin d'Hiver" social space, providing visitors with a French-style relaxing area while engaging the brand's culture & history.
- The immersive café recreated the scenario of the Boucheron House's winter garden in Place Vendôme. Consumers could enjoy the specialoffered coffee & tea in the designed gallery, remaining an exotic memory with a multi-sense experience.



The garden

The French-style space



(1) <u>Prada Official Weibo, 27/09/21;</u> (2) <u>WWD, 27/09/21;</u> (3) <u>Jing Daily, 01/10/21;</u> (4) <u>Toodaylab, 26/10/21</u>

KEY INSIGHTS

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KEY INSIGHTS

TRAVEL MARKET SOARING



Boosted by the **National Day** Holiday **travel season**, remarkable results have seen in **Hainan tax-free** market.

RISING FOCUS ON WELL-BEING



Consumers focus more on **well-being**, especially **personal health** and **environment well-being**.

COLLABORATION WITH TRENDY IP



Tap the **on-going pop trends** and **join hands** with **young & sought-after IPs** to constantly attract consumers' attention.

SPOTLIGHT CULTURAL ORIGIN



Narrate the cultural background of the products & highlight brands' origin to enrich the connotations.

ECHO OF CHINA SPORTSMANSHIP



Join hands with **respectable national athletes** to launch campaigns, leverage the **China Pride** and rising **sports heat**.

SCENARIO-BASED NOVELTY



Leverage **local** & **artistic scenes** to optimize the consumer journey and engage **local customers** through **novel experiences**.



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