USING MARKETING TO FIGHT THE IVORY TRADE, AND WINNING.



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#### **EXECUTIVE SUMMARY**

The ivory trade is worth \$10 billion/year, ranking alongside drugs, arms and human trafficking as one of the world's most lucrative trades.

By 2015, the slaughter of Elephants for their ivory had taken them near the tipping point into extinction.

Grey London partnered with NGO WildAid to make a definitive difference, fast. Our contribution was to bring the mindset and techniques of modern mass marketing to a group of disparate, small and field-focused conservationists.

A new, global campaign changed the focus - getting the ivory trade banned.

The idea was #JoinTheHerd.

It united disparate NGOs, global influencers and the mass public.

One global pressure group. One campaign. One agenda. One hashtag.

Now, with the scale to be heard.

Despite zero marketing or media budget, the message spread virally: 2 billion people were reached, 500 million included in a virtual supporters' network, 3 million took action. We evidenced that support to legislators – in public, in person, and in numbers.

In 9 months a UN Resolution to close the ivory trade was agreed. By the end of 2016, even China – the world's biggest ivory market - announced its timetable for a total ban on the trade.

The Elephant has been given a lifeline. Here's how it happened.



#### 2015 Countdown to extinction

Hunted for their ivory, only 425,000 elephants survived. More were being killed than born: the tipping point into extinction.

Conservationists were trying approaches from anti-poaching to education.

#### Focus on distribution: stop the trade

Having been involved in a Chinese consumer campaign with NGO WildAid in 2014, Grey saw that campaigns weren't working fast enough.

We proposed a new direction: the only fast way to save the Elephant was to stop all trade in ivory.

International trade was banned, but critical countries allowed domestic trade. This was a massive loophole through which ivory flowed. Experiments with regulated trade had failed, only increasing the kill rate.

Unusually, marketing would focus on destroying distribution, not building it.



#### The Ivory Trade cycle

#### But only legislators could make it happen

Our audience was MEPs, MPs, members of governments and the UN – only they had the power to sign legislation banning ivory trade.

#### Legislators needed to see scale and clear demands

Legislators face thousands of issues. Take Andrea Leadsom, the British Secretary of State for Dept. of Environment, Food and Rural Affairs. She had responsibility for elephant legislation, as well as all 24,307 endangered species, agricultural subsidies post-Brexit and more.

Legislators need to see:

- Scale: huge numbers of voters supporting an issue
- Clear demands: what action is needed? Is there a consensus that this is the right action?





#### The campaign objective & timing

CITES 2016 was our end goal:

CITES is a 3-yearly UN meeting of 183 countries where decisions are made about endangered species. A UN resolution against the trade at CITES would force domestic bans.

But Elephants weren't the priority - previous high was 9th on the agenda.

CITES was in September. We had 9 months to make it their priority.

This gave us our strategic plan:



Footnote: CITES is The UN Convention on International Trade in Endangered Species of Wild Flora and Fauna

#### The problem – no scale, no clear demands

Hundreds of NGOs were involved.

Many were small, local and focused on conservation. They lacked global political capabilities to lobby the UN and National governments.

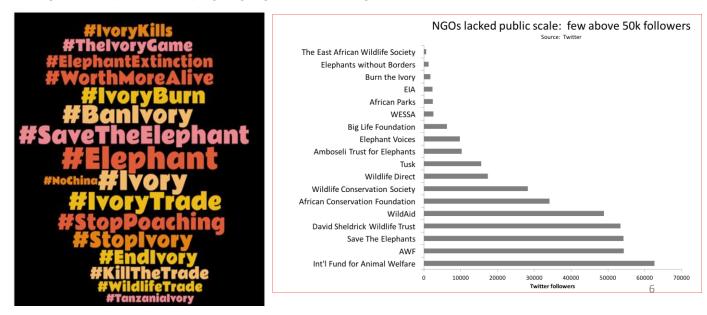
No scale: few had more than 50,000 social media followers. Not mainstream or noisy enough to get the ear of a foreign government.

No clear demands: they didn't work together. Every NGO had their own leadership, agenda, and funding to promote.

As a result, legislators either ignored recommendations or lacked clear action to take.



Images: Examples of campaigning logos and hashtags used in 2015





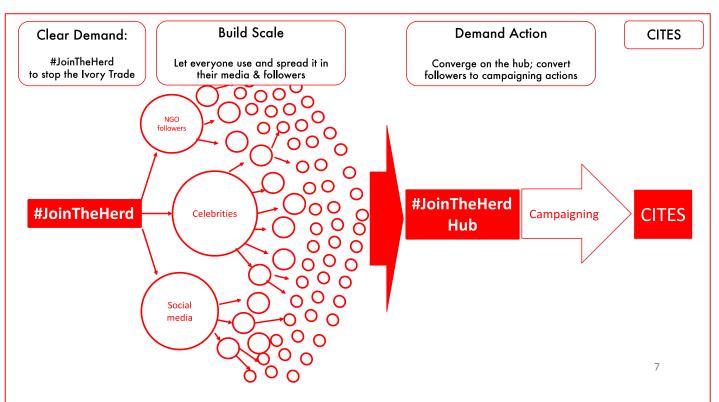
#### NGOs needed a global unifier...

... someone neutral, with convening power. With WildAid's support, we stepped forward.

#### Our solution: #JoinTheHerd - a virtual campaign and organisation for all

#JoinTheHerd is a line, hashtag and online platform enabling everyone to come together and stop the trade.

- A simple statement of unity behind a clear demand.
- Any NGO or individual could use it keeping autonomy but being part of a larger virtual whole.
- A central online campaign hub collected contacts, coordinating and building collective pressure.



#### Stage 1. Build scale and a database

First, we simply invited people to #JoinTheHerd to stop the ivory trade.

For the more active, we offered campaigning tools (overleaf)

Campaign Images to post in their social media:

- An "elephant selfie" creator, linked to social media
- Shareable images
- Advice on how to contact your own network
- Ivory Free pledge sign up
- Tool to create your own poster
- Link to WildAid main site for deeper involvement

Campaign landing page with Elephant Selfie creator:

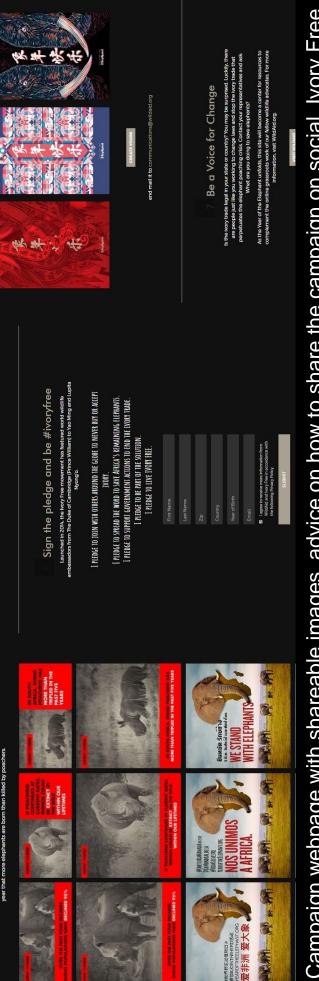


**#JOINTHEHERD** (\'jôin thə 'hərd\) *noun*: A global movement to celebrate and protect elephants and rhinos. We are committed to ending the trade in ivory and rhino horn. Join us.

Vote YES to Close Domestic Ivory Markets

Email Address Zip Code GET UPDATES





Ask your friends and family to #JoinTheHerd

Create a 'Year of the Elephant Poster' and

**Display It Proudly** 

From schoolkids to professional graphic artists, elephant lowers everywhere are joining the hered by creating time own "year the Elephant" image. Click here to downlead an elephant template to design, and check out the inspiring work of contributing artists, courters of Creat London.

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Share the Campaign on Social Media

Show your support with Africa as they protect elephants from illegal ivory poaching. Share this on World Wildlife day and during this Year of the Elephant Make this the year that more elephants are born than killed by poachers.

**7 WAYS TO #JOINTHEHERD** 

#JOINTHE HERD

**WILDAID** 

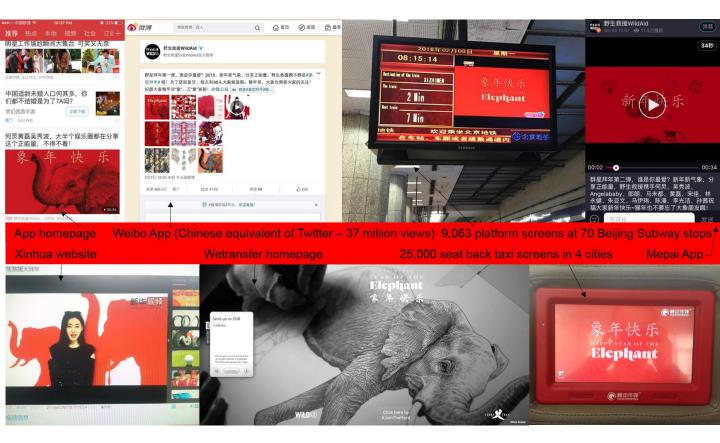
#### Media: Promoting in cultural moments

We had only a little donated Chinese and Kenyan media - so got unpaid attention via celebrity allies in cultural moments.

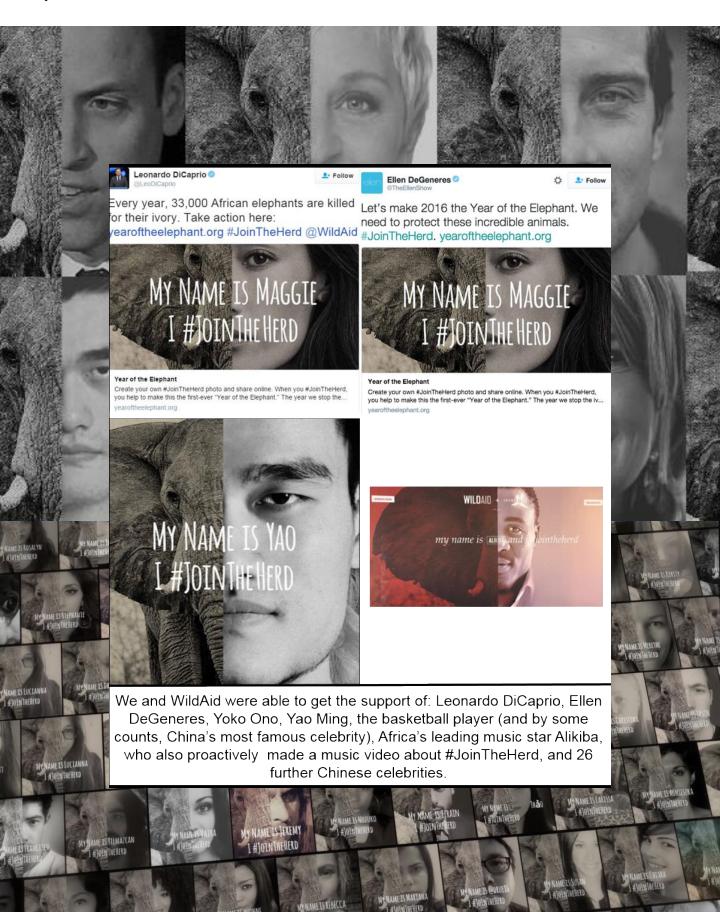
## Cultural Moment 1: Chinese New Year (February 2016), Year of the Elephant

China is ivory's biggest market and Chinese New Year its biggest cultural event. Each New Year celebrates an associated animal - 2016 was "Year of the Monkey".

We hijacked it, asking supporters to make 2016 "Year of the Elephant" - the year we stopped the ivory trade.



At the same time, celebrities launched The Elephant selfie and invited everyone to join the herd.



## Most importantly, NGOs rated Chinese New Year the most successful public lvory campaign ever:

- 310m impressions globally, in just 2 weeks
- First legislative impact: New York Governor Mario Cuomo reinforces anti ivory trade legislation:





We took a stand against illegal ivory trade in NY: on.ny.gov/1UYLhAk. Now let's help @WildAid make 2016 the year of the elephant.

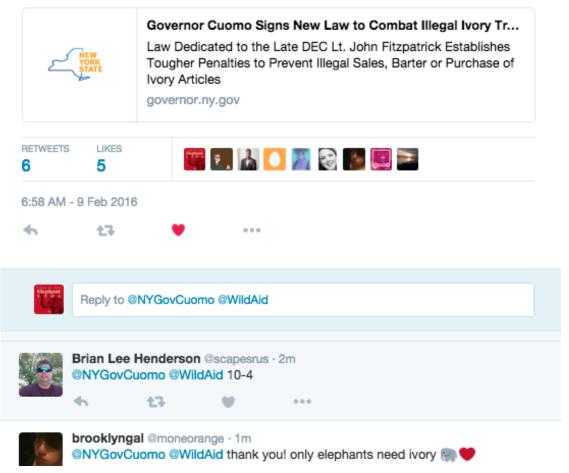




Image: Key early NGO coalition partners NGOs

#### Success attracted a coalition of NGOs.

"#JoinTheHerd and Grey formed a powerful brand under which NGOs and the public could amplify their shared voices in the fight to save elephants. #JoinTheHerd was and continues to be a clarion call for legislative change to close domestic ivory markets. By growing public awareness and engagement and recruiting celebrity support, it piled pressure on"

- Alexander Rhodes, CEO of Stop Ivory.

## The Giant's Club Summit April 2016 – major step forward in the coalition as it becomes a #JoinTheHerd event

Hosted by the President of Kenya, the Giant's Club Summit brought major African leaders together to decide the Resolution to be proposed at CITES.

Co-organizer Evgeny Lebedev owned UK media outlets. Seeing our success, he appointed us the global media partner, to bring China, celebrities and mass campaigning.

Suddenly #JoinTheHerd was at the heart of the debate and had the ear of key legislators and global broadcast media.

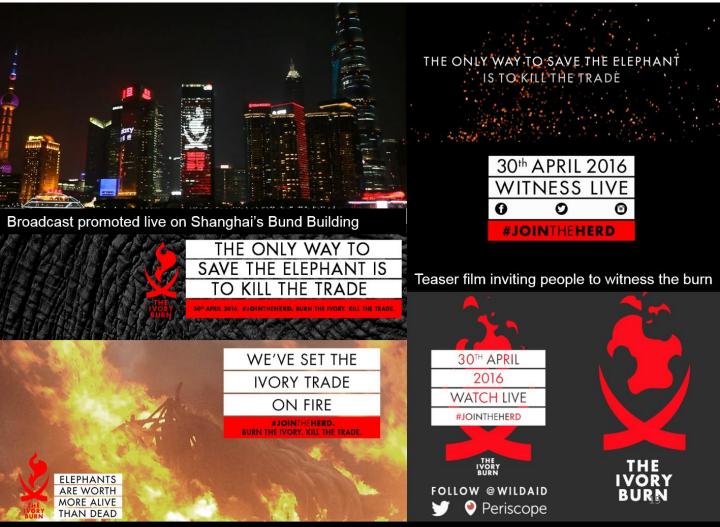


#### Cultural Moment two: Kenya's Ivory Burn April 2016

Concluding the Giant's Club Summit, the Kenyan Government showed its support by burning its stocks of Ivory – 105 tonnes.

We took it from a spectacle to a global campaigning event.

- Ivory Burn Invite Gif and e-direct mail
- Influencer outreach social posts of teaser film and livestream
- 200,000 WPP employees used to send out messages
- livestream at the event
- broadcast into China via Weibo/WeChat & the NetEase platform
- broadcast promoted onto the world's largest digital screen (in Shanghai)
- broadcast to the rest of the world via Periscope, Twitter's livestreaming app



Influence outreach - social posts inviting people to JoinTheHerd

Gif telling people to watch live on Periscope



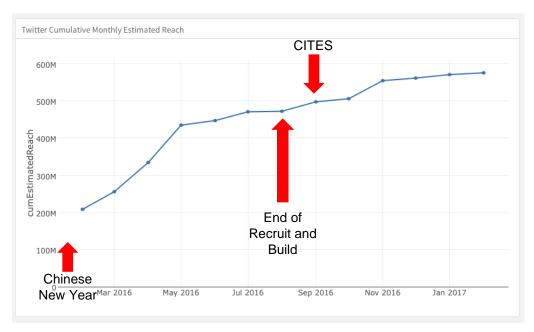
#### SUMMARY OF ACHIEVEMENT: RECRUIT AND BUILD PHASE

We started with a disparate landscape of NGOs, campaigns without scale or clear demands. By the end of this phase, we had:

- A single shared campaign facing the world's legislators with a clear, deliverable action
- A virtual network reaching an audience of 500 million people, or 7% of the world's population (via supporters' social channels)
- 2bn further broadcast media impressions (source: Meltwater)

*Now,* we could pressure legislators.

Twitter reach over the course of the campaign: Source: Crimson Hexagon



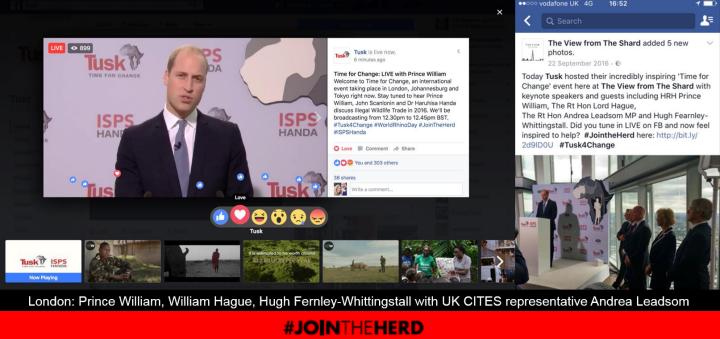


#### Stage 2: Demanding action in the week before CITES

By now #JoinTheHerd was ubiquitous - used in 91% of 45m Elephant/Ivory Twitter impressions around CITES. (Source: Crimson Hexagon)

We will illustrate through 4 examples:

- TUSK event
- Global Marches
- #JoinTheHerd WildAid campaigning
- TNS survey evidencing scale of support



#### 1. TUSK #JoinTheHerd events

#JoinTheHerd partner TUSK organized events in London, Johannesburg and Japan, with legislators to win support.

It was covered live in global media and we worked the digital/ social channels, e.g. livestreaming.







John Scanlon, Secretary General of CITES, addressing Tusk event in Johannesburg

#### 2. Global Marches

GMFER (Global March for Elephants & Rhinos) organized marches in 148 cities globally.

We emailed our supporters, posted social messages to our 500millionstrong network, and amplified coalition partner #JoinTheHerd messages.

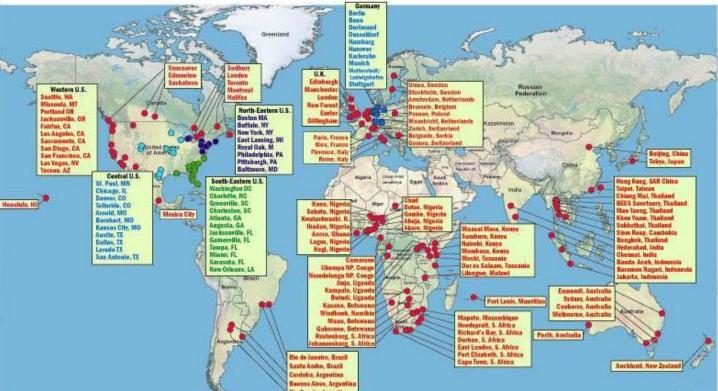
We created a Snapchat filter and amplified coverage through social.

**Result:** collective promotion led to 148 marches in cities with hundreds of thousands of protesters.

"It would be difficult to argue that our very loud, passionate and disciplined presence (at the Johannesburg march) on the opening day of CITES, in front of the Sandton Convention Center (where CITES17 was held) did not make a difference."

- Rosemary Alles, Strategist & Co-Founder of GMFER

### FINAL MAP 148 locations will participate in the Global March for Elephants & Rhinos on September 24th, 2016

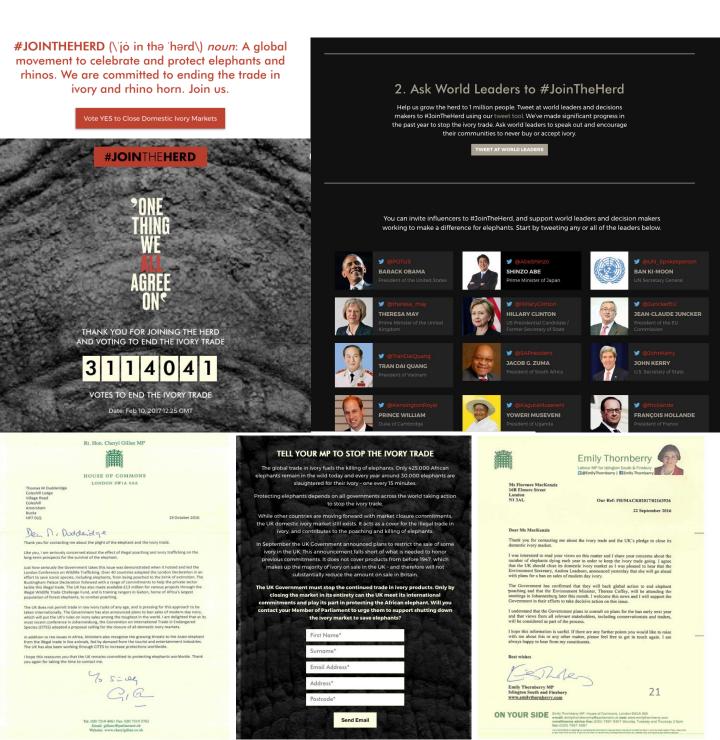




#### 3. #JoinTheHerd WildAid activity

We re-engaged our supporters with new hub features:

- A simple vote to stop the trade 3.1m voted
- Shared a Call To Action film
- A new feature that enabled direct pre-written tweets to world leaders.
- UK residents could email their MP a letter directly from the website triggering 2642 letters



#### 4. TNS survey:

#JoinTheHerd was always about building 2 things:

- Scale: overwhelming, undeniable public support
- Clear demand: presenting the world's legislators with a clear, deliverable action

In case legislators hadn't seen this yet, we measured them both, in a global TNS poll - the biggest ever survey of attitudes to the Ivory trade.

#### We presented 2 key points for legislators:

- 1. Overwhelming worldwide support behind the demand to stop the trade: around 80% globally
- 2. Most people thought the trade was already banned making it problematic for legislators to do anything other than support the ban.

#### We made sure legislators, media and public saw this by:

- Giving it in person to UK MPs and DEFRA. This data has been quoted by MPs in Parliament to this day (see end section)
- Sent out by all partners to our virtual network
- Emailed to our databases
- Sent to broadcast media
- At CITES itself, the survey was physically handed out to attendees, presented at side events and displayed on poster sites.

#### TNS survey infographics, presented to Legislators, used in media

### WORLDWIDE PUBLIC Support for the Closure of All Ivory Markets

100239

A recent global survey has revealed for the first time the full extent of the disagreement with the buying and selling of ivory. An overwhelming majority of the public are against ivory trade, and want their government to support the closure of ivory markets worldwide.

Survey commissioned by WildAid, Stop Nory, Tusk, EIA, ZSL, Global March for Elephants and Rhinos, conducted by TNS 8-12 September 2016. Sample sizes: France 1018, Cermany 1025, flay 1050, Spain 1029, Sweden 1009, LK 1044, Netherlands 1012, Canada 1010 USA 1013, Australa 1020 Ouestoins: Do you agree or disagree with the buying and selling of Nony around the world? Would you be in favour or against your Government supporting the closure of all vory markets around the world?



#### % OF ADULTS WHO WOULD BE IN FAVOUR OF THEIR GOVERNMENT SUPPORTING THE CLOSU **OF ALL IVORY MARKETS AROUND THE WORLD** AUSTRALIA 80 74 CANADA FRANCE 82 88 GERMANY ITALY 80 NETHERLANDS 86 79 SPAIN 85 SWEDEN UK 80 USA 67

GLOBAL AVG. 80%

#### #JOINTHEHERD

### FALSE ASSUMPTION On a global scale That the ivory trade Is already illegal

A recent global survey has uncovered the widespread lack of public awareness that ivory trade is legal in their country. The vast majority (78% of 10,230 people surveyed in 10 countries) think it is already illegal. Once they are told the truth, the public want to see change.

Survey commissioned by WildAid Stop Nory, Tusk, EIA, ZSL, Global March for Elephants and Rhinos, conducted by TNS 8-12 September 2016. Sample szez: France 108, Germany 1025, Italy 1050, Spain 1029, Sweden 1009, UK 1044, Netherlands 1012, Canada 1010, USA 1013, Australia 1020 Ouestions: Do you think it is legal or liegal to sell hory in your country? It is in fact legal to sell hory in your country? It is in fact legal to buy and sell wory, products in your country. Do you think the buying and selling of ivory in your country should be banned?

AUSTRALIA	77
GANADA	
FRANCE	86
GERMANY	85
ITALY	70
NETHERLANDS	87
SPAIN	67
SWEDEN	
UK	79
USA	67



#### SUMMARY OF ACHIEVEMENTS: CAMPAIGNING PHASE

#JoinTheHerd had focused, unified and magnified the movement to stop the Ivory Trade and save the Elephant:

At Scale:

45 million twitter impressions over CITES

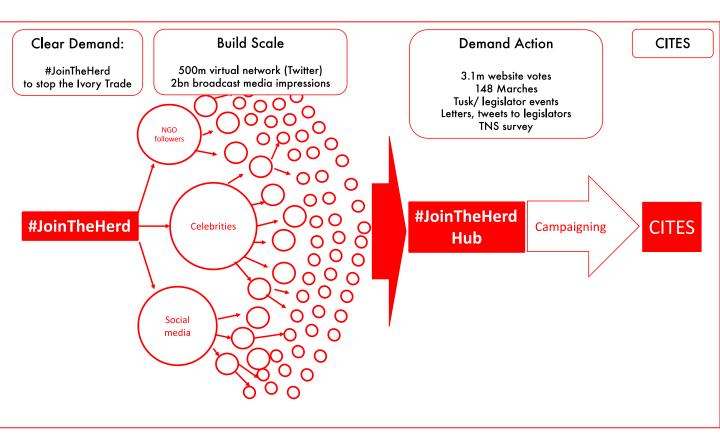
With Unity:

- 91% of the 45m twitter impressions used #JoinTheHerd
- Our own WildAid originated activity was 19% of the 45m impressions, but the rest using #JoinTheHerd were others'

Clear demand:

• The survey showed irrefutable proof of public support for the aim

#### SUMMARY OF ALL ACHIEVEMENTS UP TO CITES:



Footnote: DEFRA - UK Department of Environment, Farming and Rural Affairs via #JoinTheHerd coalition partner lobbying agency, Lexington Communications. 24 Twitter source: Crimson Hexagon.



### Stage 3: Legislators at Cites ban the trade, 24 September – 6 October 2016

Thanks to the pressure, Elephants became no.1 on the agenda at CITES, for the first time.

4 Resolutions committed member states to banning the Ivory Trade:

- 1. To continue the international ban on ivory trade
- 2. That domestic ivory markets should urgently be closed, finally ending all ivory trade
- 3. That consideration of any mechanism to reopen trade should be discontinued
- 4. That South Africa, Namibia and Zimbabwe should not be allowed to sell ivory despite being listed separately

We also saw demand fall - a welcome and hoped-for knock-on effect of the ban: by November 2016, the price of Ivory dropped by half - attributed to a fall in demand, as Ivory became socially unacceptable.

And then, on 30 December 2016, China announced its timetable to end domestic ivory trade by the end of 2017.

There could be no better end to the Year of the Elephant.

Footnote: Ivory price source Huffington Post





#### How do we know #JoinTheHerd made the difference?

We want to be careful about over claim. Many people have devoted their entire lives to making this happen. There are many factors. But we believe that #JoinTheHerd played a decisive role in pushing it over the line. Why?

#### We were the largest public campaign on the lvory Issue

Public support is crucial to getting legislative change in democratic nations. (And governments with other systems responded to pressures too – e.g. by wishing to be seen as responsible members of the International community).

#JoinTheHerd was the largest public anti-Ivory campaign. [source: crimson hexagon analytics] Today, the United States has taken a lead on closing loopholes that enable the illegal ivory trade, which kills **33,000 elephants** every year. —Peter Knights, CEO of WildAid

# #JOINTHEHERD

#### Direct evidence of legislators

While legislators quite properly avoid using our hashtag, our materials and campaigns have clearly affected them, as they have been used to make the point, e.g. in UK Parliamentary debate about implementing a total UK ivory ban:

'It is clear that the public support further action, as is demonstrated by more than **107,000 people—2,000 just over the weekend—signing the petition** and therefore triggering the debate, which is the second on this subject in two months. **Further research carried out by TNS in September 2016 found that 85% of the public think that buying and selling ivory in the UK should be banned**.'

Luke Hall, UK MP quoted in Hansard, Parliamentary Debate on Ivory, 6 Feb 2017



Rights Grout

UK Labour Party Animal Rights Group endorses "Join the herd"

#### And the experts in the field told us it made the difference

".. as CITES approached, in commissioning the largest ever survey into public opinion of the ivory trade, Grey gave us concrete proof of the overwhelming public support for the closure of ivory markets right across Europe. Being able to articulate the weight of this public opinion is critical and it simply can't be ignored."

- Alexander Rhodes, CEO of Stop Ivory

'CITES 2016 was critical in the fight to save elephants. It only comes round every three years and by 2019 we will have passed the point of no return. We desperately needed a win. #JoinTheHerd succeeded in a way no campaign had before, sewing together a patchwork quilt of groups and messages to create a single, powerful voice. It helped ensure that by the time CITES came around, the world was watching and waiting to see how politicians would act. Elephants were justifiably high up the agenda and their fate could no longer be sealed by compromise deals. #JoinTheHerd made sure decision-makers were held to account and gave us all a common weapon to fight back with."

> - Mary Rice, Executive Director, EIA (Environmental Investigation Agency)

"#JoinTheHerd played a lead role in elevating the plight of the elephants to a zeitgeist topic in 2016. An organised social campaign, it helped push the issue to the top of the news agenda, forcing people in power to pay attention. Crucially, countries such as China began to see their unwavering support in the ivory market as a huge liability."

- Andrew Harmon, Communications Director of WildAid