## **Tobacco Industry Marketing Tactics**

Gabriel Glissmeyer Betsy Brock, MPH Association for Nonsmokers-Minnesota

2017 Minnesota Tobacco Control Conference January 25, 2017

## About Us



## Tracking Tobacco Industry Marketing

- ANSR started this work in 2010
- Currently, the work is funded by ClearWay Minnesota<sup>SM</sup>
- We use the information we gather to:
  - Build the evidence base
  - Inform tobacco control professionals
  - Inform tobacco control policy

## Agenda

- Background: tobacco marketing regulation
- Direct to consumer marketing overview and examples
  - Email marketing
  - Web marketing
  - Social media marketing
  - Direct mail marketing
- Case studies:
  - Marlboro Black
  - Swisher Sweets digital marketing

## **Regulation of Marketing 101**

- Marketing is largely treated as "speech" and is protected by the First Amendment
- Very difficult to regulate

### **Tobacco Advertising and Promotion Restrictions**

- 1966: Cigarette warning labels required on packs
- 1971: Cigarette advertising banned from airways
- 1986: Smokeless Tobacco warning labels required
- 1997: End of Joe Camel
- 1998: Tobacco settlements
- 2009: Family Smoking Prevention and Tobacco Control Act

Regulation of Tobacco Advertising and Promotion

- Master Settlement Agreement (1998)
- Smokeless Master Settlement Agreement (1998)
- MN Tobacco Settlement (1998)

These settlements are legal agreements between Attorneys General and the largest tobacco companies. Most smaller tobacco companies are not part of the settlements.

## MN Tobacco Settlement

- Largest monetary recovery in state history
- \$6.1 billion lump sum with ongoing payments in perpetuity
- Recovery of 33-million previously secret tobacco company documents

## **Settlements: No More Marketing to Children**

- No more tobacco billboards.
- No more branded merchandise.
- No more ads in magazines with "high youth readership."
- No more paid placement of cigarettes in movies.

In 2014, the tobacco companies spent \$9.5 billion marketing cigarettes and smokeless tobacco products in the U.S.

- That is more than \$26 million dollars per day
- In Minnesota, this translates to \$115.8 million per year or more than \$317,000 per day

FTC and Campaign for Tobacco-Free Kids

## **Direct Marketing**

- Direct marketing is one way companies can reach consumers
  - Opt-in and under the radar
  - Started in 1970s
  - Seen as a way to reach existing customers, recruit new customers, and build brand loyalty
  - Personalized, one-on-one communication

## **Direct Marketing**

- There is evidence that this type of marketing is used to target:
  - Women
  - People of low SES status
  - Young adult smokers
  - Menthol smokers

Sources: Brown-Johnson et al., 2014; Richardson et al., 2014; Lewis et al., 2015

## **Direct Marketing**

- These strategies are:
  - Harder to justify regulating.
  - Partially shield the industry from claims that they are targeting kids.

## **Direct Marketing Mediums**

- Web
- Email
- Mobile technology
- Direct mail
- In-person recruitment
- Social media...

## Web Marketing

- All of the largest tobacco companies operate "brand websites"
  - Access to (most of) these websites is restricted by age
- These websites serve a variety of purposes such as: sweepstake/contest promotion, coupon distribution, and social networking



#### FAQS · CONTACT US · LOGOUT · TOBACCO RIGHTS · SITE REQUIREMENTS · AGE FILTERING · TERMS OF USE · PRIVACY POLICY AND YOUR CALIFORNIA PRIVACY RIGHTS

CIGARETTES

SURGEON GENERAL'S WARNING: Smoking By Pregnant Women May Result in Fetal Injury, Premature Birth, And Low Birth Weight.

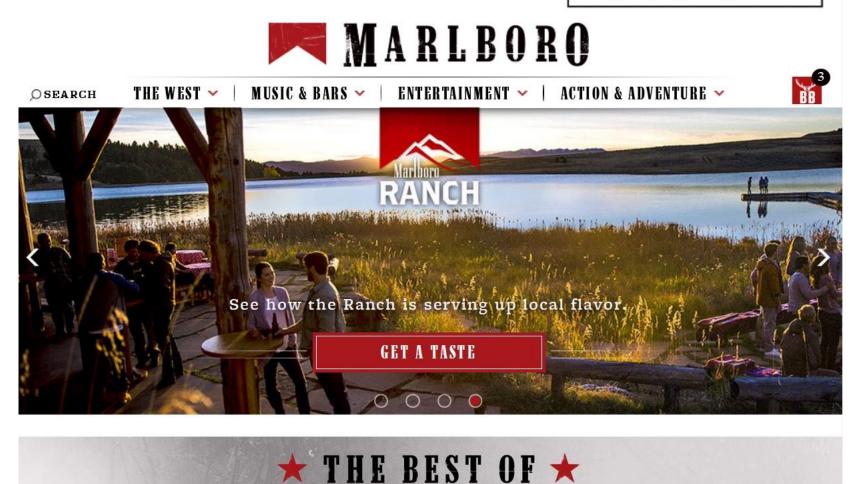
February 2016



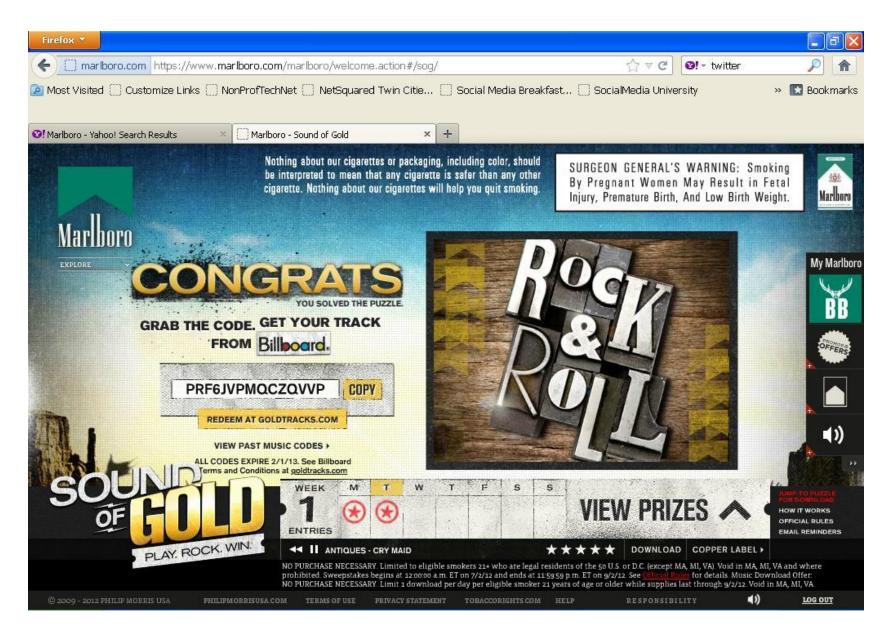
March 2016

Nothing about our cigarettes or packaging, including color, should be interpreted to mean that any cigarette is safer than any other cigarette. Nothing about our cigarettes will help you quit smoking.

SURGEON GENERAL'S WARNING: Smoking Causes Lung Cancer, Heart Disease, Emphysema, And May Complicate Pregnancy.



March 2016



July, 2012 This contest featured over \$4 million in music-themed prizes

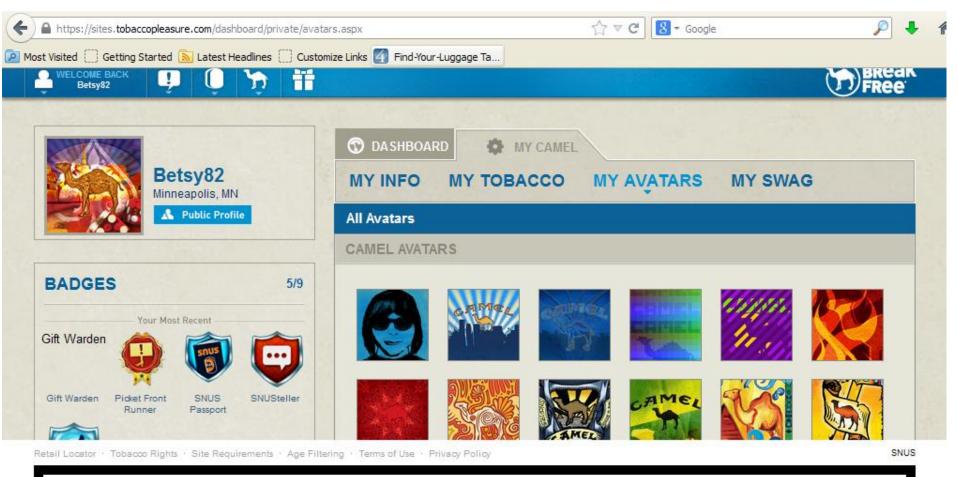


CIGARETTES

SURGEON GENERAL'S WARNING: Smoking By Pregnant Women May Result in Fetal Injury, Premature Birth, And Low Birth Weight.

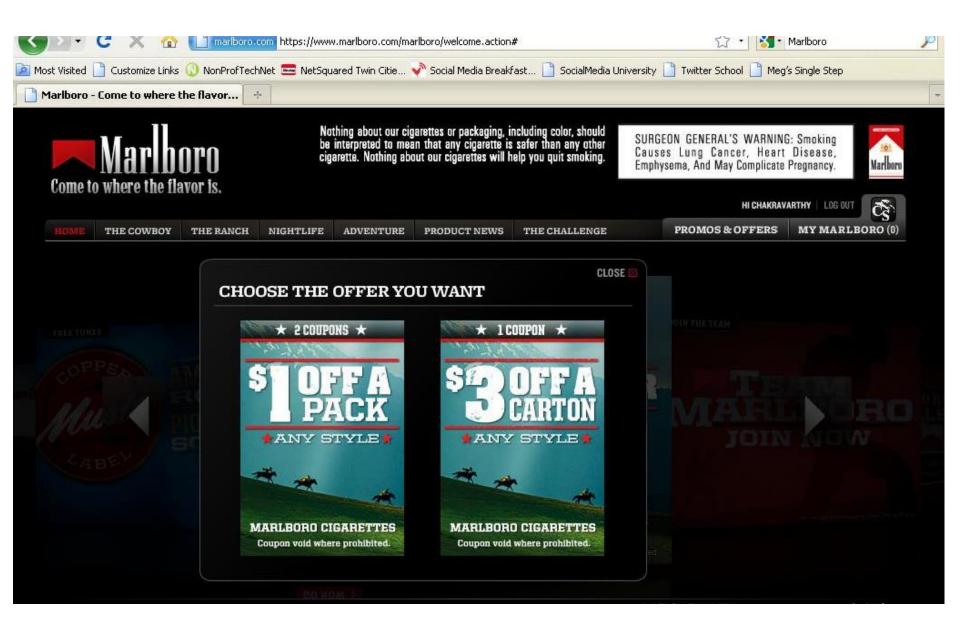
Logout + Tobacco Rights + Site Requirements +

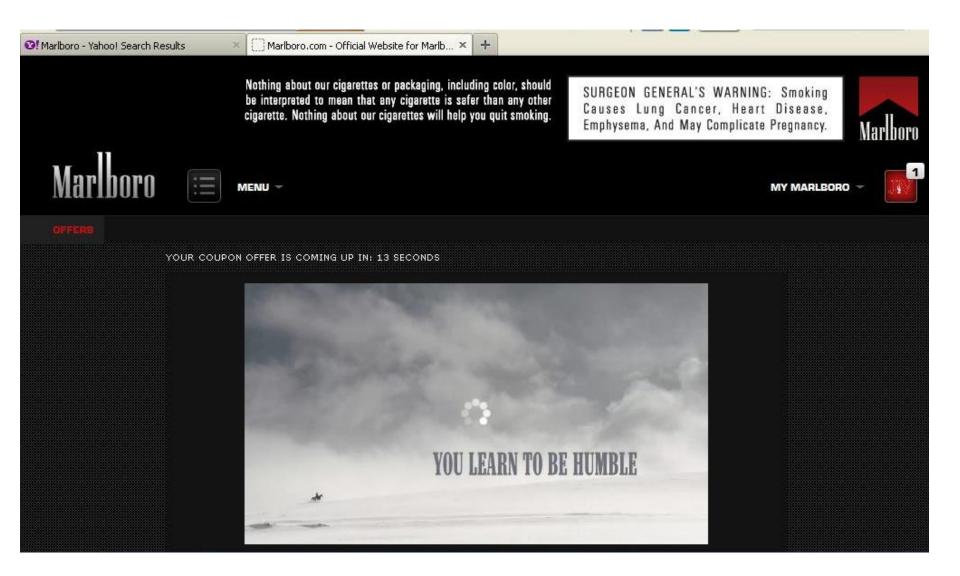
March, 2013



# WARNING: This product is not a safe alternative to cigarettes.

Camel Snus Website: July, 2013



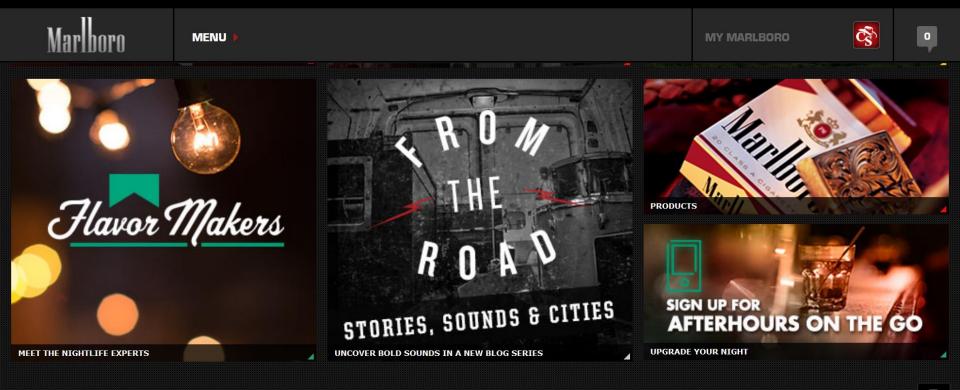


February, 2013

Nothing about our cigarettes or packaging, including color, should be interpreted to mean that any cigarette is safer than any other cigarette. Nothing about our cigarettes will help you quit smoking.

SURGEON GENERAL'S WARNING: Cigarette Smoke Contains Carbon Monoxide.



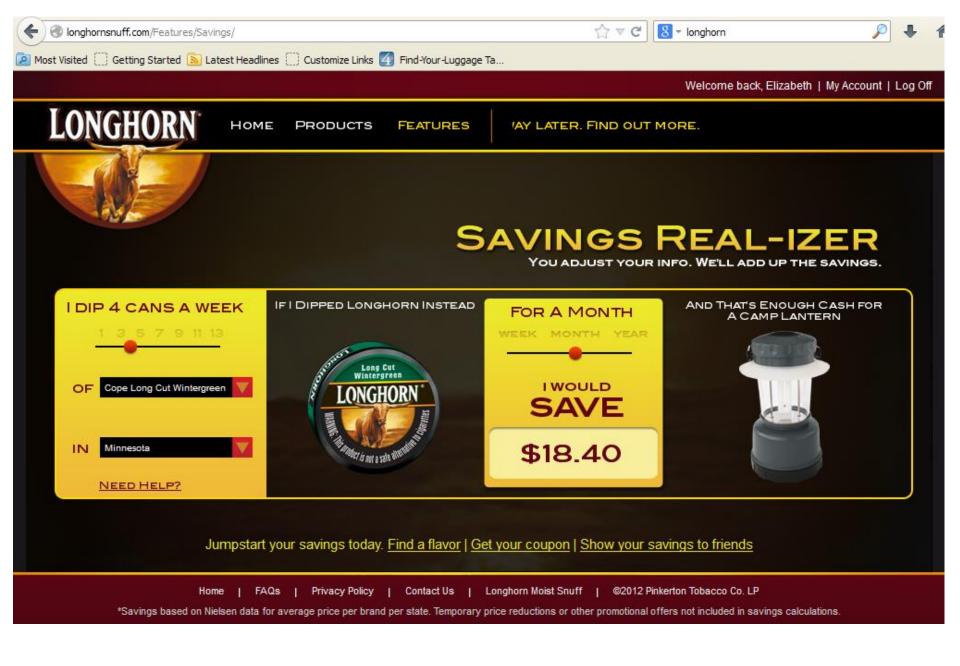




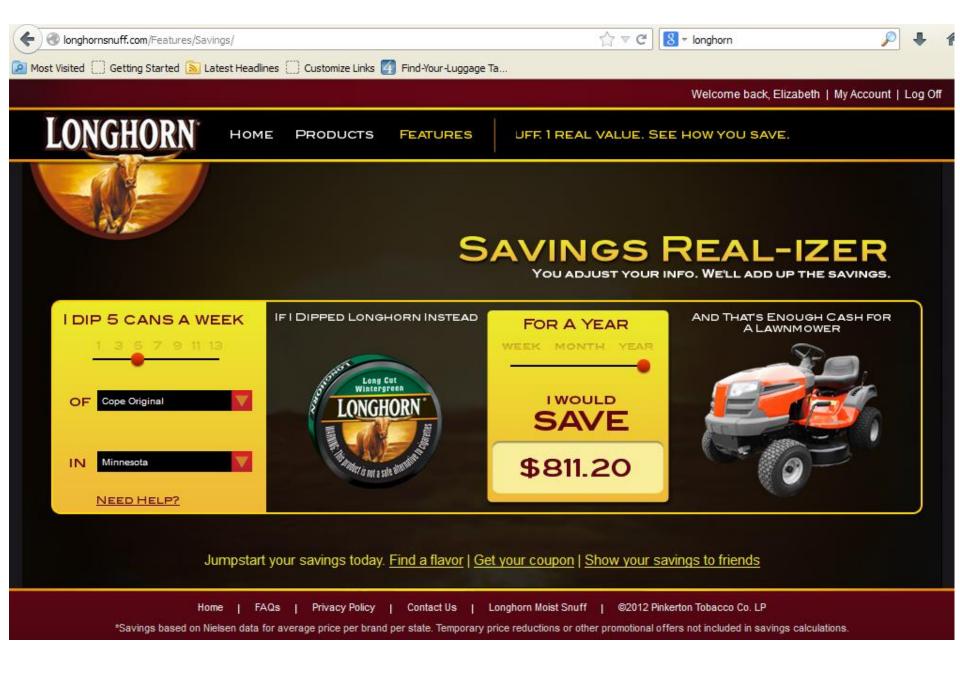
Retail Locator + Tobacco Rights + Site Requirements + Age Filtering + Terms of Use + Privacy Policy

# WARNING: This product is not a safe alternative to cigarettes.

Camel Snus Website: July, 2013



#### Longhorn website: July, 2013



Longhorn website: July, 2013

https://sites.mygrizzly.com

🖻 Most Visited 🗍 Getting Started <u>ର</u> Latest Headlines 🗍 Customize Links 🌠 Find-Your-Luggage Ta...



WARNING: This product is not a safe alternative to cigarettes.

© 2013 AMERICAN SNUFF COMPANY

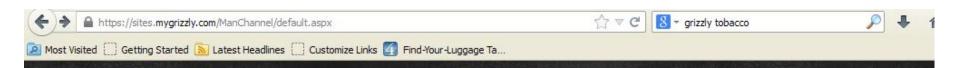
MOIST SNUFF

Privacy Policy | User Agreement | Site Requirements | Age Filtering Software | FAQs | Contact Us

17 V C

8 ▼ save videos from the internet

Grizzly website: July, 2013



#### VIDEOS

Meet Randy & Scooter. Just a couple regular guys with a camera, some free time and a shared interest in the manly sciences of crushin', smashin', shreddin', grindin', chainsawin', and blowin' stuff up.

[GO BACK]



Grizzly website: July, 2013



Grizzly website: July, 2013- "Wood chipper" video

## Social Media Marketing

- Growing issue
- Larger tobacco companies avoid social media, smaller companies use the medium

#### General Snus f



X 🔗 💔

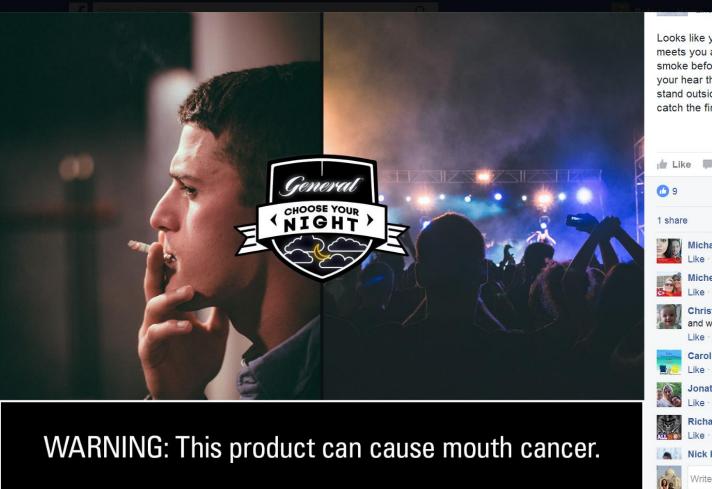
Betsy Home

ELEVATE YOUR EXPERIENCE

#### **General Snus** @GeneralSnus

| ome                              | WARNING: This product is not a safe alternative to cigarettes.                                |  |  |
|----------------------------------|---|--|--|
| bout<br>tore Locator             | Like Share ··· More ▼   | Shop Now 🔗 Message   |  |
| ath to Perfection<br>roducts     | 🖋 Status 💽 Photo / Video 🙀 🔻  | Product/Service  |  |
| /hat is Snus<br>/hy General Snus | Write something on this Page  | Q Search for posts on this Page  |  |
| potlights                        | Posts   | ▲ Invite friends to like this Page                                     |  |
| iotos<br>xes                     | General Snus<br>January 13 at 1:04pm · *  | Welcome to the official page of The Original<br>Swedish Snus, General. |  |
| osts                             | Walk under a ladder? No worries. Shatter a mirror? Get a new one. 8,307 people lik Chat (Off) |  |  |

#### January 2017



Looks like you and your friend are show-bound. He meets you at the venue and stops to have a quick smoke before heading in. You toss in a pouch just as your hear the opener take the stage inside. Do you stand outside and wait for your friend, or go in and catch the first notes? Comment to cast your vote.

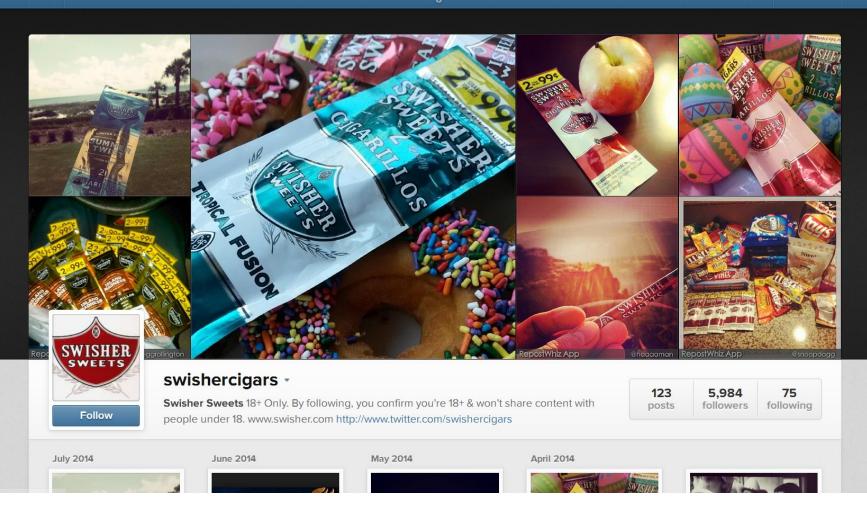
| 🖕 Like 📕 Comment 🍌 Share |   |                 |  |
|--------------------------|---|-----------------|--|
| 0                        |   | Chronological * |  |
| 1 shar                   | e   | 24 Comments     |  |
|                          | Michael Abdelnour Wait for my friend!<br>Like · Reply · June 17, 2016 at 12:01pm                                    |                 |  |
| R                        | Michelle Orr Wait for my friend 🙂<br>Like · Reply · June 17, 2016 at 12:02pm  |                 |  |
|                          | Christina Hounshell Urge my friend to hurry it up<br>and wait anxiously!<br>Like · Reply · June 17, 2016 at 12:06pm |                 |  |
| <b>B</b> e <b>s</b>      | Carol Welter Stoike Wait for my friend.<br>Like · Reply · June 17, 2016 at 12:07pm                                  |                 |  |
|                          | Jonathan Monnich Wait for my friend.<br>Like · Reply · June 17, 2016 at 12:31pm                                     |                 |  |
| ALLINO                   | Richard Amon go imside<br>Like · Reply · June 17, 2016 at 12:36pm   |                 |  |
|                          | Nick Knudt Depends what my friend is smoking  |                 |  |
| Re                       | Write a comment   | 00              |  |

January 2017



#### Instagram





♠

## **Email Marketing**

- Email marketing is primarily used to drive traffic to tobacco company websites.
  Emphasis on promotion of:
  - Sweepstakes
  - Coupons
  - New products



Unit and monthly coupon request per of gifts invalue 21 years of age in diste. Coupon ofter may only or and at any time without nation. Well in MI and above prelimited



Email from Virginia Slims: January 2017

Subject line: "Grab your coupons and check out some wonderful winter recipes!"



#### Email from General Snus: December 2015

Subject line: "Celebrate the season with exclusive savings"



©2015 Swedish Match North Europe AB

Every can of General Snus is crafted to meet your unwavering standards for greatness. Created in Swaden by entrepreneur and tobacco ploneer Johan Boman nearly 150 years ago, today's General delivers on our founder's relentiess pursuit of perfecting the tobacco experience. It is uncommonly satisfying for those who are never satisfied. General Snus, is smokeless and splitess upper lip tobacco, is the #1 snus brand in the worki. So, if it's a distinctive and flavorful tobacco you seek, you deserve one that delivers a level of themacter that manuface your own. Elevate your boacco experience with General Snus.

This email was sent by: 8wedish Match

#### More control than ever before with the VUSE App

Bluetooth® Smart

\$74.99\*

rechargable powerunit

- Battery & Cartridge Status
- Child Lock Settings

ORDER NOW

- Cartridge Usage
- Multi-Device Management

Limited Supply. Available exclusively on 1

\*Consumer must pay applicable sales tax.

VUSE contains nicotine extracted from the tobacco plant. Nicotine is addictive and no tobacco product has been shown to be safe.

\*WEBSITE AND OFFERS RESTRICTED TO AGE 21+ TOBACCO CONSUMERS Log on to vusevapor.com with your email and password. If you don't have your password,

DO NOT RESPOND BY CLICKING REPLY. Your email will not be delivered.

We hope you enjoyed receiving this message. If you want to change your email address log on to sevapor com, go to MY PROFILE and update your information.

If you do not want to receive future emails from R.J. Reynolds Vapor Company (this will not affect offers sent to you from R.J. Reynolds Vapor Company through regular U.S. mail). , or call

This email is being sent to you, Elizabeth Brock, since we have confirmed that you are an age 21+ tobacco onsumer and you indicated you wanted to receive email communications from R.J. Reynolds Vapor Company. It is intended for the addressee only and should not be forwarded.



Email from Vuse: December, 2015

Subject line: "Order new VUSE Connect While Supplies Last"



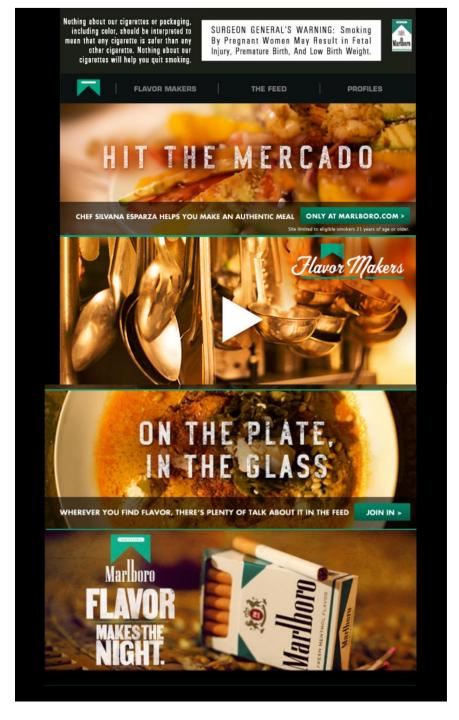
Email from Grizzly: December, 2015

Subject line: "Happy Holidays from Grizzly"



Email from Marlboro: September, 2014

Email from Marlboro "Flavor Makers" September, 2014





#### THIS IS YOUR LAST CHANCE TO WIN \$500

NEW DIRECTIONS

FINAL THEME

- DISCOVER THE UNKNOWN -

Email from Marlboro "Black" September, 2014



THIS WEEK'S PURSUIT

SURGEON GENERAL WARNING: Tobacco Smoke Increases The Risk Of Lung Cancer And Heart Disease, Even In Nonsmokers.

NT IS

\$1,000 AND THOUSANDS OF OTHER PRIZES ARE UP FOR GRABS EVERY DAY. STOP BY EVERY WEEK TO INDULGE IN ANOTHER PURSUIT.

WEBER® Q® 120 GAS GRILL

Email from Black & Mild: July, 2013

#### Meet FIRE and ICE

Tobacco x

Swisher Promotions <promotions@em.swisher.com> Unsubscribe to mage \_\_\_\_\_\_

to me 💌

1



#### 

Hey Betsy,

We are excited to introduce the dynamic duo of <u>Blazing Fire and Arctic Ice</u>. Blazing Fire is a sweet, hot, and spicy cigarillo that is best complimented by the chill of the arctic provided by it's sibling, Arctic Ice.

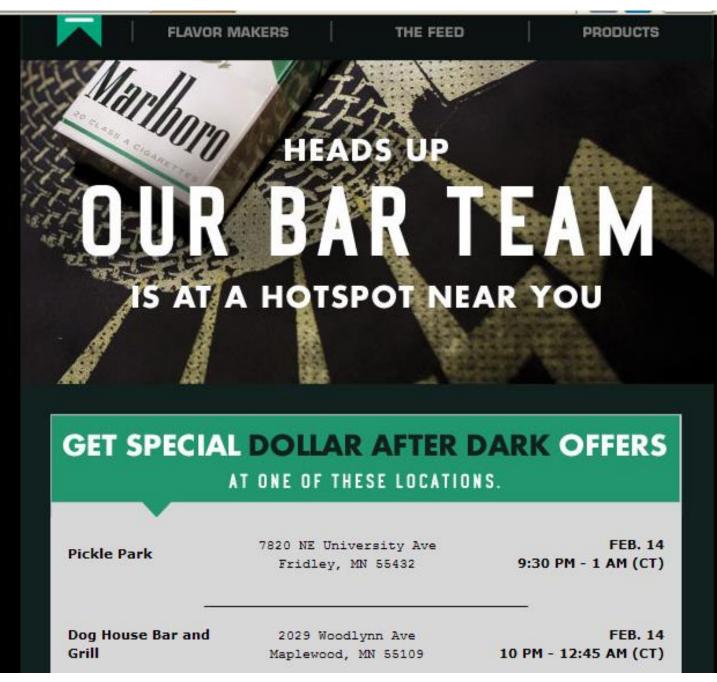
This pair covers both ends of the spectrum with a blazing cinnamon taste so intense you can feel the fire and an extremely cold and frosty blast of icy mint. Choose which one is for you, or try them both! Just make sure you get your's before they're gone.

You can find more information about their location on our website.

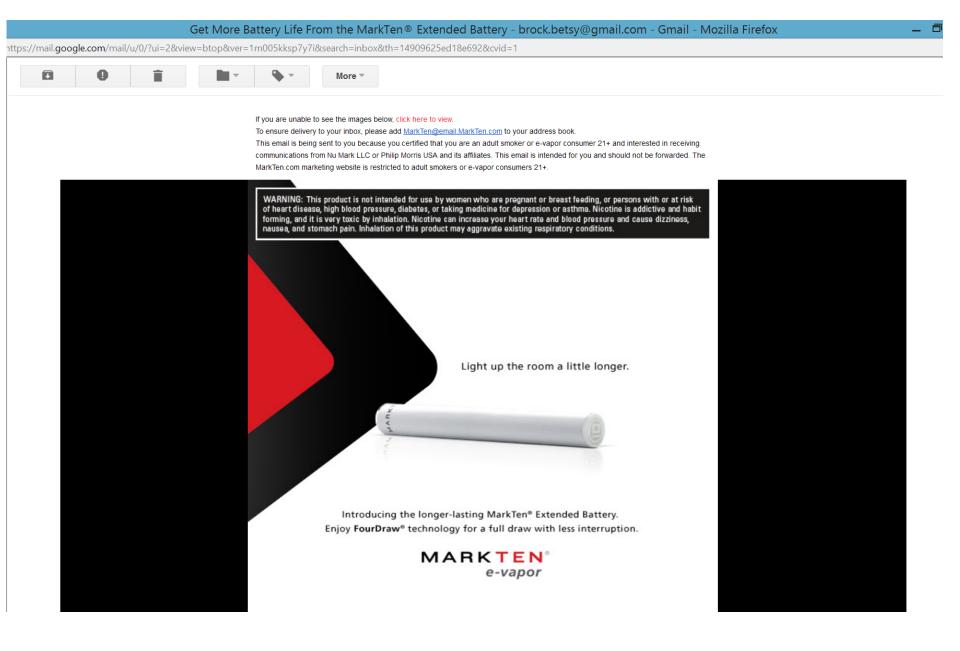
Sincerely.



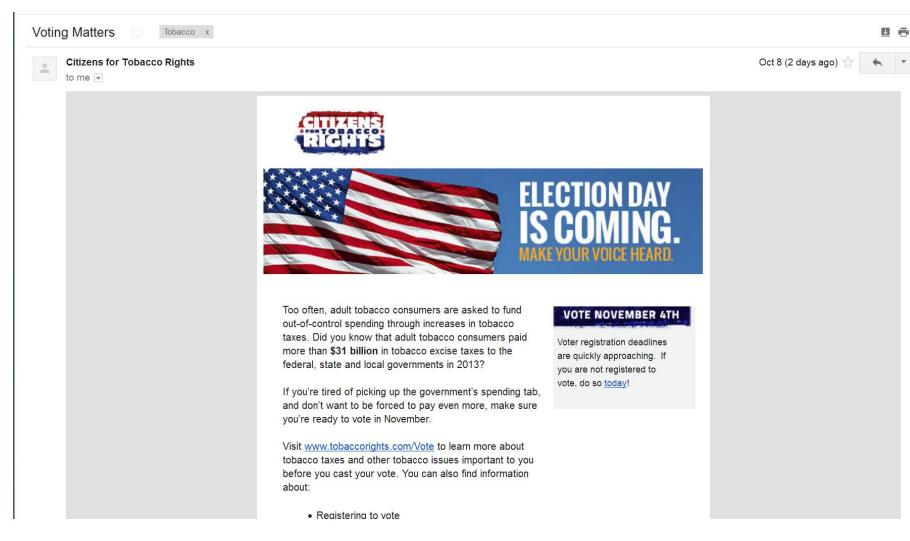
### Email from Swisher Sweets: September, 2014



Email from Marlboro: February, 2013



Email from MarkTen: October, 2014



#### Email from Citizens for Tobacco Rights: October, 2014



Email from Marlboro, December, 2015

Subject line: Betsy, claim your coupon and get in on the action.

This email promotes multiple purposes: coupons, new product, and contests. Also, the new Marlboro app is promoted at the bottom.

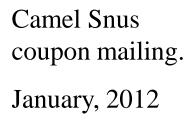
### Email Marketing: Observational Study

- January 2010-May 2015 (n=6,990)
- Companies use email to communicate as often as 8-9x per month
- Most common purposes: contest promotion (54%), promotion of website content (39%), and coupon promotion (16%)
- Emails promoting coupons were also nearly 2x more likely to promote menthol (95% CI: 1.52-2.37)

# **Direct Mail Marketing**

- Primary vehicle for the distribution of tobacco coupons.
- Tobacco coupons are an important tobacco company strategy, they are used to:
  - Manipulate the price of tobacco products
  - Encourage users to try a new product or brand extension
  - Discourage quitting







"Tobacco industry marketing: an analysis of direct mail coupons and giveaways"

#### Published in Tobacco Control

Brock, B., Schillo, B.A., & Moilanen, M.

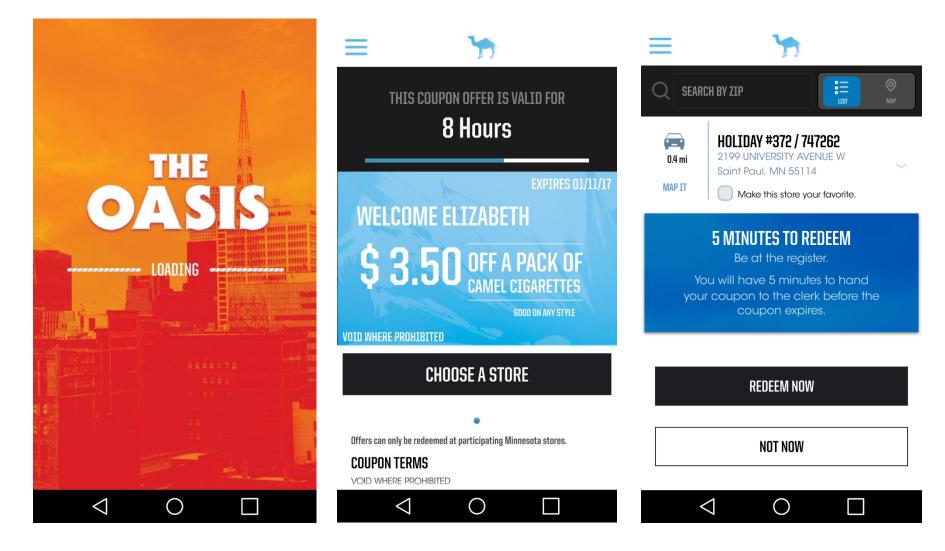
### Direct Mail Marketing: Observational Study

- Analyzed a sample of 659 mailings (July, 2011-June, 2012)
- 85.6% contained at least one tobacco coupon
- The average estimated coupon value per mailing was \$4.17
- Camel and Marlboro mailings heavily promoted snus, often alongside cigarettes

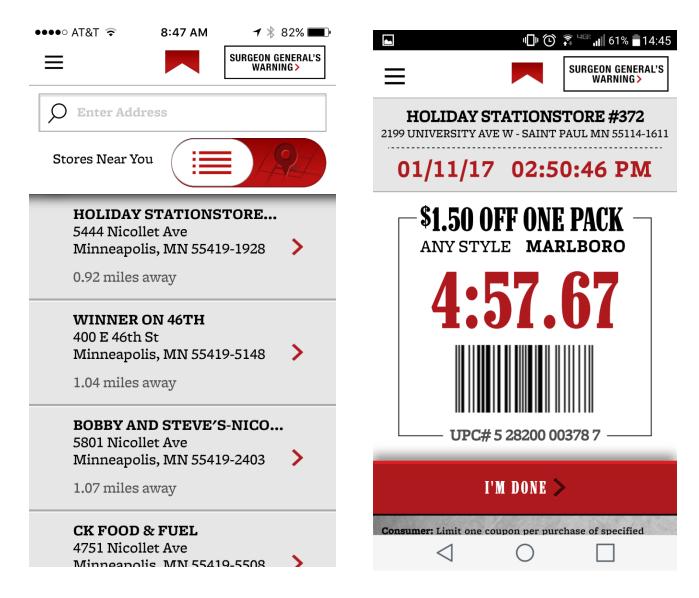
## Mobile Apps

- Emerging issue
- Limited (so far!)

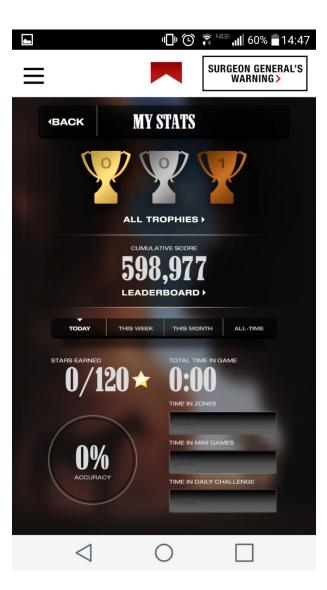
## Camel App (The Oasis)

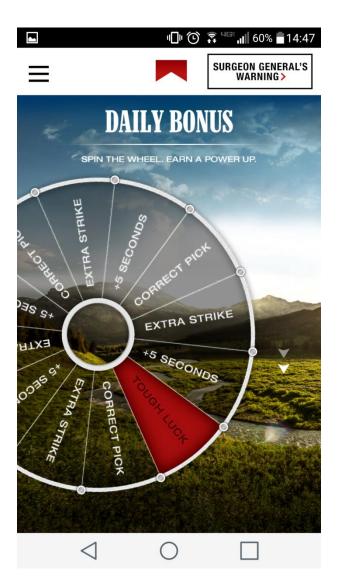


# Marlboro App (MHQ)



## Marlboro App (MHQ)





## Coming soon! Grizzly App





C TROPHYSHOT



TROPHYSHOTS

MOIST SNUFF

OUTDOOR CORPS HOME

MENU

Whether it's bucks, bass, or birds, Trophyshots is the most fun you can have showin' off your outdoor trophies. Join the growing Grizzly Outdoor Corps community and show 'em you got game.



\*USE OF APP RESTRICTED TO AGE 21+ TOBACCO CONSUMERS.

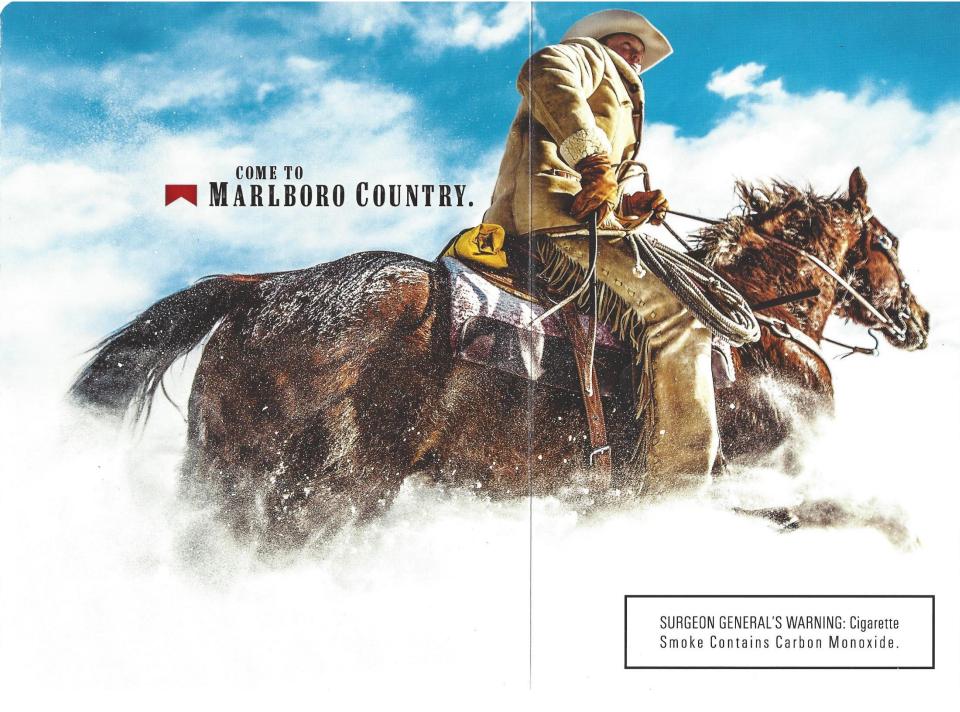
### Case Study: Marlboro Black



# Marlboro

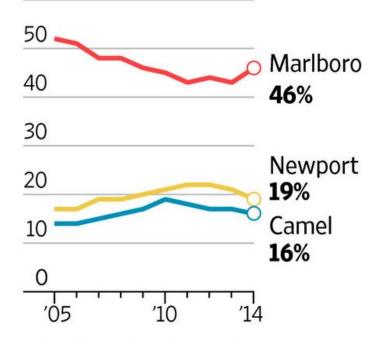
- Marlboro is one of the most valuable global brands
- Marlboro is the number one cigarette in the U.S.

– 41% market share



#### **Popular With Youth**

Marlboro looks to regain market share lost to Newport and Camel. Share of smokers age 18-25 60%



Note: Share of smokers in this age group that named each brand as the one they smoked most often Source: National Survey on Drug Use and Health THE WALL STREET JOURNAL.

# Marlboro Black

- Released in 2010
- A Cigarette for Millenials
- Cheaper price, usually \$1-\$1.50 less
- "Bold" marketing with "urban" feel
- Menthol emphasis: a direct challenge to Newport



MARLBORO BLACK



MARLBORO BLACK MENTHOL



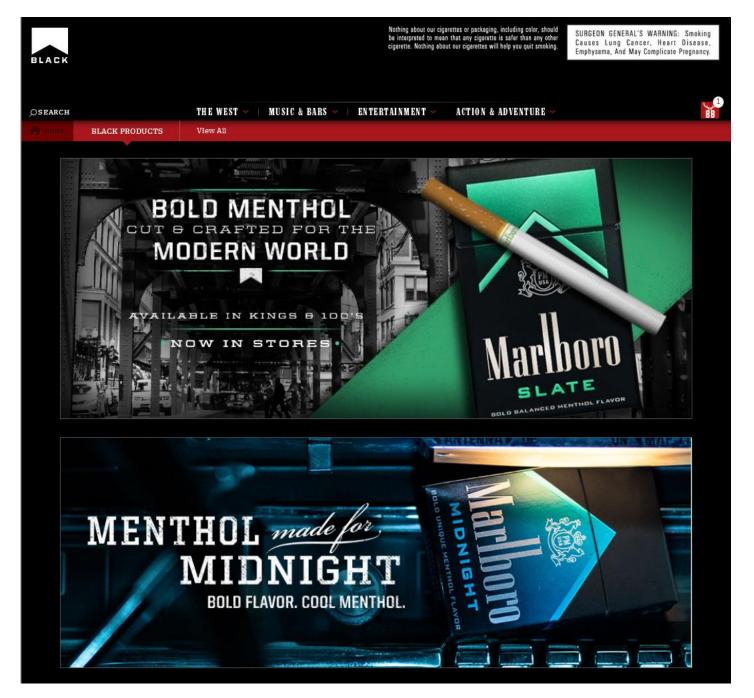
MARLBORO EDGE



MARLBORO MENTHOL SLATE



MARLBORO MIDNIGHT



Nothing about our cigarettes or packaging, including color, should be interpreted to mean that any cigarette is safer than any other cigarette. Nothing about our cigarettes will help you quit smoking.

SURGEON GENERAL'S WARNING: Cigarette Smoke Contains Carbon Monoxide.





Marlboro "Black" website: October, 2014

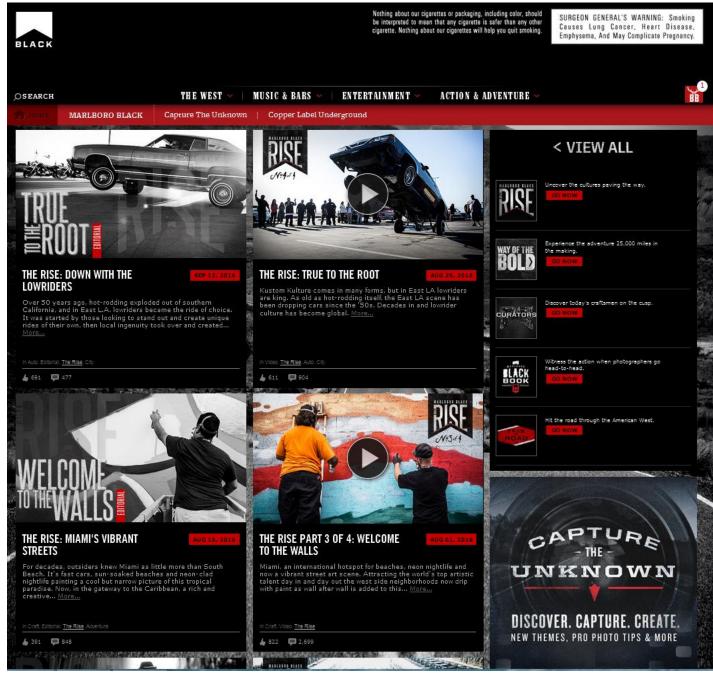


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SURGEON GENERAL'S WARNING: Smoking Causes Lung Cancer, Heart Disease, Emphysema, And May Complicate Pregnancy.







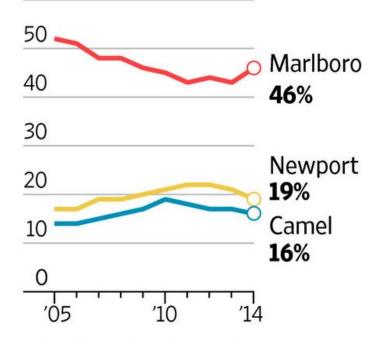


Email from Marlboro Black: December 2016

Subject line: "The next chapter in bold menthol is here"

#### **Popular With Youth**

Marlboro looks to regain market share lost to Newport and Camel. Share of smokers age 18-25 60%



Note: Share of smokers in this age group that named each brand as the one they smoked most often Source: National Survey on Drug Use and Health THE WALL STREET JOURNAL.

# Case Study: Swisher Sweets

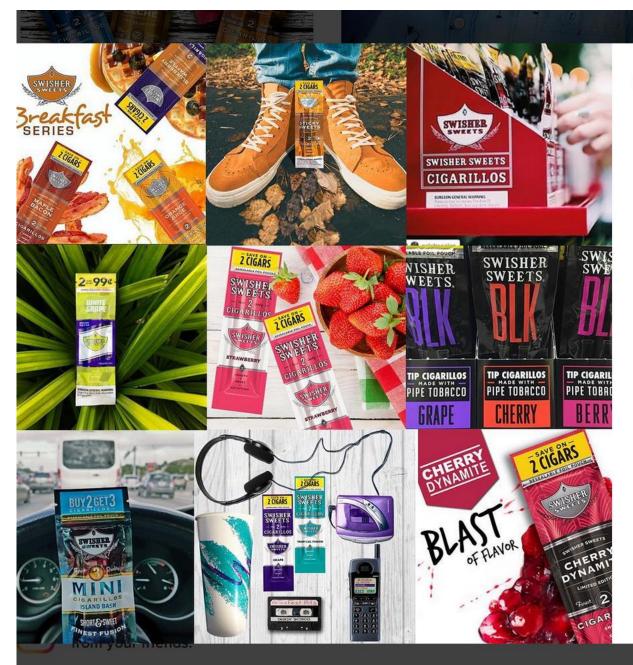
- Available in many flavors, some are seasonal
- Cheap
- Number #2 cigar brand among youth aged 12-17
- Highly enhanced marketing campaign in last 1-2 years which relies heavily on social media marketing and online promotion



PRODUCTS EVENTS SWEETIES SHOP CONTACT

ARTIST PROJECT SURGEON GENERAL WARNING: Cigars Are Not A Safe Alternative To Cigarettes.









2w

## 612 likes

swishersweets A new year filled with new blends is our resolution to you! => #StayTuned. #HappyNewYears #SwisherSweets

view all 31 comments

galactic.woodsman @swishersweets get down on them breakfast ones they sounded bomb. Making jokes and all. I'm down for a chicken and waffle one all day

maurer23gk Make a banana or limr flavor for 2017 49

247\_\_blazer\_\_247 I need to have a 3 blunt breakfast exteno in my life facts

solo\_\_\_dolo Need banana , mango , strawberry kiwi , lemonade & strawberry lemonade . The breakfast series of OJ & blueberry waffle gotta come out @swishersweets

Log in to like or comment.





Follow

1w

## 493 likes

swishersweets Our Monday #musthave is this #Swisher Snapback. On sale now in the #SwisherSweets gear store for \$15! Click bio link now්

questforthecure I need that hat

thathomieshane We still want the breakfeast series swishers please make it possible

dancingbear\_\_\_@nonamesandwich

bitanick\_mma I need this snap

surfdb @kiiidcannabis bro you need this hat!! RoT Swisher

ihatedezilove So does that surgeon general patch come off??

dank.inhales How much will a pack of swishers be in cali once the tobacco tax goes up

-----

official\_almightyygd 🌞



## CODE: CYBERMONDAY



January 2017



## swishersweets

Follow

2,233 views

7w

swishersweets It's #CyberMonday in the #SwisherSweets gear shop! 50% off on all items. Use code CyberMonday at checkout. Gear link in bio Tag a friend so they don't miss this sweet deal! #ChristmasIsComing

view all 29 comments

piemoney83 The hoodie

swishersweets @katiesak3 hi, what item are you having a sizing issue with?

swishersweets @cooodess like this? Not that often. Get it while it's hot. Even sale items are 50% off!

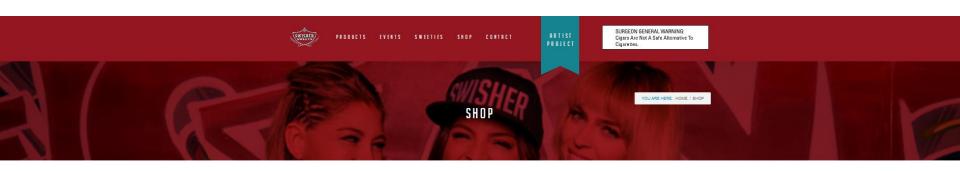
katiesak3 @swishersweets The hoodie says only XXL

thatone\_blackuglyduckling i still never got my shirts @swishersweets

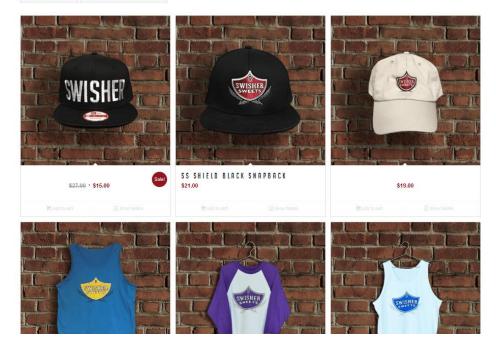
swishersweets @katiesak3, we have that hoodie in large. Try refreshing the

Log in to like or comment.

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Sont by Default Order 🕤 🕂 Display 15 Products per page



R

## 🔰 Home 🦸 Moments

Search Twitter Q. Have an account? Log in +

## ŚŚ ER EETS



### Swisher Sweets

@SwisherSweets By following, you confirm you're 18+ & won't share content with people under 18. #SinceDayOne, Swisher Sweets was there.

Jacksonville, FL & bit.ly/SwisherShop

i Joined July 2011

687 Photos and videos



### FOLLOWING FOLLOWERS LIKES LISTS MOMENTS TWEETS 2,379 830 14.3K 2,210 5 3

## Tweets Tweets & replies Media X Pinned Tweet Swisher Sweets @SwisherSweets - Jan 14 From 1958 to the present, the journey of #SwisherSweets >> bit.ly/SwisherStory



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Raw Rolling Paper

Sosamann 📀

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Cole Bennett @\_ColeBennett\_ MexikoDro @Mexikodro

Worldwide Trends #لنتيت\_تقست\_عتل 36.2K Tweets Felipe Melo

25.4K Tweets #QandAwithMcVey

Dj Durel 11 @DiDurel

1

2- Follow

SURGEON GENERAL WARNING: Cigar Smoking Can Cause Lung Cancer And Heart Disease.



PRODUCTS EVENTS SWEETIES SHOP CONTACT

SURGEON GENERAL WARNING: Cigars Are Not A Safe Alternative To Cigarettes.

BLOG PROGRAMS C-STORE SESSIONS FAQ ABOUT

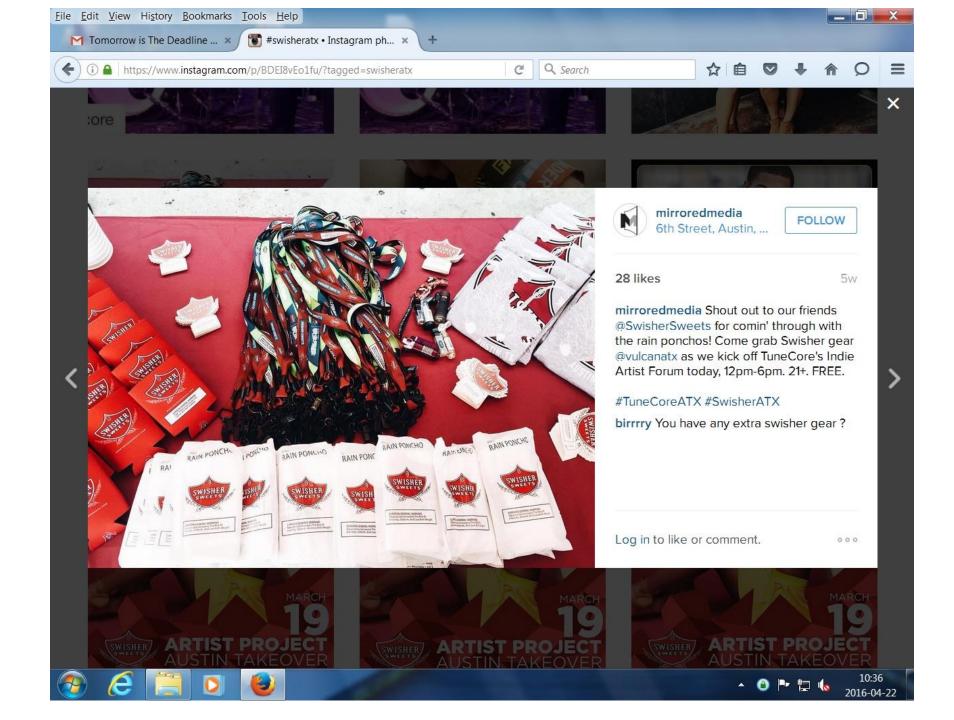


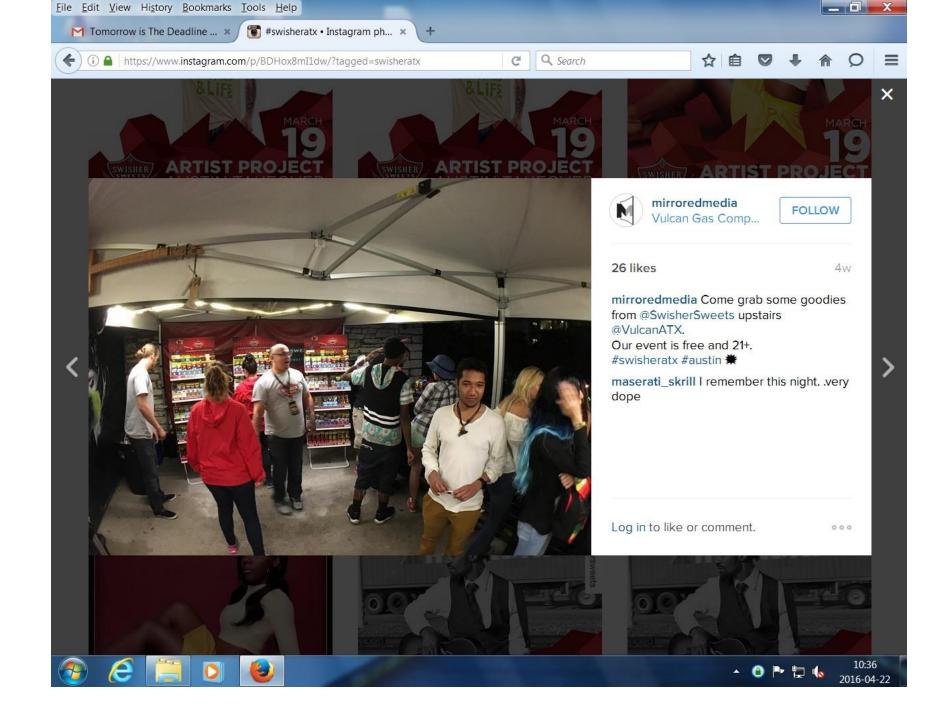
HERE'S WHATS UP THE SWISHER SWEETS ARTIST PROJECT IS AN ONGOING INITIATIVE TO PROVIDE UNIQUE OPPORTUNITIES FOR ARTISTS TO CREATE, SHARE, AND PURSUE THEIR PASSION. FOR FANS, IT'S A WAY TO BE AT THE FOREFRONT OF WHAT'S NEW AND EMERGING IN THE WORLD OF MUSIC, ARTS, AND ENTERTAINMENT.

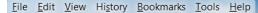




Austin Takeover April 2016







M Tomorrow is The Deadline ... 🗴

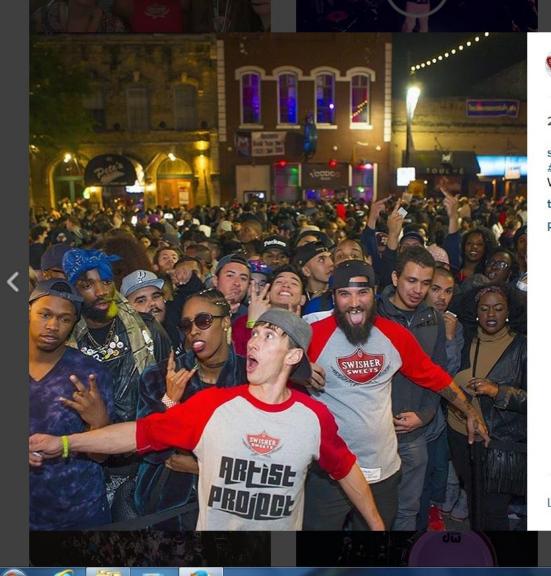
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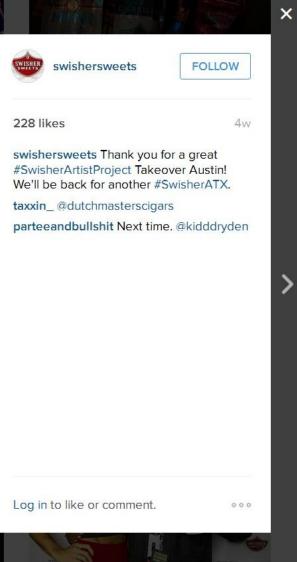
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C Q Search

(i) 🔒 https://www.instagram.com/p/BDLjTf0qp3D/?tagged=swisheratx





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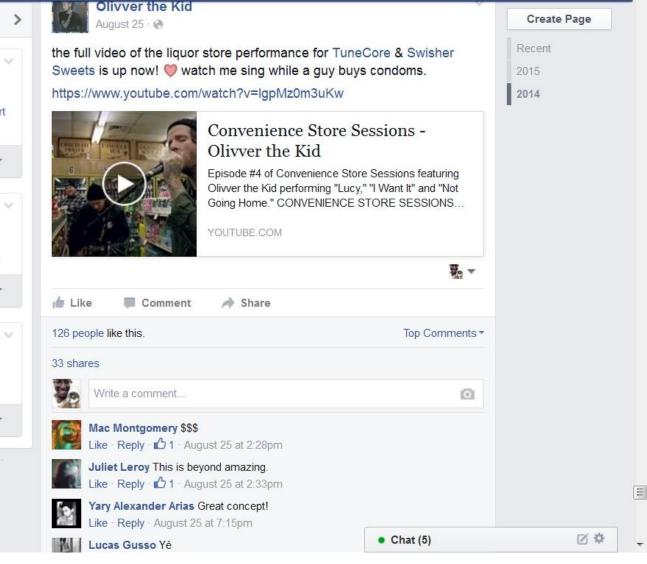
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## VISITOR POSTS





# Key Takeaways

- The tobacco industry is very creative, knows how to reach consumers under our radar
- We are up against a powerful industry with lots of \$\$
- We should expose the tobacco industry at every chance we get

# Want to take on the industry?

- Join us for:
  - Menthol Coalition meetings, last Wednesday of every other month (Feb 1) at NorthPoint Clinic
  - Statewide tobacco coalition, every month at ClearWay Minnesota
  - Follow our Instagram page @projectwatchansr

Gabriel@ansrmn.org Betsy@ansrmn.org 651-646-3005 **Thank You!**