AAM 5055: Communications Channel Planning



Client Channel Plan

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About Tide Challenge Goals & Objectives Hero Product Target Audience & Personas Consumer Journey Maps Campaign Timeline Creative Messaging Media Blocking Chart Media Strategy **Execution & Optimization** Why It Works



Canada's #1 detergent Brand

Consistently rated for **performance and innovation**.

Currently, **the best-selling product** on e-commerce and retail stores - both pods and liquid detergent formats.

Recognized for **powerful stain-fighting ability and household trust**.

Ongoing initiative around safety and sustainability.



(Laundry Detergent and Fabric Care Products - TiDe, n.d.)



Popular products :

12% OFF



Tide Free & Gentle Liquid Laundry... \$17.55 \$20

a Amazon and 10+ stores 4.6 ★ ★ ★ ★ ★ (8.3K)



Tide Liquid Laundry Detergent Original \$24.99 \$28 Canadian Tire and 10+ stores 4.7 ★★★★★ (23K)



ATTITUDE Laundry Detergent \$11.99 a Amazon CA and 10+ stores 4.9 ★ ★ ★ ★ (359)



>

Tide Coldwater Clean Liquid... \$14.97 * Walmart.ca and 10+ stores

Free delivery on \$35+ 4.6 ★ ★ ★ ★ ★ (1.2K)





Tide Coldwater Clean Liquid... \$14.99

▼ Canadia... & more 4.6 ★★★★★ (1.2K)







Tide Ultra Oxi Liquid Detergent

\$9.99

O Pharmasave Sc... 4.6 ★★★★★ (6.5K)



Tide Simply Free & Sensitive Liquid...

\$11.97

* Walmart.ca & more Free delivery on \$35+ 4.6 * * * * * (637)









(Google Trends - 2025)



Tide is turning the tide

Recyclable Packaging:

- Most Tide bottles made from recyclable high-density polyethylene (HDPE) plastic.
- Caps made from polypropylene, which is also recyclable in many areas.

Post-Consumer Recycled Content (PCR):

- Tide bottles contain up to 25% PCR plastic.
- Tide is working towards increasing the percentage of PCR used in packaging.

Concentrated Formulas:

- Tide's concentrated detergents use less plastic per dose.
- This also reduces the carbon footprint of transportation.



(Materials | Sustainability, n.d.)



Tide Eco-Box:

- A new compact and recyclable box made with 60% less plastic.
- Designed for e-commerce and ease of use.

Partnerships for Recycling:

 Tide partners with organizations to support recycling infrastructure and educate consumers.

Ongoing Innovation:

 Tide is continuously researching new materials to reduce environmental impact while maintaining performance.



(Materials | Sustainability, n.d.)



But when looking for eco-conscious laundry products in Canada, Tide is nowhere to be found.

Google	eco conscious laundry canada	× ↓ ② Q =	Google Shop
	All Images Shopping Videos Maps Short videos News : More	Tools	
	Image: State Stat	For Sale Store Walmart.ca For Babies Sponsored : Image: Store Image: Store Sto	
	Is Nellie's laundry in Canada?	More on Google →	
	What is the most eco-friendly laundry detergent?		
	 Nellie's Canada https://nelliesclean.ca > products > laundry-soda :: Laundry Soda Made with only four ingredients, Laundry Soda is a highly concentrated laundry detergent formula that dissolves quickly in cold or hot water and is septic safe. \$18.00 - In stock - 5.0 + * * * * * (3) - Eree delivery over \$100 - 		





It is not mentioned in any of the blogs or articles either...

Laundry powder is the most eco-friendly type of detergent. Because it's a powder, it can be stored in cardboard instead of plastic, eliminating countless plastic jugs. And without the weight of water and thick plastic packaging, it isn't as carbon-intensive to ship. There are several plant-based, cruelty-free products on the market now that do a great job and dissolve well in cold water. Here are some of our favourites.

Molly's Suds Laundry Detergent Powder, \$27 for 2.23 kg (\$0.22 / load)



https://chatelaine.com/environment/eco-friendly-laundry-detergents/



Objectives

We aim to elevate Tide's brand image by highlighting its eco-friendly product line, and positioning it as a leading sustainable choice in the laundry category.

Key Goals

- Boost brand visibility in the eco-conscious space.
- Increase reach and frequency across digital and retail channels.
- Drive product trials of Tide through targeted e-commerce and in-store activations.

hannels. ce and in-store activations.



Introducing Tide as the eco-friendly upgrade that delivers the same trusted clean while being gentler on the planet.



Meet the star of Clean and Green: Tide PurClean

- 75% plant-based formula
- Free of dyes, chlorine, and phosphates
- Made using 100% renewable electricity
- USDA Certified Biobased Product (65%)
- Same trusted cleaning power Tide is known for
- Lavender scent adds emotional value (calming, natural, premium)
- Slightly premium price point, justified by product ethics, transparency, and impact



(Forté, 2024)



Stain Slayers

Primary Audience: Adults 28-54 (Household Decision-Makers)

- Who they are: Married or single, Mother managing household responsibilities, looking for efficiency.
- **Needs:** Powerful cleaning solutions, eco-conscious choices, affordability.
- Where they shop: Walmart, Costco, Amazon, grocery stores.
- How they decide: Brand trust, price promotions, reviews, and convenience.

- stores.

Secondary Audience: Gen Z (Young Adults 18-27, First-Time Buyers)

• Who they are: Students, renters,

urban professionals.

• **Needs:** Convenience, portability,

affordability, sustainability.

• Where they shop: Online (Amazon,

Walmart.ca), Instacart, discount

• How they decide: Social media trends, influencer recommendations, easy-to-use products, price.





The Trust-Seeking Mom

Name: Nina, 36
Location: Mississauga, ON
Life Stage: Married, 3 kids (4, 7, 10)
Quote: "If Tide's eco option works, I'm sold. One less thing to overthink."

Key Traits

Decision Fatigue Pro: Overwhelmed by decisions but wants to align purchases with values. Prefers trusted brands that simplify her life.

Eco-Motivation: Buys organic snacks, uses reusable lunch bags, but won't hunt niche eco-friendly brands.

Stains (mud, food, paint)



volume)

Skin (Worries about harsh chemicals on kids' clothes)

Habits

Checks Facebook groups for parenting hacks. Shops Walmart & Costco for bulk deals, collects Optimum points + checks the app for deals. Trusts "real mom" Instagram demos over ads.

Barriers

"Is the eco-upgrade worth the extra \$2?"

"Will this clean as well or am I compromising?"

Drivers

Already buys Tide so feels like a "safe" switch.

Sold where she shops (Walmart, Amazon).

Small way to feel like a 'good mom + citizen.





The Value-First Trendsetter

Name: Jordan, 23
Location: Downtown Toronto (shared apt)
Life Stage: Single; shares laundry with flatmates
Quote: "My detergent should be like my tote bag - good for the earth."

Key Traits

Identity-Driven Buyer: Advocates for sustainability publicly; chooses brands that reflect values. Posts thrift hauls, boycotts fast fashion.

Eco-Motivation: Will pay more for visible ethics (e.g., recyclable packaging, carbon-neutral claims).





Machine (Apartment washer = weak, coldwater-only)



Space (No room for bulky detergent jugs.)

Habits

TikTok #CleanTok for product recs ("Tide's plant-based?? Okay, slay."). Follows influencers for promo codes + shops online + engages with brands that mirror values.

Barriers

"Can I justify this over dollar-store detergent?"

"Is Tide really sustainable, or just greenwashing?"

Drivers

Seeing influencers/peers use it.

Sleek bottle, lavender scent = Instagrammable.

USDA certification = "legit" sustainability.



use of virgin plastic by half per unit sold and to use 100 percent recyclable packaging for all products. As of 2022, Tide POD tubs are made with High Density Poly Ethylene (HDPE) plastic, allowing 16 million tons of plastic to become recyclable, and lowering the CO2 footprint by 20 percent. Today, 100 percent of Tide liquid detergent bottles are recyclable and made with at least 25 percent Post-Consumer Recycled (PCR) plastic. And we have also introduced new packing solutions, including the Tide Eco-Box for liquid detergents, which uses 60 percent less plastic compared to traditional laundry bottles. More broadly, innovations such as greater compaction have aided us in reducing and removing unnecessary packaging for the PODS format.

More than half (54%) of consumers surveyed said climate impact was at least somewhat important to them when making a purchasing decision. Among high-income Gen Z respondents, this figure rose to 83%. And 17% of consumers said that the climate impact of a product or service was "very important.

Climate consciousness is strongest among the young. A quarter of those aged 34 and under rated climate impact as "very important." This compares to 15% of those aged 65 or older who said the same.

(Gott et al., 2023)

According to the global findings of the survey, half of Gen Z and millennials are more likely to purchase sustainable products now than they were before the pandemic, while about 50% of all adults would pay a premium for sustainable products.

(Porter & Porter, 2024)



(Canadians Want Brands to Help Them Be More Green, 2022)



- 8 in 10 value a sustainable lifestyle.
- 65% feel they have a moral obligation to use environmentally friendly products.
- 6 in 10 report climate change as the top concern.



(Canada, 2024)



Why is Tide Purclean our hero?

Perfect Fit for Our Audiences:

- Busy Moms: Want safety + effectiveness; ecocleaning offers emotional reassurance (good for kids & planet)
- Gen Z: Driven by purpose and social proof; Tide Purclean speaks to their values (transparency, sustainability, aesthetics)
- **Price-conscious?** Yes, but willing to pay slightly more for a product that aligns with personal or family values

Strategic Fit for the Brand:

- sustainability
- Allows Tide to compete with emerging eco-conscious players without sacrificing performance
- Strengthens Tide's positioning among next-gen shoppers and value-driven households
- Helps modernize brand image while staying rooted in trusted efficacy

Perfect for Summer:

- seasonal resets (spring/summer, back-to-school) emotional trigger (relaxation, freshness)
- Laundry volume peaks: Sweat, stains, kids, travel • Eco-conscious campaigns perform better during Fresh lavender scent = seasonal relevance and

Reinforces Tide's commitment to innovation +



From Stain to Sparkle

Touchpoints



Tide's Role

Adults 28-54



From Stain to Sparkle

Touchpoints



Tide's Role



What Do We Want People to Think, Feel, and Do?

Think:

Tide is the eco-friendly, reliable solution for tough stains, backed by sustainability.

Feel:

Confident that they are making a positive impact by using a product that cares for both their clothes and the environment.

Do:

Purchase Tide, try the new eco-friendly product line, and become repeat buyers through loyalty programs.



Timeframe

Campaign Duration: May – August 2025

Pre-Campaign (May):

Tease product with influencer ecofriendly posts, behind-the-product content, and early previews.



Back-to-School (August):

Shift focus to family, home reset, and Back-to-School prep messaging. Emphasize simplicity and eco-conscious choices for families and efficacy + availability for Gen Z.



Launch (June – July):

Heavy media push with social media ads, OOH (billboards, transit), and retail activations for Canada Day. Focus on cleaning power and ecofriendly benefits.



Why Summer is Our Moment

For Busy Moms:

- Fun in the Sun, Laundry in the Evening: Summer means family outings, BBQs, and vacations, which means more laundry. Don't worry, moms—we've got you covered! Let's keep those kids' clothes clean after endless outdoor play.
- Home & Heart Vibes: Summer also means deep cleaning, getting ready for back-to-school madness, while still keeping it fun! Tide Purclean's plant-based, family-safe formula means moms can breathe easy while cleaning. Summer is when everything feels more alive. We spend more time outside and enjoy nature. It's also a great time to take care of the planet. Let's use this season as a reminder to make eco-friendly choices.
- Fresh for the Whole Family: Whether it's a family picnic or just a quick trip to the park, moms want their laundry to be safe, fresh, and easy. Plus, with Tide Purclean's fresh scent, everyone will smell like a summer breeze.



Why **Summer** is **Our Moment**

For Gen Z:

• Vibes, Vibes, Vibes!: Summer means freedom, festivals, and fun, and Gen Z is all about sharing their adventures! From beach trips to music festivals, they're all about those Instagram moments.

Instagram moments = fresh clothes!

• Scent of the Season: The lavender scent is all about that fresh summer air light, breezy, and perfect for every Insta story. Let's face it, Gen Z loves that "being clean" aesthetic, and they'll be all about it!



Creative Message

Clean Clothes, Clean Planet – All Summer Long

Message Pillars:

- "Powerful Clean, Less Waste"
- "Smell Good. Feel Good. Do Good."
- "Trusted by Moms. Loved by the Planet."



Media Channels

1. Social Media Advertising

Channels: Facebook, Instagram, TikTok, YouTube

Audience Focus:

- Primary (Adults 28–54): Facebook & Instagram
- Secondary (Gen Z, 18–27): TikTok & YouTube

Tactics:

- Short-form videos showing stain-removal hacks
- Influencer partnerships (mommy bloggers, cleaning creators, lifestyle influencers)
- Seasonal and product-featured content
- TikTok challenges (Gen Z) & Instagram Reels (both audiences)

- Social media is where our audiences live. Moms scroll for tips and discounts; Gen Z scrolls for aesthetics and trends.
- Platforms offer precise ad targeting based on demographics, interests, and behaviors.
- Visual storytelling helps demonstrate Tide Purclean's power and eco-value in snackable formats.



2. E-Commerce & Digital Retail Channels: Amazon, Walmart.ca, Instacart, Canadian Tire, PC Optimum

Audience Focus: Both Audiences

- Primary: Convenience, trust in Walmart/Amazon
- Secondary: Preference for digital-first shopping & auto-ship deals

Tactics:

- Sponsored listings, "Subscribe & Save" offers
- Flash sales, promo codes, and limited-edition lavender packaging
- Retargeting for abandoned carts

- Our audience is already shopping here this is bottom-of-the-funnel.
- Easy access = reduced friction to trial. Retargeting taps into intent and helps close sales.
- Loyalty tools (subscriptions, bundles) help retain repeat customers.



3. Search Engine Marketing (SEM) Channels: Google Search, YouTube Ads, SEO

Audience Focus:

- Primary: Searching for family-safe, stain-fighting detergents
- Secondary: Research-driven Gen Z buyers

Tactics:

- Paid ads for "eco-friendly detergent," "best detergent for families," etc.
- YouTube ads with real-user testimonials
- SEO to ensure Tide Purclean ranks for key queries

- Paid Ads target eco-friendly and family-focused detergent searches.
- YouTube Ads use real testimonials to build trust with Gen Z.
- SEO boosts Tide Purclean's ranking for key search terms.



4. In-Store Retail & Sampling **Channels: Walmart, Canadian Tire, Shoppers Drug Mart/NoFrills stores**

Audience Focus: Both Audiences

- Primary: Busy parents and household decision-makers shopping in-store
- Secondary: Gen Z looking for quick, affordable options at nearby discount retailers

Tactics:

- In-aisle signage and shelf-talkers highlighting Tide Purclean's eco-friendly features
- Endcap displays with lavender-scent samplers
- PC Optimum program promotions (e.g., bonus points on purchase)
- Weekend demo booths for sampling at high-traffic stores (Walmart/No Frills)

- These are the locations our audience already shops at for household essentials.
- In-store visibility drives impulse trials and boosts trust in the product's performance.
- Hands-on exposure (demos/samples) is especially powerful for skeptical buyers.



5. Email & CRM Marketing **Channels: Brand newsletter, Loyalty Programs**

Audience Focus:

- Primary: Moms who value deals & reminders
- Secondary: Younger shoppers who enjoy early access and personalized perks

Tactics:

- Personalized email promos (based on shopping behavior)
- Launch previews, reward tiers, stain-hack content
- Referral bonuses ("Share & Save" with friends)

- Email is still the most cost-efficient channel for loyalty and retention.
- Personalization increases click-throughs and repeat purchases.
- Perfect for exclusive launches and community building.



6. Out-of-Home (OOH) Channels: Billboards, Transit Ads (urban hubs: Toronto, Vancouver, Montreal)

Audience Focus:

• Primarily Adults 28–54

Tactics:

- Bold visuals and simple messaging: "Powerful Clean. Less Waste."
- Strategic placements near retail stores and family-oriented neighborhoods

- Builds top-of-mind awareness at scale
- Reaches commuting parents and working adults in high-traffic zones
- Reinforces digital messaging with strong visual repetition



Bonus Tactic: Spotify Audio/Podcast Ads

Audience Focus:

• Primarily Adults 28–54

Tactics:

- Audio ads will be played between songs & podcasts
- Use jingles, quick stories, and smart CTAs to build lavender-scent recall.

- Reaches users during laundry time, workouts, or commuting
- Creates audio association with Tide's fresh lavender scent & clean feeling
- Jingles resonate and stays on top of mind



Media Blocking Chart

Tide	May			June				July							
Channels	4	11	18	25	1	8	15	22	29	6	13	20	27	3	
		<u> </u>		D	igital	Platfo	orms	<u> </u>		1		I	I	1	
Paid Social (FB, IG, TikTok)	\$60,000		\$85,000				\$90,000								
Influencer Campaigns	\$35,000		00	\$45,000			\$60,000			\$	9				
Programmatic Video & Display	\$55,000			\$75,000				\$80,000							
Digital OOH (Transit + Mall Ads)	\$30,000			\$70,000			\$70,000			\$60	,0				
In-Store Promotions & Sampling	\$20,000			\$50,000			\$60,000			\$	9				
Search (SEM)	\$25,000		\$30,000			\$40,000				\$	8				
E-Commerce (Amazon/Walmart.ca)	\$22,000				\$50,000			\$65,000							
Email & CRM Campaigns			\$16	,000				\$32	2,000	\$55	,000			\$65	,0
Spotify / Podcast Audio Ads	\$17,000		\$33,000												
Total - \$2,000,000		\$280,000		\$470,000				\$520,000							



May – Pre-Awareness / Launch Prep					
Budget: Low					

June- July – Awareness/Consideration Budget: Moderate to High

August – Consideration (Peak Budget) Budget: Highest



Strategy Area	Details
Objective Alignment	 Acquires new customers Retains existing users Boosts brand awareness through a mix of digital and offline
Audience Focus	 Prioritizing convenience, price and sustainability Tailored messaging for household decision-makers (busy matrix)
Channel Strategy	 Heavy focus on digital & e-commerce Supported by retail and outdoor advertising for maximum in
Tactical Execution	 Summer campaign, seasonal promotions, and targeted diginal

e media.

moms) and Gen Z buyers.

impact.

gital efforts ensure Tide stays top-of-mind.



Execution & Optimization

Campaign Launch:

Roll out digital ads, influencer partnerships, and in-store promotions, Email marketing.

Performance Tracking:

Use Google Analytics, Facebook Ads Manager, and sales data to optimize efforts.

Adjust & Scale:

Based on engagement and conversions, refine messaging & media mix.



Why it wash!

Channel-Audience Fit

Each media touchpoint is chosen based on where the audience already spends their time - this maximizes message relevance and efficiency.

Multi-Touch Coverage

From awareness to action, this plan covers all stages of the funnel and guides the audience smoothly from "hmm" to "buy."

Consistency & Customization

Consistent eco-message across channels with custom executions tailored to each platform and persona.

Seasonal + Emotional Hooks

Summer freshness, lavender scent, and value-driven storytelling create emotional and sensory appeal, perfect for both segments.





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