

## Brand Reaction Index 2025 Results

5<sup>th</sup> Wave



Why & how do we test emotional connection?



Which brands have the strongest emotional connection with Irish consumers?

How have the scores changed since 2024?



## RED C's Brand Reaction Index (BRI) methodology is rooted in key behavioural science principles

Humans make 'fast and frugal' decisions to arrive at 'good enough' choices

> - Gerd Gigerenzer, Behavioural Economist

The three shortcuts used to arrive at 'good enough' choices are:



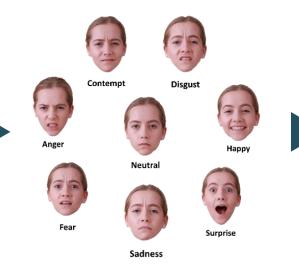
### The BRI methodology captures how consumers feel about brands

**C**()

# How is it asked?

Now we are going to show you a number of random brands one after the other, from different areas of life.

As quickly as possible after you see each brand, I want you to select which of the following faces most closely represents how you immediately feel about that brand?



#### How is it calculated?

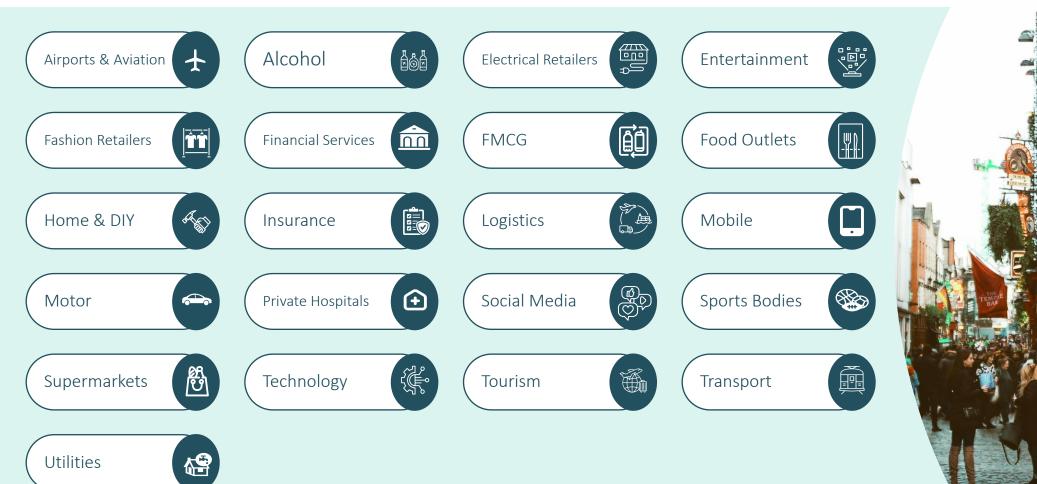
• The BRI score is then calculated for each brand:

% Positive Emotion	% Negative Emotions	BRI score		
(Нарру)	(Contempt, Disgust, Anger, Fear, Sadness)	(Scores range from +100 to -100)		

Neutral and Surprise are considered 'neutral' and are not included in the final score

- Where ties have occurred, we look at the results to two decimal places to break the tie.
- The report analyses the BRI result at both a total level and at an industry/sector level among brands tested.
- Fieldwork was conducted from June 5th to 25<sup>th</sup> 2025

## This year's BRI report includes results from 21 different sectors



## Most emotionally connected brands

#### **Top 10 ROI brands**





### take the top spot after years of being #2

	2022	2023	2024	2025	
Score	+59	+59	+58	+59	4
Rank	2 <sup>nd</sup>	2 <sup>nd</sup>	2 <sup>nd</sup>	<b>1</b> <sup>st</sup>	



With the support of a fresh ATL campaign, Credit Union leaned even further into what makes them unique: 'Not for Profit', reconnecting stronger than ever with consumers in Ireland.



## Credit Union successfully engaged on the three shortcuts used to drive brand growth:

1 Availability Heuristic The brand easily comes to mind

- The new campaign boosts awareness of their products, doubling mortgage recall
- Trust and modern credentials have improved
- Deeply embedded trust amongst consumers



- A refreshed, emotionally connected campaign
- Campaign visuals focused on the everyday life of consumers
- They established themselves as part of everyday life in Ireland

**Processing Fluency Heuristic** The brand is easily recognised

 Doubled down on brand assets

3

- Effective, and consistent use of 'For You, Not Profit'
- Relentless use of colour and logo

## Top performing brands in Ireland play on at least one of the following elements - if not all!



Nostalgia & Heritage



Brands that tap into deep-rooted cultural memories and national identity, tapping into distinctive assets like 'Todays Bread Today, and 'A Glass & A Half in Everyone'.



- Brands people rely on. They are embedded in daily life and local value. These brands stand for people and are customer centric in approach.
- Brands that support daily life by offering quality and choice.
  With a value driven consumer back drop, brands that connect on value, connect on emotion.

Value &

Accessibility

Sense of Place/ Identity

 Rooted in Irish culture, landscape, and national character.
Experiential through experiences, be that a coastline or a crisp sandwich. Comfort & Familiarity



 Brands that feel like home, part of the daily or family rhythm. A sense of place providing comfort through familiarity. Value is particularly key as almost 2 in 3 ROI consumers (65%) expect to have less disposable income in the next 6 months

• BCE ECB ELLB

Source: RED C ROI April 2025 Consumer Mood Monitor Base: All respondents Apr 25 (n=1,005)

## Overall, scores have remained relatively stable vs 2024, but some brands have seen big movements



### ROI results by sector

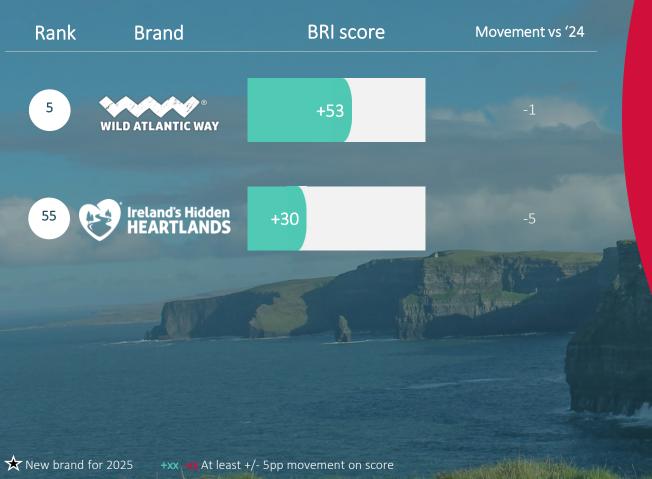
Tourism, supermarkets and **FMCG** generate the strongest emotional connection, while social media is the only category to land in the negative

#### Average BRI Score by Industry Sector



#### Category average BRI Score: +42

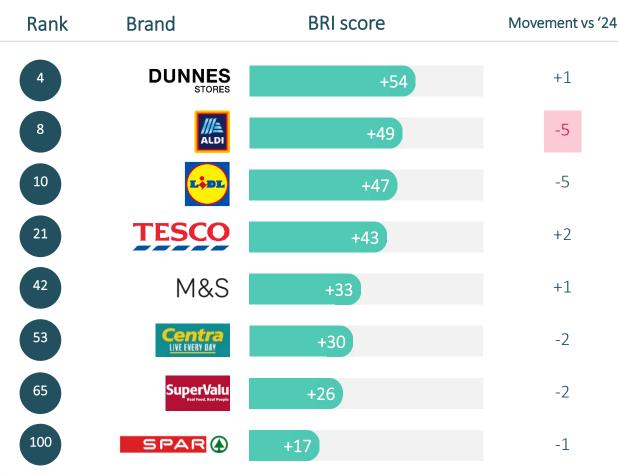
Despite small declines, consumer sentiment towards Irish Tourism brands remains extremely positive, with the category garnering the highest average BRI score and the Wild Atlantic Way ranking 5<sup>th</sup> in the overall standings.



#### **Supermarkets**

Category average BRI Score: +37

In an emotionally charged category, where almost all brands crack the top 50 overall, Dunnes emerges as Ireland's most emotionally connected supermarket, outpacing discounters Aldi and Lidl who see declines.



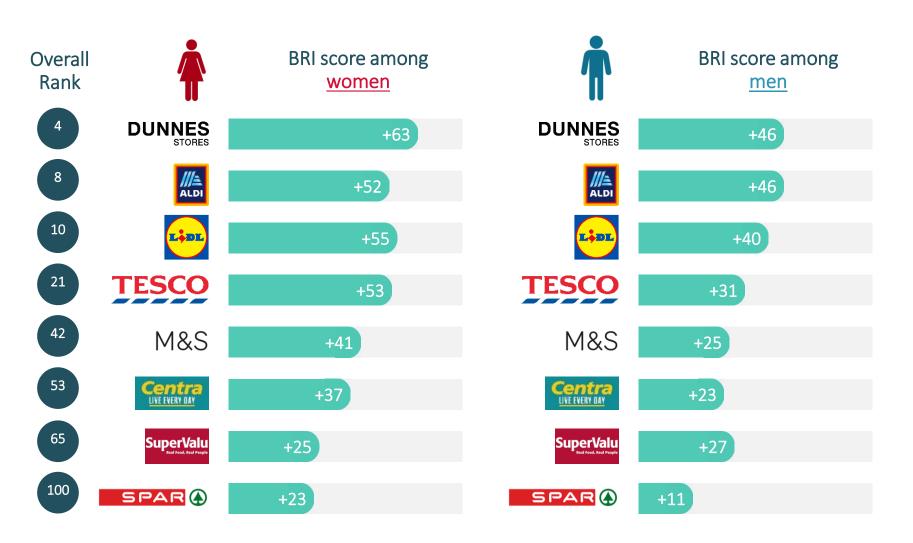
 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



4 in 10 ROI consumers expect their spending on groceries to increase in the next 6 months

Source: RED C ROI April 2025 Consumer Mood Monitor Base: All respondents Apr 25 (n=1,005)

#### **Overall, women exhibit greater positivity towards supermarket brands**





#### **FMCG**

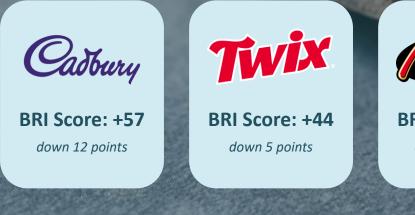
Category average BRI Score: +34

FMCG brands continue to evoke strong emotional connections with consumers, dominating the rankings with the top 2 brands overall and the majority landing inside the top 50. However, this year has seen a dip in scores for several FMCG brands, particularly within confectionary, where historical leader Cadbury has slipped into #2 allowing Tayto to claim the title of Ireland's most emotionally connected brand for the first time.

★ New brand for 2025 +xx -xx least +/- 5pp movement on score

Rank	Brand	BRI score	Movement vs '24	Rank	Brand	BRI score	Movement vs '24
1	TANTO	+59	=	30	MEVitie's	+37	-6
2	Caðbury	+57	-12	31	Jacobs	+37	-9
6	Brenning Baker	+53	-1	34	weetabix	+36	n/a
14	Digestives	+46	-7	37		+35	-7
15		+46	-2	39	Denny's	+35 🖈	n/a
16	FLAHAVAN'S	+45	n/a	40	WALKERS	+35	-4
18		+45	+2	50	Lucozade	+31	-4
19	Tivix	+44	-5	57	Mars	+30	-12
20	<del>(</del> 999)	+44	=	71	Coca Cola	+24	=
27	Kelloygis	+39	-4	103		+17	=
28		+38	-2	172	Red Bull	-19	=
29	<b>Keógh</b> 's	+37	-2	175	MUNSTER	-27	-6

Rising cocoa bean costs, coupled with surge in craft chocolatiers, suggests a more challenging environment for everyday chocolate brands





BRI Score: +30 down 12 points

### Home & DIY

Category average BRI Score: +33

Despite a decline, Home Store + More narrowly maintain their lead within Home & DIY with little now separating the top brands in the category.



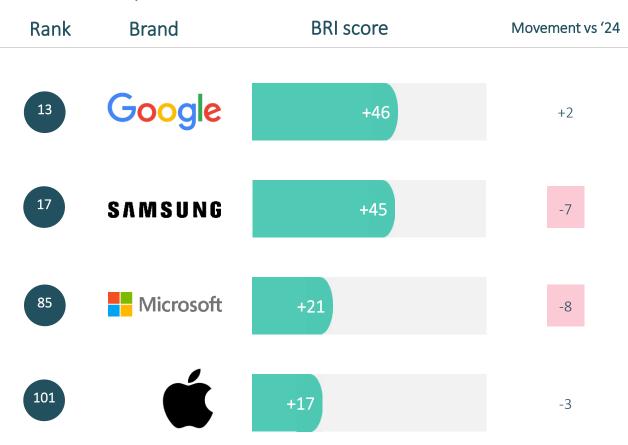
#### $\bigstar$ New brand for 2025 +xx/-xx At least +/- 5pp movement on score



### Technology

Category average BRI Score: +32

Increased negativity for tech giants Samsung, Microsoft and Apple seeing them fall down the ranks. In tandem, modest gains for Google sees them claim the #1 spot in the sector this year.



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



### **Airports & Aviation**

Category average BRI Score: +30

Aer Lingus maintains a strong lead. Shannon Airport breaks into the top 50, with Dublin Airport just outside. Ireland West sees stronger connections, likely driven by route expansion and rising passenger numbers.



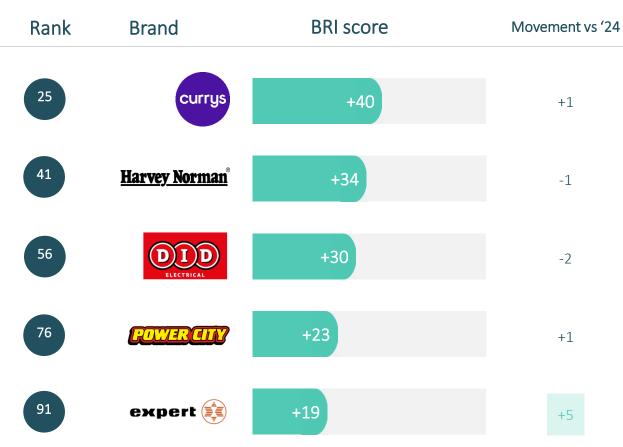
#### $\bigstar$ New brand for 2025 +xx/-xx At least +/- 5pp movement on score



### **Electrical Retailers**

Category average BRI Score: +29

Currys maintains its lead among electrical retailers, climbing to #25 overall. Category scores remain mostly stable, with Expert enjoying a notable uplift and cracking the top 100 brands.



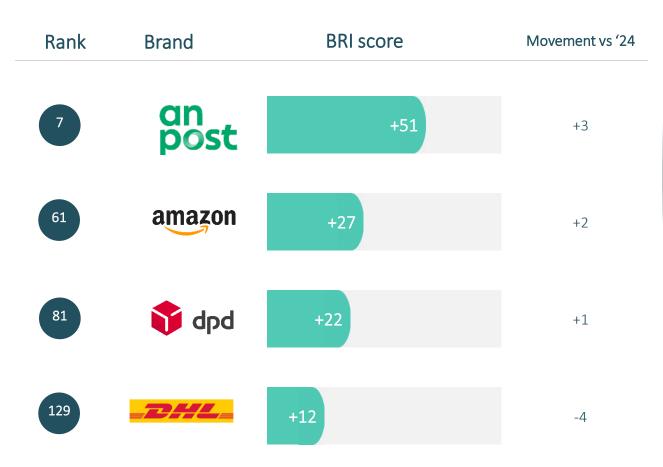
 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



### Logistics

Category average BRI Score: +28

An Post remains the clear frontrunner in the logistics sector, with a rebound in scores following last year's decline seeing them re-enter the top 10 brands overall.



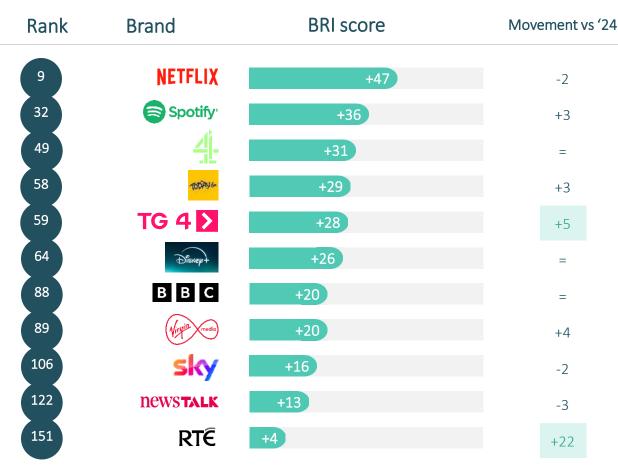
#### New brand for 2025 +xx/-xx At least +/- 5pp movement on score



#### Entertainment

Category average BRI Score: +25

Netflix continues to dominate the entertainment sector, making its first-ever appearance among the top 10 brands overall. RTÉ, this year's most improved brand, rebounds from last year's decline to return to positive BRI territory.



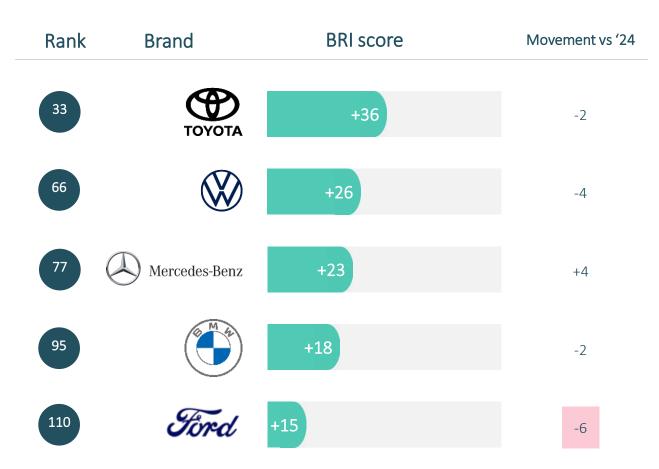
★ New brand for 2025 +xx/-xx At least +/- 5pp movement on score



#### Motor

Category average BRI Score: +24

Toyota continues to lead the Motor category, though overall positive sentiment has softened, with most brands seeing a decline in BRI scores.



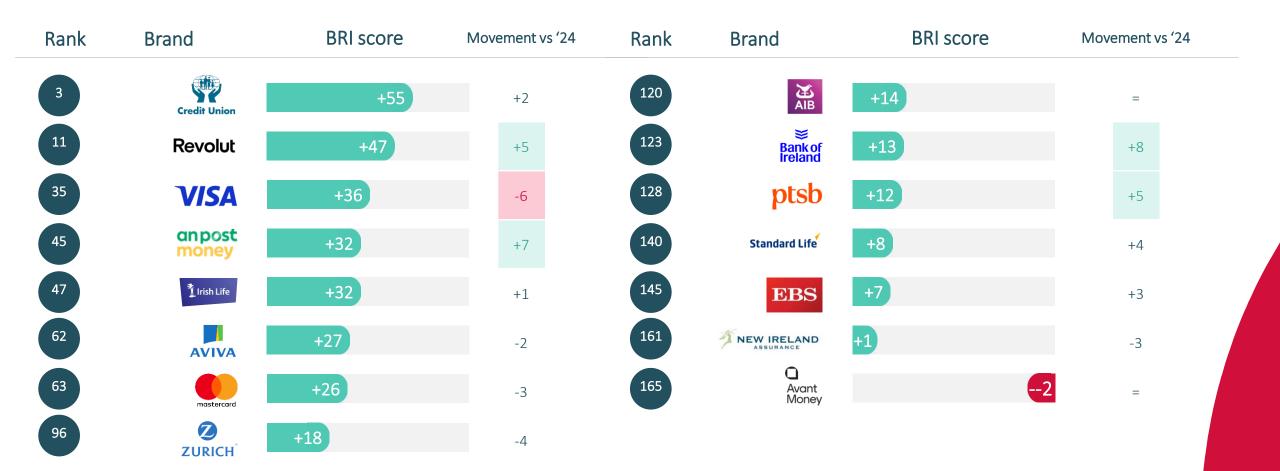
 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



#### Financial Services Category average BRI Score: +22



A modest uplift sees The Credit Union not only retain its position as the leading financial services brand but also rise to sit within the coveted top 3 brands overall. Meanwhile, gains for Revolut and An Post Money boost their standings within the category, with Revolut now just outside the top 10 brands overall.



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score

#### **Food Outlets**

Category average BRI Score: +20

Irish owned Supermac's retains the top spot among food outlets, with modest gains seeing them re-enter the top 50. Notable uplift for Just Eat sees the online food delivery brand surpass household names McDonalds & Domino's.



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



#### **Private Hospitals**

Category average BRI Score: +18

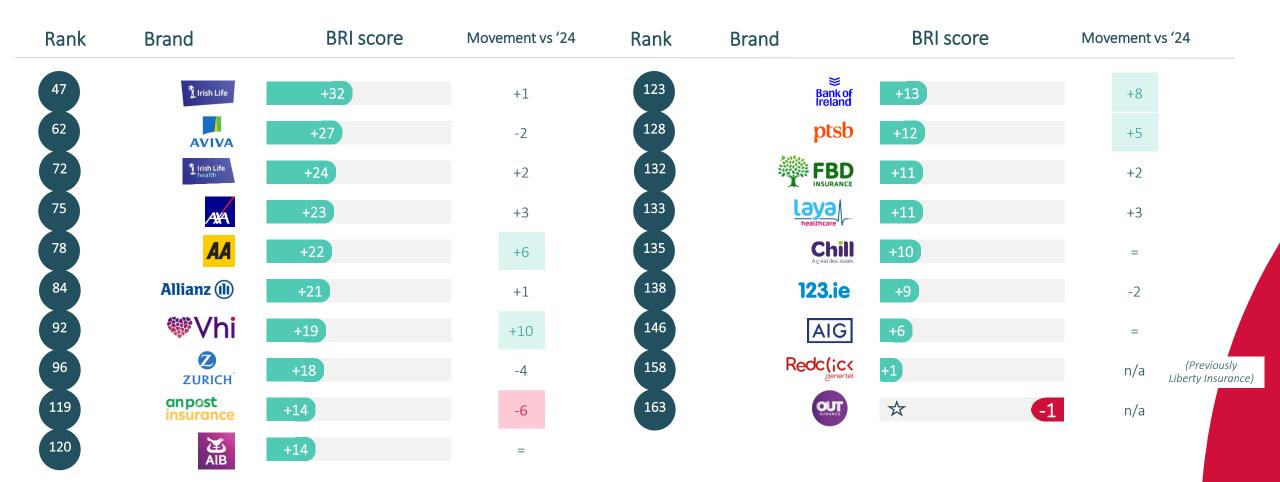
Emotional connection has grown notably across the sector, most specifically for Bon Secours and Mater Private who overtake St. Vincent's to lead the category.



#### $\bigstar$ New brand for 2025 +xx/-xx At least +/- 5pp movement on score



Irish Life maintains its leading position in the insurance sector and remains the only insurance brand to rank among the top 50 overall. VHI sees a significant rise, securing a spot in the top 100.



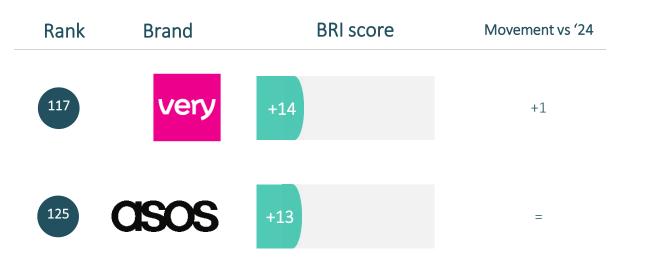
 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score

**Insurance** Category average BRI Score: +15

### **Fashion Retailers**

Category average BRI Score: +13

In an industry of more muted BRI scores, little separates Very and ASOS, with Very narrowly maintaining the lead.



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



#### Transport

Category average BRI Score: +13

A rising score propels larnród Éireann into the top 50 brands and extends their lead in the transport sector. Having also improved in 2024, Dublin Bus further cultivate positivity among consumers seeing them rise to #2 in the sector.



#### $\bigstar$ New brand for 2025 +xx/-xx At least +/- 5pp movement on score



#### Alcohol

Category average BRI Score: +12

Baileys and Guinness dominate the alcohol category, forging significantly stronger emotional connections vs alcohol other brands.

 $\star$  New brand for 2025 +xx -xx least +/- 5pp movement on score

Some movement is +/- 5pp on the slide but not highlighted – this is because of rounding Source: RED C ROI 2025 BRI survey

Rank	Brand	BRI score	Movement vs '24	Rank	Brand	BRI score	Movement vs '24
36	<b>BUILED</b>	+35	+1	142	BOMBAY 췝 SAPPHIRE	+8	-2
38	GUINNESS	+35	+4	143	ORCHARD THIEVES	+7	-5
80		+22	=	144	Captain/Norgan*	+7	-7
87	SMIRNOFF	+21	+5	148	ABSOLUT.	+5	+1
93	SUTENTICA DUTENTICA	+19	+3	149	Asahi	+5	+2
94	BULMERS	+18	-3	150	<b>Gordon</b> 's	+5	-1
98	Heineken	+18	-1	152	ROEACO	+3	+2
99	PERONI AZŽURRO	+18	-5	153	JACK DANKES	+2	-4
104	ROCKSHORE	+16	+2	154	HENDRICKS	+2	-7
112	Hennessy	+15	+2	155		+2	-6
130	🍩 BACARDÍ.	+12	-1	164	SHOW THE STATE	-2	-10
141	arlsberg	+8	+4				

#### Mobile

Category average BRI Score: +11

An Post Mobile retains the #1 spot, likely supported by the halo effect of the An Post Masterbrand, as several mobile brands see uplifts in scores.



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



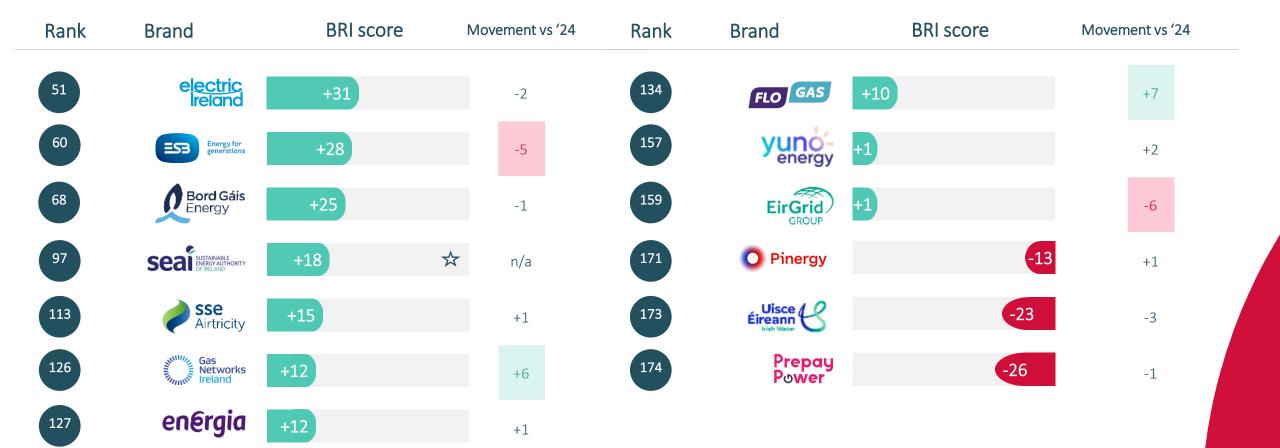
 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score

Utilities

Some movement is +/- 5pp on the slide but not highlighted – this is because of rounding Source: RED C ROI 2025 BRI survey

Category average BRI Score: +7

In a sector marked by divided consumer sentiment, Electric Ireland maintains its position as the #1 utility brand. An increase for Flogas, perhaps linked to their 'Gas Man' campaign see them attain double digit score.



37

Over half of ROI consumers (53%) expect their spending on household energy bills to increase in the next 6 months

Source: RED C ROI April 2025 Consumer Mood Monitor Base: All respondents Apr 25 (n=1,005)

#### **Sports Bodies**

Category average BRI Score: +6

Following strong gains last year, the IRFU and Golf Ireland slip back, with the IRFU dropping to #2 and Golf Ireland falling into the negative. The FAI, while remaining in negative territory, shows improved sentiment.



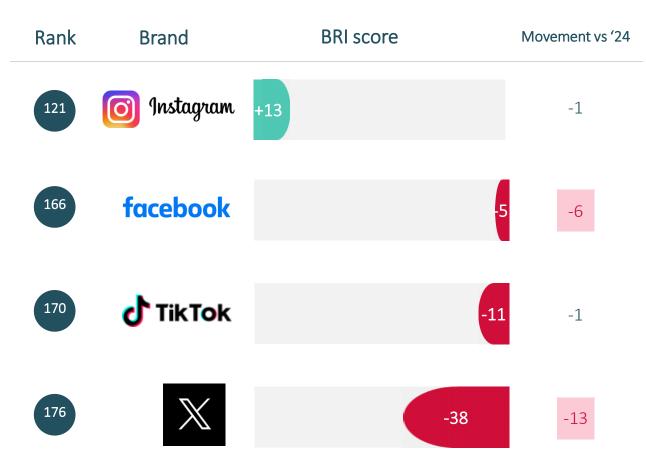
 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



#### **Social Media**

Category average BRI Score: -10

Social media brands continue to generate a lot of negativity, making it the least emotionally connected sector. A substantial decline sees X land even further in the negative.



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score



### Social media isn't just for the young!

With the exception of X, each social media platform resonates uniquely across diverse demographic groups.

Social Media Brands BRI Scores by Age Demographics

	All adults	16 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65+
👩 Instagram	+13	+14	+11	+27	+16	+9	-2
facebook	-5	-14	-29	+2	-4	+2	+6
<b>tikTok</b>	-11	+17	-14	-4	-6	-36	-19
$\mathbb{X}$	-38	-25	-40	-45	-37	-43	-35



# THANK YOU

Let us help your brand build emotional connection! Get in touch – <u>info@redcresearch.ie</u> Ciara Clarke, Gavin Costello, Maria Gonzalez

# REDC

www.redcresearch.ie



How the 176 brands in the test performed against each other

#### ROI brands #1 to #20



New brand for 2025 +xx/-xx At least +/- 5pp movement on score

Some movement is +/- 5pp on the slide but not highlighted – this is because of rounding Source: RED C ROI 2025 BRI survey

Rank	Brand	BRI score	Movement vs '24
11	Revolut	+47	+5
12	Aer Lingus 🦑	+46	+2
13	Google	+46	+2
14	Digestives	+46	-7
15	MagnuM	+46	-2
16	FLAHAVANS'	+45	n/a
17	SAMSUNG	+45	-7
18	PRINCIPS	+45	+2
19	Twix	+44	-5
20	- Bar	+44	=

**C**()

#### ROI brands #21 to #40



Rank	Brand	BRI score	Movement vs '24
31	Jacobs	+37	-9
32	Spotify*	+36	+3
33	ΤΟΥΟΤΑ	+36	-2
34	weetabix	+36	n/a
35	VISA	+36	-6
36	BALLERS -	+35	+1
37	Gul	+35	-7
38	GUINNESS	+35	+4
39	Dennys	+35 🛠	n/a
40	WALKERS	+35	-4

New brand for 2025 +xx/-xx At least +/- 5pp movement on score

#### ROI brands #41 to #60



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score

Rank	Brand	BRI score	Movement vs '24
51	electric Ireland	+31	-2
52	💱 DublinAirport	+31	+1
53	Centra JULE CYCRY DAY	+30	-2
54	<b>Ireland West</b> Airport	+30	+5
55	Ireland's Hidden HEARTLANDS	+30	-5
56	DID	+30	-2
57	Mars	+30	-12
58	TODAYAM	+29	+3
59	TG 4 🔰	+28	+5
60	Energy for generations	+28	-5

#### ROI brands #61 to #80



New brand for 2025 +xx/-xx At least +/- 5pp movement on score

Rank	Brand	BRI score	Movement vs '24
71	Coca Cola	+24	=
72	1 Irish Life health	+24	+2
73		+24	=
74	National Lottery	+23	+5
75	AXA	+23	+3
76	<b>POWERCITY</b>	+23	+1
77	Mercedes-Benz	+23	+4
78	AA	+22	+5
79	Bon Secours	+22	+8
80		+22	=

#### **ROI brands #81 to #100**



 $\bigstar$  New brand for 2025 +xx/-xx At least +/- 5pp movement on score

Rank	Brand	BRI score	Movement vs '24
91	expert	+19	+5
92	Vhi	+19	+10
93	DURTE - SUITE	+19	+3
94	BULMERS	+18	-3
95		+18	-2
96	ZURICH	+18	-4
97	Seal Sustainable DefineLand	+18 ☆	n/a
98	HEINEKEN	+18	-1
99	PERONI	+18	-5
100	SPAR	+17	-1



#### **ROI brands #101 to #120**

Rank	Brand	BRI score	Movement vs '24
101	Ś	+17	3
102	ST. VINCENT'S PRIVATE HOSPITAL Em Park	+17	+1
103	💋 pepsi,	+17	=
104	ROCKSHORE	+16	+2
105	Bus Átha Cliath Dublin Bus	+16	+6
106	sky	+16	-2
107	RYANAIR	+16	-2
108	Bus Éireann	+16	-2
109	BURGER	+15	+2
110	Ford	+15	-6

$\therefore$ New brand for 2025 +xx/-xx At least +/- 5pp movement on score
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Rank	Brand	BRI score	Movement vs '24
111	BLACKROCK HEALTH	+15	+5
112	Hennessy	+15	+2
113	sse Airtricity	+15	+1
114		+15	+4
115	TESCO mobile	+15	+5
116	GoMo	+15	+4
117	very	+14	+1
118	We was	+14	+4
119	anpost insurance	+14	-6
120	AIB	+14	=

#### **ROI brands #121 to #140**

Rank	Brand	BRI score	Movement vs '24
121	间 Instagram	+13	-1
122	newstalk	+13	-3
123	₩ Bank of Ireland	+13	+8
124	Beacon Hospital	+13	+1
125	asos	+12	=
126	Multiple Gas Networks Ireland	+12	+6
127	energia	+12	+1
128	ptsb	+12	+5
129	_DHL_	+12	-4
130	🍩 BACARDÍ.	+12	-1

New brand for 2025 +xx/-xx At least +/- 5pp movement on score

Rank	Brand	BRI score	Movement vs '24
131	48 Mobile	+11	+4
132		+11	+2
133	Laya	+11	+3
134	FLOGAS	+10	+7
135	<b>Chill</b> A great deal, essier	+10	=
136	CASH&CARRY KITCHENS	+10 🛧	n/a
137	Liste <b>itylink</b> Lieteg Helmel Megor Ciene D Tomm	+9	+2
138	123.ie	+9	-2
139	deliveroo	+8	+2
140	Standard Life	+8	+4

#### **ROI brands #141 to #160**

Rank	Brand	BRI score	Movement vs '24
141	arlsberg	+8	+4
142	BOMBAY 餋 SAPPHIRE,	+8	-2
143	ORCHARD THIEVES	+7	-5
144	(aptain/Morgan°	+7	-7
145	EBS	+7	+3
146	AIG	+6	-
147	Virgin	+6	-1
148	ABSOLUT.	+5	+1
149	Asahi	+5	+2
150	<b>Gordon</b> 's	+5	-1

New brand for 2025 +xx/-xx At least +/- 5pp movement on score

Rank	Brand	BR	l score	M	oveme vs '24	nt
151	RT€	+4			+22	
152	ROELCO	+3			+2	
153	JNCK DANLEZS	+2			-4	
154	HENDRICK'S	+2			-7	
155	WW/SFR	+2			-6	
156		+2			-3	
157	yuno- energy	+1			+2	
158	Redc(icc	+1	*		n/a	(Previously Liberty Insurance)
159	EirGrid GROUP	+1			-6	
160	Uber	+1			-3	



#### **ROI brands #161 to #178**

Rank	Brand	BRI score	Movement vs '24
161		+1	-3
162			-1 -7
163		☆	<mark>★1</mark> n/a
164	S S S S S S S S S S S S S S S S S S S		<b>-2</b> -10
165	<b>Q</b> Avant Money		-2 =
166	facebook		-5 -6
167	FAI		-7 +12
168	i		-10 +1
169	HORSE RACING IRELAND		-11 -1
170	🕇 TikTok		-11 -1

Rank	Brand	BRI score	Movement vs '24
171	O Pinergy	-13	+1
172	Red Bull	-19	=
173	Lisce C	-23	-3
174	Prepay Power	-26	-1
175	MURSTER	-27	-6
176	$\times$	-38	13

New brand for 2025 +xx/-xx At least +/- 5pp movement on score

## Methodology

- Research was conducted using RED C's online omnibus, the RED Line.
- Through an online panel of over 45,000 members, RED Line allows us to reach a representative sample of the adult population 18+ across Ireland in a cost effective and timely manner.
- Quota controls are used to ensure a nationally representative sample of ROI adults aged 18+, with interlocking quotas to provide extra confidence in sample profile
- Data was weighted across gender, age, region and social class so as to ensure a nationally representative sample based on latest CSO projections.
- 2,015 respondents took part in this survey during the 5<sup>th</sup> 25<sup>th</sup> June 2025.
- Weighted to be representative of all adults aged 18+ using the latest CSO census data on the following demographics.





