





FEB 2015

# www.unep.org



**→** 29.44%

since last month

2,267,932 Visits



**→** 25.16%

since last month

9.981.504 Page Views



**1**2.4% since last month

00:19:22 Ava. Time Spent



19.1% since last month

Returnina **Visitors** 



150,099 Total Fans

.4%

**Total Fans** 

from last month

10.4% **Total Reach**  saw UNEP's messages

628,170 people

from last month

Top Post: **World Wetlands Day** (34,960 readers and 727 Interactions

57% male, aged between 18-34



332,927 **Total Followers** 

**Total Followers** from last month

21.6M Reached By UNEP Tweets

Top Tweet: #WorldWetlandsDay 513 retweets and 174 favourites

69% male, Located in USA, UK and India



3.058 Total Subscribers

2.5%

**Total Subscribers** from last month

14.045 Total Views

21.5% **Total Views** from last month

Top Video: A Bottle's Odyssey

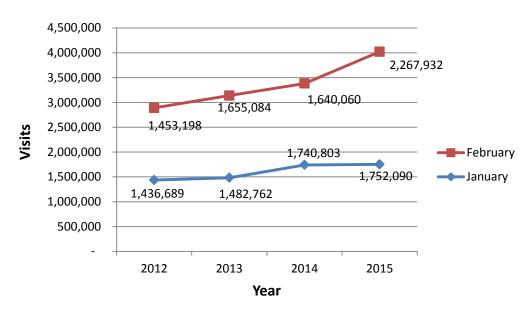
2,995 views

53% male. Located in USA, UK and Russia





Month	Total visits	Average per Day	Average Visit  Duration
Feb 2015	2,267,932	70,872	00:19:22
Jan 2015	1,752,090	54,752	00:18:54
Total visits of Year To Date	4,020,022		



Source: Webtrends and Google Analytics

### **KEY FACTS**

Visits compared to previous month 29.44%

Mondays are the most active and Saturdays the least active days

Average visits per visitor 1.66 Compared to previous month 1.24% 🁚



39% Bounce rate on UNEP homepage

### \* Bounce rate

the percentage of visitors to a particular website who navigate away from the site after viewing only one page.





Month	Total visitors	Daily average	Peak day
Feb 2015	1,367,226	45,574	3-Feb
Jan 2015	1,071,339	35,771	21-Jan
Total visitors of Year To Date	2,438,565		

#### Most popular browsers used by visitors Browser **Unique visitors** Chrome 27,294 1 Internet Explorer 20,505 Firefox 3 12,065 4 Safari 7,892 5 Opera Mini 2,335 Android Browser 1,094 6 435 7 Opera 8 **IUC** Browser 347 Safari (in-app) 265 9 10 S40 Ovi Browser 264

Source: Webtrends and Google Analytics

### **KEY FACTS**

Visitors compared to previous month 27.62%

Returning visitors compared to previous month 19.1%

Gender distribution Male 43%, female 57 %

UNEP visitors by age group

25-34 - 34.38%

18-24 - 28.73%

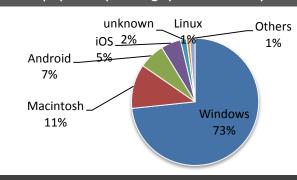
35-44 - 13.81%

45-54 - 10.37%

55-64 - 7.23%

65+ - 5.48%

### Most popular operating systems used by visitors



63% of UNEP

ages 18-34 years

audience is between



### **PAGE VIEWS**

Month	Total Page Views	Daily Average	Average Page Views per Visit
Feb 2015	9,981,504	311,922	4.4
Jan 2015	7,974,890	249,215	4.55
Total Page Views of Year To Date	17,956,394		

### Popular pages in Feb 2015

	1 0		
		Position Jan 2015	% change in visits from Jan 2015
I	http://www.unep.org/	-	18.07%
2	http://www.unep.org/newscentre/	-	31.64%
3	http://www.unep.org/rss/	-	28.80%
4	http://www.unep.org/resourceefficiency/	-	54.43%
5	http://www.unep.org/vacancies/	-	20.85%
6	http://www.unep.org/climatechange/	-	29.07%
7	http://www.unep.org/IETC/	-	23.24%
8	http://www.unep.org/about/	13	105.80%
9	http://www.unep.org/wed/	12	29.52%
10	http://www.unep.org/ccac/	14	49.58%
11	http://www.unep.org/ecosystemmanagement/	16	53.23%
12	http://www.unep.org/disastersandconflicts/	22	222.98%
13	http://www.unep.org/greeneconomy/	8	-30.01%
14	http://www.unep.org/roa/	19	76.46%
15	http://www.unep.org/experts/	15	39.81%

### **KEY FACTS**

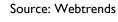
Page views compared to previous month 25.16%

Top pages visitors use to enter our website are:

- I. UNEP Home page
- 2. News Centre
- 3. Resource Efficiency
- 4. UNEP Employment
- 5. Climate Change

Page with the most improved page views compared to previous month - Disasters and Conflicts 386%

Total uploads this month was 240,047 compared to previous month 38.49%







### **COUNTRIES**

Тор I	Top 10 Countries Feb 2015				
	Country	% of Total	New Users		
1	United States	14.43%	8,681		
2	Kenya	6.74%	2,613		
3	United Kingdom	6.69%	3,935		
4	India	6.12%	3,840		
5	Germany	3.91%	2,282		
6	France	3.78%	2,039		
7	Canada	3.54%	2,095		
8	Italy	2.56%	1,393		
9	Switzerland	2.49%	1,257		
10	Australia	2.42%	1,519		

Тор I	Top 10 Cities Feb 2015				
	City	% of Total	New Users		
1	Nairobi	4.29%	1,213		
2	London	2.60%	1,584		
3	Geneva	1.75%	859		
4	New Delhi	1.46%	862		
5	Paris	1.39%	603		
6	Shanghai	1.36%	962		
7	Rome	1.35%	751		
8	Sydney	1.22%	817		
9	Bangkok	1.19%	731		
10	Bengaluru	1.17%	809		

**KEY FACTS** 

The website reached 218 countries and 5708 cities

North America was the continent with most visits at 18%, Western Europe was second (14%) and Northern Europe third (1% of total visits)

Source: Google Analytics





Тор	Top 10 Referring Domains in Feb 2015				
	Domain	Visits	% Visits		
1	Direct Traffic	1,115,743	49.20%		
2	google.com	179,634	7.92%		
3	google.co.in	71,290	3.14%		
4	google.co.uk	38,646	1.70%		
5	google.com.ph	21,348	0.94%		
6	google.com.mx	20,644	0.91%		
7	google.ca	18,362	0.81%		
8	bing.com	16,419	0.72%		
9	google.fr	16,068	0.71%		
10	google.com.au	10,429	0.46%		

Source: Webtrends

### **KEY FACTS**

There were 1202 referring domains in Feb 2015

### \* Direct Traffic

Represents traffic to the web site with no referrer either due to:

- the visitor typed the domain name directly into their browser,
- the visitor bookmarked the site, or
- the visitor clicked on an email, shortcut, or other direct link

### \* Referring Domain

A website that refers a visitor to your site by linking to it.

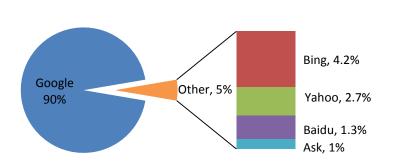




#### Top 10 Search Terms in Feb 2015 1,571 unep ocean waste 776 tourism 735 glaciers 703 why the importance of water quality should be a concern for 504 every south african kenya tanzania maritime boundary 491 solid waste management 443 municipal solid waste management book 406 geo small island developing states outlook 388 world environment day 382

■ Google ■ Bing ■ Yahoo ■ Ask ■ Baidu

### Top search engines used to reach www.unep.org



### **KEY FACTS**

Over 368 search terms in this month

Top 5 search terms last month

- I. unep
- 2. Species diversity in mangrove forests
- 3. Environmental pollution
- 4. Solid waste management pdf
- 5. Poverty and sustainability



Source: Webtrends & Google Analytics

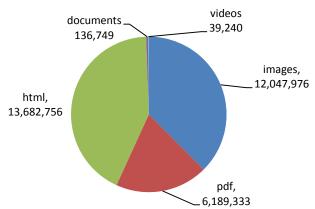


### **DOWNLOADS**

### Top 10 Publications in Feb 2015 February 2015 **Downloads** Our Planet: Climate for life 2014 136 Guidance Manual SIDS Full Report 67 Aligning the financial system 59 Climate finance for cities and buildings: a handbook for local 4 44 lgovernments Climate change: implications for investors and financial institutions 43 Natural resources and conflict 38 Africa's adaptation gap: technical report 34 Keeping track of adaptation actions in Africa: Targeted Fiscal 26 Stimulus Actions Making a Difference South-South Trade in Renewable Energy: A Trade Flow analysis of 22 selected environmental goods 10 Guidance Manual on valuation 17

#### **KEY FACTS**

### Top file types downloaded this month



### File types

- Html (html, css, js, asp, aspx)
- Images (jpg, png, gif)
- Documents (doc, xls, ppt)
- Videos (avi, mov, mp4, flv)

Source: Webtrends & Piwik





### **SOCIAL MEDIA OVERVIEW**

	Social Media Platforms	Followers This month	Followers Last month	% Monthly growth
	FB (English)	150,099	148,099	1.4 %
	FB (Tunza)	11,063	11,019	0.4 %
Facebook	FB (French)	9,425	9,415	0.1 %
	FB (Spanish)	3,088	3,047	1.3 %
	FB (Russian)	401	359	10.5 %
	TW (English)	332,972	323,091	4.1 %
T. :	TW (Russian)	2,800	2,650	5.6 %
Twitter	TW (French)	1,314	1,132	13.9 %
	TW(Spanish)	1,566	1,518	3.1 %
	WeChat	10,029	9,982	0.5%
Chinese	RenRen	546,228	546,259	No change
Social media	QQ	2,088,913	2,086,748	0.2 %
	WEIBO	86,396	86,151	0.3 %
	Youtube	3,058	2,984	2.5 %
	Google+	4,975	4,843	2.7%
	Instagram	2,728	2271	16.8 %

### **KEY FACTS**

Total followers across all platforms 3,284,208

Compared to previous month 0.5% 1



Highest follower growth this month was seen on Instagram, Russian FB and French Twitter





### **SOCIAL MEDIA HIGHLIGHTS**

### Lewis Pugh's 5 Swims







## 3 Feb #**5Swims**

UN Patron of the Oceans, Lewis Pugh, announced the #5Swims expedition in the Antarctic and embarked on the first two swims in Feb. To date 7 tweets (366 RT'S) and 2 FB posts (reaching 19,224 users) have been shared on #5swims.

RT – retweet FB - facebook

DC – disasters and conflicts

### 19 Feb

### **#NRMediation**

The joint DPA and UNEP publication "Natural Resources and Conflict: A Guide for Mediation Practitioners was launched. In collaboration with DC 7 messages on #NRMediation was shared on @UNEP.A total of 57 I tweets were recorded on the hashtag reaching 5,5M users. @UN, @UNEP and @UNDP were main contributors.

# 18 Feb #UNEPChampions

Nominations for the 2015 Champions of the Earth opened on Feb 18. Since the launch a total of 11 tweets and 5 FB posts have been sent out on main UNEP accounts. Posts on FB reached a total of 38.744 people. In total 492 posts on #UNEPChampions (426 were RT's) was recorded reaching 5M users. Main contributors were @UN and @WeCanEndPoverty.





### **SOCIAL MEDIA ANALYSIS**

### **TWITTER**

Although reach was down compared to Jan engagement rates were generally good with an increase in RT's, mentions, replies and favourites compared to Jan. The average retweet rate was 70 RTs per post an increase by 22% compared to last month. Engagement rate was, however, slightly lower than the average for the past six months, suggesting that @UNEP's engagement potential should be advanced.

Follower increase remained steady compared to last month although slightly under the average for the past six months (Feb was 13,770, average 14,142)

#### What worked:

- + Fact driven and strong content (positive/negative)
- + Emotional content
- + Visual content: Visual posts / infographics / videos give good returns
- + RT's of fact and visual solid content from other credible accounts

### What did not work:

- + Text only posts (should be further reduced)
- + General announcements (of e.g. events necessary but more context often needed)
- + 'Talking heads' visuals and videos

### **FACEBOOK**

Overall engagement, reach and follower growth figures saw an increase compared to Jan metrics. Engagement rate was 4% compared to 3.52% last month. Compared to peers such as UNDP and FAO UNEP record a slightly lower engagement suggesting efforts to increase engagement rates should be put into place.

#### What worked:

- + Fact driven and strong content (positive/negative)
- + Emotional content
- + 'Big' environment news
- + Highlights from UNEP reports.

### What did not work:

- + Call outs for e.g. Champions nominations, SEED award needs stronger wording to record better engagement rates.
- + Promotion of past content e.g. Champions video and Ian Somerhalder video.
- + Difficult subjects for example Mercury PR



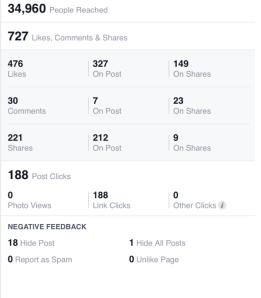


### **FACEBOOK OVERVIEW**

UNEP has a total of **150,099** fans on Facebook as of Feb 23, 2015. This month **628,170** people saw UNEP's information from **60** posts

### TOP POST THIS MONTH (shared on Monday 2<sup>nd</sup> at 11:31am)





Source: FB Insights

\* Engagement Rate for Facebook Is the percentage of people who saw a post and liked, shared, clicked or commented on it.

\* **Reach** is the total number of estimated unique Twitter users that saw a tweet from UNEP.

### **KEY FACTS**

### February 2015 Summary

Fans: 150,099

Posts: 60

Total reach: **628,170** 

Comments: 453

Shares: 3,363

Likes: **11,445** 

Link clicks: **6,060**New fans: **2,673** 

Engagement rate: 4%

Last month UNEP reached 562,931 people trough 54 posts, and gained 2,393 new fans

### Best day of the month

Monday, Feb 2nd UNEP reached **36,352** unique individuals.

### Key data on this day

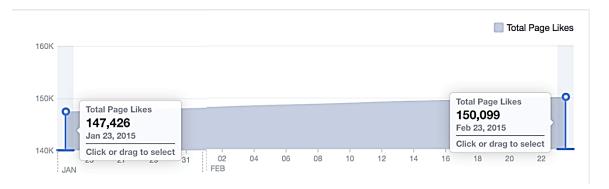
- World Wetlands Day (posted)
- Launch of Wastewater report (posted)
- Strong and factual messaging
- 1132 stories created based on UNEP's posts



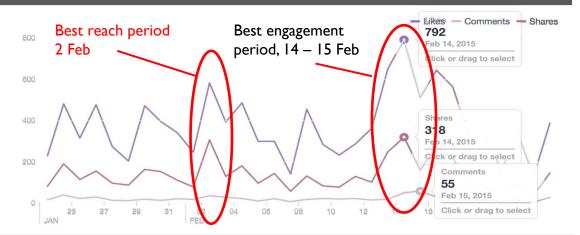


# FACEBOOK MONTHLY GROWTH AND ENGAGEMENT

### **FACEBOOK MONTHLY GROWTH**



### **MONTHLY ENGAGEMENT**



Source: FB Insights

### **KEY FACTS**

Total number of people who saw UNEP's post (i.e. reach) increased 10.4 % compared to last month

Fans compared to previous month 1.8 % 🏤

\* **Reach** is the total number of estimated unique fans that saw any post from UNEP.

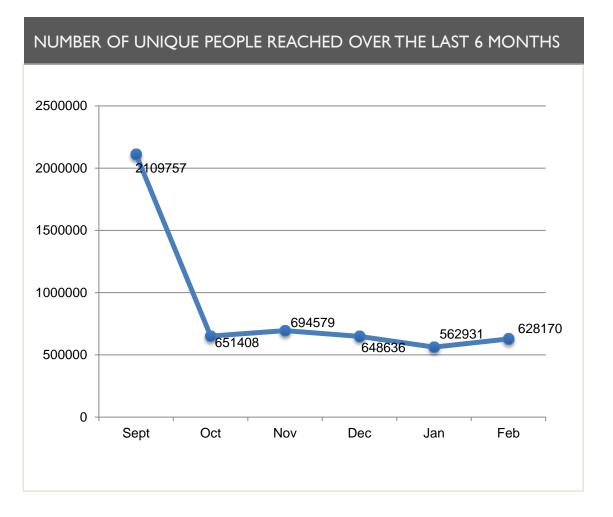
\* Engagement rate for Facebook Is the percentage of people who saw a post and liked, shared, clicked or commented on it.

Eng.Rate = (Engaged users/Reach) \*100





### **FACEBOOK MONTHLY REACH**



Source: FB Insights

### **KEY FACTS**

Total number of unique people reached since Sep 2014 5,295,481

Average number of people reached per post since Sep 2014 12,822

### NUMBER OF POSTS SHARED

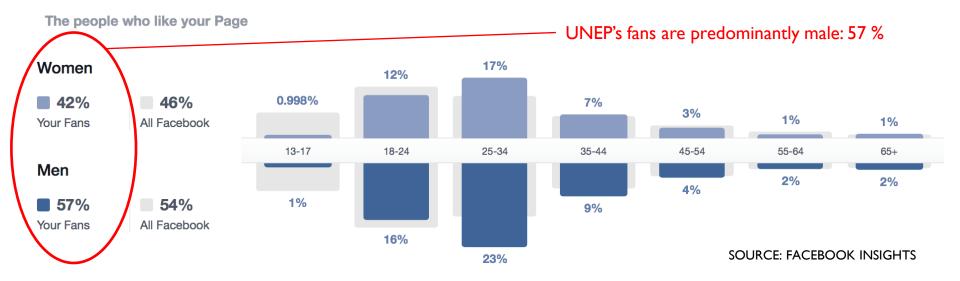
Month	No. of posts
SEPTEMBER 2014	100
OCTOBER 2014	54
NOVEMBER 2014	77
DECEMBER 2014	68
JANUARY 2015	54
FEBRUARY 2015	60
TOTAL POSTS	413

\* **Reach** is the total number of estimated unique fans that saw any post from UNEP.





### **FACEBOOK DEMOGRAPHICS**



The people who have liked, commented on, or shared your posts or engaged with your Page in the past 28 days.







### **FACEBOOK FANS - COUNTRIES, CITIES AND LANGUAGES**

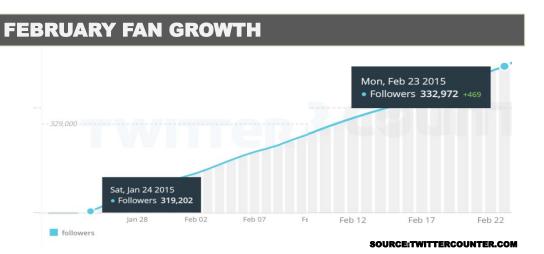
Country	Your Fans	City	Your Fans	Language	Your Fans
India	15,186	Nairobi, Kenya	6,321	English (US)	76,649
United States of America	9,766	Kuala Lumpur, Malaysia	3,078	English (UK)	23,673
Malaysia	9,342	Kathmandu, Nepal	2,697	Spanish	9,528
Kenya	8,721	Dhaka, Bangladesh	2,495	French (France)	5,955
Brazil	5,112	New Delhi, Delhi, India	2,298	Portuguese (Brazil)	4,605
Pakistan	5,106	Cairo, Al Qahirah, Egypt	1,658	Italian	2,995
Nepal	4,063	Seoul, South Korea	1,394	Arabic	2,805
Mexico	3,731	London, England, United	1,327	Spanish (Spain)	2,507
Bangladesh	3,630	Lima, Peru	1,315	Simplified Chinese (China)	1,882
United Kingdom	3,430	Mexico City, Distrito Feder	1,279	German	1,828

Source: FB Insights

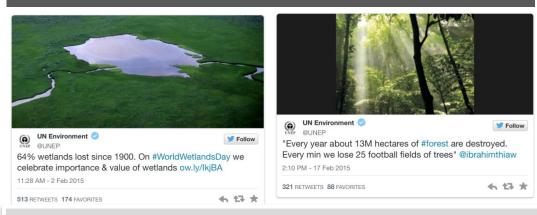




### TWITTER OVERVIEW



### **TOP TWEETS THIS MONTH**



\* **Engagement Rate** for Twitter is the ratio of the Engagement actions (favorites, replies, retweets as well as new follows) and reach generated over a Tweet.

### **KEY FACTS**

### February 2015 Summary

Followers: 332,972

Tweets: 159 Replies: 817

Mentions: **3.6k**Retweets: **8.7K**Favourites: **4.1K** 

Reach: **21.6M** 

New followers: **13,770** Engagement rate: **1.3**%

### Top tweets of the month

513 Retweets 174 favourites 64% wetlands lost since 1900. On #WorldWetlandsDay we celebrate importance & value of wetlands http://ow.ly/lkjBA Tweeted on 2 Feb 2015

### 321 Retweets 88 Favorites

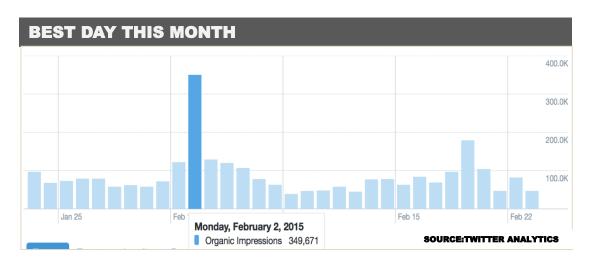
"Every year about 13M hectares of #forest are destroyed. Every min we lose 25 football fields of trees" @ibrahimthiaw Tweeted on 17 Feb 2015

\* **Reach** is the total number of estimated unique Twitter users that saw a tweet from UNEP.

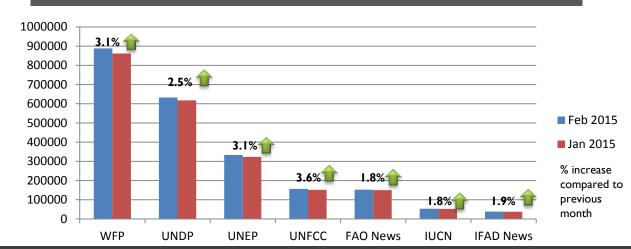




### TWITTER OVERVIEW



# **UNEP FOLLOWERS COMPARED TO OTHER AGENCIES** (As per February 23<sup>rd</sup>)



### **KEY FACTS**

### Best day of the month

Monday, Feb 2nd UNEP recorded 349,671 Impressions

### Key data on this day

- Top tweet posted
- World Wetlands Day
- Tweets on Wastewater
- UN report on wastewater Management launched
- Content Input from UNEP SSC on wastewater management

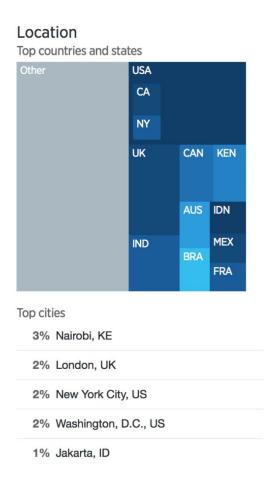
\* Impressions is the potential number of users that saw the tweet. E.g. if you have 2,000 followers and send the same message two times, your reach is 2,000 (unique people who saw it) but impressions is 4,000 (time displayed).

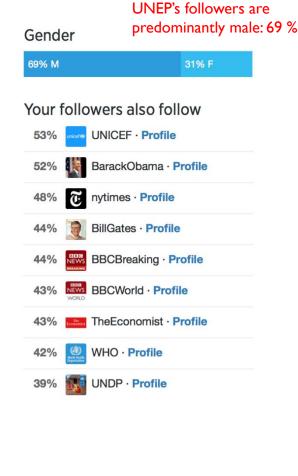




### TWITTER DEMOGRAPHICS AND LOCATIONS

### Interests Most unique interests ? 35% Financial news 33% Business and finance 33% Green solutions 31% Government 30% Nonprofit Top interests (?) 70% Business and news 69% Politics and current events 57% Business news and general info 42% Science news 35% Financial news 33% Technology 33% Business and finance 33% Green solutions 31% Tech news 31% Government











#### YOUTUBE ACTIVITIES THIS MONTH Performance 2.000 **VIEWS** ESTIMATED MINUTES WATCHED SUBSCRIBERS 14,045 31,198 🛦 74 Engagement -Mm LIKES DISLIKES SHARES **FAVORITES** 76 1 22 75 15

#### **TOP 10 VIDEOS VIEWED THIS MONTH** Estimated minutes watched Video Views @ ▼ Likes @ 2,674 (8.6%) 19 A Bottle's Odyssey 2,995 (21%) 12,564 (40%) 3 The Antarctic Ozone Hole -- From Discovery t... 1,898 (14%) Somali activist wins Champions award for Ins... 482 (3.4%) 758 (2.4%) 3 389 (2.8%) 475 (1.5%) 2 Oceanographer Sylvia Earle awarded Lifetime... UNEP: A briefing on the eve of COP 20 in Lim... 354 (2.5%) 785 (2.5%) 3 346 (2.5%) 629 (2.0%) 5 Dutch ocean crusader Boyan Slat awarded to... Ten years of Champions of the Earth 297 (2.1%) 85 (0.3%) 0 293 (2.1%) 924 (3.0%) 1 Gisele Bündchen experiences energy poverty ... UNEP eco-tourism series Malewa Wildlife Lod... 197 (1.4%) 580 (1.9%) 0 Le Trou d'ozone en Antarctique - De la décou... 185 (1.3%) 1,281 (4.1%) 0

### **KEY FACTS**

### February 2015 Summary

Subscribers: 3,058

Views: 14,045

Minutes watched: 31,198 Lifetime views: 793,751

New Subscribers: 74

Last month UNEP recorded 11,032 views, 26,227 minutes was watched and 84 new subscribers gained

Subscribers compared to previous month 2.5 %

Views compared to previous month 21.5 %





### YOUTUBE DEMOGRAPHICS

### **Demographics**

### Top Countries

**United States** 

United Kingdom

Russia

Kenya

Canada



### Gender

- Male 53%
- Female 47%



### Discovery

#### TOP PLAYBACK LOCATIONS

- YouTube watch page 65%
- Embedded player on other websites 34%
- YouTube channel page 1.6%
- Other 0.1%



#### **TOP TRAFFIC SOURCES**

- Unknown embedded player 33%
- YouTube search 17%
- External website 17%
- Other 33%







### **SOCIAL MEDIA - LANGUAGES**

### **FACEBOOK**

### **RUSSIAN**

Total audience: 401
Total Posts: 76

Total Reach: 7,759 (average 19,3 per post)

New likes: 44

Vs.74 posts, 2,937 Reach and 44 new likes last month // account not open in Feb 2014

#### **FRENCH**

Total audience: 9,425

Total Posts: 51

Total Reach: 6510 (average 140 per post)

New likes: 10

Vs. 72 posts, 10,101 Reach and 86 new likes last month // 21 posts, 11,540 Reach & 125 new likes in Feb 2014

### **SPANISH**

Total audience: 3,088

Total Posts: 11

Total Reach: 8134 (average 739 per post)

New likes: 40

Vs. 4 posts, 948 Reach and x new likes last month//account not open in Feb 2014

### **TWITTER**

#### **RUSSIAN**

Total followers: **2,800**Total Tweets: **332** 

Total Impressions: 200K
New followers: 200

Vs. 343 tweets, 200K Reach and 385 new followers last month/account not open in Feb 2014

### **FRENCH**

Total followers: **1314**Total Tweets: **96** 

Total impressions): 88,9K

New followers: 183

Vs. 214 tweets, 93,5K Reach and 188 new followers last month // 66 tweets & 33 new followers in Feb 2014

### **SPANISH**

Total followers: **1566**Total Tweets: **52** 

Total Impressions: 61,9K

New followers: 51

Vs. 7 tweets, 55,6K Reach and 57new followers last month // 288 tweets, 54 new followers in Feb 2014.

### **CHINESE**

### **NEW FOLLOWERS**

Sina Weibo: 245

QQ: **2,165** Renren: **31** WeChat: **47** 

### CHINESE CONTENT HIGHLIGHTS

### **Monthly Top Post**

Nomination for Champions of the Earth 26,000 reach, 16 shares, 1 comments, 17 likes

### ED's Op-Ed UN at Crossroads

19,000 reach, 6 shares, 1 comments, 8 likes

# IPCC – Intergovernmental Panel on Climate Change

20,000 reach, 10 shares, 2 comments, 7 likes

# **UN** framework convention on climate change

15,000reach, 18 shares, 6 comments, 16 likes





### **WEB**

**Bounce Rate:** The percentage of visitors to a particular website who navigate away from the site after viewing only one page.

**Direct Traffic:** Represents traffic to the web site with no referrer as one of the following: I) the visitor typed the domain name directly into their browser, 2) the visitor bookmarked the site, 3) the visitor clicked on an email, shortcut, or other direct link.

**Page Views:** An instance of an Internet user visiting a particular page on a website.

**Referring Domain:** A web site that refers a visitor to your site by linking to it.

**Visitors:** The number of inferred individual people (filtered for spiders and robots), within a designated reporting timeframe, with activity consisting of one or more visits to a site.

**Visits:** An instance of an Internet user visiting a particular page on a website.

### **SOCIAL MEDIA**

**Engagement Rate:** Is the percentage of people who saw a post and liked, shared, clicked or commented on it.

Fans: Users who "like" a particular page in Facebook.

**Followers:** Users who have subscribed to your Twitter updates and will see your Tweets show up in their news stream.

Impressions: The number of times content associated with your page is displayed. The key difference between Impressions and Reach, is that Impressions measure the number of times your content is displayed, while Reach measures the number of unique people who saw your content.

For example: If five people each saw a post twice, the result would be ten Impressions (times displayed) and a Reach of five (unique people who saw it).

**Reach:** Is the total number of estimated unique Twitter users that saw a tweet from UNEP.

**Replies:** Replies are mentions that start with the @handle of a specific user you're engaging.

**Retweet:** A retweet is when a user shares a post of another user with their followers. Twitter enables this action with their "retweet" button.

Tweets: Any message you send out to your followers.

