

## QUESTIONS & ANSWERS

Questions	Answers
<b>About the battery market</b>	
<p><b>Which type of batteries are most commonly bought?</b></p>	<p>Alkaline batteries account for 70% of all batteries purchased. However, as miniature appliances gain popularity, more specialty batteries are required. This trend may cause an increased demand for AAA batteries and coin batteries. In fact, compared with last year, market growth for coin batteries has increased 6%.</p> <p>The overall battery market is expanding as well. Compared with the previous year, battery purchases increased by 2% in 2019 and the sales value has increased by 1%*.</p> <p>Alkaline batteries remain the most common battery purchased with a 1% - 2% increase since last year. The rechargeable battery market remains stable.</p>
<p><b>How often are batteries purchased?</b></p>	<p>Alkaline batteries are generally bought three to four times a year.</p> <p>Most battery purchases (50%) are impulse buys. The main reasons people buy batteries include:</p> <ul style="list-style-type: none"> <li>• Their battery stock at home ran out</li> <li>• They see an interesting promotion in-store</li> <li>• They notice batteries at the checkout counter</li> <li>• They are buying a product at the same time that requires batteries</li> </ul> <p>Specialty batteries are bought once to twice per year. Purchase behaviour of the new coin batteries is based on the code on the old coin.</p>
<p><b>What time of the year is the peak of battery purchases?</b></p>	<p>The battery market is highly seasonal. Over 40% of Panasonic's yearly volume is bought between October and January. This period includes the holiday season, with Christmas toys and gadget sales contributing to the increase in battery sales.</p>
<p><b>What is the consumer perception of rechargeable batteries?</b></p>	<p>In the UK, 73% of shoppers are definitively open to, or thinking about, buying rechargeable batteries**. This is the result of the environmentally conscious trend. People are starting to understand the impact of what they buy and consider this in their decision-making process. Moreover, consumers are gaining more awareness of the environmental benefits of rechargeable batteries and the value-for-money that they offer.</p>

	<p>Even though rechargeable batteries are on the mind of consumers, the development of the rechargeable battery market still has plenty of room for growth. This gap in the market is a perfect fit for eneloop, Panasonic’s sustainable battery range. <a href="#">eneloop</a> batteries are produced in Japan and meet the highest quality standards.</p>
<p><b>Where are most batteries purchased?</b></p>	<p>Supermarkets and hypermarkets account for 85% of batteries purchased by volume. One in every two consumers buying batteries claims to buy them from these traditional channels.</p> <p>The market for the traditional channels seems to remain stable, however their future doesn’t look bright. Traditional channels are facing severe competition from other channels such as e-commerce and discount stores.</p> <p>The main market growth for batteries is in e-commerce where rechargeable batteries sales increased by 7%. For non-rechargeable batteries, a 19% increase was observed*. E-commerce presents new opportunities, as it offers a chance to include the unique selling points (USPs) of premium batteries.</p> <p>Discount stores, on the other hand, focus on everyday low-pricing, bigger zinc battery packages and basic alkaline ranges.</p>
<p><b>Why are there different types of batteries?</b></p>	<p>The right choice of batteries is important, because the composition of each type of battery differs. Each type is suited for specific applications, and hence has a different energy level to suit those applications.</p> <p>To get the most out of toys and appliances, the right batteries must be selected. Choosing the wrong batteries can lead to toys and appliances not working properly or battery leakage, which can cause unwanted damage.</p> <p>The following Panasonic alkaline batteries are suited for different toys and appliances:</p> <ul style="list-style-type: none"> <li>• <a href="#">EVOLTA NEO</a> - Panasonic’s longest lasting alkaline battery</li> <li>• <a href="#">EVOLTA</a></li> <li>• <a href="#">Pro Power</a></li> </ul> <p>The following specialty batteries are only suited for compatible appliances:</p> <ul style="list-style-type: none"> <li>• Lithium Coin</li> <li>• Cylindrical Lithium</li> <li>• Micro Alkaline</li> <li>• Silver Oxide</li> <li>• <a href="#">Eco solutions (rechargeable batteries)</a></li> </ul>

	<p><a href="#">eneloop</a> is Panasonic’s sustainable battery range. They are pre-charged using solar energy and can be recharged up to 2,100 times.</p>
<p><b>About Panasonic</b></p>	
<p><b>How does Panasonic fit into the batteries market?</b></p>	<p>Panasonic is Europe’s largest battery manufacturer and is a world leader in new technologies, developing and supplying e-mobility products.</p> <p>As of June 2018, Panasonic had sold more than 216 billion batteries. Laid end-to-end, these batteries would stretch over 10.5 million kilometres. That’s equivalent to 13 return trips to the Earth’s moon!</p> <p>The company has a Japanese heritage and possesses more than a century of experience producing batteries. The <a href="#">Takumi way</a> is essential to its operations. Takumi is a Japanese concept that translates to master craftsman – it balances innovation with experience.</p> <p>In 2018, Panasonic celebrated its 100-year anniversary. The company is ready for the next 100 and remains committed to creating “A Better Life, A Better World”.</p>
<p><b>Can most people identify the Panasonic brand?</b></p>	<p>Panasonic scores a 68% in aided brand awareness and a 17% in spontaneous brand awareness***. Such awareness stems from the brand’s strong heritage and the support of its parent company, Panasonic Corporation Worldwide.</p> <p>Panasonic is the fourth largest battery brand in Europe and is considered a brand challenger because it challenges its competitors in quality, performance and innovation. This includes competition brands like Varta, Duracell and Energizer.</p> <p>Panasonic’s renowned reputation in Japan and subsequently, around the globe, and its product line-up ensure the company is a fierce competitor in a mature market with a lot of ambition.</p> <p>The company focuses on value promotion, which over the years has resulted in several strong promotional partnerships. For example, promotional partnerships formed to launch the following films:</p> <ul style="list-style-type: none"> <li>• Minions</li> <li>• The Angry Birds Movie</li> <li>• SpiderMan: Homecoming</li> </ul> <p>A promotional partnership was also formed with Cirque du Soleil, spanning two years since 2018.</p>
<p><b>How does Panasonic ensure quality control?</b></p>	<p>Every aspect of Panasonic’s business, including its quality control, is guided by the <a href="#">Takumi way</a>. Takumi is Japanese for master craftsman and stands for balancing experience with innovation. The Takumi</p>

	<p>way is evident in Panasonic’s mission where we strive to create batteries that make life easier and make the consumer smile.</p> <p>To ensure the highest quality possible, Panasonic extensively tests 1000 samples before a new product is launched. Every battery produced is checked at multiple points along the production process. It may be easy to produce one battery, but it’s challenging to produce a billion high-quality batteries.</p> <p>Panasonic also considers the quality of its batteries during consumer use.</p> <p>Typically, battery failure claims have three possible causes:</p> <ul style="list-style-type: none"> <li>• Improper, abnormal, or reckless use (e.g., applying the wrong polarity)</li> <li>• Appliance failure or poor design</li> <li>• Production or manufacturing fault</li> </ul> <p>Panasonic investigates all battery failure complaints, where a detailed technical analysis is conducted on the batteries and the damaged appliance.</p> <p>If the technical analysis shows the failure is caused by a battery product defect, Panasonic will reimburse the damages directly incurred by the defect.</p>
<p><b>How does Panasonic mitigate counterfeit and look-alike products?</b></p>	<p>Like other major brands, Panasonic is occasionally faced with counterfeit or look-alike products.</p> <p>Panasonic’s policy has both proactive and reactive measures against illegal trade. It actively investigates suspicious goods found in the European marketplace.</p> <p>A dedicated team that addresses this issue can be contacted at <a href="mailto:counterfeit.batteries@eu.panasonic.com">counterfeit.batteries@eu.panasonic.com</a>.</p>
<p><b>How does Panasonic ensure safety and promote childproofing batteries?</b></p>	<p>Panasonic Energy Europe, along with the rest of the European battery industry, are working together to improve battery safety, especially around children. The combined effort is in response to an increasing number of incidents where a child accidentally swallows a button cell battery.</p> <p>Panasonic is trying to prevent such incidents by improving the design of the battery packaging and highly visible warning messages.</p> <p>As for communications, the company aims to increase general awareness among parents, teachers and medical practitioners about children and potential battery-related accidents.</p>

	<p>Panasonic already uses recognisable safety diagrams and warning symbols on its packaging, including an icon showing the risk of swallowing. Each battery package also contains child-safety advice targeted at parents and teachers. Panasonic is continuously improving its product safety and cautionary notices, including safety diagrams.</p> <p>To ensure optimal battery safety, Panasonic recommends the following:</p> <ul style="list-style-type: none"> <li>• Store batteries in a dry location, out of reach of children</li> <li>• Watch out for signs of battery leakage</li> <li>• Use a charger from the same brand as the rechargeable battery provider to ensure compatibility</li> <li>• Properly dispose of batteries after use</li> <li>• When buying toys or appliances, check that the battery compartment requires a screw or other form of security to make more difficult for children to access</li> <li>• Teach children that button cell batteries aren't toys and are dangerous to play with</li> </ul>
<p><b>What's the difference between alkaline and zinc carbon batteries?</b></p>	<p>The main difference between a zinc battery and an alkaline battery is the type of electrolyte used. Zinc batteries are mostly composed of ammonium chloride while alkaline batteries use potassium hydroxide. However, these technical specifications don't say much more about the usage of the batteries. Below are with some of the benefits for each battery type.</p> <p>Benefits of alkaline carbon batteries:</p> <ul style="list-style-type: none"> <li>• Higher energy density than a zinc carbon battery</li> <li>• Longer shelf life</li> <li>• Anti-leak protection</li> <li>• Greater reliability</li> <li>• Longer lasting power</li> <li>• Ideal for high-drain devices</li> </ul> <p>Benefits of zinc carbon batteries:</p> <ul style="list-style-type: none"> <li>• Simple and reliable technology</li> <li>• Excellent price versus quality ratio</li> <li>• Should only be used in low drain appliances</li> </ul> <p>Due to these different characteristics, both batteries should be used in different applications.</p>
<p>About sustainability</p>	
<p><b>What existing policies/programs are helping to reduce the environmental impacts of batteries?</b></p>	<p>Since 2008, European legislation requires that all European countries collect and recycle batteries. In 2015, around 91,000 tonnes of used batteries were collected in Europe.</p>

	<p>To help in this environmental effort, Panasonic and other battery manufacturers have been instrumental in setting up battery collection systems throughout Europe.</p> <p>Moreover, Panasonic has developed sustainability initiatives that align with environmental values. For example, Panasonic’s Environmental Vision 2050 strives for CO<sub>2</sub>-neutral production across all of its factories around the world by 2050.</p> <p>In January 2019, Panasonic Energy Belgium (PECBE) and Panasonic Eco Technology Center (PETEC) in Japan <a href="#">achieved the Zero-CO<sub>2</sub> status</a>.</p> <p>Other sustainability-oriented efforts at PECBE include:</p> <ul style="list-style-type: none"> <li>• A wind turbine installation</li> <li>• Solar panels</li> <li>• Replacing all procured energy too 100% renewable energy</li> </ul> <p>While these efforts make a difference to the environment, Panasonic also focuses sustainability efforts on creating safe, high-quality products.</p> <p>Panasonic batteries:</p> <ul style="list-style-type: none"> <li>• Don’t contain hazardous chemicals such as lead, cadmium and mercury</li> <li>• Are made of 95% recyclable materials</li> <li>• Are made in continuously improving production processes</li> <li>• Are presented in smart packaging that uses less plastic and encourages use of resealable packages</li> </ul>
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<p><b>What is eneloop?</b></p>	<p><a href="#">eneloop</a> is a rechargeable battery range that aligns with environmentally conscious lifestyle choices of consumers. Developed with the concept of sustainability and care for the Earth, eneloop embodies the principles of ‘recharge’ and ‘reuse’ for a clean energy society.</p>

	<p>Economic benefits</p> <ul style="list-style-type: none"> <li>• The purchase price is offset by its extra-long lifespan and its reusability</li> <li>• eneloop batteries can be recharged up to 2100 times</li> </ul> <p>Environmental benefits</p> <ul style="list-style-type: none"> <li>• Green Certificate System</li> <li>• Pre-charged using solar energy</li> <li>• Reduces battery waste</li> </ul> <p>Ready to use and low self-discharge</p> <ul style="list-style-type: none"> <li>• Shipped fully charged and ready to use</li> <li>• Maintain 70% of their charge even after up to 10 years of storage</li> </ul> <p>High power battery</p> <ul style="list-style-type: none"> <li>• Keeps the voltage level over 1,1 Volt for a long time</li> </ul> <p>Suitable in low temperatures</p> <ul style="list-style-type: none"> <li>• Shows superior performance at 0°C</li> <li>• Has a low self-discharge rate in temperatures as low as -20°C</li> </ul>
<p><b>Which eneloop batteries and chargers are the best for photography?</b></p>	<p>Using eneloop batteries for photography ensures a steady power flow while using them. With their long lifecycle, they can be recharged up to 2,100 times. Regular eneloop batteries are suitable for every camera type and are ideal for day-to-day camera use.</p> <p>For a little extra power for your camera, the eneloop pro batteries might be a better option. eneloop pro batteries are charged with a higher capacity compared with their regular counterparts. However, these pro batteries are better suited for sophisticated DSLR-cameras and separate flash guns.</p> <p>A rechargeable battery goes hand-in-hand with a charger. There are different types of eneloop chargers to suit different lifestyles. Amateur photographers who like a casual point-and-shoot session, can go for the BQCC55, a smart and quick charger. For professional photographers, a BQCC65 charger is a must-have item.</p>
<p><b>What's the consumer verdict on eneloop?</b></p>	<p>Here are some eneloop reviews from some of Panasonic's customers.</p> <p><b><u>FANTASTIC CAPACITY AND CHARGE RETENTION</u></b></p> <p>Stephan Mendi, sound technician for TOTEM™, a Cirque du Soleil® show, tested the eneloop AA batteries.</p> <p><i>"We are using the eneloop batteries here at TOTEM and we are more than satisfied. eneloop batteries have a fantastic capacity and retain their charge very well. Other brands would discharge considerably</i></p>

*over time without use. We are going to continue to use eneloop for a long time.”*

#### **CONSISTENT POWER FLOW THROUGHOUT THEIR LIFETIME**

Justin Thomas, blogger for MetaEfficient, tested the eneloop pro AA batteries.

*“The eneloop pro batteries greatly outperform their good old alkaline counterparts.”*

#### **A BREATH OF FRESH AIR**

UK based blogger Marcus Wilson writes for RoundReviews, tested the eneloop batteries and charger:

*“They hold their charge for longer, while keeping the output voltage constant, meaning whatever device you’re using them with, will deliver maximum performance 24/7.”*

#### **AN INVESTMENT FOR THE FUTURE**

YouTuber, DJ Marc Antomattei, tested the eneloop pro AAA batteries.

*“eneloop pro batteries are the best rechargeable batteries on the market right now.”*

You can find more reviews on <https://www.panasonic-eneloop.eu/en/latest-news>

\*Growth from Knowledge, 2019

\*\*Haystack research, 2015

\*\*\*Haystack Brandtracker, 2019