

DAIKIN Air Conditioning Italy S.p.A. ("DACI"), an Italian affiliate of DAIKIN Europe N.V. ("DENV") which is an affiliate of Japanese DAIKIN Industries Limited ("DIL"), trades air conditioning systems and spare parts, heating systems, and gives specialized consulting, after sales technical assistance and training.

According to Brand guidelines on Environmental Respect, Social Accountability and Customer Satisfaction, Daikin's own core values are: absolute reliability, enterprising management and harmonious relationships.

Our mission is to propose advanced & extremely efficient products, to offer global & technical solutions, studied to guarantee high environment comfort in full respect of our ecosystem.

That's why DAIKIN Air Conditioning Italy S.p.A.'s target is to keep a steady growth in Italy, maintaining and strengthening our leadership position as European most competitive market.

We make ourselves act swiftly and decisively to realize business model of customer centricity with robust interactions among colleagues and with customers which leads to co-creation and reinforce our strong competence such as sales and service after sales forces with technical background and high loyalty of DAIKIN.

Here are our key targets 2019:

1. Take advantage of Spazio KIZUNA and DOJO and offering the experience of DAIKIN products and solutions
2. Increase point of contacts with customers through the activities of K³ in sales and service after sales in all business
3. Turn service solutions offered by service solution centre into full-fledged business
4. Challenge value creation and innovation using digital technologies
5. Increase collaboration within DACI and with DENV (G)
6. Adhere to gain profitability to secure future investment

These are the statements behind our engagement to continuous improvement:

- Offer personalized solutions using at their best our products range to satisfy every requirement;
- Develop new proposals based on comfort, well-being and technology;
- Find new business channels and enter new markets;
- Strengthen company structure in order to offer high standard assistance, in line with our high quality products;
- Propose environmentally-friendly systems that safeguard ecological balance, thanks to our efforts to enhance our operative methods;
- Aid customer applying "ここちよさ KOKO - CHIOSA" principle taken from Daikin Industries Limited;
- Constantly promote our attention to contest about environment in plants, in each site and business installation verifying possible environmental impact in order to anticipate any kind of waste or pollution;
- Promote the identification and improvement of employees' rights and of working place conditions with respect to Social Accountability;
- Continuously reduce and avoid health & Safety risk for employees, means in detail:
 - Working on the basics, meaning during activity creation, material selection, methods and technologies definition;
 - Assuring that working places are correctly managed, safe and in line with activities developed;
 - Guaranteeing workers health by daily control and evaluation;
 - Reducing accident and incidents that may occurs to the employees.
- Implementation of efficient measures to prevent incidents and reduce damaging consequences to workers, the environment and health of population by adopting the best available and most economically sustainable techniques;
- Apply Daikin business philosophy statement as tool to increase and strengthen our personnel's skills;
- Support, with personnel and suppliers' help, respect of all standard related to:
 - ISO 9001:2015;
 - ISO 14001:2015;
 - SA 8000:2014

and applicable legislation in force, included Group's Ethical Code (updated in 2018), with an anonymous Whistleblower system active for employees who wish to report non-compliance cases, thus contributing to Daikin's image as a global corporate citizen;

- Develop and implement management systems according to the previously cited standards that consider DACI context and stakeholders and that promote, within the organization itself, a risk-based thinking approach.

DAIKIN has implemented the Organization, Management and Control Model pursuant to Legislative Decree no. 231/01 (the "Model") with the adoption of a specific Supervisory Body and it is of primary importance that its commercial partners share its commitment to the prevention and contrast of the cases contemplated by this decree.

Top management promotes the engagement declared in this policy, assuring its re-examination and ensuring Quality, Safety, Ethic & Environmental targets definition.

Takayuki Kamekawa
Managing Director
Milan, December 2nd 2019

