

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, and Total Solution installation and Maintenance services, and guarantees an after-sales service and technical training.

In line with the global policies of the Brand, linked to Respect for Product Quality, Respect for the Environment and attention to Health & Safety towards its internal and external collaborators employed in the installation and maintenance, to Customer Satisfaction, DAIKIN promotes as core values: absolute reliability, enterprising management, sustainability and harmonious personal relationships.

Our mission is to propose advanced & extremely efficient products, to offer an installation service that complies with the requirements established by environmental regulations and in the field of health and safety of workers, 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 act quickly and decisively to create a business model focused on "Customer Centricity", with robust interactions between colleagues and customers (Daikin Solution Campus), which lead to co-creation and the enhancement of DACI's skills. It also aims to: Move faster, Do better, Take on new things, Differentiate yourself.

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;
- 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 recognition and improvement of workers' rights, freedom of association and the right to collective bargaining
- Create workplaces suited to favoring work activities in order to minimize the risks to the health and safety of workers
- Promote flexibility of working hours and places, also promoting smart working
- Ensure compliance with the requirements of Social Responsibility with a view to child labor and forced or compulsory labor, ensuring their application along the entire supply chain (including suppliers and installers);
- Ensure the absence of discriminatory acts and behaviors towards employees and, at the same time, the correct application of disciplinary practices and remuneration policies;
- Select and evaluate its suppliers taking into consideration their commitment to comply with the requirements of the 9001: 2015, 14001: 2015 and 45001: 2018;
- Evaluate the risks of working activities and adopt behaviors that reduce and / or eliminate the risks for workers and interested third parties;
- Respect the requirements related to the environment and the safety and health of workers and suppliers;
- Fully involve all the people who work in the interest of DACI and provide awareness on the influence that one's work has on the quality of the services provided, and on the significant environmental aspects and risks to health and safety related to the work activity;
- Undertake to ensure the participation and consultation of all workers present on issues relating to the protection of health and safety;

- Prepare measures to ensure that suppliers / contractors working on behalf of the company apply environmental and safety standards in compliance with company procedures;

- 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;
 - Commit to the prevention of accidents and injuries and occupational diseases to protect the health and safety of company workers and suppliers employed in construction site activities;

- 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;
 - ISO 45001:2018

As well as all applicable legislation, including the Code of Ethics of the group with a Whistleblower system active in compliance with the new Legislative Decree 24/2023 for those who wish to report cases of non-compliance, aware of the contribution to the DAIKIN image as an actively responsible subject in the socio-economic community.

The company promotes welfare policies with particular attention to psychosocial aspects (work-related stress, burnout, violence and harassment, etc.), inclusion and protection of the person including behaviours that can be considered harmful

- Develop and implement management systems according to the previously cited standards that consider DACI context and stakeholders and that promote continuous attention within the organization aimed at analyzing and reducing business risks.

Top management promotes the engagement declared in this policy, assuring its re-examination and ensuring Quality, Environment and Health & Safety of workers.

Geert Vos
Managing Director
Milan, July 12, 2023

