

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.

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;
- 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, 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 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, Safety, Ethic & Environmental targets definition.

Takayuki Kamekawa
Managing Director
Milan, November 26th 2020

