



Quality Policy

Daikin Applied Europe has adopted and pursues a Policy as a means and strategy with which to pursue its improvement goals, in order to implement stakeholder satisfaction.

In particular, the Company makes a commitment to achieve:

High Quality Products and Services: provide high quality products and services, based on corporate policies of "Absolute Credibility", "Enterprising Management" and "Harmonious Personal Relationships" always in line with customer needs.

Continual improvement: ongoing development of a Quality system compliant with the requirements of standard ISO 9001:2015, in order to increase and maintain corporate competitiveness through the continual improvement of its products, services, image and market reputation.

Improvement of Quality: ensure constant control in all processes, from design to production, from sales services to after-sales assistance.

Collaborative innovation: providing products and services based on a customer-driven approach, by grasping their needs, increasing the moments of contact with them.

Satisfaction of the parties involved: creating partnership relations with the stakeholders in order to create value while, at the same time, identifying present and future needs for the Company's success, and accelerate product marketing and increase company know-how.

Attention to compliance: guaranteeing compliance with the corporate Ethics Code in order to ensure respect for all the fundamental principles on which it is based and improve risk management. Respecting the applicable legal requirements and the other requirements that the Company has signed up to.

Staff growth and participation: consolidating our Organisation through a management philosophy that centres on people, believing in their potential and development, improving their skills and involvement, encouraging a culture of responsibility, participation and the promotion of Quality.

The Development of innovative technologies and targeted products: further enhancing technological skills and knowledge to process new ideas for the design of new products and solutions. At the same time, guaranteeing the evolution of products and ensure the high level of reliability achieved is maintained.

This Policy results in **Specific Goals**, which are reviewed periodically, during the Management Review.

Everybody working within Daikin Applied Europe is required to take an active part in fulfilling the commitments that derive from this Policy. The Division/Department Managers are directly responsible for implementing these requirements in the area or process for which they are responsible. The Policy is made available to interested parties.

Ariccia, 02/09/2020



Claudio Capozio
Chief Executive Officer
Daikin Applied Europe S.p.A.

A handwritten signature in blue ink, corresponding to the name Claudio Capozio.