



Quality Policy

Daikin Applied Europe has adopted and pursues a Policy as a means and strategy to achieve its improvement objectives, and to ensure ever greater satisfaction of its stakeholders. In particular, the Company undertakes to obtain:

High Quality Products and Services: Provide reliable and differentiated products and services, in line with the principles of "Absolute Credibility", "Enterprising Management" and "Harmonious Personal Relationships", anticipating market needs.

Continuous Improvement: developing and maintaining a Quality Management System that complies with the requirements of the ISO 9001:2015 standard, promoting continuous process improvement and operational effectiveness.

Process Excellence: ensuring the control and improvement of processes along the entire value chain, strengthening resilience, competitiveness and the ability to respond to change.

Innovation and Digitalization: developing innovative and sustainable solutions, enhancing digital technologies to create greater value for customers and stakeholders.

Stakeholder satisfaction: consolidate long-lasting partnerships, understand present and future needs and contribute to sustainable and profitable growth.

Compliance and Risk Management: ensuring compliance with applicable requirements, the Code of Ethics and company rules, promoting effective management of risks and opportunities.

Growth and Involvement of People: enhancing people's skills, responsibilities and professional development, encouraging participation, collaboration and orientation towards results.

Innovative Technologies and Sustainability: strengthening technological skills to develop high-performance products and solutions, contributing to environmental sustainability and the long-term success of the Company.

Specific Objectives **are derived from this Policy**, which are reviewed periodically, as part of the Management Review. Every person working within Daikin Applied Europe is required to actively participate in the commitment arising from this Policy. Division/Department Managers have direct responsibility for implementing these requirements in their area or process. The Policy is made available to interested parties.

Ariccia, 15/07/2026

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

A handwritten signature in blue ink, appearing to be "Chen", is written over the printed name and title of the Chief Executive Officer.