



## *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:

**Customer satisfaction:** giving priority to a system directed towards the explicit and implicit needs of customers is considered essential for the Company's strategy. We are committed to developing a customer-orientated business, by combining the work of all departments in a transversal manner to build a solid and mutually trusting relationship.

**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.

**Improvement of Quality:** ensuring constant product Quality control during every development process, both in advance, through verifications during salient phases of the design process and, systematically, on every unit created during and at the end of the manufacturing cycle.

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

**Satisfaction of the parties involved:** creating partnership relations with customers and suppliers, and maintaining good relations with the institutions in order to create value while, at the same time, identifying present and future needs for the Company's success.

**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, 01/04/2018



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