



Quality Policy

Daikin Applied Europe has adopted and pursues a Policy as a means and strategy to achieve its improvement goals, and to ensure ever greater satisfaction of its stakeholders.

In particular, the Company is committed to:

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

Continual Improvement: ongoing development of a quality system that meets the requirements of the ISO 9001:2015 standard, in order to increase and maintain corporate competitiveness through the continual improvement of products, services, image and market reputation.

Improving Quality: ensuring constant control in all processes, from design to production, from sales to aftersales assistance.

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

Stakeholder Satisfaction: creating partnerships with the stakeholders in order to create value, while at the same time identifying present and future needs for the Company's success, accelerating product marketing and increasing company know-how.

Attention to Compliance: guaranteeing compliance with the corporate Code of Ethics 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 all other requirements to which the Company has committed.

Staff growth and Participation: consolidating our organisation through a people-centred management philosophy that believes in their potential and development and invests in improving their skills and involvement, through training and events designed to encourage a culture of responsibility, participation and promotion of Quality.

Developing Innovative Technologies and Targeted Products: further enhancing technological skills and knowledge to process new ideas for designing new products and solutions, at the same time guaranteeing the evolution of products and ensuring that the high level of reliability achieved is maintained.

This Policy establishes **Specific Goals** that are reviewed periodically during the **Management Review**. Everybody working for Daikin Applied Europe is required to take an active part in fulfilling the commitments that derive from this Policy.

Division/Department Managers are directly responsible for implementing these requirements in the area or process for which they are responsible. The Policy is available to interested parties.

Ariccia, 29/05/2024

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

A handwritten signature in blue ink, appearing to read "C. Capozio", written over the printed name and title.

