

Quality Policy

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

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 organization through a management philosophy that focuses on people, believing in their potential and development, improving their skills and involvement, encouraging a culture of responsibility, participation and the 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 UK 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.

Cramlington, 02/09/2020

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