



Guideline for Suppliers of **DAIKIN REFRIGERANTS** **FRANKFURT GmbH** (DRF)

Daikin – Philosophy

In addition to increasing the added value of the Daikin company, absolute credibility as well as harmonious and personal relationships with the Daikin end customers are important to Daikin. As a global player, Daikin is committed to providing the highest quality products, materials and services, i. e. Daikin react dynamically to the needs and wishes of its customers and therefore always want to be one step ahead of the competition.

Preface

In all business activities, Daikin attaches great importance to compliance of high ethical and legal standards, which are also reflected in the Daikin corporate philosophy.

This guide is intended to provide Daikin suppliers with compact information regarding the corporate and therefore the purchasing philosophy. It is intended to facilitate the path to a close, trusting, fair and cooperative partnership for all existing and new suppliers.

Purchasing Philosophy

The DRF purchasing department works with selected and qualified suppliers, i. e. with the constant improvement of the purchasing performance for purpose of implementation of the corporate strategy.

The DRF suppliers support Daikin in a long-term partnership. In addition to optimum of efficiency and quality, DRF expects its suppliers to continuously improve their processes, suggest innovative solutions, proactive communication and strictly comply with the code of conduct..

Code of Conduct and Supply Chains

Free competition based on fair trade, with respect for and protection of intellectual property, appropriate handling of confidential information, compliance with all applicable laws and regulations of the respective countries and appropriate disclosure of information are essential for the Daikin-Group and expects the company to the same extent from its suppliers.

In addition, Daikin also expects the requirements for economy, ecology and society to be coherent. I. e. the implementation and complete compliance with ethical and sustainable business practices, such as observance of fair competition, environmental protection, human rights, labor standards and minimum social standards, are mandatory.

Quality Guidelines

Thereby the quality level of Daikin products can keep pace with the high market and customer requirements, Daikin expects its suppliers to take appropriate measures, in particular an effective quality assurance management system.

Daikin assume that regulations such as international, European and national legal requirements, relevant DIN-ISO standards, test regulations and equipment, packaging regulations and data sheets are complied with. Furthermore, DRF expects that the requirements of Industriepark Höchst* are observed, safety data sheets and certificates are to be provided unsolicited - at the latest with the delivery of goods.

EHS / Environment -Health-Safety

Daikin takes the responsibility of its own employees, society and the environment very seriously. The Daikin Group intends to continue to be a leading company in terms of health, safety and environmental protection and hence to contribute to the great responsibility towards people and the earth.

The DRF expects its suppliers to act responsible and sustainable, i. e. the compliance with all national and other laws, guidelines and regulations, especially those of Industriepark Höchst *, for the protection of the environment and health is mandatory. Environmentally friendly development, production and transport as well as the recycling of products should be just as important to DRF suppliers as the efficient use of resources, the reduction of environmentally and climate-damaging emissions, and a safe and healthy environment for all people in the environment.

Exchange of Information and Innovation

In order to be able to meet the demands and wishes of Daikin customers one hundred percent, the enterprise always strives to reduce costs, ensure quality and ensure adherence to delivery dates.

Suppliers are an important part of the Daikin network. The DRF encourage its suppliers to exchange information, i. e. to submit innovative ideas and suggestions for new products and services.

Delivery Reliability

Thereby DRF remain a competent, trustworthy and high-performance partner for its customers, absolutely on schedule delivery in accordance with the currently valid agreements and specifications is essential. If deadlines cannot be met, the DRF purchasing department must be informed immediately and proactively. Furthermore, the reasons for the delivery delays must be investigated and measures must be taken to ensure reliable delivery capabilities in the future.

Cost Efficiency and Sustainability

The Daikin expect mutual and trustful support in realizing savings opportunities thereby all parties can grow together, develop and remain competitive.

If the DRF purchasing department has a lower price from the competitor, it enables the supplier to check and rework the price given.

Closing Word

Delivery reliability, competitive prices and communication are the basis for sustainable cooperation right through to the end customer.

The DRF would like to maintain a partnership-based, future-oriented and market-oriented cooperation with suppliers also in the future, which is oriented towards the goal of the satisfaction of our mutual customers. With this in mind, we are grateful for every suggestion and for every suggestion for improvement.

* <https://www.industriepark-hoechst.com/de/stp/menue/der-industriepark-hoechst/partnerfirmen/>