



## Quality Policy (10558)

Policy Version 11 (Published) | Created by Darren Williams (Corporate Systems Officer) | Effective From 31/03/2021

Daikin Australia Pty Limited (Daikin), as a leading supplier of air conditioning products and services to the Australian market. We are committed to providing our interested parties with products and services of high quality, excellence in advanced technology and satisfaction in line with expectations and requirements.

Our Quality Management System defines the methods of quality control and administration used in the Manufacture, Sales, Marketing, Supply Chain, Product Design and After Sales Support of products and services throughout Australia to industrial, commercial and domestic markets.

Our objectives are to:

- Provide exceptional service and reliability.
- Provide quality products by committed and trained personnel.
- Continually improve processes and the system.
- Satisfy the requirements of interested parties as required.

Our parent company, Daikin Industries Ltd, is committed through compliance with ISO 9001 across the company to provision of quality products and services and continual improvement. Daikin aims to enhance the quality management system with our certified ISO 14001 and ISO 45001 systems.

The Senior Management Team are committed to demonstrating leadership with respect to the quality management system and taking accountability for the effectiveness of the system. This is achieved by setting formal and measurable quality objectives in line with our strategic direction and are reviewed on an annual basis at management review.

The successful function of the quality management system relies upon the co-operation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of Daikin and the satisfaction of customers and other interested parties.

This Quality Policy is further enhanced by PCM (People Centred Management) and the inclusion of the Daikin Corporate Philosophy, which requires all employees to:

- Respect the individual.
- Commit to excellence.
- Be a good corporate citizen.

Signed: \_\_\_\_\_

Isao Tsumura,  
Managing Director  
March 2021

Please note: for the purposes of this policy the term Worker includes: direct employees, contractors, subcontractors and their employees, labour hire employees that have been engaged by Daikin, volunteers, outworkers, apprentices, trainees and students on work experience.