

Effective from: 31st January 2017

QUALITY POLICY

Daikin Australia Pty Limited (Daikin), as a leading supplier of air conditioning products and services to the Australian market, is committed to providing our Customers with total quality, from excellence of product to advanced technology and total Customer satisfaction.

The management and Workers of Daikin have undertaken a commitment to each other and to our Quality Management System as a means of providing the total quality solution demanded of our products and services in today's highly competitive environment.

The policies set out in our Quality Management System define the methods of quality control and administration used in the Manufacture, Sales, Marketing, Storage, Distribution and After Sales Support of our products and services throughout Australia.

This Quality Policy is further enhanced by the formal inclusion of the Daikin Corporate Philosophy, which requires all employees to:

- respect the individual;
- commit to excellence; and
- be a good corporate citizen.

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 AS/NZS 4801 systems.

All Workers must follow Daikin policies and procedures in all situations to ensure that continued compliance with ISO 9001 is maintained and continually improved.

Signed:



Shoji Uehara, Managing Director

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.