

# Realizing a Sustainable Society

Among all responsibilities, Daikin has particularly focused on three areas: quality & customer satisfaction, human resources, and social contribution.

## Quality & Customer Satisfaction: Giving Customers Unmatched Satisfaction

⇒ Performance Report **P.35-36**

### Safety & Quality

Products are designed from the perspective of the customer to assure safety and quality.

### Customer Satisfaction

We strive to achieve the ultimate in quality service: speed, accuracy, and good manners.



Bringing customers comfort

## Human Resources: Through People-Centered Management, We Create a Workplace Where Employees Can Demonstrate Their Abilities

⇒ Performance Report **P.37-38**

### Human Resource Development

The entire Daikin Group trains human resources to match business growth.

### Diversity of Employees

We strive to build a diverse workplace where everyone can play an important role, respecting each other regardless of age, sex, nationality, or physical disabilities.

### Balancing the Responsibilities of Work and Family

We allow employees to work flexible schedules so that they can have quality time with their families.

### Occupational Safety and Health

We strive for employee satisfaction by building a safe, comfortable workplace where employees can enjoy both mental and physical well-being.



Production line operated by disabled employees (China)



Training at the Daikin Europe Academy (Belgium)

## Social Contribution: Employees Take the Initiative in Local Grassroots Action

⇒ Performance Report **P.39**

Employees are front and center in community service that covers arts and culture, human resource development, and environmental protection. We strive to provide each region with the support it needs.



Mangrove planting (Thailand)



Support for the arts (Japan)