

Environment: Activities to Protect Biodiversity



DENV planted a 100 m² ecofriendly roadside with support of a local NGO. The roadside consists of indigenous tree ans shrub species. An info panel is placed to inform the employees and visitors.



DENV has installed an insected hotel shapped in the Daikin letters. The insect hotel was hand made by students of a local technical school. This insect hotel will attract solitary bees and insect eating bird species.



Environment: Environmental Communication Examples



Recently the European government has launched directive (EU 2019/904) against single use plastics.

In line with this legislation DENV has started with several actions to eliminate the use of disosable plastics in the offices and by sharing information.

--> Just say no to plastic !!!



Dear colleagues,

Recently, the European Parliament published a new Directive (The Single-Use Plastics Directive — Directive (EU) 2019/904) on the reduction of the impact of certain plastic products on the environment. The Directive introduces a ban on certain single-use plastics, increased collection goals for plastic packaging, extended producer responsibility schemes, and introduced design requirements for beverage containers.

The Directive only bans certain single-use-plastics by 2021. These still need to be translated into Belgian legislation.

As a Green Heart Factory, Daikin wants to do more and take action immediately.

For this reason several departments, teams,... will take action the coming months and introduce different actions in order to reduce single-use plastics.

In the meantime, all of you can contribute, both at home and at work.

What can you do?

- Take your own reusable water bottle to the restaurant instead of using a plastic cup and fill your bottle at the filling station.
- Use a glass or mug when taking water or coffee in the kitchens.
- Pack your lunch in reusable containers.

If you organize a specific action with your department, please inform General Affairs.

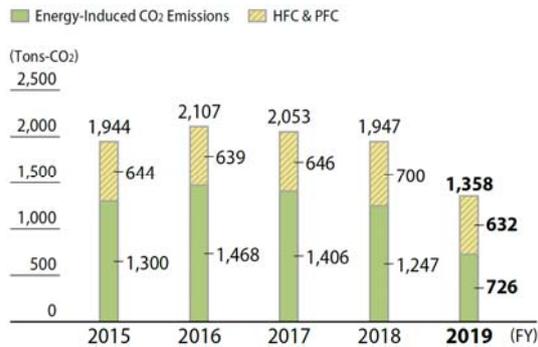
We will register your action and see if your action can be extended in the organisation. We hope we can count on you.

General Affairs

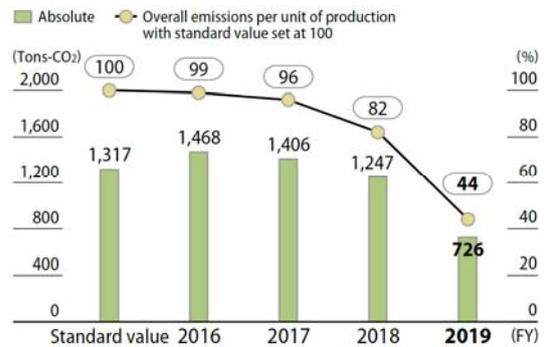


Environment: Environmental Performance Data

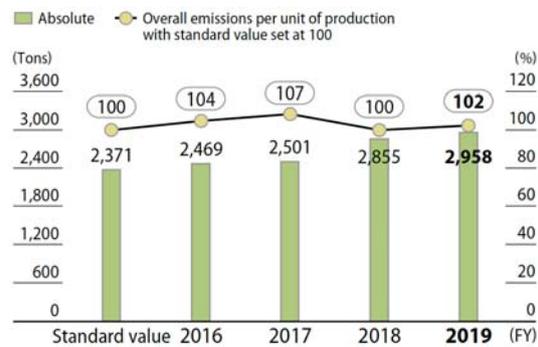
Greenhouse gas emissions



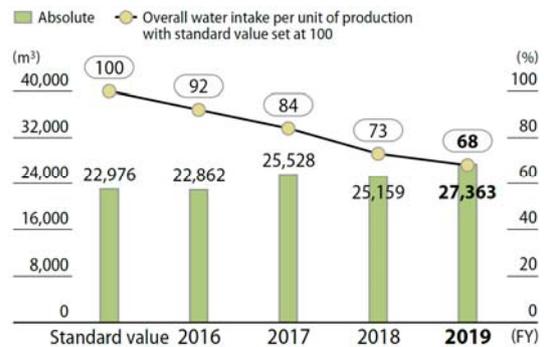
Energy-induced CO₂



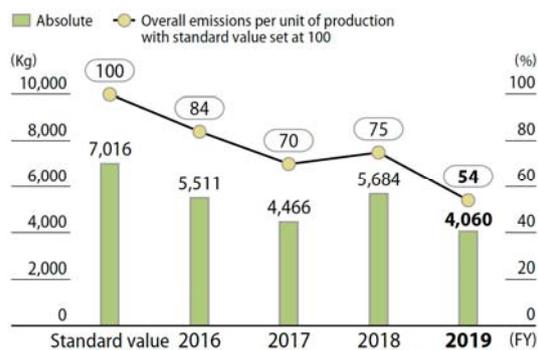
Waste (Including valuable materials)



Water intake



VOC emissions



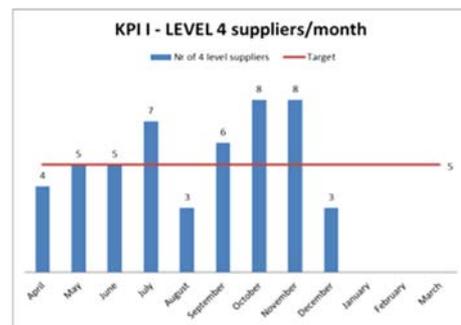
Customers Satisfaction: Efforts to Improve Product Quality



Team 5 has been started as support for the 4 Production teams. Team 5 will concentrate on safety and Process Quality by registering and analysing scrap material in Production and based upon that defining countermeasures to prevent this “muda.” Next to the scrap they will also investigate the losses at the production line defined as line-outs (off line repair required) and no line-outs (repair in the production line).



The Supplier Quality Performance is being measured on a monthly base. For the TOP 5 bad performing suppliers (Level 4 suppliers) a development plan is being put in place in order to improve these suppliers in a sustainable way meaning that the result of the implemented countermeasures should be a reduced number of rejected parts and deliveries causing no delay in production and preventing rework, scrap or return deliveries of rejected batches back to the suppliers.



Customers Satisfaction: System to Reflect Customer Needs

■ B2B general survey helps maintain quality

Every year we conduct a general B2B survey that includes the degree of customer recommendations (customer loyalty index). The goals are to determine customers’ top priorities and how and where Daikin must improve for the sake of B2B customers. Based on the results of the fiscal 2019 survey, we are carrying out our fiscal 2020 action plan using feedback from customers. In addition, the results of the survey are reported in our presentation on budget execution.

■ B2B transactional survey on digital touchpoints

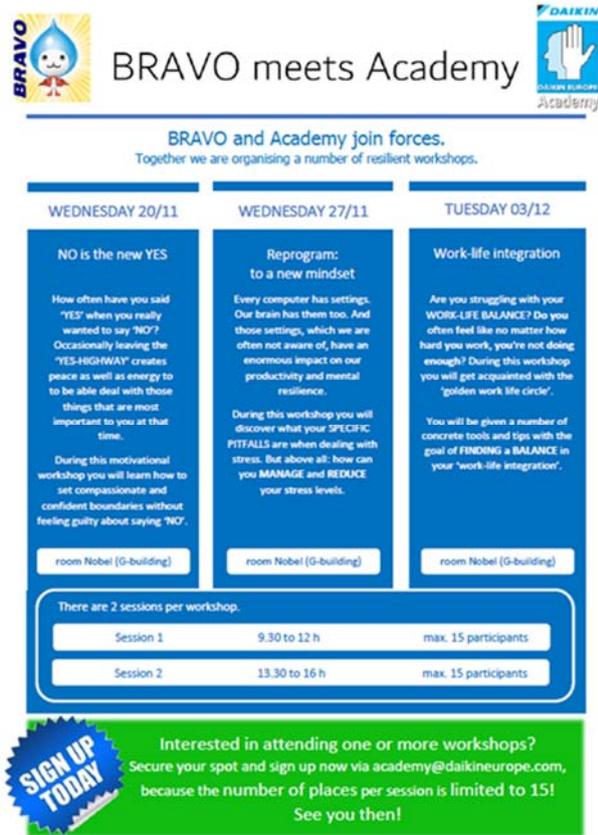
Net Promotor Score measurement is embedded in following digital platforms : Internet, Business Portal, Ecommerce, Selection Software & BIM. This input is used for the improvement track for the related platform.

■ B2C transactional survey on digital touchpoints

Net Promotor Score measurement is embedded on Internet to capture feedback from end users.

Human Resources: Training for Employees

■ In FY2019 Daikin Academy and BRAVO organized several resilient workshops. These workshops focused on stress detection and stress-releasing actions (how to diminish the level of stress in your life). The program consisted of 3 different workshops: NO is the new YES (people learned how to set compassionate and confident boundaries), Reprogram: to a new mindset (learning about your specific pitfalls when dealing with stress + how to manage and reduce your stress levels) & Work-life integration (concrete tools and tips to find balance in your work-life integration).



BRAVO meets Academy
DAIKIN Europe Academy

BRAVO and Academy join forces.
Together we are organising a number of resilient workshops.

WEDNESDAY 20/11	WEDNESDAY 27/11	TUESDAY 03/12									
<p>NO is the new YES</p> <p>How often have you said 'YES' when you really wanted to say 'NO'? Occasionally leaving the 'YES-HIGHWAY' creates peace as well as energy to be able deal with those things that are most important to you at that time.</p> <p>During this motivational workshop you will learn how to set compassionate and confident boundaries without feeling guilty about saying 'NO'.</p> <p>room Nobel (G-building)</p>	<p>Reprogram: to a new mindset</p> <p>Every computer has settings. Our brain has them too. And those settings, which we are often not aware of, have an enormous impact on our productivity and mental resilience.</p> <p>During this workshop you will discover what your SPECIFIC PITFALLS are when dealing with stress. But above all, how can you MANAGE and REDUCE your stress levels.</p> <p>room Nobel (G-building)</p>	<p>Work-life integration</p> <p>Are you struggling with your WORK-LIFE BALANCE? Do you often feel like no matter how hard you work, you're not doing enough? During this workshop you will get acquainted with the 'golden work life circle'.</p> <p>You will be given a number of concrete tools and tips with the goal of FINDING A BALANCE in your 'work-life integration'.</p> <p>room Nobel (G-building)</p>									
<p>There are 2 sessions per workshop.</p> <table border="1"> <thead> <tr> <th>Session</th> <th>Time</th> <th>Participants</th> </tr> </thead> <tbody> <tr> <td>Session 1</td> <td>9.30 to 12 h</td> <td>max. 15 participants</td> </tr> <tr> <td>Session 2</td> <td>13.30 to 16 h</td> <td>max. 15 participants</td> </tr> </tbody> </table>			Session	Time	Participants	Session 1	9.30 to 12 h	max. 15 participants	Session 2	13.30 to 16 h	max. 15 participants
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<p>SIGN UP TODAY</p> <p>Interested in attending one or more workshops? Secure your spot and sign up now via academy@daikineurope.com, because the number of places per session is limited to 15! See you then!</p>											

■ Work-life balance --> Workshop: mastering the art of resilience (organized by the Daikin Europe Academy). This was a hands-on workshop during which employees were given practical and powerful tools to build their own personal reservoir of strength. They learned in an informative and fun way how to decrease stress and become more resilient. The workshop was given by a highly experienced and inspirational coach. This workshop contributes to burn-out prevention as employees learn here how to detect the first signals of a burn-out.



Have you ever wondered how certain people can continue to **thrive, flourish and grow even stronger** as they overcome the obstacles they face? The answer is easy... they are **resilient**.

People that have **the strength to tackle problems head-on**, have what is called **resilience**. Resilience is the ability to **recover and bounce back** from adversity, **moving on with life, feeling stronger and more capable to cope** than ever before.

Join our **'MASTERING THE ART OF RESILIENCE'** workshop and learn what it takes to **become more resilient**.

And remember... everyone can learn how to be (more) resilient! It doesn't involve any specific set of behaviours or actions.

Human Resources: Promoting Diversity



Daikin Europe N.V. HQ is a diverse organisation. At HQ, there are working people from no less than 65 different nationalities!

Our EMEA Development Center (EDC) has employees from many different countries, including China, India, Venezuela and Indonesia; in fact, 32% are non-Belgian (127 from Belgium, 59 from other countries). Our management holds diversity training in response to this situation.

Human Resources: Efforts to Occupational Safety and Health

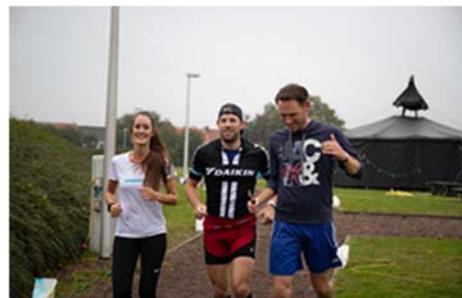
■ Safety awareness training to management and operators - 'Safety roadshow'.

To reduce the number of accidents, safety awareness is important. DENV has organised several training sessions to management AND all operators regarding safety awareness.

All operators should show their involvement by signing the safety pyramid.



As a yearly tradition, a group of volunteers participated in the 'run against Cancer'. In total 111 colleagues and family members joined and run 941 km! By running they raised € 5805,- for the cancer foundation.



Communities: Environmental Protection

■
On the 10th of march FY18 the DENV DO-team organised an event to plant 10,000 m² of trees supported by a local NGO.

About 60 employees and their family members joined this event. Trees were donated by DENV.



Communities: Support for Educational Activities

■
DENV has given lessons to youngsters of a local school (16 - 18 years). Info was given regarding the impact of global warming, the international agreements which are in place, the actions DENV is taking to reduce its impact.



Communities: Other Regional Activities

■
As a yearly tradition, a group of volunteers participated in the 'run against Cancer'. In total 111 colleagues and family members joined and run 941 km! By running they raised € 5,805- for the cancer foundation.



External Evaluation: Awards

■ Sustainability award in line with the sustainable development goals of the United Nations

Host Organization:
Government
Recipient:
DENV



■ Lifetime Achievement Trophy

Host Organization:
Flanders Investment and Trade
Recipient:
DENV

