

Location	Güglingen, Germany		
Site area	55,000m <sup>2</sup>		
Established	February 1973		
Employees	183 (as of March 2021)		
Main products	Development and manufacture of heating systems		
Certified	ISO 9001	July 1997	
	ISO 14001	October 2009	
	ISO 50001	June 2015	
	Green Heart Factory	September 2019 Rank: Silver	

## Environment: Reducing Environmental Impacts

### ■ New production line

With our complete integration into the Daikin Group, marked by the name change to DMGG, we took over a production from the plant in the Czech Republic.

The new line was built from an environmental and energy perspective, creating around 50 new jobs at the GÜglingen location.

### ■ HPSU selected in world-renowned design contest

The Plus X Awards honor the most innovative brands in the categories of technology, sport, and lifestyle. DMGG's new HPSU compact ultra heat pump was chosen by the judging panel as one of 2018's most innovative products. This air-to-water heat pump has been recognized in the categories of innovation, high quality, ease of use, and ecology.

With the HPSU compact ultra, DMGG has launched a new generation of heat pumps that operate with the R-32 eco-friendly refrigerant. Used in combination with the highly efficient new compressor of the system's outdoor unit, this innovative heat pump achieves outstanding efficiency ratings. This air-to-water heat pump operates extremely quietly, making it particularly suitable for densely populated residential areas.



### ■ Reducing HFC

We have made a major improvement to the production process as we eliminated the use of HFC. Until now, HFC was used due to our use of polyurethane (PU) foam which incorporated the foaming agent HGC-254fa. With the improvement, we now use a water-driven PU foam in which the blowing agent comes from a chemical reaction ( $R-NCO + H_2O \rightarrow CO_2$ ).



## Environment: Protecting Biodiversity

### ■ Bird feeders on the company premises

This winter we installed three bird feeders on our company premises. With this we hope these bird feeders help birds to find food during the cold winter months. Trainees in their first year sponsored the bird feeders. At the end of the first year of the apprenticeship, they pass on the responsibility to the group of new trainees.

In this way, the trainees learn right from the start that biodiversity is important to DMGG.



### ■ Our small contribution to biodiversity

In addition to our bee colonies, we also have several insect hotels at the Güglingen location, providing a habitat for beneficial insects. The insect hotels serve the beneficial insects as nesting and wintering aids, since their natural habitat is now often limited.

These measures can also be easily implemented in your own garden.



### ■ Cooperating in raising honey bees

For about 10 years, honey bees have been losing their habitats, a phenomenon that has attracted significant media attention. Many species of fruit and vegetables, including plants used for feed in the livestock and dairy industries, depend on honey bees for pollination. The livestock and dairy industries stand to suffer greatly from the loss of honey bees.

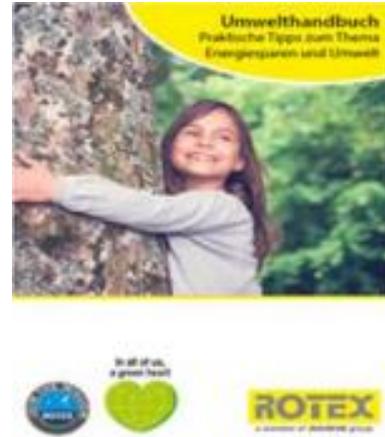
This is why DMGG is doing what it can to ensure the survival of honey bees. We discovered two beehives on our premises. The beehives are in a quiet location next to the logistics building and surrounded by a rapeseed field, flower meadow, and fruit trees. The beehives are being properly managed by a beekeeping association in the Zabergäu district.



## Environment: Environmental Communication

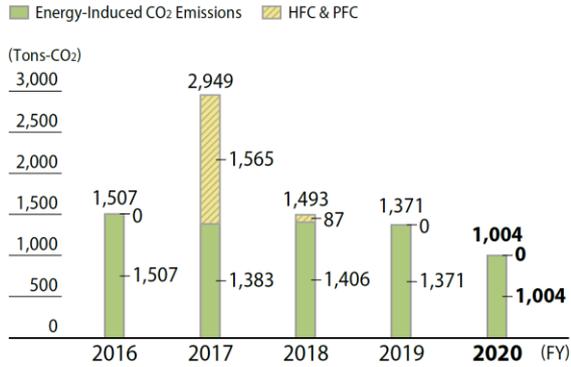
### ■ Environmental brochure for all employees

We have created an environmental brochure for employees covering topics such as how to save energy and separate waste. The 18 short stories in the brochure are full of practical tips on using less electricity and protecting the environment in our daily lives.

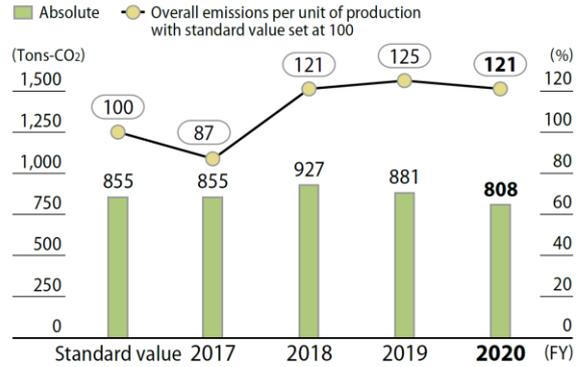


## Environment: Environmental Performance Data

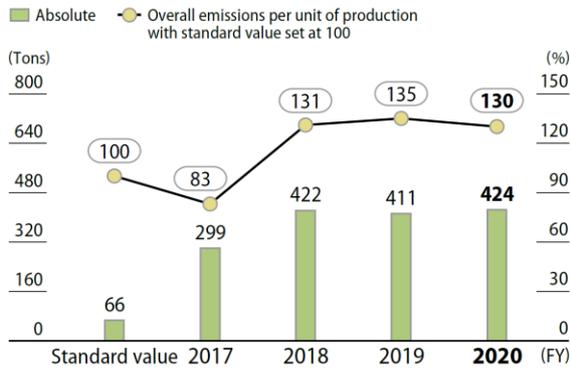
### Greenhouse gas emissions



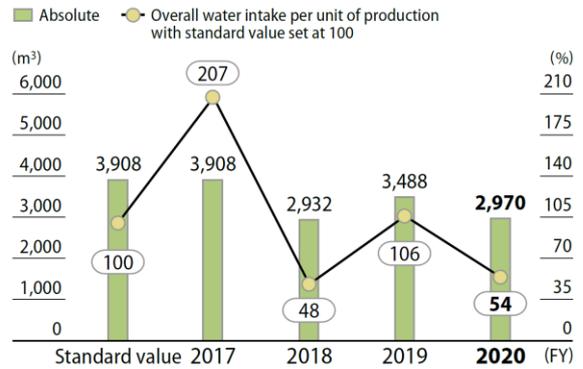
### Energy-induced CO<sub>2</sub>



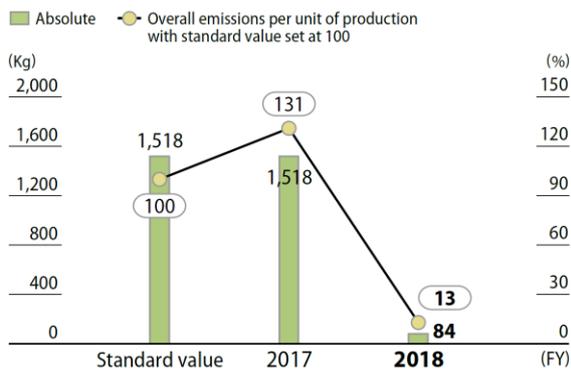
### Waste (Including valuable materials)



### Water intake



### VOC emissions



## Customer Satisfaction: Improving Product Quality

### ■ Product reliability engineer

In addition to last year's improvements using the FQAP process (feedback from initial installations in the field), we enhanced our ability to conduct ongoing product surveillance and judgment in the field. We did this by creating the position of product reliability engineer, whose task is to identify possible product weaknesses during the development process.

The product reliability engineer organizes weekly TQS circle meetings at which members of our EDC ("Technik"), Quality, and Service divisions bring in the latest market information on product trends and track possible solutions. This alert system has helped us cut complaint rates dramatically.

## Human Resources: Training for Employees

### ■ Training plans to match abilities and desires

Every year, employees undergo individual interviews regarding their job performance. Based on job performance, employees and their managers plan the next stage of training. A record of this is shared with the human resources division. In annual KP training, employees come to realize their potential and are provided with support activities that help them bring this potential to fruition so that they can achieve their career goals. The training offered is a combination of technical and soft skills courses and includes senior manager and manager training, leadership seminars, English language training, and process management.

In order to further broaden the Process Communication Model (PCM) philosophy, we started two-day PCM workshops for new employees.

## Human Resources: Occupational Safety and Health

Due to the COVID-19 pandemic, no campaigns were held this fiscal year. New activities will be planned as soon as the general situation allows it.

## Communities: Environmental Protection

We had planned for a tree planting campaign and the creation of a flower meadow. However, the meetings could not take place due to pandemic-related regulations.

## Communities: Support for Education

### ■ Internships at DMGG for employees' children

DMGG provides children of employees with internships (BORS and Bogy program) as part of their school's education program.

## Communities: Other Local Activities

### ■ DAIKIN Manufacturing Germany GmbH supports the fight against blood cancer

We are a member of the DKMS "Club der 1,000". This is a special community of different companies and renowned organizations. With financial support, we help DKMS in the fight against blood cancer. A partnership that can save lives!

All forms of help are needed, because every 35 seconds a person develops blood cancer. In Germany, one in five patients still cannot find a suitable stem cell donor.

The incentive of the DKMS is to keep attracting new donors, to improve access to appropriate therapies and to advance blood cancer research.

