

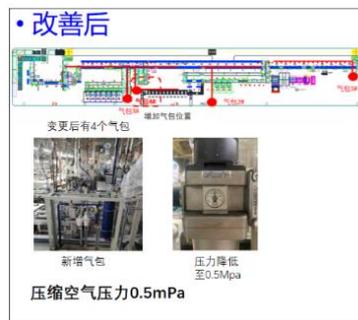
Location	Shanghai, China		
Site area	130,000m ²		
Established	November 1995		
Employees	2,203 (as of March 2021)		
Main products	VRV air-conditioning		
Certified	ISO 9001	December 2000	
	ISO 14001	October 2001	
	OHSAS 18001	May 2010	
	ISO 50001	December 2018	
	Green Heart Factory	November 2014	
	Super Green Heart Factory	November 2019 Rank: Gold	

Environment: Reducing Environmental Impacts

Reduction of low air pressure

Effect:

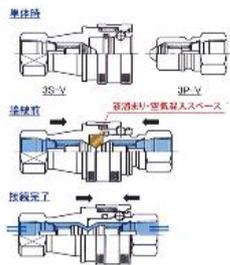
Annual energy consumption totaled 1.61 million kWh for two buildings in 2019
 Energy consumption was reduced by 6% for every 0.1MPa low air pressure was reduced
 Approximately 70,000 kWh energy conserved after completion, which converts to 68 t-CO₂



Use of new coupler

1. Vacuum connection

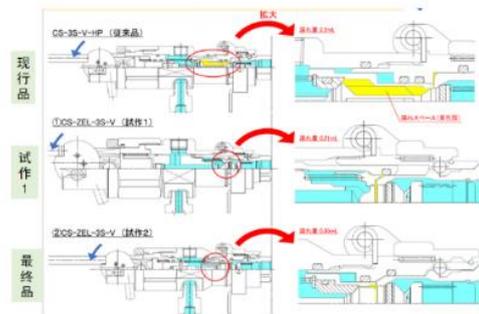
Current product



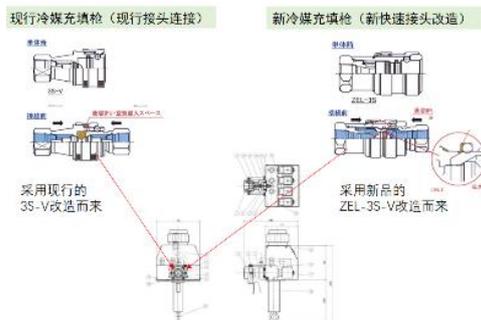
New product



2. Filler gun



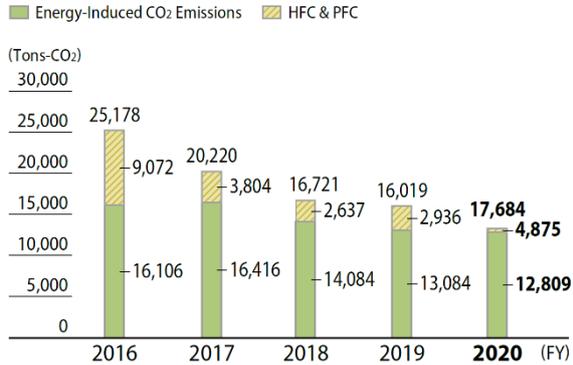
3. Refrigerant filling gun



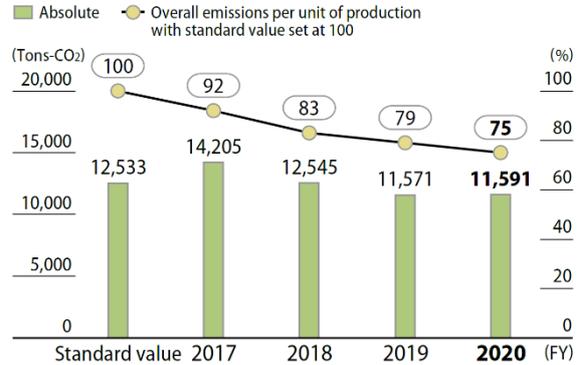
Effect: Calculated using production volume of 408,000 units/year
 CO₂ emission: reduced 9,067.66t/year

Environment: Environmental Performance Data

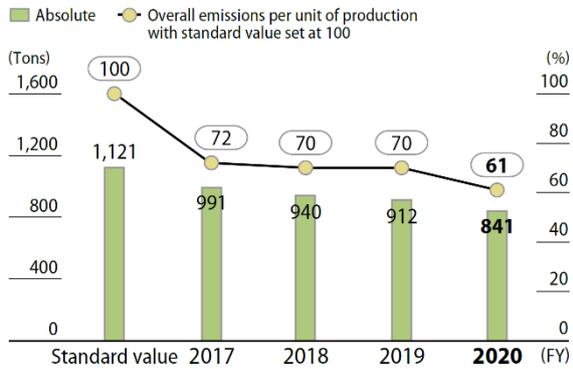
Greenhouse gas emissions



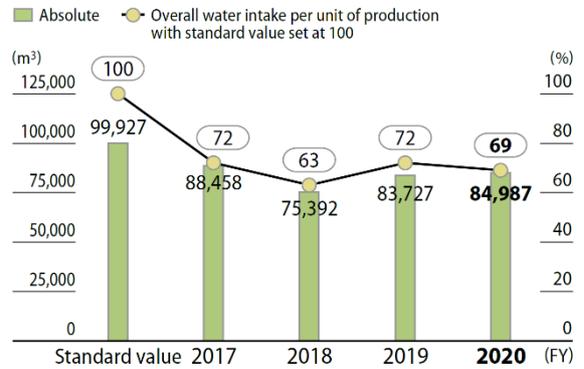
Energy-induced CO₂



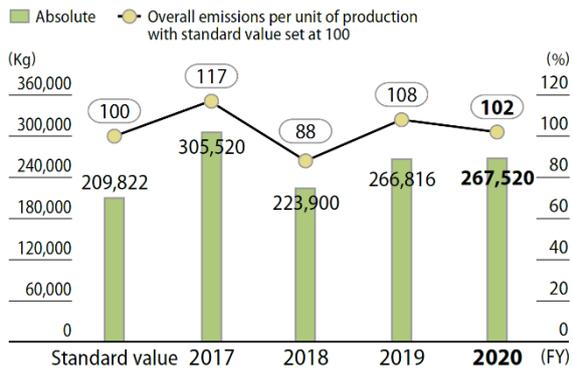
Waste (Including valuable materials)



Water intake



VOC emissions



Customer Satisfaction: Improving Product Quality

■ Air Conditioning Festival

We regularly hold the Air Conditioning Festival jointly with the sales department.

During these events, a total of around 2,765 people, including distributors and users, visited during the year.

The purpose of these events is to raise awareness about Daikin and inform participants of the benefits of Daikin products, Daikin's commitment to quality, and the differences between Daikin products and competitors.



Customer Satisfaction: System to Reflect Customer Needs

■ Customer surveys

Surveys were handed out to customers who visited the Air Conditioning Festival. This valuable feedback is utilized in the future development of new products. A total of 2,007 people attended tours of our company.



Human Resources: Training for Employees

■ 24th Shanghai Daikin Skill Olympics

The 24th Shanghai Daikin Skill Olympics were held as scheduled in December 2020. The theme of this year’s event was to seek innovation courageously, pass down quality, and exercise craftsmanship in the competition.

This year’s event featured six categories and 25 events, with 1,986 employees participating. After two rounds of intense preliminary competitions, 323 participants moved on to the finals. These participants lifted their competitive spirits to make personal breakthroughs, and each achieved a wonderful result.

The posters created in support of the participants in each division of the competition and supervisors cheering them on on-site created yet another beautiful sight of this event.

In 2020, the COVID-19 pandemic raged across the world, while the situation remains challenging. To prevent the spread of the infection during the event, the secretariat took many preventive measures. First, video commentary was added for the first time to reduce crowding. Second, spacing measures were taken at the event and competition venues to ensure distance between each person.

Third, the position of safety supervisor was established for this year’s event, who was placed in charge of giving standard safety instructions for each competition and performing inspections and eliminating risks during the competition.

Fourth, we had event staff constantly monitor the safety implementation status of participants during the games. This included checking for masks to be worn at all times and keeping the line-ups in order to ensure zero crowding.

The updates happening everyday in the world bring unlimited possibilities to our future. The skills competition is also closely linked to the essence of manufacturing new products and attaining new skills. Deciphering the standard way of thinking and demand for change in issues will lead to endless innovation and development.



Human Resources: Promoting Diversity

■ The 11th Spring Greetings social event between managerial personnel and employees with disabilities

Due to the spread of COVID-19, the 11th Spring Greetings, a social gathering event for company supervisors and employees with disabilities, was postponed to the summer and held on the evening of July 24, 2020 in the company cafeteria.

This year's gathering was a large event organized independently by career track employees with disabilities under the self-management program of the Disabled Team.



■ Minhang District "7th Vocational Skills Contest for Persons with Disabilities"

In October 2020, the Minhang Disabled Persons Federation hosted the 7th Vocational Skills Contest for Persons with Disabilities.

The Daikin Disabled Team participated in the two categories of flower arrangement and Chinese noodle dish making. In the contest, Daikin's disabled employees showcased their capabilities.

Following an intense process, our employees placed in the top three in each contest of flower arrangement and Chinese noodle dish making. The company also received an award for being an outstanding organization.



■ Yimin Ge (hearing impaired) took home 4th place in the National Disabled Persons Workplace Elite Vocational Skills Contest

The 2020 Yisheng Wuyo Cup National Disabled Persons Workplace Elite Vocational Skills Contest Series Event was held between November 23 and 27, 2020 in Shenzhen, Guangdong.

Yimin Ge represented the Shanghai office (total of seven athletes on the Shanghai Team) and participated in the clothing accessories design contest. She won 4th place in the Yisheng Wuyo Cup with her excellent skills and received the honorary title "skilful hands."



■ Self Management Training

This is a foundational hands-on training activity for employees with disabilities.

A total of 24 employees with disabilities participated in the two-day hands-on event between December 5 and 6, 2020.

The theme for this year was "Progress While Remembering the Beginning and Concentricity."

The main goals of the training are to promote forward-thinking attitude and stimulate inner drive towards employment among persons with disabilities, and foster a team of self-reliable and unique Daikin personnel while building team spirit.

During the two-day training, participants listened to a presentation on mental health from a Daikin (China) training consultant.

Participants were also put through numerous brainstorming sessions and mental challenges to promote true self-awareness. This also molded an excellent team that is unafraid of challenges and strives to take the initiative.



Human Resources: Occupational Safety and Health

■ Emergency response training

Fire drills were conducted on December 1, 2020 (first drill) and December 16, 2020 (second drill) at our offsite warehouse (Chunkang Road), and on December 31, 2020 (third drill) at the distribution center, all areas, and involving all factory workers.



Communities: Support for Education

■ Establishing cooperative relationship

In 2020, due to the impact of COVID-19, 159 new students from both Chongqing Institute of Technology and Pingliand Vocational Technical College were recruited to the Daikin Class through video interviews.

For the next two years, these students will closely follow the curriculum designed by Shanghai Daikin to be implemented by the joint-school that fit the criteria for fostering Daikin skills, in training to become technical personnel suited to Daikin.

Communities: Other Local Activities

■ Traffic volunteer activity

Every October, Daikin conducts traffic control for bicycles and pedestrians at intersections as a traffic volunteer during rush hour in the Xinzhuang Industrial Zone, located in Min District, Shanghai. In 2020, 83 employees participated, with volunteer hour totalling 84 hours.



■ 12.5 International Volunteer

On December 3, 2020, the volunteer team of Daikin Air Conditioning set up the Daikin Air Conditioner Free Cleaning Service booth at a volunteer event hosted by the Xinzhuang Industrial Zone Civil Affairs Office, under the theme of "Smile as My Business Card, Service is My Goal." Many users of Daikin's air conditioners visited for consultations and registered for the service.



■ Blood drive

In January 2020, 150 employees participated in a blood drive to donate their blood.

