

Location	PLOT Q1, Thang Long II Industrial Park, Phung Chi Kien Ward, My Hao Town, Hung Yen Province, VietNam		
Site area	219,074m <sup>2</sup>		
Established	April 2010		
Employees	1,000 (as of March 2021)		
Main products	RA		
Certified	ISO 9001	March 2019	
	ISO 14001	May 2020	

## Environment: Reducing Environmental Impacts

- We began using returnable pallets for imported parts



- We switched all lighting at the plant (including offices) to LED



## Environment: Protecting Biodiversity

- Participation in the International Day for the Preservation of the Ozone Layer

On September 16, 2020, we participated in International Day for the Preservation of the Ozone Layer and R32 was featured on a Vietnamese television program.



- We provided training on ISO 14001 to all new employees and contractors working for Daikin

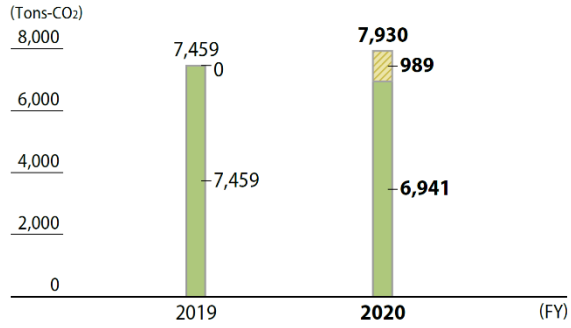


- We thoroughly sort waste

## Environment: Environmental Performance Data

### ■ Greenhouse gas emissions

■ Energy-Induced CO<sub>2</sub> Emissions ■ HFC & PFC



## Customer Satisfaction: Improving Product Quality

- We opened a training center at the plant for training installers and service engineers



## Customer Satisfaction: System to Reflect Customer Needs

- Raising awareness of COVID-19 prevention among workers and local community

All employees participated in the popular Vietnamese hand-washing dance activity, which was recognized by the Guinness World Records and aired on television.



- Monthly patrols on safety and the 5S

Issues related to occupational health and safety were reported at monthly meetings of the Occupational Health and Safety Committee to be addressed.

We conducted monthly patrols on safety and the 5S to identify problems and implement solutions.



- We conducted a fire drill and first aid training



## Communities: Environmental Protection

### ■ Picking up trash

We collected garbage and cleaned up the area alongside companies in the Thang Long Industrial Park II to protect the environment.



## Communities: Support for Education

### ■ Training for the next generation

We welcomed university students on a plant tour with a brief introduction to production, safety and health.



## Communities: Other Local Activities

### ■ Support to a social protection center in Hung Yen Province

We donated two industrial sized washing machines to a social protection center located in Hung Yen province.



### ■ New Year Gifts

We provided gifts to families in need, wounded service members, and people affected by Agent Orange in AT district as part of the Vietnamese New Year's tradition.



## External Evaluation: Awards

### ■ Top 500 Largest Vietnamese Enterprises for 2020

In fiscal 2020, Daikin Vietnam was recognized as one of the top 500 Largest Vietnamese Enterprises.



### ■ Most Energy Efficient Products Award

In fiscal 2020, products of Daikin Vietnam received the Most Energy Efficient Products Award from the Vietnamese Ministry of Industry and Trade.

