



Location	Suzhou, China		
Site area	101,287m ²		
Established	December 2011		
Employees	1,920		
Main products	Air Conditioning Products		
ISO 9001 certified	October 2013		
ISO 14001 certified	April 2013		
ISO 14064 certified	December 2013		
OHSAS 18001 certified	April 2013		
Green Heart Factory certified	November 2016 rank:		

Environment: Efforts to Reduce Environmental Impact

- Fiscal 2019 company-wide CO₂ emissions: 21,107 t
Waste: 4,653 t
Water use: 65,000 t

- Changed third floor MH lamps at main factory to LED, saving 288,000 kWh/year
Changed product warehouse third floor and resin third floor lights to LED, saving 333,000 kWh/year

Environment: Environmental Communication Examples

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- (1) Put up 'energy conservation' displays to raise awareness
- (2) Instructed employees to use double-sided printing as default, during morning meetings
- (3) Promoted awareness of energy-saving washroom practices



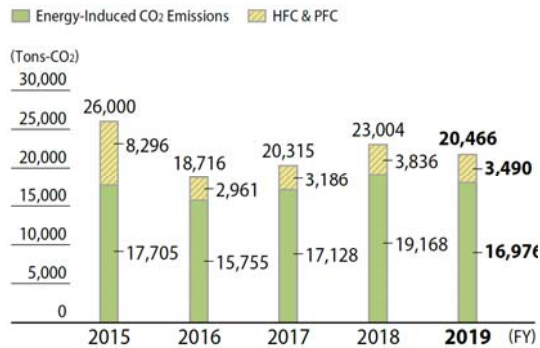
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Through an energy-saving ideas drive, communicated collected proposals for rationalization to related departments and followed up on improvements.

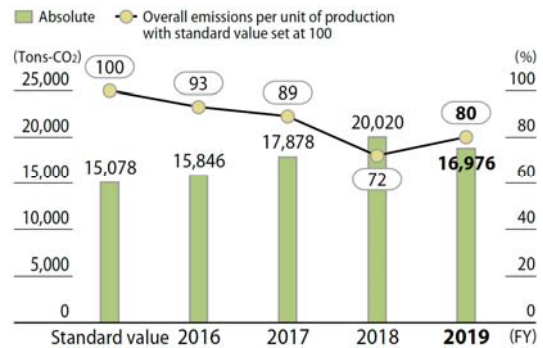


Environment: Environmental Performance Data

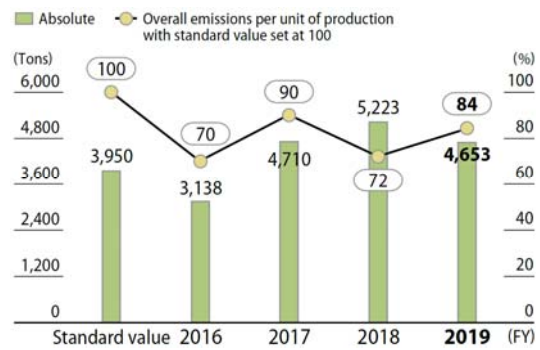
Greenhouse gas emissions



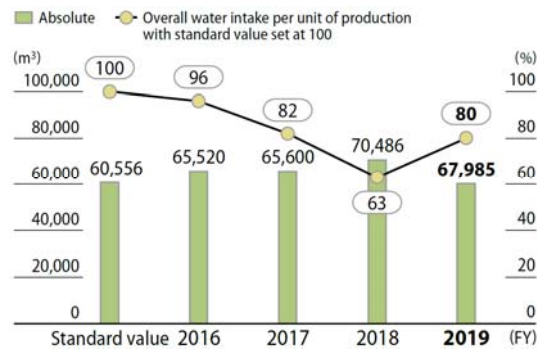
Energy-induced CO₂



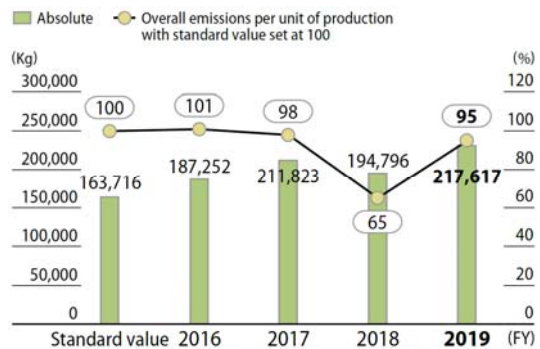
Waste (Including valuable materials)



Water intake



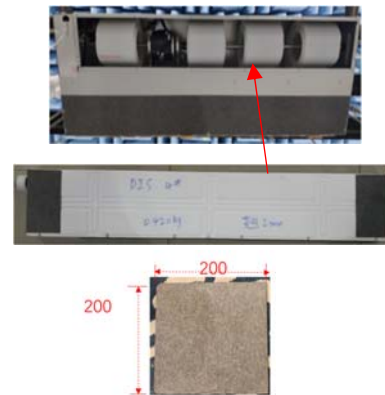
VOC emissions



Customers Satisfaction: Efforts to Improve Product Quality



March 2019 improvements to thermal expansion and contraction of thin ducts:
Bowing on both sides of drain boards due to defects in quality was leading to friction with ground plates. To correct this, two nonwoven fabric pieces were added to the interior of the drain board, eliminating the noise that was being caused.
Start date: March 25, 2019



Customers Satisfaction: System to Reflect Customer Needs



We supported sales activities on three occasions, from June 29 to October 1, 2019, receiving feedback from many customers during that time. Feedback will be incorporated into future product development and used to improve any shortcomings we have compared to other companies.



Human Resources: Training for Employees

■ Training in management principles for third-year employees

We strive to continue and permeate management principles, strengthen communication, increase awareness among employees of the importance of PDCA cycles, and raise company awareness and sense of belonging among employees. Through volitional training we instill a spirit of challenge among young employees and draw out latent potential. On November 24, 2019, we held an outdoors hands-on training event focused around the concept of “dedication and cooperation, working as one in mind and body.” A total of 8 leaders and 51 employees participated.



■ **Training skilled technicians**

- (1) General skills: Basic skills training for new employees. Held an average of 50 times each year. Around 1,900 persons. Can guarantee production efficiency.
- (2) Strategic skills: Training method combining production and training, promoting training through competitive matches. 1,741 persons received training in fiscal 2019 by participating in in-company skills matches. Matches include 19 categories.
- (3) Internal evaluations: Currently, we carry out internal evaluation and certification for three occupational categories: soldering, forklifts and electrical work. 132 persons have been certified internally as intermediate workers and 131 persons have been certified as senior workers.



Human Resources: Efforts to Occupational Safety and Health

■
87 employees have passed Red Cross emergency skill training check tests and acquired certification as first aid providers.



■ **Held health seminar, December 20, 2019**



Communities: Environmental Protection Activities

■ Outdoor cleanup drives



Communities: Support for Educational Activities

■ Industrial park skill tournament

In 2019, together with the industrial park government, we held a pipe soldering event as part of the 9th Industrial Park Advanced Skills Occupational Tournament. During this tournament, we received the Exceptional Organization Award.



The company also had one employee win a first place and a nomination as a May Day Model Worker. Additionally, we had two third place winners. 124 employees achieved qualifying results in both theory and practice during the tournament, and were certified as senior workers.

External Evaluation: Awards

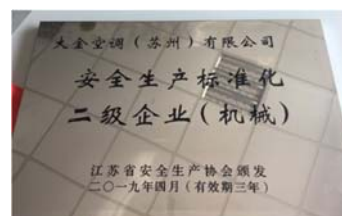
■ Second Level Work Safety Standardization Company (Machinery)

Host Organization:

Jiangsu Province Work Safety Association

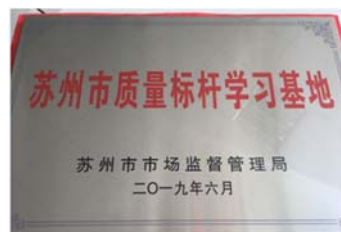
Recipient:

Daikin Air-conditioning (Suzhou) Co., Ltd.



■ **Suzhou City Quality Benchmark Training Base**

Host Organization:
Suzhou City Market Supervision Administration
Recipient:
Daikin Air-conditioning (Suzhou) Co., Ltd.



■ **Fiscal 2018 Suzhou City Quality Management Excellence Award**

Host Organization:
Suzhou City Municipal People's Government
Recipient:
Daikin Air-conditioning (Suzhou) Co., Ltd.



■ **Corporate Excellent Organization Award**

Host Organization:
Suzhou Industrial Park Administrative Committee
Recipient:
Daikin Air-conditioning (Suzhou) Co., Ltd.



■ **Corporate Learning Organization**

Host Organization:
Suzhou Industrial Park Training Center
Recipient:
Daikin Air-conditioning (Suzhou) Co., Ltd.



■ **2019 Best Ten Training Results Example Company**

Host Organization:
Suzhou Industrial Park Training Center
Recipient:
Daikin Air-conditioning (Suzhou) Co., Ltd.

