

## Daikin Central Europe. Who we are?

We care about a unique climate

### Company

#### **Daikin Airconditioning Central Europe HandelsgmbH**

Lemböckgasse 59/1/1  
1230 Vienna, Austria  
+43 1 253 21 11-100  
[office@daikin-ce.com](mailto:office@daikin-ce.com) [www.daikin-ce.com](http://www.daikin-ce.com)

Daikin Central Europe is a subsidiary of Daikin Europe N. V. (Belgium) which is part of the global group Daikin Industries Ltd. (Japan).

### Management Board

Carl Lievens, Managing Director  
Filip de Graeve, Managing Director  
Markus Haas, Authorized Officer

### Headquarters

Vienna, Austria  
founded 1999

### Region

**16 countries in Central and South-Eastern Europe**

### Turnover 2019/2020\*

284,1 Mio. Euro

### Vision 2025

**Daikin is the No. 1 desired partner in Co-Creating a unique climate.**

### Profile

#### **We distribute products and solutions for**

- air conditioning and indoor air quality
- energy-efficient heating and domestic hot water preparation and
- refrigeration

for residential, commercial and industrial uses – as well as

- deep-freezing solutions
- ventilation solutions
- water chillers

for commercial sector applications.

#### **We offer full support services**

- for a high performance of Daikin systems throughout the entire lifetime
- from commissioning, maintenance, diagnosis, remote monitoring, "Stand by Me" services and regular health check optimizations to upgrades, modernization and replacement as well as chiller rental or temporary cooling applications

#### **We develop our skills in our Sales & Service Academy**

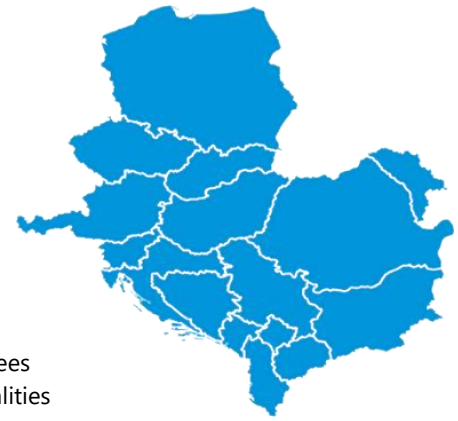
- a **unique European learning program** for (internal and external) sales persons and service technicians for our growing portfolio.

\*(Fiscal Year April 2019 – March 2020)



## Daikin Central Europe delivers

The biggest Sales & Service Network in the HVAC-R-industry\*



### Daikin Central Europe

**We are** more than 450 enthusiastic employees  
**We live** diversity with more than 20 nationalities  
**We speak** more than 20 languages  
**We unite** 9 EU-member states and 7 non-EU-member states

### Employer Brand Award

**“Great Place to Work – Best Employer 2020”** for the 8<sup>th</sup> time since 2013

### Partner Network

**You can rely on** more than 1,600 partners for air-conditioning and/or heating solutions specially trained by the **Daikin Partner Programs**

### Daikin sales offices

Austria, Bulgaria, Moldova, Slovenia (Vienna)  
Croatia, Bosnia-Herzegovina (Zagreb)  
Czech Republic (Prague)  
Hungary (Budapest)  
Poland (Warsaw, Poznan, Gdansk, Katowice, Krakow, Wroclaw)  
Romania (Bucharest)  
Slovakia (Bratislava)

### Daikin sales agents

Albania, North Macedonia, Kosovo (Gostivar / North Macedonia)  
Serbia, Montenegro (Belgrade, /Serbia)  
Slovenia (Grosuplje)

### Daikin Training Centers

Vienna (integrated in „Your Daikin World“), Bratislava, Budapest, Bucharest, Krakow, Poznan, Prague, Warsaw, Zagreb

### Warehouses

Enzersdorf an der Fischa (Austria)  
Sofia (Bulgaria)

### Your Daikin World

Headquarters Vienna, Austria (since 2020)  
Your Daikin World is **more than a showroom**. It's an open space for experiencing the world of industry-leading climate solutions for hotels, offices, retail and residential buildings, industrial or private applications. Business partners and interest groups are welcomed: Simply meet Daikin experts and get inspired by augmented reality features, a guided tour, co-creation sessions or learn all about the Daikin portfolio in our unique training centre. Beyond expectations.

### Flagship Stores

1 in Vienna, Austria (since 2018)  
1 in Budapest, Hungary (since 2020)  
Virtual Flagship Store (available in German since 2020)

### Pop-up Stores

2 mobile showrooms for Home Comfort Experts in Central Europe

\*HVAC-R = Heating, Ventilation, Air-Conditioning - Refrigeration



## Daikin is more than a promise

High quality products and solutions

### Product Awards for



#### **Daikin Altherma 3 H HT** outdoor unit

- iF Design Awards 2019
- Reddot Design Award 2019

#### **Daikin Altherma 3** floor-standing and wall-mounted head pumps

- iF Design Awards 2018

#### **Daikin Stylish**

- Universal Design Award 2018
- Good Design Award 2017

#### **Daikin D2CND Gas Condensing Boiler**

- iF Design Awards 2018

#### **Commercial Wired Controller**

- iF Design Awards 2018

#### **Daikin Fully Flat Casette**

- German Design Award 2016
- iF Design Award 2015
- Universal Design Award 2014

#### **Daikin Emura**

- iF Design Award 2015
- Reddot Design Award 2014

#### **Daikin Ururu Sarara**

- Reddot Design Award 2013

### Innovation Awards

Plus X Award (2013) – one of the most important awards for innovation worldwide  
Daikin was selected as one of the 100 most Innovative Companies by Forbes Magazine (2013)

Daikin was among "The World's 100 Most Innovative Companies" selected by Thomas Reuters (2010)

### Quality Standards

**ISO 9001** (2015) Quality (Daikin Central Europe Headquarter and Austria)

### Environmental Standards

**ISO 14001** (2015) Environmental Management (Daikin Central Europe Headquarter, Austria, Daikin Europe N.V.)

**ISO 50001** (2011) Energy Management (Daikin Europe N.V.)

**Eurovent**-certified products



## Daikin, a responsible industry leader

Think global, act local

**Daikin is the world's leading manufacturer of air conditioning and a reliable supplier of energy-efficient heat pumps. We offer solutions based on more than 90 years of experience in innovative technologies, pioneering product developments, top quality and versatile integrated solutions. Today, we are the only company in the world to offer all steps – from the development, production, sales to services related to cooling, heating, ventilation and freezing solutions – from a single source. Regardless of whether our customers are located in hot or cool climate regions. Learn more about Daikin Central Europe's parent companies:**

### Daikin Europe N. V.

Headquarters Ostend (Belgium)  
founded 1973  
[www.daikin.eu](http://www.daikin.eu)  
part of Daikin Industries Ltd.

Region  
Employees

**Europe, Middle East, Africa**  
more than 10,600 employees

Turnover 2019/2020\*

3,062 Mio. Euro

Production

**14 manufacturing facilities** for cooling, heating, ventilation and refrigeration solutions in Europe

Research & Development

**1 European Development Centre** in Ostend (Belgium) with a focus on energy-efficient products for the European market  
**4 Satellite Development Centres** in Gent (Belgium), Plzen (Czech Republic), Güglingen (Germany), Hendek (Turkey)  
**1 Environment Research Centre** in Gent (Belgium) with **affiliate sites** in Güglingen (Germany), Plzen (Czech Republic), Istanbul (Turkey) and Mantova (Italy)

Latest acquisitions

AHT (2019)  
Tewis (2018)  
Zanotti and Hubbard (2016)

Daikin Group Brands

Daikin, Zanotti, Tewis, AHT, AAF

### Daikin Industries Ltd.

Headquarters Osaka (Japan)  
founded 1924  
[www.daikin.com](http://www.daikin.com)

Region  
Employees

**145 countries worldwide**  
more than 80,000 employees

Turnover 2019/2020\*

21,077 Mio. Euro

Research & Development

**Technology and Innovation Centre** in Osaka (Japan)

\*(Fiscal Year April 2019 – March 2020)



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## Daikin drives positive impact

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### Environmental Vision 2050

<b>Impact</b>	<b>As a leader in the HVAC-R* industry Daikin contributes to high quality of life, comfort, reliable infrastructures, food security and economic growth in a broad variety of industries.</b>
<b>Challenge</b>	However, the growing need for cooling, heating and ventilation has also an impact on global warming due to increasing electricity consumption and refrigerant emissions.
<b>Responsibility</b>	At Daikin, we take this responsibility serious. Worldwide we strive to reduce our carbon footprint to a minimum and become net zero CO <sub>2</sub> by 2050 according to our <b>Environmental Vision</b> .
<b>Overall goals</b>	We aim to provide <b>safe and healthy air environments while achieving carbon neutrality by 2050 throughout the entire value chain.</b>
<b>Strategy</b>	How do we get there? <ul style="list-style-type: none"><li>▪ <b>Through products</b> providing higher energy efficiency and the use of refrigerants with lower global warming potential, especially R-32</li><li>▪ <b>Through solutions</b> optimizing the energy management of heating and cooling systems for instance via remote control or establishing circular economy programs for the re-use of refrigerants as valuable resource</li><li>▪ <b>Through technologies</b> providing air environments that protect people's health</li></ul>
<b>Results**</b>	<b>We reduce global warming effects of hydrofluorocarbon refrigerants (called F-gases)</b> <ul style="list-style-type: none"><li>▪ Daikin was the <b>first company worldwide</b> that introduced air conditioners, heat pumps and scroll chillers using R-32 refrigerant with a three times lower global warming potential than R-410-A.</li><li>▪ In 2019 Daikin Industries Ltd. granted <b>free access to a list of pledged patents</b> in relation to HVAC-R equipment using R-32, which allows other manufacturers to reduce the environmental impact of refrigerants.</li><li>▪ Daikin Europe N. V. launched the initiative <b>Certified Reclaimed Refrigerant Allocation</b> to reduce the environmental impact of air conditioning systems in Europe through the re-use of refrigerants helping to avoid more than <b>250,000 kg of virgin gas per year.</b></li><li>▪ In 2020 Daikin Central Europe initiated Europe's first <b>online-marketplace</b> to enable the recovery, reclaim and re-use of refrigerants for the entire HVAC-R industry. The EU-funded pilot project will start in the first half of 2021 in Slovakia, Czech Republic and Hungary.</li></ul>

\*HVAC-R = Heating, Ventilation, Air-Conditioning – Refrigeration

\*\* Daikin Europe N. V.'s Environmental Report 2020



## Daikin drives positive impact

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Environmental Vision 2050

### Results\*\*

#### We reduce CO<sub>2</sub> emissions

- While our global net sales tripled between 2005 to 2018 greenhouse gas emissions from Daikin factories worldwide were reduced **by 75 %**.
- In fiscal year 2019 our global efforts to lower greenhouse gas emissions from residential air-conditioners resulted in savings of **68 million tonnes of CO<sub>2</sub> equivalent** compared to business as usual.
- Daikin Europe N. V. **reduced transport-related CO<sub>2</sub> emissions per sales volume (m<sup>3</sup>)** from 8,8 kg/m<sup>3</sup> in 2016 to 7,3 kg/m<sup>3</sup> in 2019 due to higher efficiency of truck loading and increased shipping by sea instead of transport by road.

#### Our Green Procurement Guidelines

- We encourage suppliers to practise environmental sustainability for instance by ISO14001 certifications.
- Daikin Europe N. V.'s annual assessment of green procurement shows that in fiscal year 2019 98 % of our core suppliers to the factory were awarded excellent status or good status under continuous review.

#### Our Green Heart Factory Standard

- Daikin's in-house evaluation method measures the impact of our factories on the use of water, energy, fluorocarbons as well as waste and volatile organic emissions. Daikin Europe N. V. Ostend factory was certified by a silver medal (2018) and a **gold medal** (2019).

#### Our contribution to the Sustainable Development Goals of the United Nations\*\*\*

Further details are shown at [Daikin Group](#)

\*\*Daikin Europe N. V.'s Environmental Report 2020

\*\*\*United Nations (<https://www.un.org/sustainabledevelopment/sustainable-development-goals/>)**Daikin Airconditioning Central Europe HandelsgmbH**

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