

Daikin Central Europe. Who we are.

We care for a unique climate

Company

Daikin Airconditioning Central Europe HandelsgmbH

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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
Markus Haas, Deputy Managing Director

Headquarters

Vienna, Austria
founded 1999

Region

16 countries in Central and South-Eastern Europe

Vision 2025

Daikin is the No. 1 desired partner in co-creating a unique climate.

Profile

Daikin is a leading provider of heating, cooling, ventilation, air purification and refrigeration (HVAC&R) technology.

We distribute products and solutions for

- energy-efficient heating and cooling
 - domestic hot water supply and
 - perfect indoor air quality
- for residential, commercial and industrial purposes,

- refrigeration
 - deep-freezing solutions
 - ventilation solutions
 - water chillers
- for industrial and commercial applications.

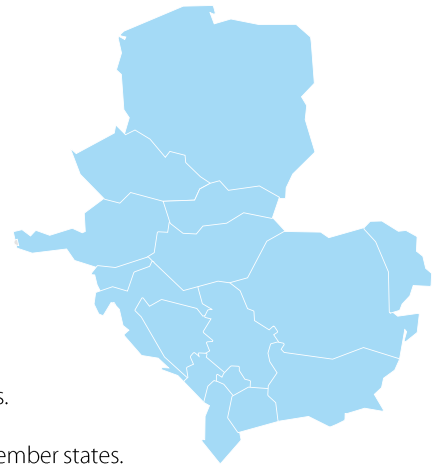
We offer full support service

- for 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 people's skills

- in our **Sales & Service Academy**, a **unique learning program** for (internal and external) sales staff and service technicians for Daikin's comprehensive portfolio,
- in the Daikin Central Europe **Leadership Curriculum**, a tailor-made program for more than 170 executives in the CE region.





Daikin Central Europe delivers

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

Daikin Central Europe

We are more than 700 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 Awards

"Great Place to Work – Best Employer 2020" for the 8th time since 2013
Kununu Top Company 2022 and 2023

Partner Network

Our customers rely on more than **2,500 partners** specially trained by **Daikin Partner Programs**.

Daikin Sales and Service 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 and Service Agents

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

Daikin Training Centers

Vienna, Bratislava, Budapest, Bucharest, Krakow, Poznan, Prague, Warsaw, Zagreb

Warehouses

Enzersdorf an der Fischa (Austria)
Sofia (Bulgaria)

Your Daikin World

Located at our Vienna headquarters since 2021, Your Daikin World is **more than a showroom**. It is 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 center. Beyond expectations.

Flagship Stores

1 in Vienna, Austria (since 2018)
1 in Budapest, Hungary (since 2020)
1 in Bratislava, Slovakia (since 2023)
Virtual Flagship Stores

Pop-up Stores

Mobile showrooms for Home Comfort Experts

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

Daikin is more than a promise

High quality products and solutions

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Product Awards for



Daikin Emura 3

- Reddot winner 2022
- iF Design Award 2022

Humidifying Type Streamer Air Purifier MCK70Y

- Good Design Award 2021

Daikin Altherma HPC Heat Pump Convector

- Reddot winner 2020

Daikin Altherma 3 H HT outdoor unit

- iF Design Award 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 Award 2018

Commercial Wired Controller

- iF Design Award 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



Daikin is more than a promise

High quality products and solutions

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Innovation Awards

- Daikin Industries, Ltd. was selected among the Top 100 Global Innovators 2021 by Clarivate.
- 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).

Investment Awards

- Daikin Europe won Foreign Investment of the Year Trophy 2022.

Quality Standards

ISO 9001 (2015) Quality (Daikin Central Europe headquarters and Austria)

Environmental Standards

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

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

Eurovent-certified products



Daikin, a trusted industry leader

Think globally, act locally

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Daikin is the world's leading manufacturer of air conditioning and a reliable supplier of energy-efficient heat pumps. We offer solutions based on almost 100 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
part of Daikin Industries Ltd.

Region
Employees

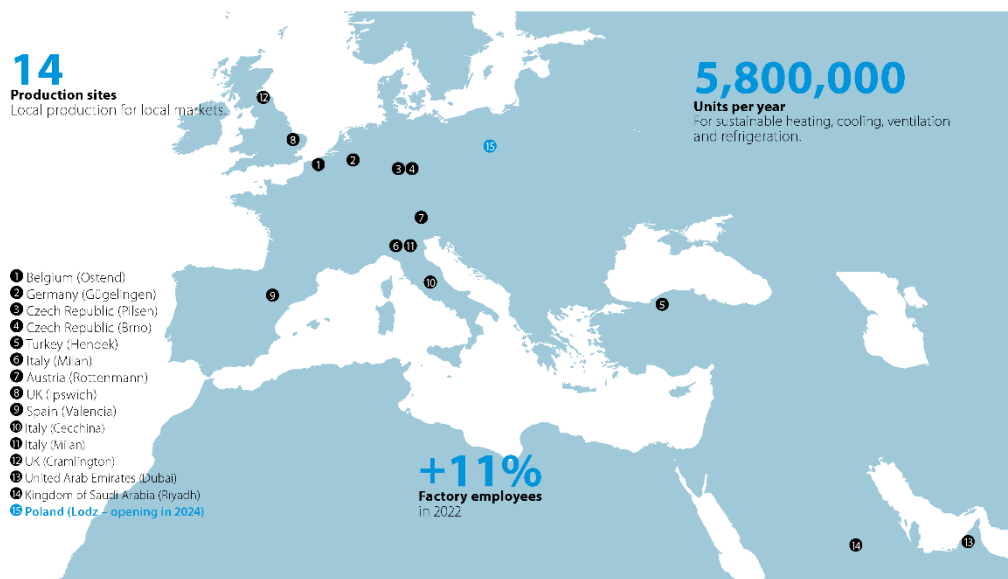
129 countries worldwide, mainly in **Europe, Middle East, Africa**
more than 13,700

Turnover 2022*

5.2 Billion Euro

Production

14 manufacturing facilities for cooling, heating, ventilation and refrigeration solutions



EMEA = Europe, Middle East, Africa

*Fiscal Year 2022: April 2022 – March 2023



Daikin, a trusted industry leader

Think globally, act locally

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Research & Development

1 Central EMEA Development Centre in Ostend (Belgium): Global R&D headquarters for sustainable heating and cold chain solutions for the Daikin group

11 Satellite Development Centres with specific regional, technological and/or product focus



Sales affiliates and branches

52 sales entities

Sales representation in **Europe, Middle East and Africa**

Additional sales representation in **Asia and the Americas** for cold chain solutions

Find our teams via www.daikin.eu or direct country websites

Latest acquisitions

AHT (2018) – www.aht.at

Tewis (2018) – www.tewis.com

Zanotti (2016) – www.zanotti.it

Hubbard (2016) – www.hubbard.co.uk

Daikin Europe group brands

Daikin, Zanotti, Tewis, AHT, AAF

Daikin Industries Ltd.

Headquarters Osaka (Japan)

founded 1924

www.daikin.com

Region

173 countries worldwide

Employees

more than 96,000

Turnover 2022*

28.20 Billion Euro

Research & Development

Technology and Innovation Centre in Osaka (Japan)

EMEA = Europe, Middle East, Africa

*Fiscal Year 2022: April 2022 – March 2023



Daikin drives positive impact

Environmental Vision 2050

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Impact

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.

Challenge

However, the growing need for cooling, heating and ventilation has also an impact on global warming due to increasing electricity consumption and refrigerant emissions.

Responsibility

At Daikin, we take this responsibility serious. Worldwide we strive to reduce our carbon footprint to a minimum and become net zero CO₂ by 2050 according to our **Environmental Vision**.

Overall goals

We aim to provide **safe and healthy air environments while achieving carbon neutrality by 2050 throughout the entire value chain.**

Strategy

How do we get there?

- **Through products** providing higher energy efficiency and the use of refrigerants with lower global warming potential, especially R-32
- **Through solutions** 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
- **Through technologies** providing air environments that protect people's health

Results**

We reduce global warming effects of hydrofluorocarbon refrigerants (called F-gases)

- Daikin was the **first company worldwide** 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.**
- Since 2019 Daikin Industries, Ltd. has granted **free access to a list of 300 pledged patents** in relation to HVAC-R equipment using R-32, which allows other manufacturers to reduce the environmental impact of refrigerants.***
- With circular economy initiatives such as **L∞P by Daikin VRV heat pumps** and the **L∞P by Daikin-Recover-Reclaim-Reuse program** for key accounts and investors Daikin Europe N. V. and Daikin Central Europe reduce the environmental impact of cooling and heating solutions through the reuse of refrigerants and thereby avoid 400,000 kg of virgin gas per year.
- In 2020, Daikin Central Europe initiated Europe's first **online-marketplace** 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.

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

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

*** Daikin Industries Ltd. Press Release 2021



Daikin drives positive impact

Environmental Vision 2050

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Results**

We reduce CO₂ emissions

- Our global efforts to lower greenhouse gas emissions from residential air-conditioners resulted in savings of 70 million tons of CO₂ equivalent in 2020 compared to business as usual.****
- In the same year greenhouse gas emissions from our production activities were lowered to 1.08 million tons-CO₂ (79 % reduction over fiscal year 2005).****
- Daikin Europe N. V. **reduced transport-related CO₂ emissions per sales volume (m³)** from 8,8 kg/m³ in 2016 to 7,3 kg/m³ 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.
- In fiscal year 2020, 98 % of our suppliers in Europe met the assessment criteria of our green procurement guidelines. Our green procurement rate is 80 % within the entire Daikin group.

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).

Green procurement rate = Value of goods procured from suppliers who meet our assessment criteria/Value of goods procured

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

*** United Nations (<https://www.un.org/sustainabledevelopment/sustainable-development-goals/>)

**** Daikin Industries Ltd Sustainability Report 2021



Daikin drives positive impact

Environmental Vision 2050

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

At Daikin Central Europe all activities with the background of giving something back to nature and society fall under the Daikin for life initiative. Many actions were undertaken by the local teams in 2021, and small initiatives can get funding from Daikin to make a difference in the local communities.

Daikin Hungary supported an initiative to raise awareness on how households can reduce their carbon footprints, Daikin Croatia and Daikin Romania engaged in reforestation projects, Daikin Bulgaria donated air purifiers to charity organizations and the list goes on.

Look at our [Daikin for life initiatives](#) on our website

