



# Daikin Middle East and Africa

CORPORATE PROFILE







# Daikin Middle East and Africa FAMILY









# This is our MISSION

## Creating Value for Tomorrow

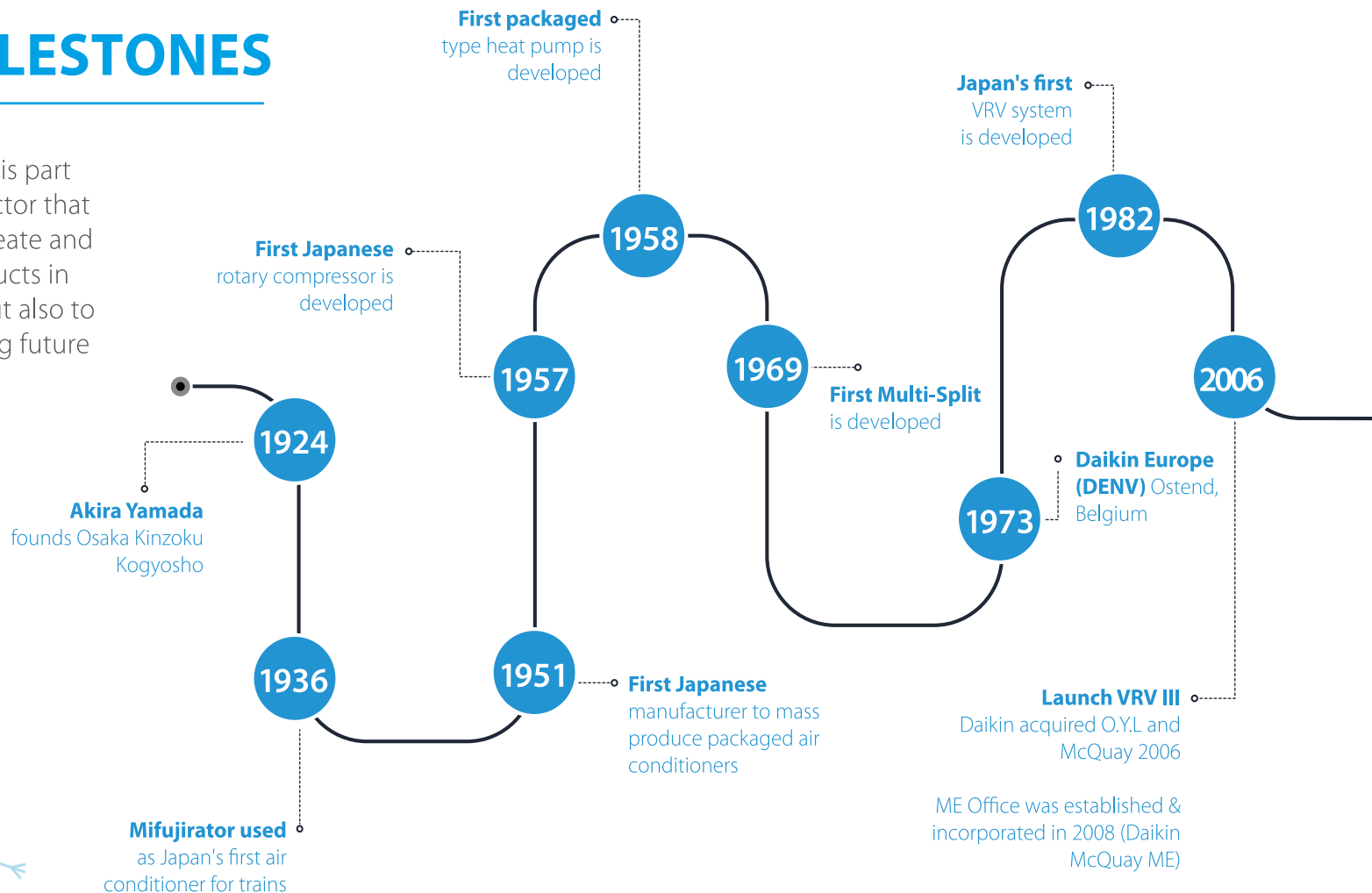
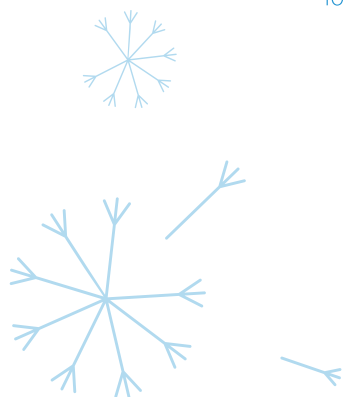
Air is something that surrounds us 24 hours a day. At Daikin, the future of the world's air is our greatest concern. We use our expertise about air, our passion for innovation and our mastery of technology to improve the air we breathe. This is our mission.

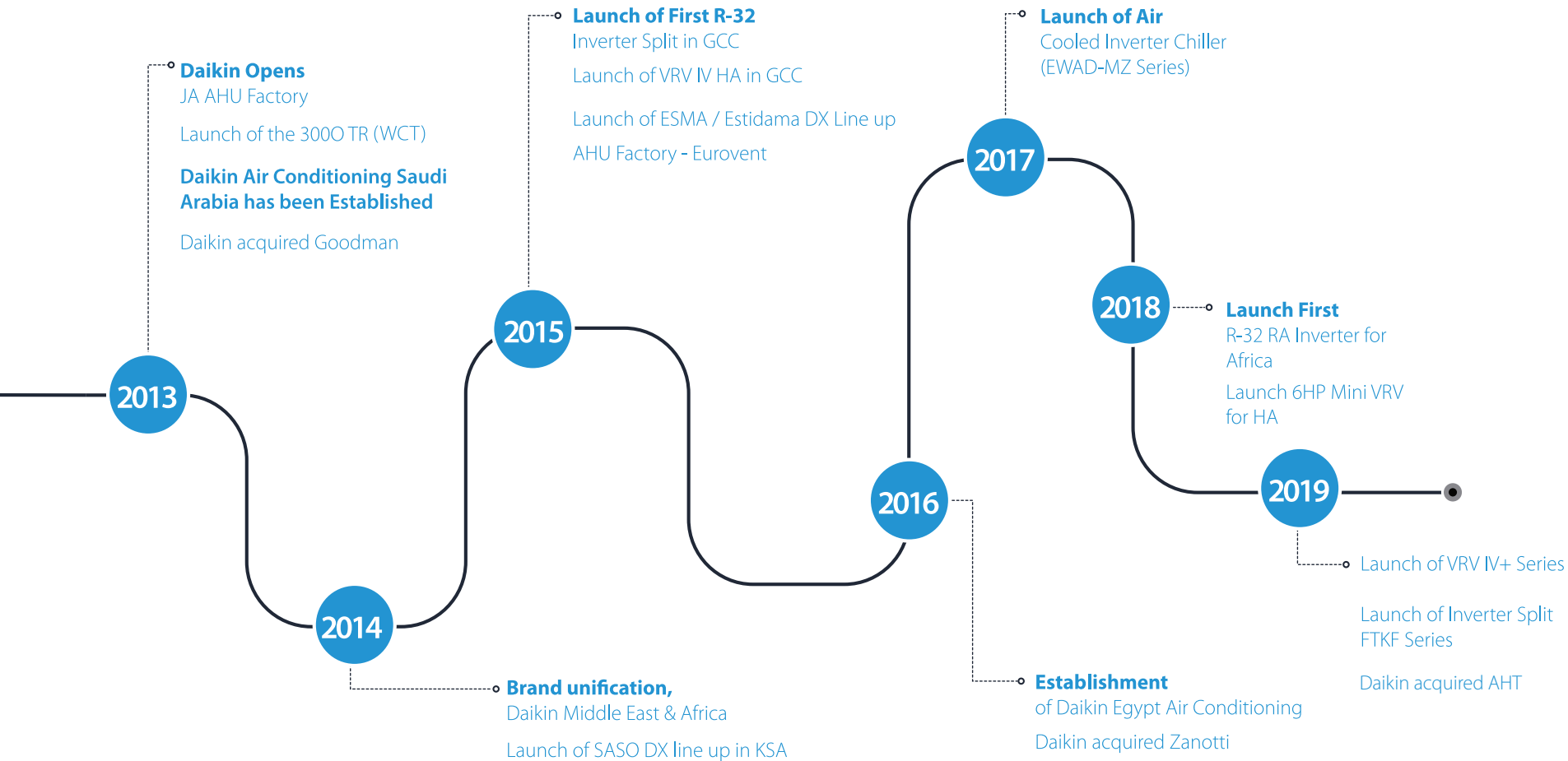




## Daikin's MILESTONES

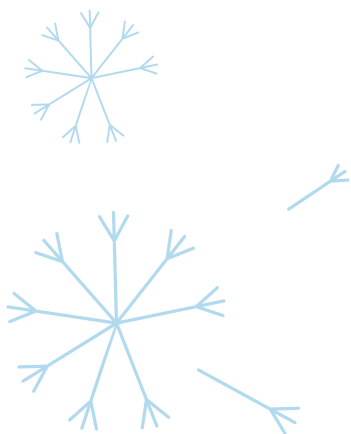
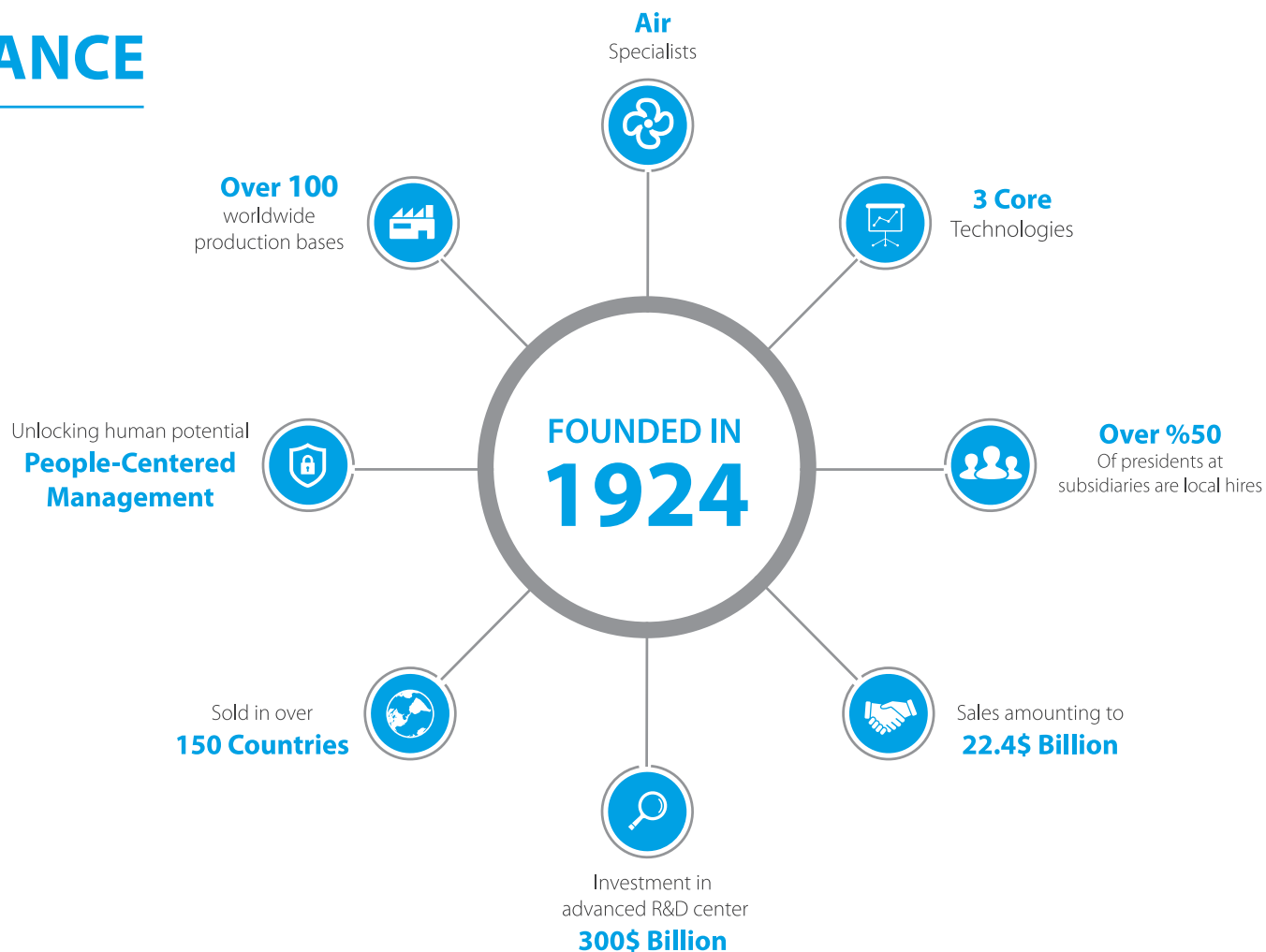
We believe innovation is part of our DNA, and is a factor that helps us not only to create and develop the best products in the HVAC-R market, but also to be a leader in delivering future air solutions.







## Daikin at a **GLANCE**



## LEADING IN CORE TECHNOLOGIES

Daikin leads the air conditioning market in three cutting-edge core technologies.

**Refrigerant control**  
Efficient heat transport

**R-32**

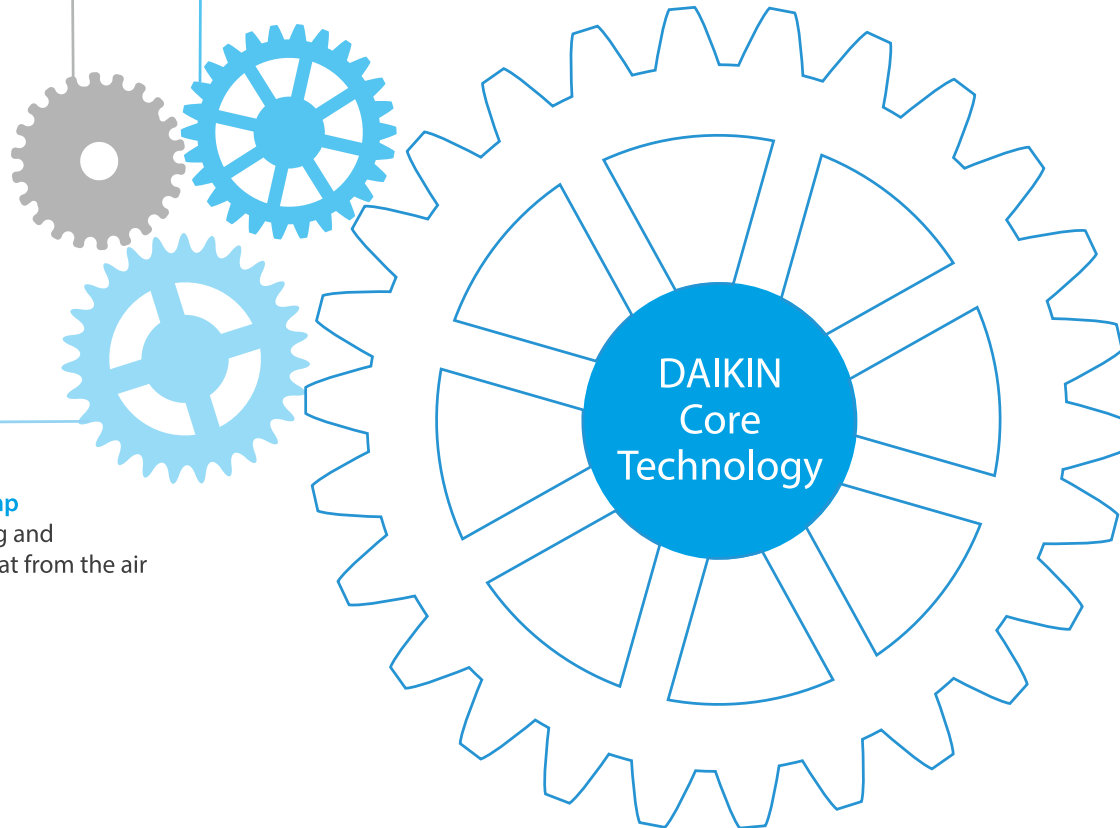
**Inverter**  
Contributes to greater energy savings & comfort



**Heat pump**  
Absorbing and Moves heat from the air



DAIKIN  
Core  
Technology







## Bringing the **WORLD** Healthy, Comfortable **LIFESTYLES**

Daikin is a global manufacturer with overseas sales accounting for more than 70% of the group total and overseas employees accounting for 80% of the group workforce. In our businesses of air conditioning and fluorochemicals, we respond to customers' needs by providing products that make people and space healthier and more comfortable.



# Daikin Business **OVERVIEW**

## CORPORATE DATA (as of March 31, 2019)

Company name ▶ Daikin Industries, Ltd.

Head office ▶ Osaka (Japan)

President & CEO ▶ Mr. Masanori Togawa

Founded ▶ Oct 1924 , 25

Cons. Turnover ▶ 22.4 billion USD

# Employees ▶ 76,484

# Group Companies ▶ 292 consolidated subsidiaries  
(30 in Japan; 262 overseas)



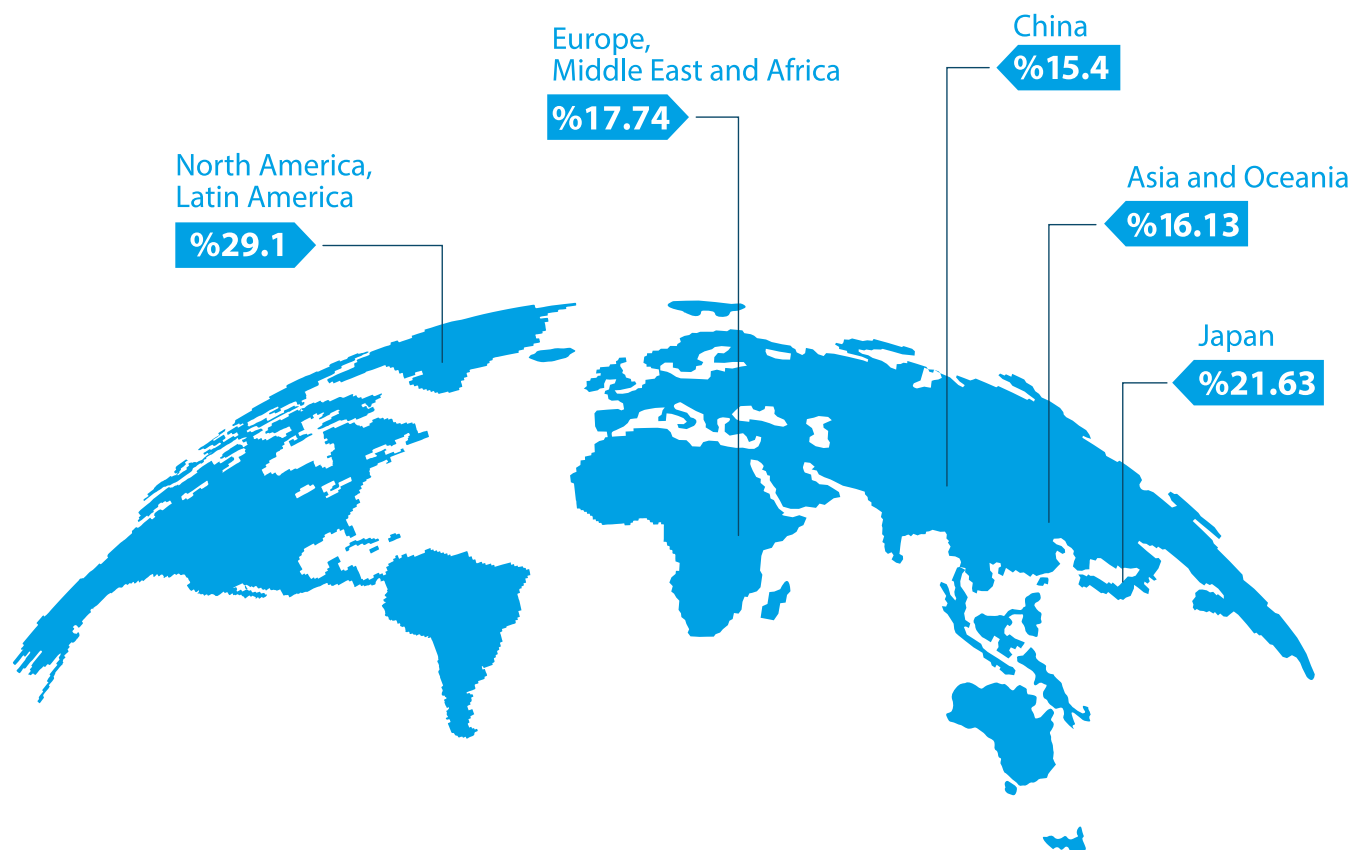
**292** Subsidiaries

**22.4** Billion \$ Sales  
(FY2018)

**76,484** Employees



## Consolidated Sales by region **FY2018**



## Air Conditioning/ Refrigeration Equipment

Achieving both comfort and environmental performance to meet all global air conditioning needs.

- Air Purifiers
- Residential Air Conditioners
- Commercial Air Conditioners
- Hot Water and Space Heaters
- Air Conditioning Systems
- Air Filters
- Refrigeration Equipment

## Chemicals

Utilizing the characteristics of Fluorochemicals and contributing to a wide range of fields.

- Automotive Field
- Semiconductor Field
- Information and Telecommunication Field

## Oil Hydraulics, Defense Systems and Electronics

Proprietary technologies at work in a range of industries IT Solutions.

- Machine Tools
- IT Solutions
- In-Home Medical Equipment



90% ■ Air Conditioning/Refrigeration Equipment

8% ■ Chemicals

2% ■ Oil Hydraulics, Defense Systems and Electronics

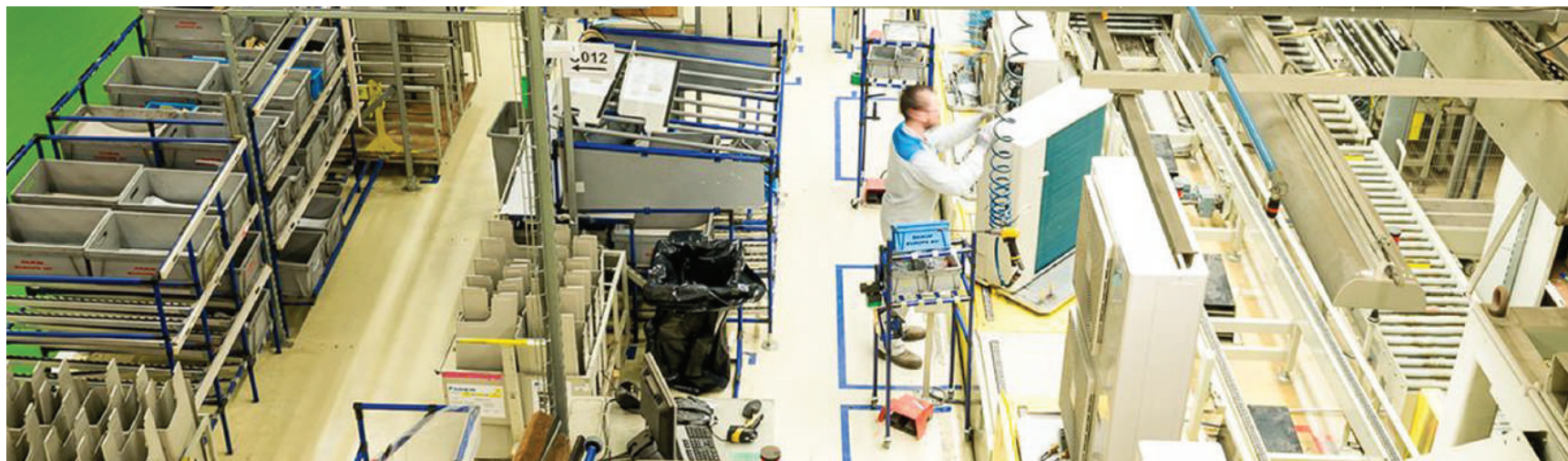


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## Daikin products are used in more than **150 COUNTRIES WORLDWIDE**

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Wherever you are in the world, regardless of region, season or culture, we ensure that your home, office or business gets the highest quality of air and comfort with our top-of-the-line products and total solutions.





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# Product Development Bases **WORLDWIDE**

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Over 100 production bases worldwide to meet a wide range of individual needs and preferences for now and in the future.

OVER  
**100**

WORLDWIDE  
PRODUCTION BASES





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Handle any space anywhere from **10m<sup>2</sup> TO ∞**

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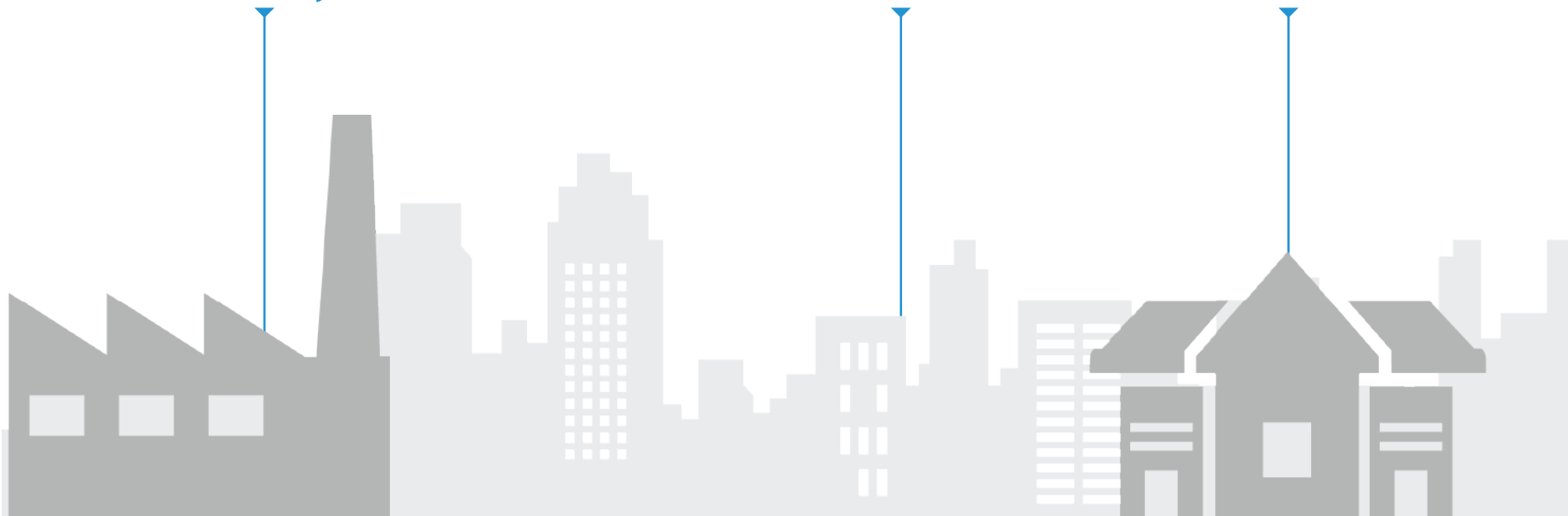
We support all project sizes -

From the smallest villa to the tallest tower

**Factory**

**District**

**Villa**



**Hospital**



**Tower**












**Stadium**




# Product RANGE



50 Hz (46°C OD)


High Ambient

DX Indoor Unit	Indoor Series	Product Picture	Cooling Capacity Class TMBH (Nominal)											
			12	18	20	24	25	28	30	36	40	48	50	60
Wall Mounted	FTKM- PVMK 			●		●		●						
	FTKF-TVK 		●	●										
Ducted Split	FDMRN-AV1K(RE)				●		●		●	●			●	●
	FBQ-RZR 											●		
	FDMF-AVMK 			●		●			●	●				

● R-32 ● Refrigerant R-410A

Higher Capacity DX & Rooftop	Indoor Series	Product Picture	Cooling Capacity Class TMBH (Nominal)								
			60	90	120	150	180	210	240	270	300
Rooftop (Packaged Unit)	UATQ-CGXY1		●	●	●	●	●	●	●		●






VRV IV Air Cooled (HP)	Series	Product Picture	6	8	10	12	14	16	18	20	22	24	26	28	30	32	34	36	38	40	42	44	46	48
Air Cooled Heat Pump	RXYTQ-U7YF			●	●	●	●	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	RXYSQ-TYF		●	●	●	●																		





VRV IV Water Cooled (HP)	Series	Product Picture	8	10	12	14	16	18	20	22	24	26	28	30	32	34	36	38	40	42
Water Cooled Heat Pump & Heat Recovery	RWEYQ-T		●	●	●	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○




● Single Unit ○ Multi Combination

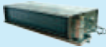





VRV IV Indoor Units	Series	Product Picture	15	20	25	32	40	50	63	71	80	100	125	140	200	250
Cooling Capacity (kW)			1.7	2.2	2.8	3.6	4.5	5.6	7.1	8	9	11.2	14	16	22.4	28
Ceiling Mounted Cassette	FXFQ-BVEB			●	●	●	●	●	●		●	●	●			
	FXZQ-A2VEB		●	●	●	●	●	●								
Concealed Ceiling Unit	FXDQ-A3VEB		●	●	●	●	●	●	●							
	FXSQ-A2VEB		●	●	●	●	●	●	●		●	●	●	●		
	FXMQ-P7VEB9							●	●		●	●	●			
	FXMQ-140PVE							●	●		●	●	●			
	FXMQ-MAVE													●	●	●
Wall Mounted	FXAQ-PVER1						●	●	●							
	FXAQ-PVE			●	●	●										
Ceiling Suspended	FXHQ-AVEB					●			●			●				
	FXUQ-AVEB									●		●				
Floor Standing	FXUQ-P2VEB			●	●	●	●	●	●							
	FXNQ-A2VEB			●	●	●	●	●	●							





Air Cooled Chillers	Product Picture	Cooling Capacity, TR (Nominal)											
		50	100	150	200	250	300	350	400	450	500	550	600
EWAQ-E/F/G (Scroll) 192-49 TR													
EWAD - E /D (Screw) 176-28 TR													
EWAD-C (Screw) 571-184 TR													
EWAD-M 350-184 TR	 												
EWAD-MZ 300-80 TR													

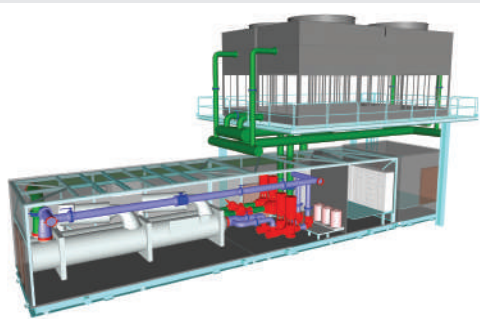
Water Cooled Chillers - Screw	Product Picture	Cooling Capacity, TR (Nominal)													
		50	100	150	200	250	300	350	400	450	500	550	600	650	750
EWWD-G 171-46 TR															
EWWD-B 617-108 TR															
EWWD-VZ 550-100 TR	 														

Water Cooled Centrifugal Chillers	Product Picture	Cooling Capacity, TR (Nominal)																
		200	400	600	800	1000	1200	1400	1600	1800	2000	2200	2400	2600	2800	3000	3200	
WMC (Magnetic Bearing) 400-100 TR																		
WSC 1250-200 TR																		
WTS 1500-1200 TR																		
WTC 1600-1200 TR																		
WDC 2500-400 TR																		
WCC2700-1200 TR																		
WCT 3000-2500 TR																		

Chilled Water Fan Coil Units	Product Picture CFM	200	300	400	500	600	700	800	900	1000	1200	1400	1600	1800	2000	2500	3000	4000	4600
FWW-DA																			
FWW-C / F / H																			
FUW																			
FWC-FD																			
FUD																			
FWE																			

Air Handling Units	Product Picture CFM	300	650	1000	5000	10000	15000	20000	25000	30000	35000	40000	50000	53000	60000	70000	80000	83000
D-AHU																		
DDM-AHU																		

● Refrigerant R134-a ● Refrigerant R410-A



## Modular Chiller Plant

The MCP combines a chiller, cooling tower, pumps and piping in a factory engineered factory assembled package including commissioning and after sales support. This innovative system is the ideal alternative to site-built central plants when an owner desires a factory engineered solution and when space or construction schedules are critical constraints.

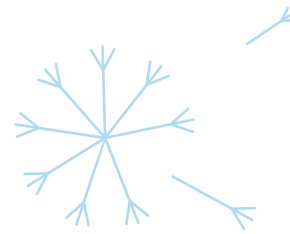




# The core facility for DAIKIN TECHNOLOGY



The Technology and Innovation Center (TIC) aims to create new value based on the world's best technologies and highly differentiated products. For this reason, people of diverse backgrounds gather across the national borders from inside and outside the company to consolidate their strengths and passion in making TIC a venue for facing the challenge of realizing collaborative innovation.





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## Invest **IN** Innovation & **NEW TECHNOLOGIES**

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Home to over 700 engineers working under the concept of bringing together people and technologies from around the world for Daikin style collaborative creation.



Zero-emission building



Daikin Group's core facility for global innovation and development



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People-Centered Management  
76,484 people supporting **YOU**

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## Daikin - **THE FACTORY OF THE FUTURE AWARD**

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The Factory of the Future award is presented by "Made Different", a joint organisation that promotes the future of manufacturing in Belgium.

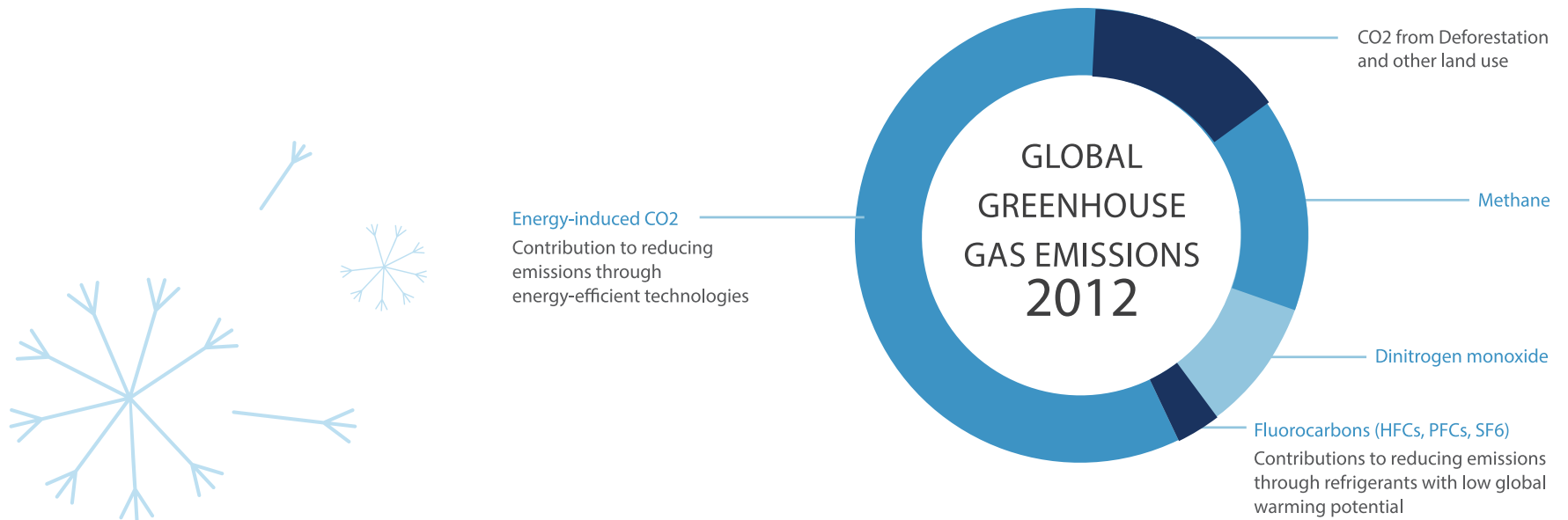


# Environmental VISION 2050

Daikin formulated Environmental vision 2050, the aim of which is to contribute to solving increasingly serious global environmental problems over the long term. With the aim of reducing to zero the CO<sub>2</sub> emissions caused by our business activities and our products and services, we set targets and implement measures every five years under our fusion strategic management plans. We will reduce the CO<sub>2</sub> emissions generated throughout the entire life cycle of our products.

Furthermore, we will create solutions that link society and customers as we work with stakeholders to reduce CO<sub>2</sub> emissions to zero.

Using IoT and AI and open solutions, we will meet the world's needs for air solutions by providing safe and healthy air environments while at the same time contributing to solving global environmental problems.

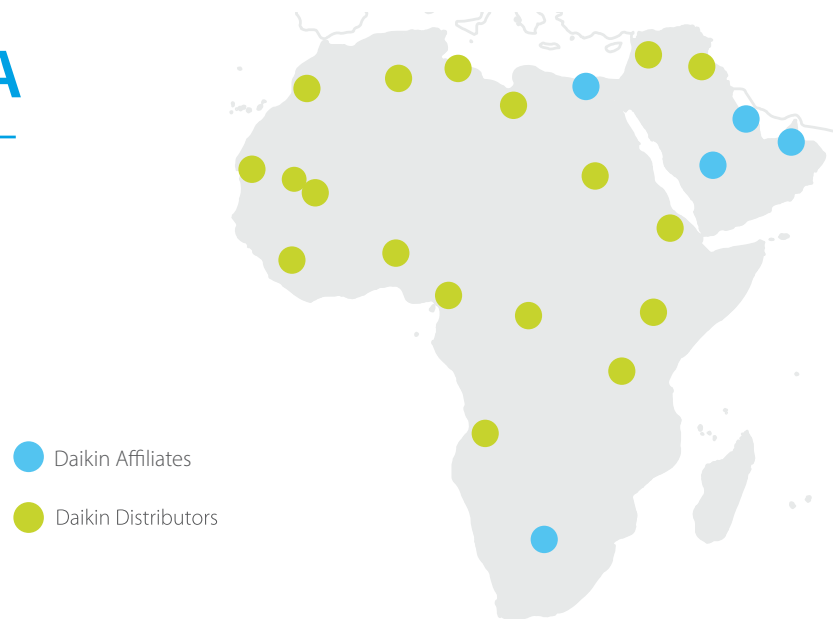




## Daikin MIDDLE EAST & AFRICA

### CORPORATE DATA (as of 2019)

Company name	▶ Daikin Middle East & Africa FZE
Head office	▶ Dubai – UAE
Chairman	▶ Mr. Yuji Miyata
# Employees	▶ ~ 400
Daikin Direct Presence	▶ 4
Daikin Distributors & Dealers	▶ ~ 100 +



## Service **CAPABILITIES**



Training and Development



Spare Parts Inventory



24/7 Support



Skilled Applied Products  
Technicians

### **SERVICES OFFERED:**

Annual Maintenance Agreements-Repairs & Overhauls

- Onsite repairs
- Compressor rebuilding of Various Types
- Upgrades

### **SPECIAL SERVICES- NDT:**

- VRV Project Management
- Training & Development
- Spare Parts Support





## Daikin ACADEMY



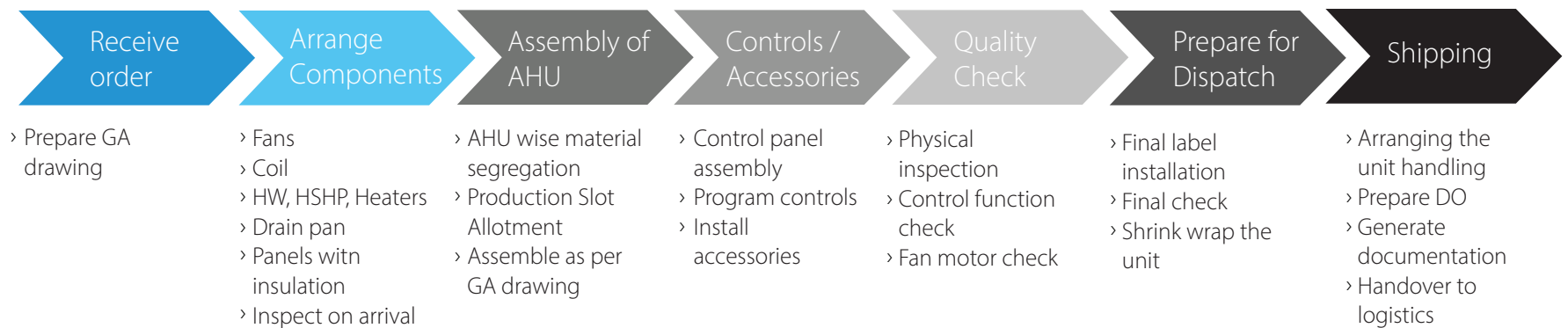
At our fully operational Regional Training Academy, the cumulative growth of all group members serve as the foundation for the group's development, in line with the Daikin Group Philosophy.



# AHU FACTORY



## General Process





## Daikin HONORS

### Overall CSR (Including SRI)

#### Daikin Industries, Ltd.

- Chosen for inclusion in the Morningstar Socially Responsible Investment Index



- Chosen for inclusion in the MSCI Japan ESG Select Leaders Index



- Chosen for inclusion in the MSCI Japan Empowering Women Index (WIN)
- Daikin's Sustainability Report 2017 won the Review Board Special Award of Excellence in the Environmental Communication Awards.
- Won the Best IR Award as selected by the Japan Investor Relations Association

#### Daikin Middle East and Africa FZE

- Was awarded the Dubai Chamber CSR Label by the Dubai Chamber of Commerce and Industry for two years in a row



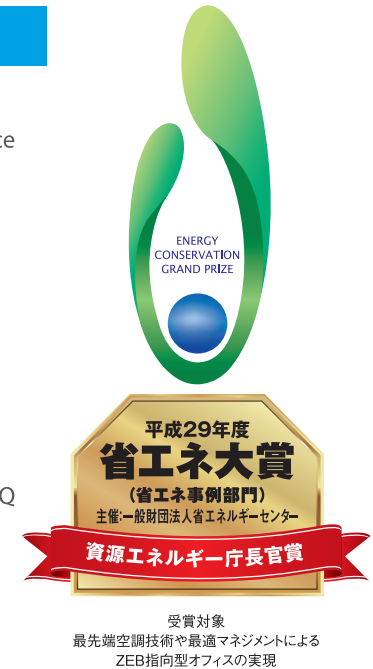
#### Daikin (China) Investment Co., Ltd.

- Won the Sustainable Best Practices Award from the Shanghai Daily

### Environmental Honors

#### Daikin Industries, Ltd.

- Received a rating of "A-" in climate performance by the Carbon Disclosure Project (CDP), an international NGO
- FY 2017 Energy Conservation Grand Prize
- Received the Director-General Prize of Agency for Natural Resources and Energy, for achieving a ZEB-type office using state-of-the-art air conditioning technologies and optimal management
- Received the Chairman Prize of Energy Conservation Center, Japan (ECCJ) for the VRV Q Series for replacement use
- Received the Chairman Prize of Energy Conservation Center, Japan (ECCJ) for the HEXAGON Force air-cooled heat-pump modular chiller



#### Daikin Airconditioning India Pvt. Ltd.

- Received the Most Energy Efficient Air Conditioners Award from the Government of India

#### Goodman Global Group, Inc.

- Earned LEED Gold certification for office buildings in DTPP under the LEED green building certification system





## Human Resource Honors

### Daikin Industries, Ltd.

- Granted Nadeshiko Brand designation for the fifth time, and the fourth consecutive year, by the Ministry of Economy, Trade and Industry
- Awarded the highest level of certification (L-boshi certification) from Japan's Ministry of Health, Labor and Welfare for being a company that shows excellence in promoting the talents of women in the workplace
- Awarded the highest rating, 5 stars, in the NIKKEI Smart Work survey conducted by Nikkei Inc., which assesses companies based on the adoption of diverse, flexible work practices



### Daikin (China) Investment Co., Ltd.

- Won the China Model Human Resources Hiring Company Prize in awards sponsored by 51job, China's leading human resource solutions provider

### Daikin Compressor Industries, Ltd.

- Received a Prime Minister's Industry Award (Safety Management category) from Thailand's Ministry of Industry

### Daikin Malaysia Sdn. Bhd.

- Won a Gold Class 1 Award from the Malaysian Society for Occupational Safety and Health (MSOSH)

### Daikin Applied (UK)

- Awarded Gold level in the Better Health at Work Awards

## Honors for Customer Satisfaction

### Daikin Industries, Ltd.

- Daikin's risora residential air conditioner won a iF Design Award and a Good Design Award
- The cocotas multi-cassette-type air conditioner for small spaces was selected a Good Design Best 100 in the Good Design Awards
- Won an Award of Excellence in the Service and Hospitality Awards sponsored by the Japan Institute of Information Technology (JIIT)
- For the third consecutive year, received the Directors Award in the Corporate Telephone Answering Contest sponsored by the Japan Telecom Users Association (JTUA). First company in the manufacturing industry to be selected a Gold Ranked Company





## Local AWARDS

Manufacturer of the Year



■ DX ■ VRV ■ Chillers

Innovative Manufacturer  
of the Year



■ Standalone DX ■ VRF ■ Chillers

UAE Retrofit Tech Awards



Best Innovation in HVAC (2018)

Oman Most Trusted  
Brand Awards

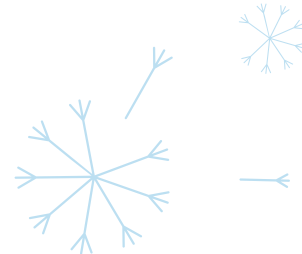


2017 - 2018 - 2019

Green Building Product of the  
Year – Energy Management



■ Split Inverter (2017) ■ VRV System (2018)



# Compliance and **REGULATIONS**

Daikin adheres to national regulations and follow the internationally recognized certification programs.



Independently Tested by

**Intertek**









# Corporate Social RESPONSIBILITY

Daikin has grown rapidly as a global corporate group. This expansion has brought with it greater demands from society and a need for greater Corporate Social Responsibility (CSR).

## Our view of CSR

CSR helps us to fulfil our social responsibilities in all our relationships with our stakeholders, worldwide. It raises our corporate value and contributes to society's sustainable development. We will contribute to society via our business activities, based on legal compliance and ethics. We will be highly sensitive to the needs of every region while we make our contribution to society. We will make CSR a continuous and integral part of our business activities so that they contribute to better business performance. Our CSR activities will always be carried out through open, two-way communication with society and will ensure that we are always accountable for, and transparent in, everything we do.

## Key CSR themes

Four key themes have been defined for the value we provide:

- **The environment**
- **Customer satisfaction**
- **New value creation**
- **Human resources**

We have established five CSR themes fundamental to our business activities:

- **Corporate governance**
- **Supply chain management**
- **Respect for human rights**
- **Stakeholder engagement**
- **Communities**

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## Daikin PRESENCE

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### **Daikin Air Conditioning and Solutions LLC**

Abu Dhabi

P.O. Box 41707, 4th Floor, Unit 401, Tala Tower, Marina Square, Reem Island,  
Abu Dhabi, U.A.E

Tel: +971 2 651 8000, Fax: +971 2 676 8840

**Website: [www.daikinuae.com](http://www.daikinuae.com)**

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### **Daikin Air Conditioning Saudi Arabia LLC**

**Riyadh**

P.O box 14949 Riyadh 11434, Riyadh - King Abdul Aziz Road - Al Sahafa Area

Tel: +966 11 510 8500

**Website: [www.daikin-ksa.com](http://www.daikin-ksa.com)**

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### **Daikin Air Conditioning Egypt S.A.E.**

**Cairo**

Maddi Nile Corniche, in front of Water Police Club, the tower of Foreign  
countries Workers/286029, Post Code 11728

Tel : +20 2 25263164

**Website: [www.daikinegypt.com](http://www.daikinegypt.com)**

### **Daikin Airconditioning LLC**

Service and Part Center

Warehouse no 2, Plot 364-216.

Al Shaikh Ahmed Bin Rashid Al Maktoum Warehouse

Al Quoz Industrial area 1, Dubai

Tel: +971 04-4199700, 600546641

Service Email: [service@daikinmea.com](mailto:service@daikinmea.com)

Parts Email: [parts@daikinmea.com](mailto:parts@daikinmea.com)

Technical Info: [techresponse@daikinmea.com](mailto:techresponse@daikinmea.com)

Warranty Email: [warranty@daikinmea.com](mailto:warranty@daikinmea.com)



## DAIKIN MIDDLE EAST AND AFRICA FZE

### Head Office

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Dubai, United Arab Emirates

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[www.daikinmea.com](http://www.daikinmea.com)



Daikin Middle East and Africa