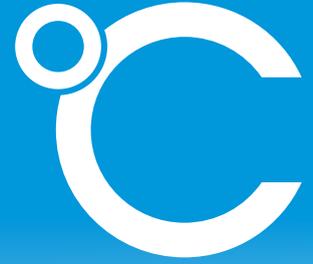




THE NEWSLETTER
FROM DAIKIN REEFER
AUTUMN 2023



DEGREE CELSIUS

DAIKIN REEFER GOES FROM STRENGTH TO STRENGTH

Welcome

From Kenji Takata, Director of Daikin Reefer Sales Division

Welcome to the Daikin Reefer Autumn newsletter. Our team is having a busy and exciting year and we have much to update you on.

Reefer trade resilience

Despite the challenges of 2022 for the wider reefer trade, Daikin Reefer enjoyed a successful year. 2023 has seen good trade recovery, due to several strong economic factors: steady demand for perishable produce from a growing world population and the recovery of Asian economies post-pandemic, in particular China. According to shipping consultants Drewry, reefer container rates will continue to outperform dry cargo, despite the reefer seaborne trade slow-down in 2022. Containerised reefer trade is forecast to grow at 2.3%, which will outpace wider container shipping cargo demand. And with a projected annual growth of 3.6% for containerised reefer trade through to 2027, the market outlook is positive and robust.*

Daikin's environmental vision and commitment

With our industry focused on zero emission, sustainable manufacturing, zero-waste and refrigerants, we are pleased to update you on our progress in delivering our Fusion 25 strategic management plan, a core component of our Environmental Vision 2050. In particular, the choice and use of refrigerants is key, and our team has been doing extensive research into and evaluation of refrigerant options for now and the future.

Accelerating our global Training programme

This year has seen a significant increase in the number of on-site training sessions our team have delivered or will deliver: sessions are scheduled to take place in more than 80 locations across 50 countries and will be conducted

in English, Chinese, Spanish, French, Portuguese and Japanese in Brazil, the USA, Europe, China, India, Australia, New Zealand and many more countries. In the first half of 2023, we have led Training sessions in 40 locations across 23 countries, including Singapore, Kenya and Nicaragua. Unique in its scope and coverage, our Training programme puts our customers and partners first, and we strive to deliver training when and where it is needed.

Daikin's DRS hosts customer visits

We were delighted to welcome delegations from CMA CGM and ONE to Daikin Refrigeration Suzhou (DRS) factory earlier this year. The teams saw our production lines and quality procedures at first hand and learned about our sustainable manufacturing practices. Such visits are important for us as we get to spend time with our customers. We also welcomed the team from CAI to our Technology and Innovation Centre (TIC) where they viewed some of Daikin's latest technology developments and R&D initiatives.

Daikin Active CA converts Thai mango exports from air to sea

Our collaboration with Thai mango shipper SWIFT Co. Ltd and CMA CGM on static and live trial shipments of two varieties of popular mangoes from Thailand to Korea and Japan has been a particular highlight. Renowned for their short shelf life, both mangoes have traditionally been exported via costly air freight. Now, Daikin Active CA has successfully converted these mango exports from air to sea – despite the challenging external ambient conditions in Thailand. This is an exciting development for shippers and creates opportunities to reach new markets with such perishable produce.

Daikin Reefer team touch down in Kenya for key trade events

Our team recently spent time in Kenya at two major events in the perishable industry calendar: the International Avocado Congress and the International Floriculture Trade Expo. Kenya is an increasingly important avocado producer and we welcomed many visitors to our stand who were interested to find out more about the benefits of Daikin Active CA for the safe and effective transportation of avocados. Kenya's floriculture market continues to boom and our CA is already the preferred choice for shippers of cut-flowers due to its precise atmosphere management. Our team's visit to Kenya was an opportunity to highlight the unique technological advantages that Daikin Active CA offers both avocado and cut-flower exporters and shippers.

Customers embrace the benefits of Daikin Active CA

We bring you news of two long-standing customers of Daikin Reefer: Royal Arctic Lines and Hapag Lloyd. Royal Arctic Line provides essential sea cargo transportation services to and from Greenland in often extreme weather conditions. RAL uses Daikin ZeSTIA units to ensure vital supplies arrive and leave the country, safe in the knowledge that Daikin's equipment offers reliability and durability. Hapag Lloyd placed their biggest order to date for our ZeSTIA units in 2023, and our almost two-decade long business relationship goes from strength to strength.

Daikin HQ – a new home for our teams

We moved into our new building in November 2022 and are settling in well! With its open-plan floor space and collaborative working areas, our teams enjoy their working spaces which are specifically designed to encourage innovation. If you are in the Osaka area, come and visit us! We hope you enjoy this edition of our newsletter – as ever, do please let us know if you have a story you would like us to feature.



Kenji Takata, Director of Daikin Reefer Sales Division

*source – Drewry Reefer Shipping Annual Review and Forecast

Environment

Daikin's environmental vision and commitment

With the wider refrigerated transport industry focused on zero emission, sustainable manufacturing, zero-waste and refrigerants, the Daikin Reefer team has been working on solutions that fit this new era. There is much debate and discussion today on issues such as the European Chemicals Agency PFAS (per- and polyfluoroalkyl substances) restrictions, Fgas (fluorinated gas) regulations and the International Maritime Organisation's Strategy on Reduction of Greenhouse Gases from Ships.

Daikin established its Environmental Vision 2050 in 2018 to set out its target of reducing greenhouse gas emissions to net zero by 2050.

"We will reduce the greenhouse gas emissions generated throughout the entire lifecycle of our products. Furthermore, we are committed to creating solutions that link society and customers as we work with stakeholders to reduce greenhouse gas emissions to net zero"

As the only company in the world that manufactures both equipment and refrigerants, Daikin is committed to using environmental technologies to provide products and services that contribute to a sustainable society. "Challenge to Achieve Carbon Neutrality" is a core component of Daikin's Fusion 25 strategic management plan. Fusion 25 sets out

Daikin's specific targets to offer new value for the environment, resolve environmental and social issues and make contributions to a sustainable society whilst achieving business growth. Daikin has made much progress to date in delivering Fusion 25: firstly, Daikin's DRS factory has introduced many energy-saving measures and is on track to deliver a zero-CO2 emission production line by 2030. The entire production process is now as smart and efficient as possible, ensuring parts are reused and less parts are shipped, thereby delivering better end-to-end parts efficiency. Secondly, Daikin Reefer's Life Cycle Assessment has been introduced to assess the total environmental impact of a reefer unit throughout its complete life cycle, from production through to transportation through to its servicing and ultimate scrapping or disposal.

In recognition of Daikin's progress in delivering environmentally-friendly technologies and practices, Daikin was included in CDP's 2021 "A List" as those companies that stand out for their innovation and climate change initiatives. CDP is an international environmental non-profit organisation that collects, analyses and evaluates the environmental impact of major global companies, selecting those companies that stand out for their innovation and climate change initiatives.

The single most important environmental issue and biggest challenge is the choice and use of refrigerants. As a refrigerant producer, Daikin has the in-house knowledge and expertise to evaluate the industry and set out sustainable solutions and is ideally positioned to lead the way on the choice and

use of refrigerants for both now and the future. The refrigerated transportation industry is assessing the future of refrigerants that are currently being used, together with identifying possible alternative options for sustainable refrigerant solutions that will reduce environmental impact, but remain compliant with both current and any future regulations.

Daikin Reefer has long been evaluating refrigerant options, and uses the following evaluation index when selecting refrigerants:

- Safety
- Energy Efficiency
- Environmental Impact
- Cost-Effectiveness

The two commonplace refrigerants in the refrigerated transport industry today are R-134a and R452a.

There is much discussion on replacing these refrigerants with R-1234yf. R-1234yf is a much more reactive refrigerant with advanced environmental properties, making it the obvious choice for delivering sustainability. Daikin has long supported the use of R-1234yf, deeming it to be the most well-balanced refrigerant, a view set out in its Policy Paper on R-1234yf.

"With so many challenges ahead, Daikin Reefer's work to deliver sustainable and environmentally-efficient technologies is central to everything we now do" commented Kenji Takata, Director of Daikin Reefer Sales Division. "Our commitment to delivering sustainable practices and technologies is absolute and we will continue to update our customers and the wider industry on our efforts in meeting the targets we have set ourselves to achieve net-zero emissions by 2050".



CA Update

Daikin Active CA successfully converts Thai mango shipments from air to sea

Daikin's controlled atmosphere (CA) technology proves that conversion from air to sea is possible for delicate Thai mango varieties

Daikin Reefer has been working in collaboration with a Thai mango shipper SWIFT Co. Ltd and CMA CGM on both static and live trial shipments using Daikin Active CA technology to transport Nam Doc Mai (Honey) and Mahachanok (Rainbow) mangoes from Thailand to Korea and Japan.

These two mango varieties are renowned for their short shelf life and require precise atmospheric transportation conditions and for this reason, almost 100% of all Thai mango exports have until recently been undertaken using costly air freight.

Nam Doc Mai is the most famous and popular variety of mango in Thailand, renowned for its unique shape and thin, pale and yellow skin. It has a sweet yet mild flavour with very juicy and totally fibreless flesh. Mahachanok mangoes also have a very distinctive shape with a thick, smooth skin. Their flesh is almost fibreless and consumers enjoy their intense sweetness and buttery flavour.

The initial static trial was conducted for both mango varieties in order to simulate a typical sea voyage using a 20ft container fitted with Daikin Active CA (controlled atmosphere). Mangoes at varying levels of maturity (ripeness) were 'shipped' over 15 days using the static CA container in the shipper's factory.

The static trial outturn was very good. Daikin Active CA technology with its customized control logic provided the precise atmosphere management needed to preserve the shelf-life of the mangoes, ensuring high-quality cargo outturn and proving that

a switch in transport mode from air to sea is now possible. Ocean shipping generates considerably fewer greenhouse gases than air freight, has a smaller carbon footprint and is far less costly – all considerable benefits of switching mode from air to sea.

The decision was then made to move forward with a live trial shipment of in-season Mahachanok mangoes using a container provided by CMA CGM and fitted with Daikin Active CA. The CLIMACTIVE container was shipped on CNC service, the Intra-Asia brand and subsidiary of the CMA CGM Group.

Transporting delicate perishable cargo via ocean transit differs considerably to air freight transportation. Particular post-harvest handling methods are required for ocean transit, including pre-cooling, packaging and correct stowage and the Daikin Reefer team was on hand to provide advice to the shipper. Ambient temperatures in Thailand can exceed 40°C, creating challenging conditions for loading perishable produce into containers: the shipper's cold store facilities were designed specifically to support air-freight transportation and the absence of container cold tunnel loading facilities made the loading conditions for the mangoes much more challenging.

The benefit of Daikin Active CA's control logic in continually fine-tuning both temperature and atmospheric composition inside the container meant that despite the challenging external ambient conditions, the mangoes arrived in good condition.

Following the success of the first live trial shipment, a second live trial shipment was also conducted to fine-tune the expected ripeness of the mangoes upon arrival.

"We were delighted with the results of the live trial shipments" commented Mr. Julian Carburaru of CMA CGM. "Mangoes are a popular tropical fruit and their consumption is increasing. The ability to transport them via sea rather than air thanks to our CLIMACTIVE means that new and distant markets can be reached".

"These successful trials now create exciting opportunities for shippers"

commented Mr. Goh Ah Huat, General Manager, Global Marketing & Service, Reefer Department at Daikin Reefer. "Daikin CA technology has once more successfully proven that it is possible to switch mode from air to sea for perishable cargoes that previously could only be transported via costly air freight. Our technology preserved the freshness, ripeness and value of the mangoes" he concluded.



The mangoes were loaded onto a CLIMACTIVE container fitted with Daikin Active CA

CA Update

Daikin Reefer team attend key perishable industry events in Kenya, an important global producer of perishable produce

The 2nd International Avocado Congress took place in Nairobi in early June this year. This event is the largest of its type in Africa and brings together stakeholders from the global avocado sector who have an interest in the African market. Now in its second year, the event provides a platform to stimulate trade, understand relevant technology and share knowledge.

Kenya is now regarded as one of the leading avocado producers in the world and has seen very strong growth in its exports. Its production has doubled in the last five years and it is now the sixth-largest avocado producer in the world, after Mexico, Columbia, Peru, the Dominican Republic and Indonesia*.

With a planted area of nearly 26,000 hectares and a production of 417,000 metric tonnes in 2021, this East African nation exports roughly 23% of its total production and now accounts for 82% of all East African avocado exports**. In the 2020 season, Kenya overtook South Africa to become the continent's largest exporter of avocados, and its main export markets are Europe and increasingly, the Middle East and Asia, in particular China, after a protocol was finalised in 2019 granting Kenya access to this important market. This was a major step forward in exporting Kenyan avocados to China.

Kenya has increased its exports of avocados by 15% between 2012 and 2022 and is now close to exporting 2 million metric tonnes of avocados each year***. Kenya also aims to double its avocado exports in the next five years to meet increasing international demand****.

Kenya's neighbours Uganda and Tanzania are also producing avocados and Kenya has become a gateway for their exports too, driving further growth.

The Daikin team took part in the congress and welcomed lots of booth visits from avocado exporters

- all interested to find out more about the benefits of Daikin Active CA for the safe and effective transportation of their perishable produce by sea. Mr. Goh Ah Huat, General Manager, Global Marketing & Service, Reefer Department at Daikin Reefer, also gave a presentation to congress on Daikin Active CA technology. The presentation was very well received and the Daikin team was on hand to answer the many questions that arose.



Mr. Goh Ah Huat addresses the congress on the benefits of Daikin Active CA

Despite Kenya's rapid rise as an avocado producer and exporter, there is still work to do to ensure adequate infrastructure is in place to support post-harvest processes such as pre-cooling. One of the major and most important benefits of Daikin Active CA is the customised control logic which can flush out unwanted gases such as ethylene and CO2 far more efficiently than passive systems. It is also well-known in the shipper community that Daikin Active CA VPSA technology delivers precise management of the conditions inside the shipping container, injecting moist, rich nitrogen and not the dry nitrogen that membrane technology-based systems use. "Membrane technology is not considered favourable for horticultural products".

**** Source – Farmers Review Africa
 ***** Source – Mordor Intelligence
 ***** Source – Mordor Intelligence

"We are really happy with Daikin's in-depth knowledge of controlled atmosphere, and I am confident that Daikin Active CA will safeguard our avocado shipments, ensuring precise atmospheric conditions and preserving this valuable fruit during its often very long sea journeys"

said Mr. Abdurahman Harir of HARIR INTERNATIONAL LTD.

Following a busy time at the Avocado Congress, the Daikin team moved onto the International Floriculture Trade Expo, which attracted nearly 200 cut-flower growers and suppliers. Kenya grows a diverse range of flowers, and is emerging as a strong competitor to



Daikin Team met CMA CGM and CLASSIC JAPAN team during IFTEX show



the global leader, Columbia. The Kenya floriculture market is well-developed and is estimated to be worth USD\$1.4 billion in 2023*****. Kenya's flowers are exported to over 60 nations and it is the leading exporter of cut-roses to the European Union, with a total cut-roses export value of USD \$550million in 2021.*****

Daikin Active CA is the preferred choice for shippers of cut-flowers due to its precise atmosphere management that ensures humidity retention, vital for maintaining the freshness of cut flowers. Daikin Active CA uses customised control logic that continually monitors and fine-tunes both temperature and atmospheric composition inside the container – cargo respiration is controlled, oxygen content is reduced and humidity is preserved.

"Our time in Kenya was very successful" commented Mr. Goh Ah Huat. "Our Daikin Active CA offers unique technological advantages for Kenya's avocado and cut-flower exporters and the shippers that transport their valuable perishable produce around the world to meet increasing demand" he concluded.



Daikin Team welcomed many visitors to the Daikin booth

*Source – Science Direct
 **Source – East Fruit magazine
 *** Source – FreshFruitPortal

Customer Updates



Royal Arctic Line opt for Daikin's ZeSTIA units to keep Greenland supplied with perishable cargo

Royal Arctic Line A/S (RAL) was founded in 1993 and it is wholly owned by the Government of Greenland.

RAL has an exclusive concession for the transportation of all sea cargo to and from Greenland and between the Greenlandic towns and settlements. RAL's 11 vessels are designed for the Arctic conditions and RAL handle operations in the 13 biggest harbours in Greenland, and is Greenland's lifeline, ensuring supplies to the entire country, while carrying fish caught in seas around Greenland for export.

For half of the year, the northern parts of Greenland are completely icebound and it is therefore essential that these supplies are delivered before the onset of winter and in perfect condition. Even during the summer months, the North Atlantic Ocean is a treacherous place and in winter the conditions are atrocious.

But for RAL, the transport of these vital supplies must continue, no matter what the weather. It is therefore critical for RAL that it can rely on its equipment to function reliably in these arduous conditions and consume minimal amounts of power both at sea and on land.

Back in 2002, RAL became Daikin's first customer in Europe to take delivery of Daikin's LXE10E container refrigeration machine. In 2012, RAL took delivery of its first ZeSTIA reefer units, making RAL ZeSTIA's first European client too.

At the time in 2012, Esben Jakobsen, Equipment Manager at RAL commented: "We chose Daikin's ZeSTIA simply because we expect the same high durability as with the Daikin LXE10 units. The lower power consumption of ZeSTIA is very important for us to reduce our CO2 emissions and operational costs".

Since then, RAL has continued to add ZeSTIA to their reefer fleet, most recently through a batch of 20' reefers leased through leasing company Seaco. Esben is still heading the Equipment Department, assisted amongst others by the Technical Manager, Jens Nielsen. Both have vast experience with the specific challenges posed by the Arctic environment

in relation to equipment. More than 27 years employment with RAL, indicates a strong sense of loyalty.

This is highly respected also in the Japanese culture. You know what you are talking about.

We asked Esben if his expectations from 2012 with ZeSTIA still hold true: "What we can say is that our M&R statistics show that we have had 0 warranty claims on these units, and that the general maintenance costs are a fraction compared to units of a similar age".

Daikin Reefer is proud to receive such feedback on the record of the Daikin ZeSTIA unit. "It encourages us to try even harder, to maintain focus on reliability while we develop the next generation of reefer units", says Kenji Takata, Director of Daikin Reefer Sales Division.



Esben Jakobsen, Equipment manager at Royal Arctic in front of a Daikin ZeSTIA

"We care. We move. We deliver."- these are the corporate values of Hapag Lloyd

Daikin Reefer has delivered reefer units to Hapag Lloyd for almost two decades, which confirms that Hapag Lloyd values its long-term relationships with trusted suppliers. "We are pleased and enjoy being a regular supplier to Hapag Lloyd" says Kenji Takata, "as they constantly challenge us to move forward".

This year, Daikin Reefer received their largest order from Hapag Lloyd to date, a result to be proud of. Pride and loyalty, passion and perseverance are all components of Daikin Group's grounding philosophy, and this is recognized and valued by Hapag Lloyd.

"Total Cost of Ownership is a major part of our evaluations. When reliability is high, it makes it easier for us to make the right choices. Renewing our reefer container fleet demonstrates our commitment to reefer container customers, and by choosing these Daikin ZeSTIA units being an energy efficient unit, we continue to improve Hapag Lloyd's environmental footprint at the same time", says Christian Halgmann, Director Container Procurement.

"We deliver" – is a Hapag Lloyd value, and part of Daikin's mission is to design reliable and innovative products and solutions to improve people's health and well-being, while reducing the environmental impact of heating and cooling. Providing units with accurate temperature control for everything from pharma to foodstuffs contributes to this mission.

Hapag Lloyd's Sustainability Policy "expresses current and future commitment to protect the environment, provide the highest service quality, care for employees' health and safety, and ensure satisfactory return on capital". "We see the Daikin ZeSTIA as a good match" says Andrea Schöning, Senior Director Container Steering.

Hapag-Lloyd is an innovative company within the global container liner shipping industry, whose goal it is to operate the entire fleet in a climate-neutral manner by 2045. "We at Daikin will do our utmost to be part of this onward journey" says Shin Furuta, President of Daikin Reefer.



Andrea Schöning, Senior Director Container Steering, Christian Halgmann Director Container Procurement & Frank Nachbar, Director Global Container Service, Hapag-Lloyd AG in front of a Daikin ZeSTIA unit

Customer Updates

Daikin welcomes customers to its Daikin Refrigeration Suzhou (DRS) factory

It has been a busy year for the team at the Daikin Refrigeration Suzhou (DRS) factory in China, as we have welcomed customers for visits.

Our editorial team bring you the highlights of these customer visits in this article.

CMA CGM team praise Daikin's sustainable manufacturing practices

Daikin was pleased to welcome a delegation from CMA CGM to its Daikin Refrigeration Suzhou (DRS) factory earlier this year in April.

Mr. Fabien Gresy-Aveline, VP Container Fleet & Inland Transportation Solutions, led the delegation from CMA CGM that included team members from Singapore, China and Korea. This was CMA CGM's first visit to Daikin's reefer manufacturing factory.



The CMA CGM and Daikin teams at DRS in April 2023

During the factory tour, the CMA CGM team saw first-hand how Daikin is able to deliver such high-quality and robust machines thanks to its detailed production and inspection procedures. "We are really impressed with the entire end-to-end manufacturing and inspection process" commented Mr. Gresy-Aveline.

The Daikin presentation detailed the important work taking place to achieve carbon neutrality by 2030, including the measures to save water, minimise use of electricity and the installation of solar panels as an alternative source of power.

Other important technical issues relating to Daikin's ongoing programme of sustainable reefer development were discussed. The Daikin Reefer team explained how it closely monitors the ongoing regulatory situation with refrigerants as alternatives are sought for the reefer container industry.

Daikin's telematics approach was discussed together with the continuing programme to deliver reefer monitoring solutions that will gather and monitor data from independent 3rd party devices and interface with Daikin's equipment.

Mr. Gresy-Aveline expressed his thanks on behalf of the CMA CGM team, and encouraged Daikin to work harder on their energy consumption reduction to help the shipping industry reach its ambitious target to reduce carbon footprint.

Ocean Network Express (ONE) impressed by Daikin's environmental initiatives

Ocean Network Express (China) were at Daikin Refrigeration Suzhou (DRS) factory in February this year for a team meeting and a factory tour.

The factory tour highlighted the meticulous organisation of the DRS production line and the bright and pleasant working conditions enjoyed by both the day and night production shift teams. The Daikin team updated their ONE colleagues on the implementation of several environmental initiatives designed to drive sustainable manufacturing practices, including measures introduced to conserve energy.

Director & Vice President of ONE (China), Takuo Tsukada, shared his thoughts on the visit. "ONE thrives under severe challenges, surpassing conventional expectations. While its core focus remains ocean transportation, the scope extends to delivering cargo via rail and truck services, wherein reefer containers confront and conquer formidable adversaries of heat, cold, vibration and seawater.

During our visit to DRS, I was struck by how many goals and aspirations ONE and Daikin have in common, despite our different industrial backgrounds.

Our visit to DRS has energized and motivated the ONE (China) team, inspiring the pursuit of new

projects and initiatives with the ultimate aim of developing resilient reefer units to combat the menace of food loss. The unwavering dedication of the team at DRS has further reinforced our belief that we can achieve this ambitious goal.

I strongly recommend that my ONE colleagues also visit DRS as I know they will be as impressed and inspired as we were. Most notably the excellent range of inspection equipment, especially the vibration test apparatus, really impressed us. ONE extends its heartfelt appreciation to Daikin for orchestrating this excellent factory tour.

As Daikin and ONE (China) join forces, they forge ahead, shaping a sustainable future. The strong partnership between our two organisations will allow us to achieve much together, and we look forward to Daikin's continued technological innovation as well

as its unparalleled service. ONE extends gratitude for the unwavering support received."



The ONE (China) and Daikin team at DRS in February 2023

Daikin's Technology and Innovation Centre team host Lessor CAI International and Mitsubishi HC Capital

Daikin's Technology and Innovation Centre (TIC) in Osaka welcomed CAI International (CAI) and Mitsubishi HC Capital in early May. The visitors had the opportunity to view some of Daikin's latest technology developments and R&D initiatives while learning more about Daikin's strategic management plan named FUSION. FUSION aims to enhance Daikin's strengths in technology and products, as well as maintain and increase its competitive advantage and its contribution to the environment and society.

"Daikin is an important business partner for CAI, and we are grateful to the team for hosting both CAI executives and Mitsubishi HC Capital Logistics Business Department in Osaka", commented Ms. Katherine McCabe, President of CAI.

"Since Daikin is Japan's leading company in the global refrigeration market with innovative technologies, we are thankful to have such a wonderful time with the team at TIC", commented Mr. Toshio Oka, General Manager of Mitsubishi HC Capital Logistics Business Department.

"It is our honour to welcoming CAI and Mitsubishi HC Capital to our Technology and Innovation Centre, and we value partnership and look forward to a continued fruitful relationship," commented Mr. Shin Furuta, President of Daikin Reefer.

CAI was re-established in 2023 as a result of Mitsubishi HC Capital buying CAI in 2021 and merging it with Beacon Intermodal Leasing (Mitsubishi HC Capital group lessor since 2014) to create the world's third-largest container leasing company, with a fleet of 3.5 million TEU. CAI has offices across the globe serving hundreds of the world's leading shipping lines, container operators and logistics providers.

TIC was established in 2015 as the core centre for technology development for the Daikin Group. TIC allows for cross-functional collaboration to generate innovative technologies and products for the Daikin Group that also provide refrigeration solutions to issues affecting society.



The CAI and Daikin team at TIC in May 2023



Training and Service

Daikin Reefer's global Training programme accelerates

As the world finally steps out of the pandemic and countries fully open their borders, Daikin Reefer's global Training programme is accelerating with record numbers of on-site training visits scheduled or completed already in 2023.

When international travel was severely restricted at the height of the pandemic, our on-site and in-person Training programme was suspended and our team focused its efforts solely on delivering online Training. Now, the main focus of our Training programme is once again delivering on-site training, together with customised training programmes to meet specific needs. Online training is also available for those customers when site visits aren't possible.

With a significant increase in the number of Daikin reefer units in the field due to our success in increasing our market share, our global Training team is busier than ever travelling the world to deliver our first-class Training Programme.

Daikin Reefer is proud of its Training programme: it is designed to equip mechanics, engineers and maintenance and repair personnel with product and service expertise, together with wider knowledge of the science of perishable cargo transportation and the benefits of Daikin Active CA (controlled atmosphere). A typical Training session will include both technical and product familiarisation for our LXE and ZeSTIA reefer models, as well as training on our Daikin Active CA. Sessions are attended by staff from Head, Regional and Local offices of our customers, as well as Service Centre teams.

In 2023, Training sessions are scheduled to take place in more than 80 locations across 50 countries and will be conducted in English, Chinese, Spanish, French, Portuguese and Japanese, all led by our expert team of Service and Reefer Care Managers. In January to June this year, more than 600 participants have attended our Training sessions in 40 locations across 23 countries from across the globe, including Singapore, Kenya and Nicaragua. We will also be visiting Brazil, various locations in the USA, Europe, China and India, Australia and New Zealand and many, many more countries before the year is out!

"When I attended a Training session with the Daikin Reefer team, I gained valuable knowledge that will be beneficial when working with Daikin's units"

said Mr. Lewis Chui of Florens Asset Management Company Limited.

Our Training team also runs Touch & Feel (T&F) courses for logistics companies and 2nd hand container traders that provide hands-on introductions to the workings of our reefer container technology, using a mixture of both in-field and theory training. "Our global Training programme is unique in its scope and coverage" commented Mr. Goh Ah Huat, Reefer Department. "We pride ourselves on providing training where and when our customers and partners need it, putting their needs first and foremost".

For more information on our Training programme, please see: <https://www.ref.daikin.com/>



Training has been conducted all over the world. Blue dot: Completed. Yellow dot: On Schedule



Training was conducted by Daikin Reefer's Service Manager Ivan Romero in April 2023 in Santo Domingo, Dominican Republic

Daikin People

We are pleased to welcome new team members to our global team – let's say hello to them here!



Tony Kuo

Tony has joined the Daikin Reefer team as a Service Engineer in the Global Marketing and Service Reefer Container Department and is based in Taiwan. Tony will provide service administration support in

South East Asia and the Indian subcontinent. He will also train so he can provide service engineering and customer technical field support for our customers in Taiwan and Hong Kong. "I am honoured to make my contribution as a member of the service team and I will do my best to keep up the good work alongside my colleagues".

Being part now of this great team of professionals at Daikin Reefer and knowing that with the help of my colleagues, I will expand my knowledge even more, excites me and is source of significant pride.

Daikin Active CA technology is now seen as a strategic partner, trusted with the transport of perishable produce, often highly delicate and of great economic value.

Finally, it is a source of pride and respect to know that Daikin Active CA has set the bar high in technology and service!"



Andrew Kunneke

Andrew is Service Manager for Africa and Middle East and is based in Cape Town, South Africa. He started his career in shipping in 1997 working in a depot environment as a reefer technician and then in depot

management. He then moved to Maersk Line where he worked as an MNR Assistant Manager, and was most recently at MSC Shipping Line, once more in depot management, overseeing and controlling all CT and CA shipments on a national basis.



Kevin de Bie

Kevin joined the Daikin Reefer Sales team in Europe in October 2022. He has a degree in Logistics Management from the University of Rotterdam and has always been interested in logistics. "The world

of reefers is a whole new industry for me, and I'm excited to be part of the team and have this chance to work at Daikin Reefer where no two days are the same! I feel lucky to have the opportunity to learn, grow and discover. I'm really looking forward to meeting all of our customers".

In his spare time, Kevin enjoys playing and watching football and spending time with his friends.

As Service Manager, Andrew is responsible for providing support and technical assistance to service dealers, delivering training and ensuring spare parts are delivered on time. "I am happy to collaborate with such a friendly and supportive team here at Daikin Reefer and appreciate the opportunity to work with so many highly experienced colleagues. I'm ready to contribute to the success of the company".



Yuichi Inagaki

Yuichi is part of Daikin Reefer Sales team for Europe based in Japan, since January 2023. Prior to joining Daikin Reefer, he worked in sales of electric substation equipment such as high voltage circuit breakers and transformers.

"My background was not in reefers, so I am now enjoying learning about this industry with my colleagues and it is exciting. We have a great team and I'll work as part of it to ensure that Daikin Reefer becomes the industry number one!"

Yuichi enjoys golf, the gym and spending time with his friends when he isn't working.



Juan Daniel Ramirez

Juan has joined Daikin Reefer as Service Manager - West Coast South America (WCSA).

"Since my beginnings in this fascinating field of Reefer containers, I have always admired Daikin Reefer, not only for its Japanese technology but also for being a leader in the industry.

Daikin global headquarters now well established in new office location in Osaka

Daikin relocated its Japanese headquarters to new offices in November 2022, and now occupies six floors at the Osaka Umeda Twin Towers South.

The new office has an open-plan design to encourage enhanced communication, co-working, idea-generation and innovation between teams and departments, with first-class IT infrastructure and facilities, as well as plenty of meeting rooms for teams to come together and share ideas effectively.

Located next to the station, this new headquarters is convenient for staff and visitors alike.

“Our new office is a great environment to work in and we really like the welcoming atmosphere and all the meeting rooms now available to us”

said Mr. Ryohei Minamigata of the Reefer Team.

You can find our headquarters office at:

Osaka Umeda Twin Towers South., 1-13-1
Umeda Kita-ku
Osaka 530-0001
Japan



Cafeteria



Cafeteria



Reception



Meeting Space

Upcoming events for 2023 and 2024

We will be attending:

- Intermodal South America, 5 – 7 March 2024, São Paulo Expo, Brazil
- National Portable Storage Association conference and trade show, 5 - 7 May 2024, Washington DC, USA