

CODE OF CONDUCT

Trust. Respect. Integrity. Excellence

The Code of Conduct (hereinafter referred to as the “**Code**”) is applicable to all legal entities **Carrier Commercial Refrigeration** (hereinafter referred to as **CCR**”).

The Code is also applicable to all people involved, such as employees and business partners.

All employees and other business partners shall acknowledge, understand, and agree to abide by the principles and content of this Code, in addition shall follow the **Policies, Guidelines and** applicable **Standards**.

OUR COMMITMENTS

CCR’s Commitments define who we are and how we work. They focus our businesses and move us forward. We are firmly committed to ensuring that all recipients of the Code observe the highest standards of ethical behavior and conduct.

With the Code of Conduct we demonstrate our **Visions, Values, Culture and Principles**.

The Code is an expression of fundamental values and provides guidance on how to make the right decisions through clear principles and practical tools.

- OUR VISIONS

We aim to achieve ambitious goals and deliver results by creating solutions that matter for our employees, business partners and our planet. *We improve continuously everything we do.* CCR is committed to good citizenship and improves the human condition. For our employees worldwide, CCR assures safe and healthy work environments, based on the standards, or policies. *For our communities worldwide, CCR works to protect the environment, maximize the efficiencies of our products, and reduce waste, emissions, and energy consumption.*

- OUR CULTURE

We develop ***diverse Teams*** to achieve the best results by not compromising our values. *We innovate to achieve sustainable solutions.*

- OUR VALUES

Respect: We aim to create a safe and positive workplace where we encourage everyone to Speak UP, express concerns and ask questions. We treat others with respect to create an environment that promotes the building of the best Teams to reach our full potential.

Integrity: We act honestly and comply with the laws and company policies to commit to the highest standards which enable us to deliver the best to our customers and shareholders.

Inclusion: We aim to create an environment without discrimination where all feel included and valued based on their skills and engagement. We promote diversity on the workplace to encourage our employees to share ideas and suggestions.

Innovation: We constantly seek and share ideas to develop and improve our sustainable growth and create solutions that benefit our customers.



- OUR PRINCIPLES

The Code guides our behavior as we operate in a global environment and may face situations that require us to reflect upon the principles of the Code to make the right decisions. These principles are intended to facilitate decisions that are consistent with our values and business goals as well as its legal and policy obligations.

In brief:



- We obey the laws
- We act in good faith
- We consider the impact of our decisions and seek fair resolutions
- We communicate openly and effectively
- We will always seek to build *trust*, show *respect*, perform with *integrity* and achieve *excellence*

Decision-making tools

- **Understanding:** I am aware of and understand our Code of Conduct. My actions comply with the laws and company policies. I can also ask myself “Should I?” and “Would I be comfortable with the result of my decision I made?”
- **Seek Advice:** I seek advice from my manager or my Ethics & Compliance Officer when in doubt. We cultivate a positive workplace where only legal and ethical behaviour are acceptable.
- **Reporting:** We report anything that is or appears to be a violation of our Code or Policies and lead by example in all interactions.

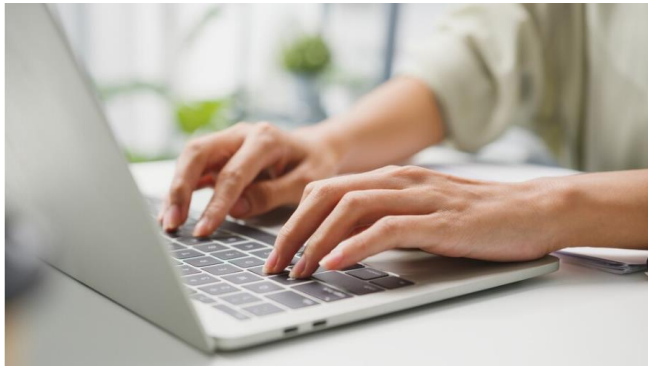
Communication channels

CCR is committed to eliminating any discrimination from our conduct, and to respect differences in gender, age, ethnic origin, religion, political and union affiliation, sexual orientation, identity, language, and disability. We offer equal opportunities to all people.

CCR is committed to providing a **safe reporting** environment even anonymously if preferred. Consult with your manager or Ethics Compliance Officer or other experts. We encourage our employees and business partners to Speak Up and report everything that contradicts the Code of Conduct or our Policies. Our company has **zero tolerance for retaliation** against those who make a report in good faith.

If you have any concerns speak with your ECO or via the **Speak Up program**.

Report Online



Report By Phone

