



Providing essential services during this time of uncertainty, Carrier's response to COVID-19

Updated March 23, 2020

These are unprecedented times. At Carrier, protecting the health, safety and well-being of our employees and serving our customers is our top priority. Our solutions are essential to healthy living – to maintaining indoor air quality, transporting the world's perishable food and medical supply and keeping people protected from smoke and fire. As we navigate the evolving circumstances surrounding the novel coronavirus (COVID-19), we are taking actions aligned with the latest information and global guidance to protect our employees, serve our customers and minimize the spread of the virus while continuing to provide essential products and services.

We have taken important precautionary measures spanning all areas of our business, both in our offices and our manufacturing sites, to protect the safety, health and well-being of our employees. We have implemented travel restrictions, enhanced deep cleaning procedures across all facilities, modified processes to enable social distancing, and modified schedules to minimize employee gatherings, including remote working arrangements for those whose jobs allow. We have also provided comprehensive health and safety information to employees at all of our locations, and we will continue to work to identify additional ways to enhance the safety of our facilities.

Because all of our businesses are considered essential, consistent with the federal and state guidance currently in effect, we will remain fully operational during this pandemic. Our HVAC solutions are essential to ensure heating and cooling services will be available to hospitals, homes and businesses. Our refrigeration solutions are essential to ensure the safe transport of food and pharmaceuticals to the general population and those most in need. And our fire and security products are essential to ensure the safety

and well-being of those confined to their residences, working in essential businesses, or recovering from illness. Our exceptional workforce remains committed to meeting these essential needs of our customers, including pharmaceutical manufacturers, to ensure that they too can continue to provide their much-needed products and services.

Our commitment remains steadfast to ensure the safety of our employees while delivering the essential solutions and services we know customers rely on to keep the world healthy, safe, and comfortable.

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