Carrier	Quality, occupational safety and environmental protection policy		CF no. CF BMA 0006 Document generated on 01.10.2012
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Carrier Refrigeration Operation Czech Republic s.r.o. strives to consider all aspect of correct management of the company in all situations and at all times. The company uses all possible and available resources for this. This includes financial, human, technical and technological resources for achieving the best possible outcomes and position on the market. To be able to satisfy this requirement, the company uses many directives, processes and formal and informal advices, as well as intensive communication with customers, employees and stakeholders. The company continuously checks the effectiveness of the system and determines corrective measures leading to positive change. The company plans effectively in order to prevent mistakes, minimise costs and the impact on the environment and occupational safety. The company's policy is implemented through specific objectives.

Policy principles

1. Undertaking of the management of Carrier Refrigeration Operation Czech Republic s.r.o.

- The company's management undertakes to ensure conditions and means for implementing, maintaining and
 continuously improving the quality system by providing human resource, financial and environmental
 conditions and resources leading to the company's permanent development, profitability and effective
 satisfaction of customer requirements.
- The company's management undertakes to ensure occupational safety, environmental protection and prevention of environmental pollution. The company's management ensures conditions and means for implementing, maintaining and continuously improving the system for occupational safety, environmental protection and prevention of environmental pollution.
- The company's management undertakes to determine, maintain, check and improve the framework for setting quality, occupational safety and environmental protection and the framework for determining environmental aspects. The basic framework is specified through the company's processes and directives.
- The company's management undertakes to fulfil all mandatory obligations, i.e. legal, normative and other obligations.

2. Focus on customers

The main objective of Carrier Refrigeration Operation Czech Republic s.r.o. is to ensure that:

- the products and services provided by the company:
 - meet all requirements and wishes of the company's customers regarding the quality, economics of

operation, ecology and safety

- meet all generally applicable regulations and standards for individual countries of the company's customers
- · the company is a long-term and reliable partner working for its customers
- the company continuously increases the quality of the delivered products and provided services

3. Providing resources in the required quality and quantity

The management of Carrier Refrigeration Operation Czech Republic s.r.o. undertakes to provide the
resources required for implementing, maintaining and improving quality and environmental protection. These
resources involve in particular human resources, infrastructure and finance.

4. Focus on environmental protection

While planning and implementing all activities relating to environmental protection, Carrier Refrigeration Operation Czech Republic s.r.o. strives in particular to:

- Protect the environment by ensuring thorough waste sorting, safe handling of chemicals and using the best available technologies to reduce consumption or pollution of natural resources
- Prevent pollution of the company's surroundings and customers' locations while the company's employees are present there
- Establish and implement an effectively functioning system for environmental protection management in accordance with the local legal regulations, EU regulations and Carrier's requirements

5. Focus on occupational health and safety

The management of Carrier Refrigeration Operation Czech Republic s.r.o. strives to ensure occupational health and safety of its employees, as well as employees of the company's customers:

- Establishment and implementation of an effectively functioning occupational safety management system in accordance with the local legal regulations, EU regulations and Carrier's requirements
- Due training for all employees and suppliers
- · Thorough inspection of compliance with safety measures

On behalf of the management of Carrier Refrigeration Operation Czech Republic s.r.o.:

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