Ensuring a Safe Work Environment

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COVID-19 Operations Guide

The health, safety, and well-being of our employees and customers are of the utmost importance.

This document contains the guidelines in place across Carrier facilities worldwide as we respond to COVID-19 and adjust to our new normal. These protocols were developed in line with guidance from a number of global organizations, including, but not limited to, the U.S. Centers for Disease Control and Prevention, World Health Organization, and European Center for Disease Control and Prevention.

While this guidance governs Carrier's global operations, we remain subject to local regulatory requirements that may differ from the guidelines set forth in this document. Furthermore, it is possible that specific or unique circumstances may require certain Carrier locations and service activity to adopt modified practices to protect the health and safety of those who are located there. Finally, it is important to note that as our understanding of the pandemic and methods to reduce transmission continue to evolve and expand, this guidance will be updated to reflect that new learning.

At all times, Carrier employees will abide by customer guidelines when servicing their sites.

This document is not intended to constitute legal advice, and is shared for information purposes only so that our customers and other visitors have insight into how Carrier is preparing its employees and its businesses for continued operation in light of these health concerns.

A Message from Our CEO

The world has changed dramatically in 2020, and that means we have, too. COVID-19 has affected the way we work across every facet of our business, driving enhanced health and safety measures to ensure we can continue to provide the essential products and services our customers and the world need – while also working to keep each other safe.

The guidance outlined here represents our new normal. And like all good things, it will continue to evolve as we learn together how to navigate our new work environments.

One thing that won't change, though: our commitment to keeping our employees and our customers safe. Whether it's through the implementation of social distancing procedures, thermal screening, guidance and protocols around face coverings, enhanced cleaning and sanitization measures, or other, we all have a role to play in protecting each other and our workplaces.

Thanks for your support. We are strong and resilient, and we will get through this together.

Dave Gitlin
President & CEO
Carrier

Contents

Site Readiness

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Return to the Workplace Phases

Return to the workplace for non-manufacturing facilities will occur in phases and shall **not** occur until both of the following milestones have been met:

1   Site-specific preparation checklists have been completed.

2   Re-opening aligns with applicable local regulations.

Sites that have reopened prior to the issuance of this guidance are expected to review the checklist in a timely fashion to identify and mitigate any gaps.

	Phase 1 *As long as necessary. No less than 4 continuous weeks.*	Phase 2 *As long as necessary. No less than 4 continuous weeks.*	Phase 3
Type of Return	Voluntary	Voluntary	TBD
Vulnerable Individuals	Remote	Remote	Evaluated case by case
Red/Blue Teams	Yes	Yes	Normal schedule
Masks	Required in common spaces and/or where social distancing cannot be achieved. Advised and voluntary in other spaces and circumstances.	Required in common spaces and/or where social distancing cannot be achieved. Advised and voluntary in other spaces and circumstances.	*To be assessed at a later date.*
Thermal Screening	Yes	Yes	Self-check
Social Distancing Cues	Yes	Yes	As needed
Travel	No change	Central evaluation	New normal
Visitor/Gathering/ Social Distancing	No change to guidance	Local evaluation	New normal
Food Service	Closed or restricted	Local evaluation. No self-serve.	Standard operations
Fitness Centers	Closed	Local evaluation. No group classes.	Standard operations
Common Areas	Closed/modified	Capacity reviewed	New normal

Pre-Opening | Phase 1 Readiness Checklist

Site Opening Preparation

This portion of the checklist applies to preparing the building and workplace for the return of the employees.

Activity	Checklist	Resource
Coordination	• Conduct management and site facilities training to review these guidelines and address any questions or concerns about implementation. • Where applicable, meet with employee representatives to share return to the workplace guidance. • Distribute employee communication and FAQ one week prior to opening. • Communicate return to workplace requirements one week prior to opening to contractors that will be returning to the office. • If there are common spaces shared with other building tenants (hallways, cafeterias, lobbies) contact landlord and understand building cleaning protocol, ingress requirements, and use of common areas.	Communications Toolkit
Cleaning	• Thoroughly and professionally clean and disinfect the site one week before opening.	Carrier Cleaning Guidance
Building Equipment & Systems	• Inspect building equipment (i.e., mechanical systems, water systems, fire life safety systems) for damage and compliance with local requirements. (NOTE: This may be the responsibility of the building lessor per lease.) • Apply practical recommendations (Appendix B) for HVAC systems, including natural ventilation. • Ensure good working order of all fire extinguishers, eyewash stations, and emergency lights.	

Pre-Opening | Phase 1 Readiness Checklist

Site Opening Preparation (Continued)

This portion of the checklist applies to preparing the building and workplace for the return of the employees.

Facility Mgmt.	• Institute "red" team/"blue" team concept or similar, where approximately 50% of employees will work remotely for one week (where possible), while 50% work in the office. The teams will rotate on a weekly basis, helping to reduce overall building occupancy as these guidelines are implemented.	
	• Assess controlling/reducing ingress points to the facility to better secure proper entrance to the facility.	
	• Consider installation of automatic doors, window handles, and self-closing hinges to minimize contact with frequently touched building access features.	
	• Close or modify common areas, break rooms, and conference rooms to institute social distancing (2 meters/6 feet) requirement.	
	• Restrict number of people per room: *Recalculate maximum capacity of room by dividing the net usable area by 36 (Example: 18 sq. meter/200 sq. foot room divided by 36 would recalculate max capacity to five).*	
	• Ensure sanitization stations are established and supplied with hand sanitizer, wipes, etc. as needed near ingress points and common areas (cafeteria, elevators, stairways).	
	• Establish increased restroom maintenance schedules to ensure ample supply of soap and paper towels.	
Face Coverings	• Face coverings/masks are **required** to be worn in common areas (lobby, elevators, stairways, cafeteria, hallway, restroom, conference rooms) and/or where 2 meters/ 6 feet social distancing cannot otherwise be achieved. • **Advised, but voluntary**, in all other company spaces or circumstances.	Face Covering Guidance
Thermal Screening	• It is recommended that all employees, visitors, and contractors entering a Carrier facility with greater than 100 employees receive body temperature screening before entering the facility.	Thermal Screening Section
	• Very small sites and field employees are asked to conduct daily self-checks including temperature readings to keep themselves and their colleagues safe and healthy.	
	• Where required, anyone who refuses will not be permitted on the site.	

Pre-Opening | Phase 1 Readiness Checklist

Site Opening Preparation (Continued)

This portion of the checklist applies to preparing the building and workplace for the return of the employees.

Signage
- Post the Facility Visitor notice.
- Where applicable, post Thermal Screening notice.
- Set up boards and/or digital screens with COVID-19 related safety information (e.g., social distancing, face covering/mask requirement, sneeze/cough guidance, increased hand sanitization, etc.) before arrival of employees.
- Hand Washing posters shall be placed in all bathrooms and in kitchen areas.
- Designate and post directional guidance for building foot traffic, applying one-way circulation routes where feasible.
- Mark increments of 2 meters/6 feet on floor where queues could form (lobby, security, cafeteria) and near elevators.

Carrier Facility Visitor Notice
Hand Washing Notice

Work Areas Setup
- Work areas are configured to accommodate at least 2 meters/6 feet between employees, e.g.:
  - Use alternate desks (checkerboard)
  - Add panels (physical barriers) between desks when 2 meters/6 feet requirement cannot be met
  - Specify seat assignments where needed
- Prohibit use of small conference rooms and convert to single occupant use.
- Conference rooms, if used, must meet social distancing requirement of 2 meters/6 feet at all times and 10 people or less.

Isolation Room
- Establish an isolation room where any person who experiences symptoms of an illness while at work can go if they cannot leave the site immediately.

Training
- Provide an overview of what has changed in the work environment.
- Continue awareness training through one pagers, posters, meeting minute snippets, Carrier intranet postings:
  - How to properly put on and take off a mask
  - Hygiene (frequent hand washing, not touching face, etc.)
  - Social distancing

Ongoing Operations & Emergency Preparedness Checklist

Site During Opening

This portion applies to the building and workplace AFTER the return of the workforce from Phase 1 through normal operations.

Security & Visitor Mgmt.	• Implement the Facility/Site Entrance Protocol. • Ensure site visitor posting is visibly displayed.	Facility/Site Entrance Protocol Carrier Facility Notice
Cleaning	• Establish cleaning and disinfecting cadence that aligns with routine cleaning section of Carrier Cleaning Guidance (increased frequency of common areas – minimum 2 times per day). • Institute audit process to ensure cleaning and communication is occurring per guidance.	Cleaning Guidance
Health	• Encourage employees to do **daily self-health assessment** before coming to the workplace. • Stay home if feeling ill per guidance.	Sick/Ill Guidance
Social Distancing	• Limit close contact with others. Must maintain social distancing.	
Illness & Return to Work	• Communicate illness reporting requirement. • Reference return to the workplace guidance for individuals with confirmed and suspected COVID-19 cases.	

Emergency Preparedness

This portion of the checklist applies to facility preparedness.

General	• Review and modify where needed all emergency preparedness plans to determine impact from changes, i.e., personnel onsite, responders, back-ups. • Determine how employees will be accounted for while maintaining social distancing in the event of an evacuation.

Site Entrance Protocol

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Facility/Site Entrance Protocol

In the interest of ensuring a safe and healthy work environment, below is the protocol all Carrier facilities/sites must implement for all visitors and employees.

Posting
Each location is to have the approved signage visibly posted at all visitor entrances.

Inquiry of Visitors
Where a facility/site has an electronic system for signing in, the following question should be added to the sign-in process:

Have you, or anyone you live with or have been in close contact with,
1) *traveled internationally and/or on a cruise ship (within the past 14 days) or*
2) *been diagnosed with the novel coronavirus (COVID-19)?*

Do you currently have any of the following symptoms:
fever (100.4° F / 38.0° C)
Cough
Shortness of breath or difficulty breathing
Chills
Muscle pain
Sore throat
Loss of taste or smell

Where a facility/site does not have an electronic system for signing in, the above question should be asked to every visitor. When the facility does not have a receptionist or security guard, the responsibility for asking this question is with the point of contact who is accountable for the visitor.

Visitor responses and non-responses will **not be recorded.** If someone answers "yes" to one of the above questions entry shall be denied. An individual has a right to refuse answering the question, but will not be granted entry into the facility.

Health Self-Assessment

In the interest of ensuring a safe and healthy work environment, we ask that you carefully use this Self-Assessment Questionnaire as a tool to evaluate your current physical condition and to assess any early warning signs of possible COVID-19 infection.

At all times, local regulatory requirements take precedence over company protocols. Accordingly, if any local rule or regulation enacts a stricter protocol than what is provided here, such stricter requirement must be followed. In such circumstances, please consult with your local legal, HR, and EH&S departments to ensure alignment on the use of the self-assessment form.

As of the effective date of this publication, **visitor access at all Carrier facilities is limited** to customers, emergency service providers, maintenance and janitorial staff, deliveries, regulators, and government officials.

Health Self-Assessment

SELF-ASSESSMENT CRITERIA

1 Employees, vendors, contractors, and customers: Have I traveled internationally and/or on a cruise ship (within the past 14 days)?

2 Employees, vendors, contractors, and customers: Do I reside with someone who has traveled internationally and/or on a cruise ship (within last 14 days)?

3 Employees, vendors, contractors, and customers: Have I come into close contact[1] with a person who has been diagnosed with COVID-19 (by testing or doctor diagnosis) or is awaiting COVID-19 test results because the contact is exhibiting symptoms?

If you are a vendor, contractor, or customer and answer YES to 1, 2, or 3: You must remain off Company premises for 14 days starting from the day you or the person with whom you reside arrived back in your home country or from when you last had contact with the person diagnosed with or exhibiting symptoms of COVID-19.

If you are an employee and answer YES to 1, 2, or 3: You may return to work when: 1|14 days have passed since the contacts noted above first took place, **AND** you are free of fever and other symptoms for at least 24 hours, without the use of fever-reducing medicines (e.g., Tylenol) or other symptom-altering medicines (e.g., cough suppressants); **OR** 2| you remain asymptomatic and have had a negative[2] test. You will be monitored daily for symptoms during the 14-day time frame.

[1]The CDC currently defines close contact as people with whom you have been within 2 meters/6 feet for at least 15 minutes.

[2]COVID-19 PCR specimen.

Health Self-Assessment

SELF-ASSESSMENT CRITERIA (CONTINUED)

If you answer NO to question 1, 2, or 3 above, please continue to conduct the following self-assessment before coming to work each day.

Do you have?

Have fever (greater than 100.4°F/37.8°C) accompanied by cough or congestion

Have signs and symptoms of respiratory or flu-like illness, specifically:

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Muscle pain
- Sore throat
- Loss of taste or smell

If YES, we are directing you to remain off the Company's site. You may return to the site only when you 1| have a negative COVID-19 test AND 2| are free of fever and other symptoms for at least 1 day (24 hours), without the use of fever-reducing medicines (e.g., Tylenol) or other symptom-altering medicines (e.g., cough suppressants).

If you are an employee and your responses to this self-assessment make it inappropriate for you to enter the Company's site, please contact your supervisor, HR manager, or medical department. Non-employees should communicate with their Company contact.
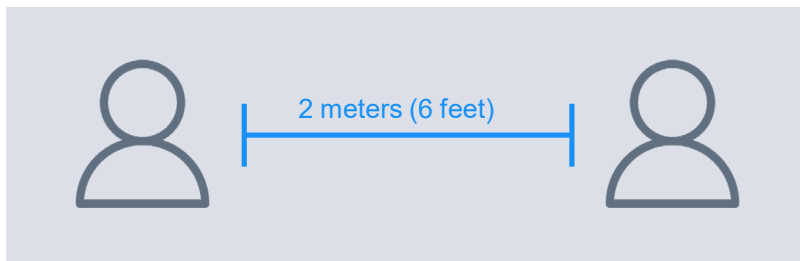
Health Self-Assessment

DELIVERY

Small boxes and mail: These types of deliveries are usually of short duration and do not require close contact.

Social distancing (separation of 2 meters/6 feet) should be maintained.

2 meters (6 feet)

Large supplies or shipments: Deliveries of larger materials may require suppliers to enter the site. Entry into buildings should be minimized. The following applies:

- Delivery personnel need to self-disclose if they are unwell. If unwell, they are not allowed to enter the site.

- Employees and delivery personnel shall endeavor to maintain proper social distancing (2 meters/6 feet).

- Increase cleaning protocol in delivery areas.

- Drivers should remain in the vehicle where possible.

Thermal Screening Protocol

Guidance is not applicable to Europe operations.

COVID-19 PRECAUTIONARY SAFETY MEASURES APPLICABLE ONLY TO PRE-APPROVED DESIGNATED FACILITIES

Overview
Carrier designated facilities with greater than 100 employees will require that all employees, visitors, and contractors receive body temperature scanning as a condition for entry into the site. Designated facilities are instructed to follow more stringent local regulatory requirements, as applicable.

Anyone who refuses to participate in the screening process will not be permitted on site.

Site Preparation

1 **Identify the monitoring team:**
   a. Site management, HR, and EH&S will designate the appropriate person(s) to perform and/or oversee the temperature screening. These persons will be referred to as monitors.
   b. Monitors will be trained to administer and manage the temperature screening process.
   c. Site management will also designate HR and EH&S individuals to help support the process.

2 **Establish the screening area:**
   a. This should be an authorized facility entrance where employees can maintain 2 meters/6 feet social distancing prior to screening.

3 **Implement the screening process:**
   a. Consider staggered shift starting times to minimize crowding at facility entrances.
   b. Provide clear direction to alleviate confusion and increase efficiency.
   c. Use only company-approved equipment for on-site temperature screening.
   d. Only trained monitors can administer and manage the temperature screening process.
   e. All information obtained from scans is confidential under all circumstances.
   f. No records should be kept regarding test results or any other medical information.

4 **Safety, well-being, and privacy are to be maintained at all times during the process.**

Employee Health & Safety Protocols

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Sick/Ill Guidance

Actively encourage sick employees to stay home:

- Employees who have the following symptoms are requested to stay home and not come to work:
    - Fever (100.4°F/38.0°C),
    - Cough,
    - Shortness of breath or difficulty breathing,
    - Chills,
    - Muscle pain,
    - Sore throat, or
    - New loss of taste or smell

- You may return to work only when you 1| have a negative COVID-19 test and 2| are free of fever and other symptoms for at least 1 day (24 hours), without the use of fever-reducing medicines (e.g., Tylenol) or other symptom-altering medicines (e.g., cough suppressants).

- To limit contact with other ill individuals at health care providers, eligible U.S. employees are encouraged to take advantage of the Doctor on Demand telemedicine service, which enables virtual doctor's visits as a first evaluation if they feel ill.

- Managers Only: Talk with companies that provide your business with contract or temporary employees about the importance of sick employees staying home and ensure they have developed non-punitive leave policies.

Preventing illness among employees:

- Employees who appear to have acute respiratory illness symptoms (i.e., cough, shortness of breath) should be separated from other employees and sent home immediately.

- Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

- Emphasize staying home when sick, respiratory etiquette, hand hygiene, and social distancing by all employees.

- Instruct employees to clean their hands often with soap and water. This is the preferred method followed by use of alcohol-based hand sanitizer that contains at least 60-95% alcohol, when soap and water are not readily available.
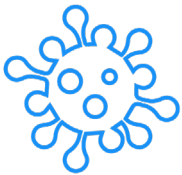
Sick/Ill Guidance

EMPLOYEE SELF-ASSESSMENT

Do ANY of the following currently apply to you?

Have fever (greater than 100.4°F/37.8°C) accompanied by cough or congestion

Have signs and symptoms of respiratory or flu-like illness, specifically:

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Muscle pain
- Sore throat
- Loss of taste or smell

If you answer YES to any of the above:

We are directing you to remain off the Company's site. You may return to the site only when you 1| have a negative COVID-19 test and 2| are free of fever and other symptoms for at least 1 day (24 hours), without the use of fever-reducing medicines (e.g., Tylenol) or other symptom-altering medicines (e.g., cough suppressants).

Eligible U.S. employees are encouraged to use Doctor on Demand as the first line of assessment prior to accessing in-person health care where they could be exposed to other ill individuals.

Potential coronavirus exposure? What to do?

If you believe you may have been exposed to the coronavirus, please stay home, seek medical attention and immediately contact your supervisor and your HR representative so we can ensure you receive the support needed and can take appropriate action to protect yourself and your co-workers.

Cleaning Guidance

These guidelines are designed to help reduce the risk of spread of coronavirus (COVID-19) from contact with contaminated surfaces. Sites must adopt the following enhanced cleaning processes:

1. **Routine Cleaning** – Increased frequency of common areas (defined below) – minimum 2 times per day

2. **Deep Cleaning** – Non-office areas including production areas, shipping, receiving, and labs – focused area 1 time per week

3. **COVID-19 Cleaning** – Only post confirmed COVID-19 case* - Third party (See Appendix B)

Confirmed COVID-19 case = confirmed laboratory test

This guide may be superseded by national, state, and local regulations. For facilities/sites that are mandated to follow prescriptive regulatory disinfectant processes, you must comply with those local jurisdictional requirements.

Screening of Third Party (Cleaning) Contractors:

All cleaning contractors must complete a self-health assessment before entering the site to determine whether they comply with our site entrance criteria. Individuals who do not meet the site entrance criteria will not be allowed to enter the site.

Routine Validation of Protocol:

It is the responsibility of a site Pandemic Planning team member(s) and/or the contractor coordinator for the cleaning company to ensure that these guidelines are followed daily. The Pandemic Plan manager/site operations leader will designate a person responsible for ensuring the proper implementation of these requirements by periodically observing the actual cleaning processes as well as instituting other oversight actions that may be deemed necessary.

Signage:

All site leaders need to mandate that signage be placed on front doors/entrances and in common areas indicating that cleaning has been performed with date and time.

Cleaning Guidance

1. Common Areas

Of primary concern for cleaning and disinfection are areas and surfaces with frequent human contact. While each facility and operation will be different, the following common areas should receive focused attention:

- **Areas of human congregation** (including, but not limited to, offices, conference rooms, canteens/cafeterias, separate kitchen areas, locker rooms, and reception areas)

- **Hygiene facilities** (including, but not limited to, lavatories/toilets, shower rooms, hand-washing stations)

- **Dispensaries** (including, but not limited to, medical and first aid stations, emergency showers, and eyewash stations)

Frequently touched surfaces for focused coronavirus cleaning include but are not limited to:

- Desktops and all work surfaces
- Doorknobs and door handles
- Access key pads
- Light switches and dimmer switches
- Switches and controls
- Computer monitors, keyboards, mice, remotes
- Printers
- Telephone equipment
- All chair rests and arms
- File cabinets

- Canteen tables and chairs, crockery, trays, and cutlery
- Sinks, taps, and kitchen areas
- Toilets, including all surfaces
- Water fountains and drinks dispensers and vending machines
- Elevators/lifts and their doors and buttons
- Handrails/banisters
- Workstations
- Common-use office supplies (staplers, dry erase supplies, etc.)

Cleaning Frequency

The common areas identified above should be cleaned at least 2 times daily, and if possible, after every shift. The general guideline is that the more people who contact surfaces, the more frequently that surface should be cleaned.

A shared workstation should, at a minimum, be cleaned at the end of a shift. As a best practice, it is recommended that the shared workstation is cleaned at both the beginning of the shift, as well as at the end.

Cleaning Guidance

2. Non-Office Areas including Production Areas, Shipping, Receiving and Labs

Many of our facilities have specific cleaning requirements for production areas, shipping and receiving areas, laboratories, and other non-office areas as dictated by our quality systems. These procedures should be maintained. In many cases, these procedures will include disinfection that will reduce the risk posed by viruses such as COVID-19 or other pathogens.

That said, existing procedures may not include disinfection, or may not include disinfection in all areas. In these cases, to the extent that these enhanced cleaning guidelines can be implemented without compromising quality or other production requirements, they should be implemented.

Production Areas
- Powered industrial vehicles and associated charging areas
- Crane/hoist pendant and associated equipment
- All work surfaces and desks
- Machine controllers and all high touch areas on the machine (e.g., doors)
- Machine tooling, toolboxes, and tools
- Chemical storage cabinet doors/latches
- Badge readers/clocking stations
- Turnstiles
- Scanners
- Ladders
- Hand rails
- Equipment for working at heights
- PPE vending equipment

Shipping & Receiving
- Common surfaces/desks
- All equipment touch points and controls (e.g., pallet wrappers, dock lock controls, etc.)
- Wipe down surfaces in trucker waiting room

Laboratories
- Common surfaces/desks
- All equipment surfaces/controls

Cleaning Frequency

The production areas, shipping and receiving, and lab areas identified above should be cleaned at the end of each shift and at a minimum weekly as part of the deep cleaning.

The surfaces being cleaned may require an increased contact/dwell time of the disinfectant used. (See Appendix A). "Contact/dwell time" is defined as the amount of time a specific chemical is to remain on a surface to provide the maximum level of disinfection.

Safe work practices for those performing the housekeeping/cleaning or janitorial service are also necessary to minimize potential exposures. These practices include the proper use of proper personal protective equipment, hygiene, and disposal practices. Please be sure to have a discussion with your janitorial service/staff to ensure proper tasks, protocols, disposal, and safety measures are being followed.

Pandemic Face Covering/ Mask Guidance

Carrier believes face coverings/masks protect the health and safety of its employees. For **Phase 1** and **Phase 2** the company policy on face coverings/masks will be as follows. Mask-wearing requirements **beyond Phase 2 will be assessed at a later date.**

REQUIRED
Common spaces (such as lobby, elevator, stairways, cafeteria, hallway, restroom, conference rooms, etc.), and/or where 2 meter/6 foot social distancing cannot be otherwise achieved.

ADVISED
But voluntary in all other company spaces or circumstances.

GENERAL GUIDANCE
Employees are permitted to wear their own cloth face coverings per our Carrier guidance document.

Carrier will make cloth face coverings/surgical masks available to employees, and visitors who need them, when feasible.

Employees for whom this poses a medical or other hardship should consult with HR to evaluate appropriate accommodations.

Pandemic Face Covering/ Mask Guidance

OVERVIEW

This document provides guidance on the use of face coverings/masks in the workplace. While social distancing and frequent hand washing are the **most effective measures** to reduce risk of exposure, government health agencies are starting to recognize that face coverings may also help to reduce transmission. For the general public, a simple cloth face covering/mask appears to be sufficient to minimize the spread of respiratory droplets that could carry the virus. While the use of face coverings may be a method to minimize the spread of COVID-19, social distancing, personal hygiene, and enhanced cleaning requirements must continue to be followed.

Cloth Face Coverings

- Cloth face coverings must be made with a fabric that is a cotton or cotton blend and tightly woven.

- Homemade face coverings can be used if they meet the guidance outlined below.

Face coverings with patterns or writing shall meet Carrier and Company Code of Ethics and shall not have:

- Inappropriate patterns, drawings, or photos

- Offensive language

- Alcohol or drug references or patterns

- Gang or inappropriate symbols

Safety Considerations

- Due to the hazards in the workplace, any face coverings/masks need to be secured using ear loops. Tied face coverings are **not allowed** on the factory floor.

- Face coverings that slip over the head, such as neck gaiters or neck tubes, could be a choking hazard if caught up in machinery, and are **not allowed** in manufacturing.

- Face coverings/masks should fit tight to the face without any hanging ties or cords that could get caught in machinery.

- Face coverings/masks should not be worn under required personal protective equipment such as a respirator or a face shield.

- Face coverings/masks should not be worn where hot work is being performed.

- Face coverings/masks are not a replacement for required personal protective equipment. At all times, the personal protective equipment required for any operation shall/must be worn.

Pandemic Face Covering/ Mask Guidance

Proper Usage

- Before putting on a face covering/mask, employees should wash hands with soap and water or hand sanitizer that contains $\geq$ 60% alcohol.

- Inspect the face covering/mask to ensure there are no tears.

- The face covering/mask should completely cover the mouth and nose. There should be no gaps between the face and the face covering (e.g., ensure a tight fit and forming of the nose wire if present).

- Avoid touching the face covering/mask while using it; if you do, immediately clean your hands with soap and water or hand sanitizer that contains $\geq$ 60% alcohol.

- To remove the face covering/mask: Wash hands with soap and water or hand sanitizer that contains $\geq$ 60% alcohol and remove it from behind (do not touch the front of face covering).

- If disposable, the face covering/mask should be disposed of in accordance with site procedures; wash hands with soap and water or hand sanitizer after removal.

- Employees are responsible for cleaning their own cloth face coverings.

- If reusable, the face covering, once cleaned and dried, should be stored in a bag to avoid contamination.

- Face coverings should be cleaned in accordance with manufacturer's instructions. If no instructions are available or the face covering is "homemade," then:
    - The face covering should be washed at least daily when used.
    - To wash the face covering, put it in soapy, warm water and gently hand wash. Rinse with clean water and allow to thoroughly dry.

- Disposable face coverings should be changed once a day. Reusable cloth face coverings should be cleaned daily.

Communications Plan

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Communications Plan

A comprehensive **Return to the Workplace Communications Toolkit** has been developed to support the ramp-up to Carrier's "new normal" while remaining vigilant. This will ensure a consistent Return to the Workplace communications experience for employees across Carrier, but one that is customized for your facility.

Plan includes:

- Template facility message
- FAQs
- Template customer letter
- Template supplier letter
- And links to download:
    - Employee safety video
    - Digital signage
    - Posters
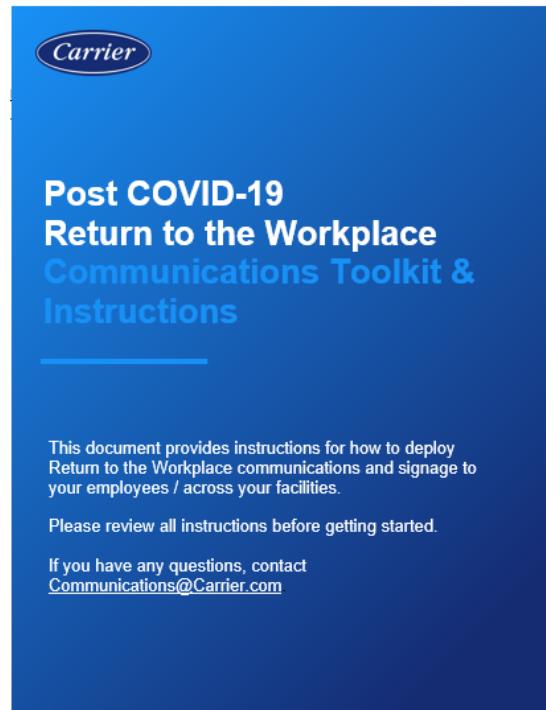
Continuous Improvement

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Continuous Improvement

As the world learns more about this virus each day, Carrier is committed to frequently refining and enhancing our safety standards and procedures. Only by doing so will we be able to help keep each other safe, while continuing to provide essential products and services that benefit the health and well-being of communities around the globe.

Questions? Coronavirus@carrier.com

Field Service Protocol

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Field Service Protocol Quick Check Guidance

Risk Level	Client Type	Basic PPE	Additional PPE* (may be required)	Pre - Risk Assessment	Approval Before Go	Post - Risk Assessment
Level 1 - Very High	Hospitals/ Working Areas of Laboratory Seafood and Animal Markets or Transports Detention Centers (Jails) Elderly and Assisted Living Facilities	• Masks (Grade N95 or higher) • Gloves (Latex free examination, nitrile) • Glasses or Goggles (Good seal with the skin of the face)	• Gowns (Tyvek or single use, fluid resistant disposable gown, full sleeve and leg to shoes) • Face Shields (Made of clear plastic with good visibility)	Required (By supervisor and employee)	Country | Regional EHS and Service Leads	Required (By supervisor and employee)
Level 2 - High	Border Checkpoints Airports Ferry Terminals Railway Stations Cruise Ships or Other International Boats w/ China Port Manifest Shopping Centers Hotels and Casinos Arenas/ Convention Centers/Expos	• Masks • Gloves (Surgical or cut-resistant type, wear them in case of emergency) • Eye Protection	N/A			N/A

Ensuring a Safe Work Environment

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COVID-19 Operations Guide