



QUICK REFERENCE GUIDE

The Carrier Anonymous Reporting Program is a confidential channel designed to allow employees and other external stakeholders to communicate to the HQ levels of the Carrier Global Ethics & Compliance organization.

BASIC INFORMATION ABOUT THE CARRIER ANONYMOUS REPORTING PROGRAM

- The Carrier Anonymous Reporting Program is a platform to confidentially connect you and to interact with senior levels of Carrier Global Ethics & Compliance (GEC).
- The Carrier Anonymous Reporting Program is an alternate communications channel and works in addition to the traditional connects such as supervisors and managers, Human Resources and local Ethics & Compliance.
- The Channel relays your concern to the right internal level of the company where it is investigated with confidentiality and care.
- The channel is designed for violations or suspected violations of our Code of Ethics, Internal Policies and also the Law.
- Concerns which are not violations or suspected violations, are encouraged to be directed to the appropriate local management levels and HR.
- The Program does not process any concerns wherever it is restricted by Law. It also does not process concerns related to any Collective Bargaining Agreement (CBA).
- You can choose to remain anonymous, although certain countries do not allow anonymous reporting related to specified issues.
- Responses in the channel (both routes) are primarily from the Ethics & Compliance Organization.
- The Program does not provide any counseling or advice to a reporting party.
- The Program includes two basic routes – In the first, a centralized hotline is provided where persons can connect in the local language from any country to a communication specialist. In the second, a centralized web page works through written inquiries and written replies posted entirely on the same web page.

HOW DOES THE CARRIER ANONYMOUS REPORTING PROGRAM WORK?

- The information either through the hotline or the webpage is accessed by senior GEC leaders and evaluated for the right investigative steps. In case the matter concerns a violation or a potential violation of the Code of Ethics, Carrier Internal Policies or the Law, an investigation into the matter will be led by GEC.



- In case the above information does not relate to a violation or potential violation of the Code of Ethics, Carrier Internal Policies or the Law, the concern may be relayed to a suitable human resources or other professional or returned to the reporter.
- Both the hotline and the webpage allow anonymous reporting. A reporter is provided a reference and a password to re-access the respective site content either for an update by the company or to provide new information related to the earlier reported matter.
- In some countries anonymous reporting is not allowed for all issues. For example: Under French law anonymous reporting is only allowed for (a) accounting, financial, banking and auditing matters; (b) bribery and corruption matters; (c) anti-competitive matters; (d) harassment and discrimination; (e) health, hygiene and security in the workplace; (f) protection of the environment; and (g) internal processes and controls related to (a), (b), (c), (d), (e) and (f) above. Any other anonymous reporting is not permitted by law.
- Although reasonable attempts are made to keep the identity of a reporter confidential within Carrier, there may be specific situations where the identity (if made at the time of reporting) may be shared internally in case required from a legal perspective.
- Per the Carrier Code of Ethics, no retaliation against any reported is permitted for any issue raised in good faith.
- When an update is available from the company, it will be logged at the hotline or the webpage and the update can be assessed by the reporter using the reference and password.

HOW DOES THE CARRIER ANONYMOUS REPORTING PROGRAM HELP?

- The program allows a stakeholder to ask questions, report issues and express concerns, especially if the reporter is more comfortable to approach the issue from multiple levels, or away from the local / country level
- Carrier receives information that helps it address the issues raised. Reporting is a vital tool for improving the business.

FREQUENTLY ASKED QUESTIONS

Q. How do I contact the Carrier Hotline?

A. The Carrier hotline can be contacted toll-free in the USA at 855-409-9923.

When calling from outside the U.S.A., toll free, first use the appropriate AT&T Direct® Access Code located in <https://www.business.att.com/collateral/access.html>.



If you are dialing from the following countries, follow the dial instructions

Country	Dial Instructions	Toll Free	Language 1	Language 2	Language 3	Language 4
Czech Republic	Dial the Toll Free number directly	800 144 411	Czech	English		
Finland	Dial the Toll Free number directly	800412899	Finnish	Swedish	English	
Qatar	Dial the Toll Free number directly	00800-100-889	Arabic	English		
Slovenia	Dial the Toll Free number directly	80828045	Slovenian	English		
Thailand	Dial the Toll Free number directly	1800-013-031	Thai	English		
United Kingdom & Northern Ireland	Dial the Toll Free number directly	0808-234-2120	English			

Q. Will the Carrier hotline be able to communicate in my local language?

A. Yes, the hotline is programmed to receive multiple common languages for your country
When calling from outside the U.S.A., toll free, you will be asked for your language preferences and you will hear messages in that language. When the phone is picked up, the communication specialist will be able to understand your language

Q. How much time does it take to receive an update?

A. The time taken is dependent on upon the complexity of the issue and the investigation time
You should have regular brief updates from the company. Keeping your reference number and password available so you can authenticate your relation to the case, access the hotline or website as originally reported and receive an update.

Q. How is confidentiality secured in the Carrier Anonymous Reporting Program?

A. Both the hotline and the website are secure and encrypted. They are managed by professional third party specialists to ensure that access and data records are secure
After the information is accessed by Carrier senior GEC staff, identity information is not shared during the case investigation with the investigating members except on a very restricted need to know basis or where related to legal requirements.

Q. Where can I find more information on the Carrier Anonymous Reporting Program?

A. Go to site <https://corporate.carrier.com/reporting> for more information



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