



## **SECTION 3:**

# **Product Integrity**

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## A. INTRODUCTION

Carrier will establish and maintain proactive product integrity programs to ensure the quality and safety of the products and services it provides. These programs, designed to prevent product and process defects, will assure that Carrier customers receive products and services that meet or exceed all stated requirements.

## B. DEFINITIONS

Carrier Quality Council – Consists of the Carrier Global Quality Group and the Quality Sub-Reporting Units. Its purpose is to develop and implement strategies and processes to ensure Carrier meets or exceeds the quality expectations of customers, shareholders, and employees.

Products and Services Safety (PASS) Council – A committee that provides guidance and approval for external communications and actions relating to product safety concerns.

Product or Service – Any product manufactured by Carrier, sold by Carrier or branded under a Carrier owned brand, or a service provided by Carrier, including installation, maintenance or repair.

Product Safety Officer – An individual who is responsible for the oversight of a Reporting Unit's product and services safety issue management and deployment/training of new product safety standard work.

Motor Vehicle – CPSW-3C Appendix 3 provides the definition in the National Traffic and Motor Vehicle Safety Act 49 U.S.C. §30102.

Motor Vehicle Equipment – Any product manufactured by Carrier, sold by Carrier or branded under a Carrier owned-brand which is intended primarily for use in a motor vehicle. This may be evidenced by a sale of a product to a motor vehicle manufacturer for installation in a new motor vehicle or by sale in the aftermarket with packaging, data sheets and/or marketing documents indicating that it is primarily for use in a motor vehicle. Also, CPSW-3C Appendix 3 provides the definition in the National Traffic and Motor Vehicle Safety Act 49 U.S.C. §30102

## C. FUNCTIONAL RESPONSIBILITY

### Quality Assurance Programs

The Carrier Vice President, Operations, in consultation with the Carrier Executive Leadership Team (ELT), is responsible for developing, implementing and maintaining quality assurance programs throughout Carrier. Reporting Unit Presidents, Carrier Quality



Council members, and WHQ functional heads are responsible for implementing and administering quality assurance programs within their respective organizations. The Carrier Vice President, Quality has the authority, in coordination with the Carrier Quality Council, to coordinate quality assurance programs, policies and procedures among Carrier Segments, Reporting and Sub-Reporting Units and to coordinate as needed with the Legal and Compliance organizations. Senior management must take a leading and visible role in defining, implementing, and administering the quality system to meet all commitments to customer requirements.

### **Product and Services Safety Assurance**

The Carrier Global Product Safety leader, in consultation with the Carrier Executive Leadership Team (ELT), is responsible for developing, implementing and maintaining safety assurance programs throughout Carrier. Reporting Unit Presidents, Carrier WHQ PASS Council members, and WHQ functional heads are responsible for implementing and administering product safety processes within various Reporting and Sub-Reporting Units. The Carrier Global Product Safety leader further has the authority, in coordination with the Carrier PASS Council, to coordinate safety focused quality assurance procedures among Carrier Reporting and Sub-Reporting Units and to coordinate as needed with the Global Ethics and Compliance and Legal organizations. Management must take a leading and visible role in implementing and administering the PASS program to ensure the safety of all Carrier customers.

## **D. PROGRAM REQUIREMENTS**

### **Quality Assurance Programs**

All Carrier Reporting Units shall implement the Carrier Global Quality Manual (QLY-30) that is based on the international ISO 9001:2015 standard and have a documented quality system that ensures compliance. All quality assurance requirements are communicated in the Carrier Global Quality Manual and ISO compliance shall be evident through ISO third party registration or internal audit at all Carrier manufacturing sites. Carrier Excellence is Carrier's overall operating continuous improvement system that sites shall implement. Carrier Excellence is a system that utilizes data driven decisions to drive root cause and corrective action resulting in robust processes.

### **Product and Services Safety Program**

Carrier shall establish a Carrier Product Safety Board, whose primary responsibilities shall include oversight of product safety issues, as well as monitoring metrics and performance to ensure the existence of a robust program. The Carrier Product Safety Board will provide oversight to maintain a robust product and services safety program that promotes open



and transparent disclosure of product safety issues and assures consistent communications with customers as well as to ensure that communications and field actions comply with applicable product safety regulatory agencies. The Carrier Product Safety Board shall be chaired by the Carrier President and CEO and include key members of the Carrier Executive Leadership Team.

The Carrier Product Safety Board shall establish a Carrier PASS Council to address and administer product safety issues in accordance with CPSW-3A. CPSW-3A shall provide that product safety considerations are prioritized to allow effective hazard elimination, independent of financial considerations, and that product safety considerations are made consistently across Carrier. In addition, the Product Safety Board shall promote product requirements that assure the safety of all users, even if those standards exceed applicable regulatory requirements.

All Carrier Reporting and Sub-Reporting Units shall have the support of a Product Safety Officer and operate a PASS Council as part of their respective product safety responsibilities in accordance with CPSW-3B. CPSW-3B will provide for the immediate reporting of all potential safety issues upon reasonable verification, and further, shall require that all issues are treated as potential product safety incidents until clear and convincing data determines otherwise.

All Carrier Segments and Sub-Segments manufacturing or distributing Motor Vehicle Equipment shall operate in accordance with CPSW-3C. CPSW-3C supplements CPSW-3A and -3B, and to the extent that any provision of CPSW-3C is inconsistent with CPSW-3A or -3B, in matters involving Motor Vehicle Equipment, CPSW-3C shall supersede and control.

## **E. OWNERSHIP & APPROVAL**

This policy shall be jointly owned by the Carrier Global Quality Group and Carrier Global Product Safety Group. This policy will be reviewed as needed, and at least every four (4) years following initial issuance.

## **F. REFERENCES**

All referenced documents below may be obtained via [ePolicy](#).

Carrier Global Quality Manual (QLY-30)

Carrier WHQ Product and Services Safety Process (PASS) CPSW-3A

Carrier Reporting Unit Product and Services Safety Process (PASS) CPSW-3B



Supplement to Carrier's Product and Services Safety (PASS) Process for Carrier Segment and Sub-Segments who manufacture and/or distribute Motor Vehicle Equipment (CPSW-3C)

Carrier Excellence Program *Insight Page*

Carrier Product & Services Safety (PASS) *Insight Page*

Carrier Quality & Continuous Improvement *Insight Page*