



SECTION 3:

Product Integrity

- A. INTRODUCTION
- B. DEFINITIONS
- C. FUNCTIONAL RESPONSIBILITY
- D. PROGRAM REQUIREMENTS
- E. OWNERSHIP & APPROVAL
- F. REFERENCES

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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” and/or “Service” – Any product manufactured by Carrier, sold by Carrier or branded under a Carrier owned brand, or a service provided by or at the request of 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 the 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 Executive Leadership Team, oversees the development and maintenance of assurance programs across Carrier. Reporting Unit Presidents, Quality Council members, and WHQ functional heads are responsible for implementing these quality programs within their groups. The Vice



President, Quality, in coordination with the Quality Council, manages and aligns quality assurance policies and procedures across departments and coordinates with Legal and Compliance as needed. Senior management must visibly lead and ensure the quality system meets all customer requirements.

Product and Services Safety Assurance

The Carrier Global Product Safety leader, together with the Executive Leadership Team, oversees the safety assurance program for all Carrier Products and Services, making sure clear safety standards are set and followed company-wide. Reporting Unit Presidents, PASS Council members, and functional heads are responsible for carrying out Product and Service safety processes in their areas to uphold high levels of safety performance. The Global Product Safety leader works with the PASS Council and departments like Environmental, Health & Safety, Ethics and Compliance, and Legal to ensure all Product and Service safety activities meet internal policies and legal requirements. Strong leadership and active involvement from management at every level are crucial in maintaining safe, reliable and compliant solutions for Carrier's customers.

D. PROGRAM REQUIREMENTS

Quality Assurance Programs

Carrier Reporting Units must follow the Carrier Global Quality Manual (QLY-30), which aligns with ISO 9001:2015, ensuring a documented quality system and compliance. Quality requirements are set by this manual, and ISO compliance shall be demonstrated through third-party registration and internal audits at all manufacturing sites. Sites are required to implement Carrier Excellence, a continuous improvement system that uses data-driven root cause analysis and corrective actions to strengthen processes.

Product and Services Safety Program

Carrier shall establish a Product Safety Board (PSB) to oversee all aspects of its Product and Service safety program. The PSB monitors Product and Service safety issues, tracks performance metrics, promotes an open and transparent culture, ensures consistent and effective communication with customers, manages field safety actions, and maintains compliance with regulations. Chaired by the President and CEO, the PSB includes members from the Executive Leadership Team to prioritize safety at the highest level.

The PSB shall establish a Carrier PASS Council to handle Product and Service safety according to CPSW-3A. The PASS Council focuses on eliminating hazards without financial influence and applies Product and Service safety standards consistently, sometimes exceeding regulatory requirements. Each Reporting Unit shall appoint a designated Product Safety Officer and operate its own PASS Council as outlined in



CPSW-3B, which requires prompt reporting and investigation of any Product and Service safety concerns until disproven.

Reporting Units manufacturing or distributing Motor Vehicle Equipment shall operate in accordance with CPSW-3C, supplement to CPSW-3A and -3B, which takes precedence over previous guidelines where inconsistencies arise.

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 *Sharepoint* Page

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

Carrier Quality & Continuous Improvement *SharePoint* Page