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# INDIA'S MOST SUSTAINABLE COMPANIES



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# From Innovation to Impact: How Carrier India Is Shaping Smarter, Greener Cooling

In this exclusive interview, Sundaresan Narayanan shares how the company is redefining green cooling through intelligent technologies, lifecycle solutions, and a deep-rooted commitment to environmental stewardship.



**Sundaresan Narayanan**  
Managing Director  
Carrier India, CHVAC

**The world is facing a 'climate change' dilemma where sustainability and development, both must be made compatible for ensuring healthy life. How is the cooling industry redefining this sensitive area?**

The world is facing the dual challenge of climate change while striving for sustainable development. The HVAC industry, is playing a pivotal role in addressing this area by integrating sustainability into every aspect of operations and product offerings.

At Carrier, we are leveraging our HVAC expertise to build intelligent energy ecosystems that transform buildings—making them smarter, more efficient, and environmentally responsible. Our vision is to be the global leader in intelligent climate and energy solutions.

We are committed to investing research and development, with over \$4 billion dedicated to creating intelligent climate and energy solutions that reduce environmental impacts. Our approach includes adopting refrigerants with lower global warming potential, enhancing energy efficiency, and integrating connected ecosystems that optimize performance and sustainability.

By focusing on sustainable technologies

and innovative solutions, we are helping to drive a low-carbon economy and support the global transition to clean energy.

**Having been around for a while, what is the new approach to sustainability that Carrier India is targeting at?**

At Carrier India, our approach to sustainability is continuously evolving to address the urgent climate and energy challenges of today. We are dedicated to advancing sustainability through a comprehensive and differentiated portfolio of products and services that reduce environmental impact and enhance comfort for our customers.

Our strategy includes offering digitally enabled lifecycle solutions tailored for both new and retrofit projects. These solutions ensure that our customers can achieve significant energy savings and reduce their carbon footprint throughout the entire lifecycle of their buildings and systems.

By leveraging digital platforms like Abound, we provide real-time insights and predictive maintenance. These platforms help our customers monitor indoor air quality, energy consumption, and carbon emissions, enabling them to achieve their sustainability goals more effectively.

We are actively seeking collaborations with industry leaders, policymakers, and technology partners to develop and implement innovative solutions. Our strategic acquisitions and partnerships have strengthened our portfolio and expanded our capabilities in sustainable technologies.

Carrier India is not just adapting to the evolving landscape of climate and energy solutions; we are shaping it. Our goal is to drive measurable progress for both our customers and the planet.

**Creating healthy closed environments is an expertise of your company. What are the latest intelligent features that your**

**products come with?**

Creating healthy indoor environments has never been more important, and it continues to be a core focus for us. One of our most innovative solutions in this space is Abound Healthy Air, a platform designed to aggregate, analyze, and visualize air quality data in real-time across building systems.

Our system monitors a comprehensive range of indicators, including temperature, humidity, CO<sub>2</sub>, VOCs, PM<sub>2.5</sub>, and even radon, offering both real-time and historical data.

We've streamlined decision-making with a 'single pane of glass' view, which means building operators can see all critical IAQ data in one place. But it's not just about data. With IAQ Insights, our clients can assess the health of spaces across their entire building portfolio. And our actionable alerts make it easy to take immediate steps when something's off. Alerts are not only sent in real time, but they also include context, allowing users to drill down into the issue and notify the right stakeholders with precision.

These features are about making indoor environments healthier, more transparent, and easier to manage—empowering our clients with the tools they need to prioritize wellness and performance in every space they operate.

**Can you elaborate on the transitions to 'green cooling' being undertaken by Carrier India and their impact?**

At Carrier India, transitioning to 'green cooling' is a core pillar of our broader sustainability strategy. We recognize the critical role HVAC systems play in global energy consumption and GHG emissions, and we're taking proactive steps to drive meaningful change across the built environment.

Our approach involves several key



initiatives. First, we're leading the shift toward electrification, the adoption of lower global warming potential (GWP) refrigerants, and the integration of smarter, more connected technologies.

These innovations are not just about compliance, they're about delivering real-world impact through high efficiency solutions. By reducing greenhouse gas emissions and energy consumption, we're helping our customers meet their sustainability goals while contributing to a healthier planet.

Additionally, Carrier provides end-to-end, climate-conscious solutions that address the full lifecycle of heating, cooling, and energy management. Whether it's through our robust product portfolio, expert consulting, aftermarket services, or customer education programs, we're committed to delivering tailored solutions that maximize long-term value and drive measurable environmental and economic benefits.

Ultimately, the transition to green cooling reflects our mission to create a sustainable future - for our customers, partners, and the communities we serve.

**Could you share any interesting experience with the eco-friendly Carrier products and how you have calibrated the "green component trail and its impact"?**

One of the most compelling experiences with Carrier's eco-friendly products has been the deployment of our Edge AI-powered Chiller Plant Optimiser. This intelligent system enables customers to achieve up to 30% energy savings by continuously analysing plant room performance and optimising operations in real time, without compromising comfort. To calibrate the "green component trail," we follow a rigorous lifecycle assessment (LCA) methodology. This allows us to evaluate the environmental impact of our products from design through disposal.

Our internal Green Product Council plays a pivotal role in ensuring that every innovation meets strict sustainability benchmarks, covering energy efficiency, recyclability, and emissions reduction. Between 2020 and 2023, our high-efficiency systems and low-GWP refrigerants helped customers avoid over 367 million metric tons of greenhouse gas emissions.

These initiatives reflect our commitment to

not just delivering high-performance HVAC solutions, but also to driving measurable environmental impact through innovation and accountability.

**What are Carrier India's strategic priorities, and how are they aligned with the company's long-term sustainability goals?**

At Carrier India, our strategic priorities are closely aligned with our global vision of driving sustainability, innovation, and localization. A key focus area is advancing the Make in India initiative by localising a majority of our product portfolio for the domestic market. We've made strong progress on this front, expanding local manufacturing of light commercial and VRF systems, launching a comprehensive range of airside products, scroll chillers, and recent launch of centrifugal chillers at our manufacturing facility in India. These efforts support and help us serve customers more efficiently.

Sustainability is embedded in every aspect of our operations. We are investing in R&D and digital innovation to develop energy-efficient, low-GWP, and intelligent climate solutions that help reduce environmental impact.

Another key pillar of our strategy is the expansion of our local supply chain and engineering capabilities. Our advanced R&D Centre in Gurugram is home to a dedicated team of engineers and researchers focused on developing future-ready HVAC solutions tailored to India's unique climate conditions and infrastructure needs.

Complementing this is our Hyderabad Research & Development Centre (HRDC), which serves as a hub for product innovation. The centre specialises in embedded systems, platforms, controls, software, product analytics, electronics and hardware design, as well as mechanical packaging and analysis. Together, these centres are instrumental in driving Carrier India's innovation agenda and delivering sustainable, high-performance solutions for the market.

Together, these priorities reflect our commitment to delivering high-performance, sustainable solutions while contributing to India's self-reliance and global climate goals.

**Apart from being a commercial commodity, how is Carrier impacting lives under its CSR programmes which**

**encourage sustainability?**

At Carrier, our commitment to sustainability extends well beyond our commercial operations. Through a range of impactful Corporate Social Responsibility (CSR) initiatives, we are focused on driving long-term, meaningful change in the communities we serve particularly in areas of environmental health, education, and skill development.

One of our flagship initiatives is the United for Air program, aimed at improving air quality in Gurugram. This initiative raises awareness about the health risks associated with high particulate matter (PM) levels. We've installed real-time air quality monitors and LED display boards across the Gurugram city to empower citizens with actionable information and foster a culture of environmental responsibility.

We also proudly support the IGBC Green Your School Programme, in partnership with the India Green Building Council. Since 2007, this initiative has engaged middle school students across India to conceptualize and implement sustainability projects on their campuses. By encouraging youth to take action and think critically about their carbon footprint, we're nurturing the next generation of climate leaders.

In the area of education and skill development, Carrier is equipping students with future-ready skills through specialized training programs. Our Skill Development Centre feature state-of-the-art labs equipped with the latest HVAC technologies. These programs are led by industry experts and provide recognized certifications, preparing students for meaningful careers in the green economy. These efforts align with Carrier's broader Environmental, Social, and Governance (ESG) goals, including ambitions such as achieving water neutrality, zero waste to landfills, and significantly reducing energy intensity across operations. Our CSR work is a direct reflection of our belief that business success and social progress go hand in hand.

We are proud to lead by example and remain committed to building a healthier, more sustainable, and inclusive future—one initiative at a time.