



Montluel, January 27th 2021

Carrier Quality Policy

Carrier site in Montluel is dedicated to the design and manufacture of pressure tanks, heat exchangers, air conditioning equipment and refrigeration. It is also dedicated to the sale of spare parts for refrigeration, heating and air conditioning equipment.

Our vision is to be our customers' first choice through valuing their needs and delivering high quality products and customer services.

Carrier is committed to Quality and continuous improvement of product and processes for both customers and employees. Our responsibility is to ensure that by complying with the industry's highest standards and regulations, the level of Quality meets or exceeds ever-growing customer expectations of quality, reliability, product safety and on-time delivery requirements.

To do so, Carrier is developing major projects this year focused on innovative designs, lean Manufacturing processes, data management systems increasingly interlocked between our suppliers, our production and our customers.

Directors, managers and all employees are responsible for monitoring and maintaining an effective quality management system. Montluel Carrier is committed to maintain the culture of continuous improvement, drive the necessary changes to make processes more efficient and reach expectations related to new products and new technologies development in line with regulation changes.

The commitment of each of us and our individual contribution are the drivers to business success and delighted customers.

Mickael EUTHINE

Quality Director – Montluel Site

Handwritten signature of Mickael Euthine in blue ink, written over a printed name.

GILLES DONNAT

Industrial Director – Montluel Site

Handwritten signature of Gilles Donnat in blue ink, written over a printed name.