

**Novel Coronavirus**  
**FREQUENTLY ASKED QUESTIONS**

This document will be updated as circumstance surrounding the novel coronavirus (COVID-19) continue to evolve. Please discuss questions not covered here with you supervisor or HR manager.

**TIP:** Due to the length of the document, you might want to press CTRL-F to search for a word or phrase to more quickly locate a specific question.

<b><u>Table of Contents</u></b>	<b><u>Page #</u></b>
<a href="#"><b><u>General Coronavirus Questions</u></b></a>	<a href="#"><b><u>2</u></b></a>
<a href="#"><b><u>General Precautionary Questions</u></b></a>	<a href="#"><b><u>4</u></b></a>
<a href="#"><b><u>Incoming Materials</u></b></a>	<a href="#"><b><u>11</u></b></a>
<a href="#"><b><u>Travel</u></b></a>	<a href="#"><b><u>12</u></b></a>
<a href="#"><b><u>Visitors</u></b></a>	<a href="#"><b><u>14</u></b></a>
<a href="#"><b><u>Interviews</u></b></a>	<a href="#"><b><u>14</u></b></a>
<a href="#"><b><u>Social Distancing</u></b></a>	<a href="#"><b><u>15</u></b></a>

## **GENERAL CORONAVIRUS QUESTIONS**

### **Coronavirus General FAQs**

#### **Q. What are Coronaviruses?**

**A.** Coronaviruses are a large family of viruses, some of which can infect people. Some cause mostly mild illness, such as the strains responsible for some common colds. Others can potentially also lead to severe, or even fatal, disease - such as Middle East Respiratory Syndrome Coronavirus (MERS-CoV), which continues to circulate in some parts of the world. The Severe Acute Respiratory Syndrome (SARS) outbreak of 2003 was caused by a coronavirus. It caused a severe and fatal disease, however, it is no longer in circulation. The natural reservoir for coronaviruses is thought to be animal hosts. New strains emerge from this reservoir, infect an 'intermediate' host, and from there infect people. The viruses may then be capable of being transmitted from one person to another. Some are efficient at human-to-human transmission, while others are not.

#### **Q. What does “novel” mean?**

**A.** Novel means new. In this case, COVID-19 is a previously-unidentified strain of coronavirus. It is responsible for the outbreak of pneumonia which began in Wuhan, China in December 2019.

#### **Q. What are the symptoms of COVID-19?**

**A.** The illness is still being studied. So far, we know that common symptoms include fever, cough, shortness of breath and difficulty breathing. These symptoms are not limited to COVID-19. Respiratory illnesses and pneumonia caused by other organisms (including bacteria) and other viruses (such as influenza) can also cause these symptoms. COVID-19 is capable of causing severe illness, and some infected people have died. It is possible that people with underlying health conditions are at higher risk for severe disease.

#### **Q. How does COVID-19 spread?**

**A.** Authorities are continuing to investigate the source of the infection and how this new coronavirus spreads. Transmission is possibly happening via two routes:

Environment-to-human: Preliminary information suggests that the novel coronavirus is zoonotic, or transmitted from an animal source to humans. The initial cluster of cases appeared to have a common source of exposure - a local live seafood and animal market.

Human-to-human: from a sick person to others who are in close contact. In general, coronaviruses spread through infected respiratory droplets, just like other respiratory infections, including colds and influenza. A sick person expels these droplets when they cough, sneeze, or talk. Others can get the disease via contact (direct or indirect) with

these contaminated droplets. These droplets typically only travel a short distance, usually less than 3 feet (0.9 meters).

**Q. How long does the Coronavirus live outside the body?**

**A.** This specific Coronavirus virus has not been evaluated for longevity on inanimate objects. However, per the Center for Disease Control, in general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from over a period of days or weeks at ambient temperatures. The primary transmission of the Coronavirus is through respiratory droplets, so at this time practice good hygiene

**Q. Is there a vaccine for COVID-19?**

**A.** There is no vaccine currently available. It may take months or years for a vaccine to be developed.

**Q. Is there a treatment for COVID-19?**

**A.** There is no specific treatment for COVID-19. Patients receive supportive care, aimed at relieving their symptoms and preventing complications while they recover. This can include the use of mechanical ventilation if required. There is no specific antiviral therapy against this disease. Antibiotics are only effective against diseases caused by bacteria, not viral diseases like COVID-19.

**Q. Is COVID-19 the same as the MERS-CoV or SARS virus?**

**A.** No, Coronaviruses are a large family of viruses, some causing illness in people and others that circulate among animals, including camels, cats, and bats. The severity ranges from the common cold to more severe diseases. The recently emerged COVID-19 is an entirely different strain from the coronavirus that causes Middle East Respiratory Syndrome (MERS) and the coronavirus that causes Severe Acute Respiratory syndrome (SARS).

**Q. Is there a test to determine if I have been exposed to COVID-19?**

**A.** There is a medical blood test available, however the need for testing and the administration of the test is only conducted by your health professional. If you have any concerns or questions concerning testing, please contact your local health provider.

**Q. How many people have been infected by the novel coronavirus?**

**A.** The World Health Organization (WHO) is closely monitoring the situation and regularly publishes new information about the virus. To learn more go to [http://www.who.int/csr/disease/coronavirus\\_infections/en/](http://www.who.int/csr/disease/coronavirus_infections/en/)

**Q. How widespread is the novel coronavirus?**

**A.** The coronavirus outbreak is primarily in mainland China. As of February 25th, increases in the number of cases have also occurred in Italy, Japan, Singapore, and

South Korea. WHO will continue to share information as it is made available and has the most current information on which countries have cases and the number of cases.

**Q. Can humans become infected with COVID-19 from animals? If so, which ones should we be concerned about?**

**A.** The World Health Organization is closely monitoring the situation to identify how people are being exposed. The initial cluster of cases appeared to have a common source of exposure - a local live seafood and animal market. However, this market has been closed and sanitized. No additional animal sources have been identified.

**Q. If I am diagnosed with the COVID-19 and recover, can I return to work earlier than the 14 days?**

**A.** You may return to the site within the 14-day period when you have been symptom free for at least 24 hours and you have been cleared by your health care provider to return to work or normal activities.

**Q. If I think I have the coronavirus, what should I do?**

**A.** If you are experiencing flu-like or respiratory symptoms and are located in the affected regions or have recently traveled to or from an affected region, please seek medical attention immediately and notify your supervisor. The [Centers for Disease Control](#) recommends staying home except to get medical care, as well as avoiding public transportation, ride-sharing or taxis. Similar to the tips for employee and site safety above, it's also important to cover your coughs and sneezes, clean your hands often, clean surfaces and avoid sharing personal household items.

**Q. If I'm not sure if I have the coronavirus, but don't feel well, what should I do?**

**A.** If you are ill (any type of illness), please stay home until you have experienced 24 hours of symptom-free health.

**PRECAUTIONARY MEASURES | GENERAL QUESTIONS**

**Q. What can I do to prevent the spread of the coronavirus?**

**A.** Cough Etiquette – Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands. Put your used tissue in the waste basket.

Hand washing – use soap and water, wash for 20 seconds; use hand sanitizer if soap and water is not available, and then wash your hands normally as soon as possible.

Avoid touching your eyes, nose, or mouth - Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

Practice self-screening and self-isolation if sick or contagious.

Sanitizing work areas – use sanitizing wipes; use approved disinfectants; if disinfectants are not available, one can be made by mixing 1/3 cup chlorine bleach with 1 gallon of cool water (follow the use directions and precautions provided by the manufacturer of the bleach)

Sanitizing common surfaces such as:

- door knobs and handles
- elevator buttons
- hand rails and banisters
- table surfaces
- toilet flush handles/buttons
- chair arms that are of a non-porous material
- sanitize workstations middle of the shift and at change of shift
- light switches
- escalator handrails

**NOTE: Do not use any disinfectants or sanitizers on parts or equipment.**

Social distancing – Please see the [Social Distancing](#) section of the document.

**Q. Will cleaning materials be made available at my workplace?**

**A.** We are working with our global facility teams to ensure we're increasing cleaning of surfaces and equipment that is subject to contact by multiple people. Given supply constraints globally on cleaning supplies, we are strongly encouraging that employees increase frequency of hand washing with soap and water.

**Q. Where is my nearest coronavirus testing facility?**

**A.** If you have any questions concerning testing, please contact your local health provider.

**Q. How long will Carrier's current restrictions be in place?**

**A.** All current restrictions – travel, gatherings and visitors – are in place until further notice. We continue to closely monitor the impact of the coronavirus and will keep you updated as our precautionary measures evolve.

You can always find the latest information on [Carrier's coronavirus microsite on insight](#).

**Q. What do I do if I live in mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan and travel for work to either mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan? Upon return to my home location am I not allowed to enter a Carrier site for 14 days?**

**A.** At all times, personnel must follow country guidelines and requirements. Based solely on the living and working with these areas, the Carrier site entrance restrictions would not apply.

However, if you develop any symptoms of acute respiratory infection or a flu-like illness, we are directing you to seek medical attention and remain off the Company's site. You may return to the site within the 14-day period when you have been symptom free for at least 24 hours and you have been cleared by your doctor to return to work or normal activities.

Additionally, if you have close contact (i.e. within about 6 feet or 2m for about 30 minutes or more) with a person who has been diagnosed with COVID-19, we are directing you to remain off the Company's Site for 14 days from when you last had contact and follow local regulatory requirements.

**Q. Does the 14-day self-quarantine time period include layovers?**

**A.** Yes, if your itinerary includes a stopover or transfer in mainland China, Hong Kong, Macau, South Korea, Iran, Italy and Japan you need to follow the guidelines regarding not accessing the Company's sites for 14 days starting the day you arrived at a destination outside of mainland China, Hong Kong, Macau or South Korea.

**Q. What if I have a family member that periodically travels to these restricted areas (e.g. as part of a flight crew, flight attendant, or for business/personal travel)?**

**A.** Employees, vendors, contractors, sales people and other visitors to UTC with a member of same household who has recently returned (within 14 days) from mainland China, Hong Kong, Macau, South Korea, Iran, Italy and Japan including layovers are directed to remain off the Company's Site for 14 days starting the day the family member arrived at a destination outside of mainland China, Hong Kong, Macau, South Korea, Iran, Italy and Japan.

If you develop any symptoms of acute respiratory infection or a flu-like illness, we are directing you to seek medical attention and remain off the Company's site. You may return to the site within the 14-day period when you have been symptom free for at least 24 hours and you have been cleared by your health care provider to return to work or normal activities.

**Q. Who should Expats living in China contact for guidance?**

**A.** Please contact the Global Mobility Services group for guidance.

**Q. If we've had a visitor in our facility that we believe had been to mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan 3 weeks of visiting us, is there anything we need to do to report/take action to obtain more info?**

**A.** Coronaviruses are generally thought to be spread most often by respiratory droplets. All the current research shows that the family of coronavirus does not survive on inanimate surfaces for an extended period of time. There is no additional reporting or actions that need to be taken at this time.

From this point forward, visitor access at all Carrier facilities is limited to customers, emergency service providers, maintenance and janitorial staff, deliveries, regulators and government officials. Badged contractors are not considered visitors. Interviews should be held via phone or videoconference / WebEx.

**Q. What do I do if a family member is a medical professional? Can I still come to work?**

**A.** Yes, medical professionals follow universal precautions, especially when they are dealing with contagious diseases. Carrier will not apply additional restrictions to family members.

**Q. My colleague just got sent home for 14 days; do I need to go home too?**

**A.** Out of an abundance of caution we have sent people home who have recently traveled to mainland China, Hong Kong, Macau, South Korea, Iran, Italy and Japan. We are monitoring the individual and will contact people if necessary. Coronaviruses are generally thought to be spread most often by respiratory droplets. All the current research shows that the family of coronavirus does not survive on inanimate surfaces for an extended period of time. There is no additional reporting or actions that need to be taken at this time.

If you are concerned please contact your EH&S professional.

**Q. If an employee has triggered the requirement to remain out of the workforce and/or work remote for 14 days can they go to a customer site?**

**A.** Carrier has taken a risk mitigation position in efforts to protect individuals at our business locations. We have extended this restriction to our employees going to customer locations as well. Should a customer have a critical business need, the respective employee, leader, and business unit medical contact will discuss the specific business need and options to accommodate.

**Q. If I come back from an affected region and got tested by my personal doctor for the COVID-19 and it is negative, can I come back to work?**

**A.** If the laboratory test was specifically for the COVID-19 virus, the test results should be sent to the business unit's medical group to review. The medical group will contact you about the ability to return.

**Q. If I am on company business travel and do not feel well, who should I contact?**

**A.** For travel guidance or medical guidance while on international travel please consult iSOS at the following link. Member number 11BCAM875432

<https://www.internationalsos.com/MasterPortal/default.aspx?membnum=1ACAE050>

**Q. I saw the self-assessment questionnaire. Do I have to submit it to my supervisor?**

**A.** The self-assessment is for individual use only. You should not submit this form to managers or supervisors, except for where required by law (contact local HR if you have questions).

**Q. How do I put on, use and take off a disposable N95 dust/surgical mask?**

**A.** Before putting on a mask, wash hands with soap and water or hand sanitizer

Cover mouth and nose with the mask and make sure there are no gaps between your face and the mask; the mask will fit better if it you are clean shaven

Avoid touching the mask while using it; if you do, clean your hands with soap and water or hand sanitizer

To remove the mask: remove it from behind (do not touch the front of mask); wash hands with soap and water or hand sanitizer

**Q. If I have a friend that I regularly spend time with (but we do not live together) who has recently been to mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan. Am I allowed to come to my work location or must I adhere to the 14 days?**

**A.** Yes, you are allowed to come to work. Please continue to review the self-assessment form and follow the guidelines.

**Q. I have a partner that I cohabitate with periodically but do not share the same household. Can I go to work or must I adhere to the 14 days?**

**A.** We are directing you to remain off the Company's Site for 14 days starting the day you or the other individual arrived from mainland China, Hong Kong, Macau, South Korea, Iran, Italy and Japan.

If you develop any symptoms of acute respiratory infection or a flu-like illness, we are directing you to seek medical attention immediately and remain off the Company's site. You may return to the site within the 14-day period when you have been symptom free for at least 24 hours and you have been cleared by your doctor to return to work or normal activities.

**Q. We are in the flu season and now with the Coronavirus, should there be cleaning of items that involve hand to hand contact such as door handles, which are shared more commonly at all sites? Are the sites doing any extra general cleaning?**

**A.** Facility services routinely steps up cleaning and sanitizing of surfaces that are commonly touched during flu season. Additionally, hand sanitizer dispensers are



located throughout most facilities. However, the most effective method to prevent spread is to wash your hands frequently with soap and water for at least 20 seconds.

If you have questions, please contact your facilities services organization or Site management to determine what is specifically being done at your location.

**Q. I recently attended a business meeting or conference in the last three weeks with someone who had recently traveled to or is from mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan? Is there anything we need to do to report/take action to obtain more info?**

**A.** Coronaviruses are generally thought to be spread most often by respiratory droplets. All the current research shows that the family of coronavirus does not survive on inanimate surfaces for an extended period of time. There is no additional reporting or actions that need to be taken at this time.

Please review the self-assessment form and follow the guidelines. If you develop any symptoms of acute respiratory infection or a flu-like illness, we are directing you to seek medical attention and remain off the Company's site. You may return to the site when you have been symptom free for at least 24 hours and you have been cleared by your doctor to return to work or normal activities.

**Q. Should I or can I get tested for COVID-19?**

**A.** Testing is very limited. Currently only patients under investigation or actively showing symptoms can be tested. This is performed under direction of the United States of America's Center for Disease Control and by local Departments of Public Health. If you have concerns speak with your personal health provider.

**Q. Who are "patients under investigation" (PUI)?**

**A.** The test and the laboratories that can perform the test for COVID-19 are both very limited. In order to ensure proper allocation of resources, only the right patients that meet certain criteria that is a combination of symptoms and epidemiologic risk are tested. In the United States, the Centers for Disease Control (CDC) determines the criteria to be designated a "Patient Under Investigation". The local health provider in conjunction with the local health department screen patients to determine if they meet that criteria.

**Q. I was on business travel (transiting through an affected region) 10 days ago. If I come down with flu-like symptoms- should I go to my own physician and pay out of pocket, or is it handled/paid through workers comp?**

**A.** Worker's Compensation is a United States only program and what would be covered varies by State. For U.S. employees, if you are on business travel and believe you have contracted COVID-19, you should seek medical attention immediately. You should also contact Human Resources and/or your business unit Medical function for guidance, including potential worker's compensation issues.

**Q. If I have been in contact with someone from mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan in the past 14 days that did not display any symptoms or illness, what should I do? Do I stay out of work for the 14 day wait period?**

**A.** Coronaviruses are generally thought to be spread most often by respiratory droplets. All the current research shows that the family of coronavirus does not survive on inanimate surfaces for an extended period of time. There is no additional reporting or actions that need to be taken at this time. You can come to work as usual. We suggest using the self-assessment tool to monitor yourself for 14 days.

From this point forward, visitor access at all Carrier facilities is limited to customers, emergency service providers, maintenance and janitorial staff, deliveries, regulators and government officials. Badged contractors are not considered visitors. Interviews should be held via phone or videoconference / WebEx.

**Q. If an employee brings a note from their doctor, clearing them to return to work after being out with COVID-19, are they clear of the virus?**

**A.** Yes. A person actually “diagnosed” with COVID-19 has been treated and their case tracked by the local government agency and their primary healthcare provider. The person would only be approved to return to work if they were deemed not to be a health threat to others.

**Q. A member of my household has been asked to stay out of work by their company because the parents of a co-worker are experiencing flu and cough like symptoms. Should I stay out of work also?**

**A.** No, all companies have their own policies regarding this virus which may differ from Carrier’s. Please review the self-assessment form and follow the guidelines. You can come to work as usual if you pass all the Carrier-enforced guidelines.

**Q. I am an expat and want to come home from due to concerns over coronavirus, can I do that and how?**

**A.** Please coordinate with your supervisor and HR before making any travel arrangements so they are aware of your plans. Expatriates should book commercial travel wherever possible. If commercial travel is unavailable you should coordinate with the Global Security team to arrange for travel via Carrier’s international vendor iSOS.

**Q. I live and work in South Korea and want to leave the country, how do I do that?**

**A.** We do not offer relocation services for non-expat employees that live and work in an affected country. You should check with your local HR for any other support that may be available.

**Q. I’m a manufacturing employee and cannot work remotely. If I am required to self-quarantine will I be paid?**

**A.** Given the unique circumstances of the coronavirus outbreak, we need employees to be forthcoming if they think they might have been exposed to the virus and might pose a health risk to their co-workers and the general public. Therefore, for individual employees who are not able to continue performing their work remotely during a self-quarantine, Carrier will make an effort to mitigate time lost at work due to self-quarantines without requiring the use of accrued paid time off. Any such employees should speak to their Human Resources representative.

*Please note: The above response applies to individual employee situations. If a coronavirus outbreak causes the full or partial closure of a facility, senior management will determine the best course of action based on the specific facts of that situation.*

**Q. What should I do if one of my colleagues has self-quarantined after potential exposure to the virus?**

**A.** Your facility will update you with the latest information related to your site and any additional requirements once test results are available.

In the meantime, please follow these guidelines:

1. If you are ill (any type of illness), please stay home until you have experienced 24 hours of symptom-free health.
2. Please practice social distancing. The World Health Organization recommends a distance of 3 feet between yourself and anyone who is coughing or sneezing. –
3. Proper hand washing is encouraged. Washing hands with soap and warm water for 30 seconds should be done on a frequent basis. Wiping down your computer keyboard and mouse, phone and desktop with disinfectant wipes each day is also a good habit.
4. You may have also noticed that common areas are being cleaned and disinfected more frequently. In conjunction with hand-washing and work area cleanliness, this will help reduce the spread of any germs throughout the facility.

If you have any questions, please contact your supervisor or HR partner.

## **INCOMING MATERIALS**

**Q. Am I at risk for contact with the novel coronavirus from a package or products shipping from any affected area – mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan?**

**A.** The Center for Disease Control in the U.S. has indicated there is still a lot that is unknown about the newly emerged COVID-19 and how it spreads. Two other coronaviruses have emerged previously to cause severe illness in people (MERS and SARS). COVID-19 is more genetically related to SARS than MERS, but both are beta coronaviruses with their origins in bats. While we don't know for sure that this virus will behave the same way as SARS and MERS, we can use the information from both of these earlier coronaviruses to guide us. In general, because of poor survivability of

these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 associated with imported goods.

At this time we strongly recommend that you follow good hygiene and wash hands frequently with soap and water for 20 seconds. When soap and water is not readily available, use a hand sanitizer with alcohol.

**Q. Should I worry about parts that are being serviced or raw material coming in from areas of concern?**

**A.** No, at this time all the current research shows that the family of coronavirus does not survive on inanimate surfaces for an extended period of time. However, we strongly recommend that you follow good hygiene and wash hands frequently with soap and water for 20 seconds. When soap and water is not readily available, use a hand sanitizer with alcohol.

**TRAVEL**

**Q. What are Carrier's current travel restrictions?**

**A.** Please see below for Carrier's current employee travel directives (as of March 12, 2020).

**Current Travel Directives**

Following the latest COVID-19 developments, Carrier has updated its travel directives to the following until further notice:

- Travel to and from mainland China, Hong Kong, Macau, South Korea, Iran, Italy and Japan remains **suspended**.
- All intercontinental travel (travel between two continents) is now **suspended**.
- **All other travel is limited to customer-facing, customer-critical and business-critical only.**

Carrier asks all employees to please carefully review any planned travel and assess whether the trip meets the criteria above. Conferences, trade shows, site visits, off-site business reviews that can be deferred, or other discretionary or regular-type "staff" meetings, would generally not be considered business critical. For travel that is deemed necessary, speak with your manager and, where appropriate, discuss the criticality of the travel with your customer before proceeding. Any exception request beyond what is approved above will require Carrier Executive Leadership Team-level approval.

Bottom line – your safety is paramount. Under no circumstances are you obligated to travel – even if it meets the above guidelines – if you are not comfortable to do so.

**Q. I'm on business travel right now. Should I continue my trip or immediately return home?**

**A.** You should do whatever you're most comfortable with, but you can continue your trip and return home on your previously scheduled flight.

Please review the recommendations made available on Carrier's coronavirus microsite regarding social distancing and proper hand washing, and notify your supervisor upon your return if you feel unwell.

**Q. I'm a contractor on long-term travel. Should I continue my trip or immediately return home?**

**A.** We recommend you contact your employer for guidance. Please keep your supervisor apprised of your plans and review the recommendations made available on Carrier's coronavirus microsite regarding social distancing and proper hand washing.

**Q. I have booked travel starting tomorrow (or similar) that is non-refundable. What should I do?**

**A.** If the trip is not customer-facing, customer-critical or business-critical, you should postpone or cancel the trip. We understand there will be some cost associated with this, but your health and safety is our priority.

- **Is travel *within* mainland China, Hong Kong, Macau, South Korea, Iran, Italy or Japan restricted?**

Travel within affected countries is limited to business critical travel, in accordance with local travel restrictions.

**Q. What if the sunk costs are significant / can't be avoided? Do I still cancel my [travel / off-site meeting / work with an outside vendor / etc.]?**

**A.** The health and safety of you and your co-workers is our utmost concern. Therefore, while we ask that you take steps to try to mitigate the costs, cost should not be a deciding factor.

If you feel that circumstances warrant consideration of an exception to the criteria set forth above, please work with your supervisor to determine if an exception to policy should be pursued.

**Q. What about personal travel? Is the company tracking / prohibiting personal travel or requiring employees to self-disclose?**

**A.** Personal travel is at your own discretion, however, we request you exercise caution and fully appreciate the risks of possible quarantines and interrupted travel given the evolving global coronavirus outbreak. Also, the same rules, restrictions and requirements before entering a Carrier facility will apply to you when you return, regardless of the nature of your travel. Carrier respectfully requests that all employees

continue to stay up to date with public health directives and guidance to make the most appropriate determinations for your safety and that of your family and colleagues.

## **VISITORS**

### **Q. Are visitors allowed at Carrier facilities?**

**A.** Effective immediately, visitor access at all Carrier facilities is limited to customers, emergency service providers, maintenance and janitorial staff, deliveries, regulators and government officials. Badged contractors are not considered visitors. Interviews should be held via phone or videoconference / WebEx.

Updated visitor signage should be posted at all entry points to clearly communicate our current protocols. All approved visitors should still complete the health self-assessment prior to entering.

### **Q. I have a project with an outside vendor scheduled at my facility. Do I need to cancel?**

**A.** If the group coming on site does not meet the visitor guidelines, the visit should be postponed.

### **Q. How will the new visitor policy impact site deliveries? Are those still allowed?**

**A.** All facility deliveries should continue as planned to ensure business continuity. Before entering a Carrier facility, vendors should complete the health self-assessment, available here. [Add link]

### **Q. What do I tell visitors who are scheduled and I need to cancel, or who are planning a visit / want to visit?**

**A.** A draft communication is available for your use on [Carrier's coronavirus microsite](#).

### **Q. Can customers still come on site?**

**A.** Customer visits are approved. Please follow the recommended guidance for meetings and gatherings and social distancing, as outlined in the email communication and on [Carrier's coronavirus microsite](#).

## **INTERVIEWS**

### **Q. If travel is already booked for an interview should we proceed or cancel?**

**A.** The in-person interview should be rescheduled as a phone or videoconference interview. Any trip that is not customer-critical or business continuity-related, should be

postponed or canceled. We understand there will be some cost associated with this, but your health and safety – and that of any prospective employee – is our priority.

**Q. I have an interview scheduled with a local candidate. Can we continue with this as planned if airfare is not involved?**

**A.** The in-person interview should be canceled and the discussion should be rescheduled as a phone or videoconference interview.

In addition to enhanced travel precautions, we have also begun limiting access to Carrier facilities to customers, emergency service providers, maintenance and janitorial staff, regulators and government officials.

## **SOCIAL DISTANCING**

**Q. What is social distancing?**

**A.** Social distancing is a technique used to lessen the risk of catching a virus like COVID-19. Whenever possible, we ask that individuals keep a distance between them of at least 1 meter / 3 feet consistent with the guidance provided by the World Health Organization.

Methods:

- Telecommuting (with discussion with your supervisor)
- Establishing flexible work hours or staggered shifts; consider creating second / additional shifts to permit distance at workstations
- Limiting the frequency and type of face-to-face contact – use WebEx, e-mails
- Increasing the physical distance between persons during face-to-face greetings/meetings
- Avoiding hand shaking
- Utilizing conference calls and Web-based meetings
- Staggering lunch breaks
- Canceling non-essential meetings or large gatherings

**Q. At my office, our open floor plan has our desks close together. Should half of us work from home?**

**A.** Please reach out to your supervisor to determine the safest and most effective manner that you can create a safe distance in your work area, including considerations for telecommuting. The recommendation is to allow 1 meter / 3 feet between people where possible, and to stay at home if you feel ill. Please discuss any work from home arrangements with your supervisor.

**Q. Will our cafeteria be closed to ensure proper social distancing?**

**A.** We understand employees cannot completely avoid being in groups – including cafeterias or your regular work areas, and in your communities outside of work. In those situations, please follow recommendations on social distancing and proper hand washing.

To ensure that we are providing the safest work place possible, certain facilities' offerings might be limited or temporarily unavailable (e.g. salad bars, coffee and drink dispensers, fitness center activities, etc.).

**Q. Can we still hold in-person internal meetings at our own facility?**

**A.** Any internal, in-person meetings should not exceed 20 people. Where possible, these meetings should be limited to business-critical work, with most meetings managed via phone or videoconference / WebEx.

Please follow the recommended guidance for meetings and gatherings and social distancing, as outlined in the email communication and on [Carrier's coronavirus microsite](#).

**Q. What are approved meeting spaces in my building?**

**A.** Employees can continue to use available meeting rooms in our facilities. Please follow the recommended guidance for meetings and gatherings and social distancing, as outlined in the email communication and on [Carrier's coronavirus microsite](#). For meeting rooms, we recommend limiting participants to half the room's occupancy to ensure social distancing.

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As a global company, we are taking this matter seriously and continue to monitor the Coronavirus closely. We are following WHO guidelines and are informing employees, contractors and visitors to our facilities of any necessary precautions specific to their location, and to mitigate any potential impact to our global operations.