

LENNOX

EUROPE MIDDLE-EAST AFRICA

OUR COMMITMENTS

**WE, LENNOX EMEA, BELIEVE THAT WE MUST
ACTIVELY ACT TO BUILD A SUSTAINABLE FUTURE
AND A FAIR SOCIETY**

As a leading player in HVAC and refrigeration, Lennox EMEA is dedicated to offering its customers the best products, solutions and services in the world through the intelligent use of technology, while respecting the environment.

This is how all Lennox EMEA employees contribute to making this world a better place.

Our quality, safety and environmental commitments and corporate social responsibility (CSR) ambitions are reviewed each year to ensure consistency with the changing requirements of our customers, our company and other stakeholders.



12/02/2024

Ricardo Freitas

LENNOX EMEA Managing Director

A handwritten signature in black ink that reads "Ricardo Bartoloni Freitas". The signature is written in a cursive, flowing style.



BE A RESPONSIBLE AND COMMITTED ACTOR

Be a committed and responsible partner

Offer innovative and sustainable products and services adapted to market needs
Ensure ethical and responsible sourcing
Comply with the laws and regulations applicable to our activities and products

Play an active role in defending our core values of integrity, respect and excellence

Be honest and responsible
Respect our colleagues, customers, business partners, competitors and the communities in which we live and work

Develop a quality culture through risk management

Provide our customers products and services that meet in every aspect their requirements, customer satisfaction being the key to success
Ensure the commitment of all employees to continuous improvement

Improve overall profitability

Develop its market share in Refrigeration, Chillers, and strengthen its leading position in the Rooftops market
Develop sales of spare parts and services
Improve plant competitiveness and performance to achieve operational excellence
Drive cost optimization programs and, more broadly, transformation projects needed to improve overall business performance
Deliver value to our shareholders and other stakeholders



Ensure that at least 60% of our suppliers participate in our CSR commitments



0 Labour litigation



Reduce our customer claims rate and warranty costs by 20%



PROTECT OUR ENVIRONMENT

Limit the impact of our activities on the environment

Continue to limit our greenhouse gas emissions

Preserve our natural resources and prevent pollution

Deploy actions to raise awareness on energy savings

Recycle and recover our waste

Reduce the environmental impact of our products

Improve and ensure the energy performance of products

Provide environmental information about our products

Strengthen our environmental approach taking into account the product life cycle



Reduce energy consumption by 5% per year



Reduce water consumption by 5% per year



Reduce greenhouse gas emissions by 37% by 2034



Have all new HVAC products referenced ECOPASSPORT and EUROVENT

PRESERVE OUR HUMAN CAPITAL

Develop employee skills and motivation

Develop talent through a skills development program adapted to the company needs

Develop the employer brand internally and externally

Improving quality of life and well-being at work

Value the performance of our employees and business partners and the quality excellence of our products and services

Promote the health and safety of employees, partners and customers

Continue to prevent safety and ergonomic risks

Participate in local and community activities, promote diversity and inclusion



Positive engagement and favorability rate > 50%



At least 1 hour of training and development to 100% of our Lennox EMEA employees



More than 85% of people in Lennox EMEA represented by a Local Trade Union or Collective Agreement



3 ED&I actions per year



20% accidents reduction



No child employment related

