



## OUR COMMITMENTS

## **WE, LENNOX EMEA, BELIEVE WE NEED TO ACTIVELY ACT TO BUILD A SUSTAINABLE FUTURE AND EQUAL SOCIETY**

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

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

Our Quality, Safety and Environment commitments and our ambitions in terms of Corporate Social Responsibility (CSR) are reviewed annually to ensure consistency with the changing requirements of our customers, the company and other stakeholders.



**01/02/2023**

**Ricardo Freitas**

**VP & General manager**

**LENNOX EMEA**



## BE RESPONSIBLE AND CORPORATE

### Be a committed and responsible partner

Provide innovative and sustainable products and services tailored to market needs.

Ensure ethical and responsible purchasing.

Comply with the laws and regulations applicable to our activities.

### Developing the quality culture through risk management

To provide our customers with products and services in all respects in accordance with their requirements, customer satisfaction being the key to success.

Ensure the commitment of all employees to continuous improvement.

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

Being honest and responsible, that's how we work.

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

### Improve overall profitability

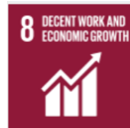
Develop its market share in Refrigeration, Chillers, and strengthen its leading position in the Rooftops market.

Expand service and parts sales.

Improve the competitiveness and performance of factories to achieve Operational Excellence.

Drive cost optimization programs and, more globally, transformation projects needed to improve overall business performance.

Bring value to our shareholders and other stakeholders.



Get at least 50% of our suppliers engaged in ESG program



Reduce our customer claims rate and warranty costs by 15%



0 accidents for 100,000 hours worked / reduce accidents of 20%



"Non Childhood" Employment



0 Labour litigations

## PROTECT OUR ENVIRONMENT

### Limit the impact of our activities on the environment

Moving towards carbon neutrality and limiting greenhouse gas emissions

Boost our environmental approach by taking into account the Product Life Cycle perspective

Deploy actions to raise staff awareness of energy savings

### Prevent pollution

Preserving our natural resources and recycling our waste



Have all the new HVAC products referenced ECOPASSPORT and EUROVENT



Reduce energy consumption by 3% per year



Reduce water consumption by 5% per year



Reduce greenhouse gas emissions by 37% scope 1 and 2 by 2034

## PRESERVE OUR HUMAN CAPITAL

### Develop employees's skills and motivation

Develop talent through a skills development program adapt to the company's 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 and partners and customers

Continue its prevention of safety and ergonomics risks

Implement the necessary measures related to government actions to ensure the safety of employees in the face of the COVID-19 pandemic

Be locally engaged and involved with communities, advocate for diversity and integration



Positive engagement and favorability rate at minimum 50%



At least 1 hour of training and development action 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 DE&I actions per year





## HR COMMITMENTS

### 2023 ROADMAP



## OUR PEOPLE ARE COMMITTED TO BUILDING THE MOST ENERGY EFFICIENT AND SUSTAINABLE FUTURE

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

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



20/08/2023  
**Claire Cavallucci**  
**HR Director**  
**LENNOX EMEA**

A handwritten signature in blue ink, appearing to be 'C. Cavallucci'.



## OUR CORE VALUES

### CODE OF BUSINESS CONDUCT

#### INTEGRITY

#### RESPECT

#### EXCELLENCE



## THE CORE VALUES OF LENNOX INTERNATIONAL



#### INTEGRITY

We are honest and accountable. That's how we do business.



#### RESPECT

We value our coworkers, customers, business partners, competitors, and the communities where we work and live. We champion diversity and inclusion.



#### EXCELLENCE

We expect high performance from our employees and business partners and high quality in our products and services. We deliver value to our shareholders and other stakeholders.



## 2022-2025 HR ROADMAP

LENNOX EMEA EMPLOYEES CONTRIBUTE TO MAKING THIS WORLD A BETTER PLACE

OUR ROADMAP  
IS SUPPORTED  
BY ADR ACTIONS



### PEOPLE EXCELLENCE

**Maintain a positive engagement and favorability rate of our Lennox EMEA employees**

Measurement : Global Employee Engagement survey

**Ensure at least 1 hour of training and development action to 100% of our Lennox EMEA employees**

Measurement: Learning Centre, Training and Development actions



### PEOPLE RESPECT

**Maintain a positive and constructive social climate in the company**

Measurement: Number of people represented by a Trade Union or Collective Agreement in EMEA, Numbers of Labour litigations.

**Ensure our Lennox EMEA employees safety**

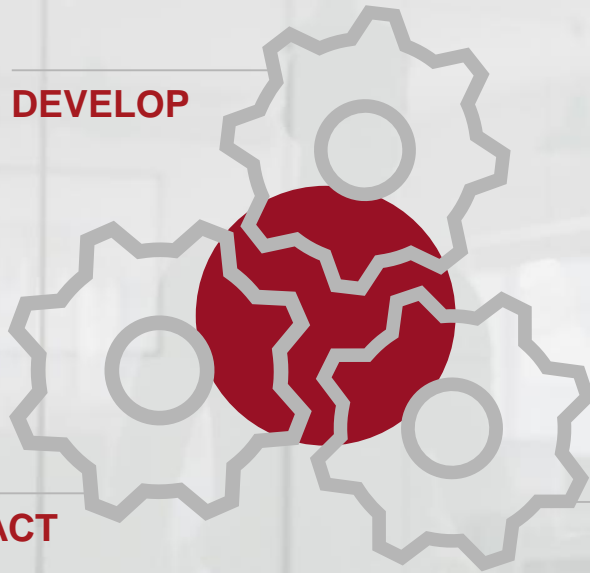
Measurement: Number of accidents for 100,000 hours worked

**Respect DE&I and ILO recommendation about human rights**

Measurement: Internal audit on recruitment shortlist slates, talent slates, children workforce, D&I actions

# HUMAN RESOURCES – ADR PROGRAM

LENNOX EMEA EMPLOYEES CONTRIBUTE TO MAKING THIS WORLD A BETTER PLACE



## 2022 ACTIONS / ACHIEVEMENTS

LENNOX EMEA EMPLOYEES CONTRIBUTE TO MAKING THIS WORLD A BETTER PLACE

OUR ROADMAP  
IS SUPPORTED  
BY ADR ACTIONS



### PEOPLE EXCELLENCE

**Maintain a positive engagement and favorability rate of our Lennox EMEA employees**

Measurement : Global Employee Engagement survey

**2022 results : 62/100 Engagement – 54% Favorability**

*(number of positive answers VS total number of answers from the survey question)*

**Ensure at least 1 hour of training and development action to 100% of our Lennox EMEA employees**

In 2022 – more than 95% of Lennox EMEA Employees had at least 1 hour of training



### PEOPLE RESPECT

**MAINTAIN A POSITIVE AND CONSTRUCTIVE SOCIAL CLIMATE IN THE COMPANY**

More than 85% of Lennox EMEA employee are represented by a local Trade Union or collective agreement

**Respect DE&I and ILO recommendation about human rights**

**Major DE&I event of 2022 :**

- Culture and Language sharing” during our Learning month session

“**Courir pour Elles**” solidarity march, for the benefit of 'Courir pour Elles'. This association supports women in their fight against cancer and to reconstruct themselves.

“**Rose for woman**” Lennox is mobilizing in the fight against breast cancer by offering a rose to women

## 2022 ACTIONS / ACHIEVEMENTS



Building on the experience of last October, we have renewed the initiative of a solidarity march, for the benefit of 'Courir pour Elles'. This association supports women in their fight against cancer and to reconstruct themselves.

With our iconic pink t-shirts, we did not fail to rise the interest of other walkers for this beautiful cause.



**JEU**  
10/11

**MAR**  
15/11

**MER**  
16/11

**MAR**  
22/11

**MAR**  
29/11

**MER**  
29/11

**Les gestes qui sauvent**  
Sensibilisation à l'aide la relation virtuelle  
**GENEVE** Durée : 1H  
Horaires : 9H à 10H

**Atelier Sophrologie**  
Technique de respiration, détente, gestion du stress...  
**MORON** 10H à 12H

**Atelier Sophrologie**  
Technique de respiration, détente, gestion du stress...  
**GENEVE** 15H à 16H

**Atelier Sophrologie**  
Technique de respiration, détente, gestion du stress...  
**SORVIEUX** 14H à 15H


**Atelier Multicultural**  
Echange et partage de culture autour d'ateliers hors...  
**CLAYTON** 9h30-10h30

**Ergonomie, travail en bureau**  
**TEAMS** 14H – 15H


**Gérer son budget et ses déchets !**  
**TEAMS** 14H – 15H

**Sexisme et harcèlement : c'est quoi donc / venez jouer pour mieux cerner le sujet !**  
**TEAMS** 13H30 à 15H30

**confer**









Edith Sala

UK - The LiVe by Lennox EMEA

7 mois

Roses for women

Lennox is mobilizing in the fight against breast cancer by offering a rose to women. Together let's support October Pink!



Afficher la traduction

212



13

J'aime

Je commente

Commenter





Identify the **Red Flags** of Human Trafficking


Human trafficking also known as modern day slavery, is a crime that involves exploiting a person for labor, services, or commercial sex. Despite common misconceptions, it occurs in every region of the world and involves people of all ages and backgrounds.

Be on the lookout for these red flags, particularly when working with business partners.


Does The Company...




spreads a high risk  
reputation or negative  
online or in person  
(e.g. LinkedIn)




has poor records  
management of human  
resources



offers an unusually  
high salary for the  
position




provides little  
information about  
company




refuses to let  
employees conduct  
a background check


Are Their Workers...




person has been  
recently arrested




employee works  
for a day




employee has the  
right to  
work




employee has  
no information  
on company  
history



refuses to let  
employees conduct  
a background check




employee works  
for a day



employee has the  
right to  
work


Red flag warning signs: These warning signs should be taken seriously. If you suspect any of the company's management practices or employee behavior may be a sign of human trafficking, contact the British Consulate in London.

For more information, visit: [www.britain.gov.uk](http://www.britain.gov.uk)



Join or log in

[Sign up](#)
[Log in](#)



# HR COMMITMENTS

## ETHICS



# ETHICS & COMPLIANCE OFFICE

## Code of Business Conduct

LII's Code of Business Conduct outlines expectations for LII employees, officers, and members of the Board of Directors in accordance with our values, policies, and both the letter and spirit of applicable laws. It also provides resources for reporting concerns and seeking guidance.

Our recently updated Code:

- features easy electronic navigation
- provides links to related policies and resources (some links are only accessible to LII employees)
- outlines specific responsibilities for employees and heightened responsibilities for leaders
- includes an *Ethical Decision-Making Guide*
- reinforces our commitment to diversity and inclusion
- adds sections on human rights, privacy, social media, and trade compliance
- incorporates recent developments in the law

We've also updated our Business Partner Code of Conduct which lays out expectations for companies and individuals with whom we do business.



Code of Business Conduct



Business Partner Code of Conduct

# HR COMMITMENTS

## ETHICS & COMPLIANCE TRAINING CURRICULUM (3 YEAR PLAN)

	Course Topic	Frequency											Delivery Mode
			Directors & Above	Salaried Employees	Hourly Employees	Sales/ Marketing Employees	HR/Legal Employees	Finance/ Accounting/ Audit Employees	Sourcing/ Logistics/ Supply Chain Employees	R&D/ Engineering	Board of Director	Other/ Further Specification	
Core Curriculum	Code of Business Conduct (Online)	New hires within first 30 days; all employees annually		X							X		Online
	Code of Business Conduct (Live)	Annually			X								Live
	Ethics & Compliance Questionnaire (SOX Control)	Annually	X								X	Other selected employees	Online
	Harassment	Per local law mandate		X	X							Per local law	Online; Live
Targeted Training	Anti-Bribery/ Corruption	Annually		X								Salaried employees in higher-risk areas	Live
	Anti-Bribery/ Corruption	Odd years	X				X	X	X	X		Salaried employees outside the U.S.	Online
	Antitrust/ Fair Competition	Even years	X			X	X	X	X	X		Managers and above for functions listed	Online; Live
	Insider Trading	Every 3 years (2021)	X									Blackout List; ESPP participants	Online
	Bystander Intervention/ Green Dot	New hires within first 30 days		X								Salaried new hires in U.S.	Online; Live
	Lessons Learned	New presentation every 2-3 years		X								As requested	Live
	New Hire Orientation	Monthly		X	X							Location specific	Live
	Additional Topics	As needed/ requested		X	X								Online; Live
Awareness Tools	Videos	4 times per year		X	X						X	Translations available when possible	Emailed to employees with company email address; ECO website
	Quarterly Bulletins	4 times per year		X	X							Translations provided	Integrity Centers; ECO website; the Ulink; HR distribution

# HR COMMITMENTS

## ETHICS

Lennox EMEA is organizing every year a Code of Business Conduct training mandatory for all of employees Direct and Indirect through Internal E-Learning platform

ONLINE CLASS

2022 Code of Business Conduct

Last Updated 03/24/2023 Duration 25 minutes ★★★★★ 566

Details

Provider

Lennox International

Version

1.0

Available Language(s)

English (US)

Show Less

Ratings and Reviews

4.7

★★★★★

566 Reviews

Online training

ONLINE CLASS

2022 Code of Business Conduct

Completed

Training was successfully completed and recorded to [your transcript](#).

View Completion Page

or

Assign

### PARTICIPATION RATE OF 2022 IS 97% WITH CERTIFICATION.

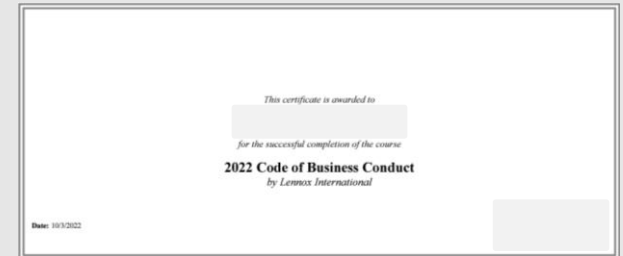
Belgium	6	0	6	100%
France	563	5	568	99%
Germany	222	1	223	100%
Great Britain	12	0	12	100%
Italy	2	0	2	100%
Netherlands	47	0	47	100%
Poland	45	1	46	98%
Portugal	22	1	23	96%
Spain	154	20	174	89%
<b>Grand Total</b>	<b>1073</b>	<b>28</b>	<b>1101</b>	<b>97%</b>

### IN ADDITION:

We updated our EthicsLine Numbers for international to be 1-step calling (instead of some that were 2+ steps) April 2022

We updated all of the materials in the “Integrity Centers” which are plexiglass displays of ethics information posted on-site at all of our locations with employees, translated July 2022

We updated our Ethics & Compliance Office website, which employees have access to all our communications, policies, Code of Business Conduct, and reporting information February 2023

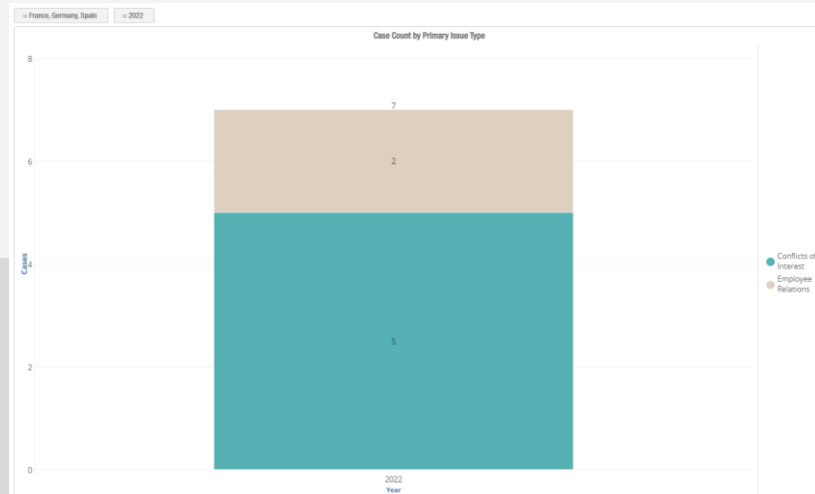


# HR COMMITMENTS

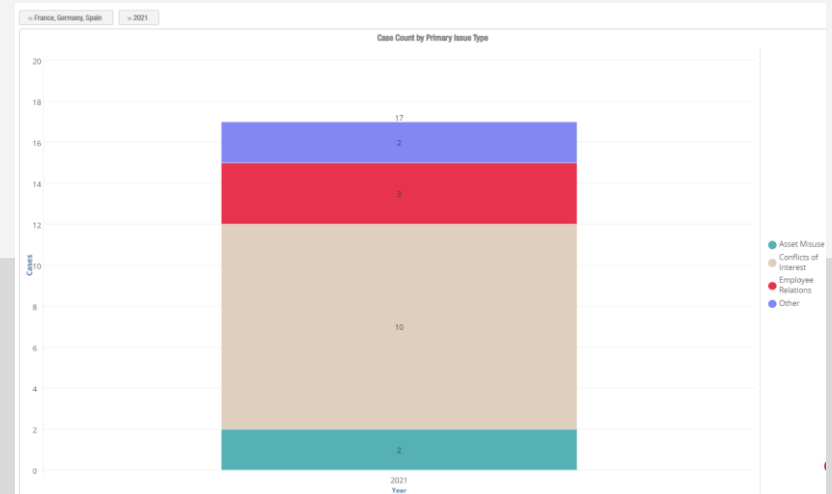
## ETHICS

Lennox EMEA constantly monitoring Ethics cases and Incidents (and compare YoY)

2022



2021





## DE&I and HUMAN RIGHTS

Lennox EMEA is actively monitoring Social environment and the respect of Human Rights , Child and forced labor through our offices around Europe. Our offices are base in low-risk area as defined by the ILO and UN Office analysis. We reinforce our control every Month/Year through strong HR processes (Recruitment, Talent development etc)

 <b>LENNOX</b> EUROPE MIDDLE EAST AFRICA		2020	2021	2022	Q1-2023
Respecting and Protecting Human Rights / Social Climate / Child and Forced Labor	LEVEL OF COUNTRY's RISK	Audit / Cases	Audit / Cases	Audit / Cases	Audit / Cases
<b>FRANCE</b>	LOW	1/0	1/0	1/0	1/0
<b>SPAIN</b>	LOW	1/0	1/0	1/0	1/0
<b>NETHERLANDS</b>	LOW	1/0	1/0	1/0	1/0
<b>GERMANY</b>	LOW	1/0	1/0	1/0	1/0
<b>ITALY</b>	LOW	1/0	1/0	1/0	1/0
<b>POLAND</b>	LOW	1/0	1/0	1/0	1/0
<b>PORTUGAL</b>	LOW	1/0	1/0	1/0	1/0
<b>UK</b>	LOW	1/0	1/0	1/0	1/0

# DE&I and HUMAN RIGHTS

As a global corporate citizen whose core values are Integrity, Respect, and Excellence, we have a responsibility to respect and uphold basic human dignity and human rights, including the rights of women and minorities, throughout our operations and supply chain.

We actively communicate to our employee about Human trafficking, child labor, forced labor. We prohibit the employment of individual under the minimum age allowed by applicable law.

For more on our commitments refer to [Lennox Human Rights Policy](#)

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## Identify the Red Flags of Human Trafficking

Human Trafficking, also known as modern-day slavery, is a crime that involves exploiting a person for labor, services, or commercial sex. Despite common misconceptions, it occurs in every region of the world and victimizes people of all ages and backgrounds.

Be on the lookout for these red flags, particularly when working with business partners.



### Does The Company...



operate in a high-risk country or industry (refer to [US Trafficking in Persons Report](#))



limit or prohibit inspections of their work sites



offer us significantly better terms than their competitors



prohibit their workers from being interviewed



retain workers' original documents (e.g. passports and visas)



### Are Their Workers...



paid late or are their wages withheld



required to pay to get the job



younger than the legal age



required to live in substandard employer provided housing



without access to or control over their bank accounts



given little or no time off



threatened or abused

For the safety of the victim, these situations must be handled carefully. If you suspect Human Trafficking - even if you don't have all the details - document as much as you can and immediately report the situation to the Ethics & Compliance Office.

For more on our commitment, refer to [LII's Human Rights Policy](#)



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