



GE APPLIANCES
a Haier company



2023 Citizenship Report

Our Path Forward:

Become America's Leading Home Ecosystem Company

Founded in the U.S. more than 100 years ago and part of Haier Smart Home for nearly a decade, GE Appliances is redefining what it means to be a home appliance company. Our dedicated Kentucky-based leadership team strives to exceed the ordinary, pushing the boundaries of innovation and smart technology. We are committed to transforming homes beyond simply living spaces into integral, intelligent ecosystems that adapt to the needs of families and the planet.

We are a recognized industry leader of innovation and envision a future where our products transcend their primary functions. Imagine refrigerators that not only preserve food but also help families manage their meals. Or living spaces designed to conserve energy, contributing to a net-zero energy ecosystem, and water heaters that not only provide hot water, they serve as batteries to store energy. This is the future we are building.

Our journey, first inspired by the ingenuity of our founder, Thomas Edison, and continuing today, is built on a foundation of consumer trust. We prioritize quality and reliability in our appliances, ensuring they meet the highest standards. By deeply embedding our operations within local communities, we are not just providing innovative solutions but also making a positive impact on the economic and social fabric of America.

We are leading the home appliance industry into an era where innovation fosters sustainability, creating homes that are seamlessly integrated with the technology of tomorrow.

See how we're evolving toward a future of holistic home solutions and experiences through our mindset of innovation, inclusivity and infinite possibilities in the [GE Appliances 2023 Report](#).



We come together to make good things, for life.

At GE Appliances, a Haier company, we're powered by inspiration, innovation and a vision to build America's best appliances and build stronger communities. Through our Corporate Citizenship efforts, we come together to make and deliver good things that people need in the places where we live and work. Our values demonstrate and reflect our desire to help protect the planet, strengthen communities and drive business value.



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2023 Report

This report is an update to GE Appliances' 2022 Citizenship Report, reflecting the progress and continuous improvements we made to our business and citizenship strategies in 2023. It references the Global Reporting Initiative (GRI) Standards and aligns with the United Nations Global Compact Principles and Sustainable Development Goals (SDGs).

Review our complete [GRI Index](#).

Message from Kevin Nolan

Our latest Corporate Citizenship Report highlights our strong momentum and continued growth at GE Appliances. We're the number one major appliance company in the U.S., a testament to how we keep leading the way with groundbreaking innovation, thoughtful sustainability, and meaningful investments in the places we call home.

This report gives you a look at who we are as a company and what we believe in. It underscores our role in creating jobs and economic development through significant manufacturing investments throughout the U.S. It emphasizes our efforts to roll out new packaging guidelines, advance manufacturing, research and development, distribution and consumer experience investments throughout the U.S. And it spotlights our path to a more sustainable future as we pioneer smarter solutions that empower homeowners to manage their energy and save more money.

Our vision is clear: we will become America's leading home ecosystem company. The accomplishments documented in this report are milestones in this journey and reflect a culture of entrepreneurship and co-creation, our unique way of doing business that believes in forging valuable partnerships that zero the distance between us and those we serve.

Thank you to our team, and the valued consumers, customers, and partners who trust and choose us. I invite you to read our story. And working together, we'll keep making "good things, for life," for our communities, our planet, and our future.



Kevin Nolan, President & CEO
GE Appliances, a Haier company



Our Corporate Citizenship Leaders

Our commitment to Citizenship starts at the top, with our President & CEO working with a dedicated committee to create business value—while holding GE Appliances to the highest standards.

Members of our Corporate Citizenship Committee, led by our Senior Director of Corporate Citizenship, hold positions in Communications, HR, Technology, Legal and Supply Chain teams, bringing their diverse skills, perspectives and experiences to the table.

Corporate Citizenship Team

Kevin Nolan, President & CEO

Allison Martin, Senior Director of Citizenship & Digital Communications

Katina Whitlock, Senior Manager of Community Engagement

Eric Stallworth, Senior Director, Inclusion & Diversity and HR

Kyran Hoff, Executive Director and Chief Engineer

Caitlin Weingart, Director of Compliance & Integrity

Leanne Monsour, Director of Environment and Sustainability

Bonnie Jenkins, Senior Director of EHS

Grace Edelen, Sustainability Specialist

Jason L. Brown, VP of Legal





Guided by the UN Global Compact

At GE Appliances, a Haier company, we're on a mission to be the leading home ecosystem company in the U.S. Corporate Citizenship is central to who we are, empowering us to make a difference through our people, our products and our communities. Our Corporate Citizenship efforts fall within five pillars, which connect the UN Sustainable Development Goals (SDGs) with our top business priorities.



Sustainable Packaging Goals

In 2023, we set five bold, new goals that will guide us toward reducing the environmental impact of our products and our supply chain through the development of more sustainable packaging solutions.

We know that now, more than ever, our customers and users want packaging that not only protects their appliances—but is recyclable and helps protect the planet.

By the end of 2030, our goals are to:

- ✓ Eliminate Expanded Polystyrene (EPS) from all finished goods packaging.
- ✓ Have 100% of packaging include recycled content.
- ✓ Have 100% recyclable packaging.
- ✓ Only use environmentally sustainable ink in packaging.
- ✓ Eliminate printed literature unless required for product safety/regulatory.



Corporate Citizenship Goals and Strategy



Key Focus Areas

Through each of our five pillars, we aim to increase business value and build stronger connections with the users and communities we serve. The key focus areas below provide a foundation for how we set our goals and reflect the top priorities of our business.

GE Appliances Way Forward Goals

Our goals were developed in concert with our business, our customers and our users. They underpin the philosophy that's driving the future of our business.

2023 Progress




As we work toward reaching our GE Appliances Way Forward goals, we're monitoring our progress closely and initiating improvements to maximize our impact across key focus areas.

Pillar 1 / Community Engagement		
	<ul style="list-style-type: none"> ✓ Community equity, education and workforce development ✓ Moving from transactional to transformational investments in the communities we serve 	Create 10,000 U.S. jobs by 2027.*
<p>Between y/e 2020 and y/e 2023, an additional 16,000 jobs were added to the U.S. economy as a result of GE Appliances, exceeding our goal and investing in U.S. manufacturing facilities.</p>		
Pillar 2 / Inclusion & Diversity		
	<ul style="list-style-type: none"> ✓ World-class inclusion ✓ Data-driven retention strategies ✓ Effective recruitment approach ✓ Career development through promotion 	Among professional and managerial employees, reach 40% women and 40% people of color representation by 2025.
<p>In 2023, we maintained 33% female representation and 23% people of color representation in our full-time salary workforce. To ensure our goal is met, Employee Resource Groups (ERGs), leadership and HR have increased their focus on driving retention, as well as the development and advancement of employees across the business.</p>		
Pillar 3 / Operations Sustainability		
	<ul style="list-style-type: none"> ✓ Improving the health and safety of our employees ✓ Reducing our environmental impact 	By 2026, use 15% less energy to make each product at our U.S. plants.*
<p>In 2023, we drove a 13% decrease from our 2020 baseline. Progress can be attributed to higher production of complete units and new product lines going live across existing plants. Other factors include facility upgrades to lighting, building envelope repair and improved compressed air line maintenance.</p>		
Pillar 4 / Product Sustainability		
	<ul style="list-style-type: none"> ✓ Sustainable design practices ✓ Consumer- and planet-friendly innovation 	By 2025, transition 100% of our products produced in North America to use refrigerants and foams with lower global-warming potential.
<p>In addition to transitioning 100% of window air conditioners and dehumidifiers to a low GWP refrigerant in 2023, commercial air conditioning products (including all 26" and 24" built-in AC products and Hotpoint PTAC) were transitioned. Production of Monogram bottom freezers not containing low GWP refrigerant also stopped at our plant in Selmer, Tenn., and production of a new Integrated bottom freezer began with lower GWP refrigerant. We are on track to meet the goal.</p>		
Pillar 5 / Compliance & Ethics		
	<ul style="list-style-type: none"> ✓ Trusted concern reporting ✓ Responsible sourcing 	Spend \$1 billion cumulatively with diverse suppliers by 2030.
<p>We increased diverse supplier spend by 32% year over year.</p>		

UN Goals in Action









By aligning our Corporate Citizenship strategy with the UN Sustainable Development Goals, we believe we can make a difference in the world around us. The UN SDGs are a universal call to end poverty, protect the planet, and ensure that by 2030, all people enjoy peace and prosperity.

SDGs provide a global vision for driving change in the areas that impact our employees, users, customers, stakeholders and communities—guiding the way we do business every day. Of the 17 SDGs, we’ve identified the six SDGs below where we aim to maximize our impact.

Goals	Our Approach	Key Activities	Pillar Alignment
	<p>Education is at the forefront of our strategic community investments, providing a path to employment and promoting equity within our communities and our future workforce. Through our educational partnerships and investments, we help connect people with the opportunities and resources they need to be successful.</p>	<p>Continued to partner with educational institutions (e.g. K-12 school systems, technical colleges and 4-year institutions) across the U.S. to help inspire, support, and build the future advanced manufacturing workforce.</p> <p>Continued to provide scholarships, hands-on experiences (e.g. career exploration programs, mentorships, internships) and other resources for underserved students.</p> <p>Continued to extend our partnership with Junior Achievement by serving as a corporate partner of The Academy of Shawnee’s 3DE! program in Louisville, Kentucky, which provides mentorship on public presentation, business literacy, and marketing strategies for 9th grade students. Through this partnership, 254 local high school students were engaged in classroom pre-engineering curriculum and onsite visits.</p> <p>Continued to partner with Bullitt County Public Schools (BCPS) in Kentucky and the University of Louisville (UofL) to develop a guaranteed admissions program with UofL’s J.B Speed School of Engineering for qualifying BCPS students who have completed the GE Appliances Principles of Engineering program.</p> <p>Continued to extend workforce opportunities and certification programs to students at high schools, technical schools and colleges in rural communities through our partnership with Walker County Public Schools in Georgia, and Kershaw County Public Schools in South Carolina.</p> <p>Expanded the Every Voice program, which offers training courses in five different languages, by hiring language ambassadors to support newly-hired/employees who speak Spanish and Swahili. Additionally, we established new community partnerships with immigrant and refugee support organizations, as well as a local school system, to promote English as a Second Language classes.</p> <p>Expanded our commitment to Jefferson County Public Schools by announcing a partnership with the district to supply appliances for school laundry centers across the city, offering laundry units to all 172 schools in the state’s largest public education system and the 27th largest school system in America.</p> <p>Committed 1,527 volunteer hours to public education institutions serving students in grades 6-12.</p> <p>Empowered employees to personally contribute nearly \$100,000 through our Employee Giving Campaign to nonprofit organizations specifically focused on education and youth development.</p>	 <p>Community Engagement</p>  <p>Inclusion & Diversity</p>







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UN Goals in Action

Goals	Our Approach	Key Activities	Pillar Alignment
	<p>At GE Appliances, we know that women are vital to the future of innovation and technology. We're committed to recruiting, retaining and advancing women, by providing fulfilling careers in our industry. Through policies, professional development, mentoring and leadership, as well as by building an inclusive culture, we're increasing opportunities for the next generation of leaders in manufacturing.</p>	<p>Hosted 32 university students onsite at our headquarters as a corporate sponsor of Delta Sigma Theta Sorority's Leadership Delta Fellows program, providing panel discussions and presentations from members of the executive leadership team. In addition, students engaged in mentorship, resume writing workshops and interview training with our employees. Through this partnership, four Leadership Delta Fellows have accepted positions in our co-op/intern development programs.</p> <p>Continued to expand our partnership with the Grace M. James Academy of Excellence for girls by funding a new STEM Lab where Engineering and Technology professionals provide onsite training and curriculum for teachers and students. In addition, Academy students toured our facilities during eight onsite field trips during the school year.</p> <p>Continued the Renee Story Scholarship in partnership with the Women in Manufacturing (WiM) Education Foundation, in memory of our former executive director of plant management. The scholarship allows women at GE Appliances to participate in and attend WiM's Empowering Women in Production (EWIP) program, a 20-week virtual program that pairs participants with an accountability partner and coach to provide core professional skills for success in manufacturing and inspire women to explore job opportunities in their field.</p> <p>Continued to award a record number of scholarships to women attending UofL's Speed School of Engineering through our Empower Women Employee Resource Group, creating possibilities for the next generation of female engineers.</p>	 <p>Community Engagement</p>  <p>Inclusion & Diversity</p>
	<p>We're increasing our economic impact by creating U.S. jobs and investing in new technology. By purchasing raw materials and components from other businesses, we support economic growth in adjacent sectors. We also support decent work with a strong focus on inclusion, ethics, health, safety and well-being.</p>	<p>Continued to strengthen diversity within our supply chain by spending \$1 billion with diverse suppliers by 2030. Our annual Launchpad for Diverse-Owned Suppliers program helps 10 certified, diverse-owned suppliers learn how to navigate their way through our organization and prepares them for additional business opportunities.</p> <p>Continued to focus on inclusion and ethical conduct by updating our policies, refreshing our Employee Resource Groups and improving training strategies. In addition to encouraging and facilitating workforce dialogue on complex issues facing our employees, we have increased and improved upon employee training in the areas of anticompetitive behavior, conflict of interest and maintaining a diverse and respectful workplace. These measures aim to support ethical and stable work environments for our employees.</p> <p>Continued the use of an ergonomic risk assessment tool that utilizes artificial intelligence to improve consistency and efficiency of trained ergonomic resources. Through this program, we are able to create a better workflow for our frontline employees.</p> <p>Continued to help keep our employees safe while at work through our world-class occupational health and safety programs, which reduced our injury rates 37% from y/e 2020 to y/e 2023.</p>	 <p>Community Engagement</p>  <p>Inclusion & Diversity</p>  <p>Operations Sustainability</p>  <p>Compliance & Ethics</p>




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UN Goals in Action

Goals	Our Approach	Key Activities	Pillar Alignment
	<p>GE Appliances' focus on innovation drives research, development and manufacturing of more customized and convenient home appliances for consumers. As the first manufacturer to offer a full suite of connected appliances that secure user's data, GE Appliances is leveraging technology for increased efficiency and environmental impact.</p>	<p>Created a first-of-its-kind co-creation hub with the opening of CoCREATE, a dynamic incubator for innovation and partnership that puts community at the very center. The state-of-the-art facility merges elements of modern manufacturing and community collaboration and engagement under one roof to create an environment that fosters innovation, cultivates meaningful partnerships, and drives exceptional customer experiences.</p> <p>Created and fostered partnerships to enhance and personalize consumer experiences, such as our partnership with Google Cloud to leverage their generative AI to introduce Flavorly AI and SmartHQ Assistant. Flavorly AI uses generative AI to create a unique selection of recipes for consumers based on their food preferences and the ingredients they have available in their kitchen. SmartHQ Assistant, a conversational AI experience, answers questions about the use and care of connected appliances in the home.</p> <p>Continued to develop innovative products that both advance our industry and broaden consumer capabilities, such as the GE Profile™ Smart Indoor Smoker and the GE Profile™ UltraFast Combo.</p> <p>Earned recognition for the UltraFast Combo being named the Most Sustainable Product of the Year by Green Builder and Good Housekeeping.</p>	 <p>Community Engagement</p>  <p>Product Sustainability</p>
	<p>We design products with people and the planet in mind. We aim to reduce the environmental impact of our product life cycle through responsible design practices, while developing innovative appliances, saving you time and money, decreasing food waste, and conserving water and energy.</p>	<p>Continued to progress in our landfill diversion journey, working to reduce contamination of recyclable materials and find additional outlets for our waste. In 2023, GE Appliances diverted over 160 million pounds of waste from the manufacturing sites. This included more than one million pounds of plastic regrind that went back into our processes and products.</p> <p>Offered more than 450 ENERGY STAR® products. As part of our efforts to transition to lower global warming potential refrigerants and foams, 100% of our window air conditioners and dehumidifiers transitioned from R-410-a to R-32. We also transitioned several of our commercial air conditioning products, including all 26" and 24" built-in PTAC products and our Hotpoint PTAC to R-32. Additionally, we stopped production of Monogram bottom freezers in our Selmer, Tennessee plant that contained R-134a and began production of a new integrated bottom freezer using R-600a, a lower GWP refrigerant.</p> <p>Announced that we will soon offer whole-home net zero energy solutions that will allow consumers to take control of their energy usage, save money and ease pressure on the nation's energy grid with products powered by proprietary technology and a human-centric technology ecosystem.</p>	 <p>Operations Sustainability</p>  <p>Product Sustainability</p>

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UN Goals in Action

Goals	Our Approach	Key Activities	Pillar Alignment
	<p>Our sustainability programs aim to maximize the efficiency of our operations and minimize our impact on the planet. From sourcing to manufacturing and distribution, we're taking steps to reduce our environmental footprint.</p>	<p>Added energy-efficient equipment options into purchasing standards and energy monitoring requirements on new high-amperage machines.</p> <p>Further developed energy teams for plant-specific metrics, goals and project implementation into 2024.</p> <p>Conducted workshops with internal leadership to assess our goals and the future of our sustainability journey.</p> <p>Examined product packaging, including conducting a baseline materials analysis and continuing to evaluate alternatives to EPS. Established the following packaging goals to be reached by the end of 2030.</p> <ul style="list-style-type: none"> • Eliminate Expanded Polystyrene (EPS) from all finished goods packaging. • 100% of packaging will include recycled content. • 100% of packaging will be recyclable. • Only use environmentally sustainable ink in packaging. • Removal of all printed literature unless required for product safety or regulatory. 	 <p>Operations Sustainability</p>  <p>Product Sustainability</p>





Community Engagement



Overview

At GE Appliances, we're powered by inspiration, innovation and the commitment to serve our consumers, our customers and our communities. Together, we're increasing our impact through skills-based volunteerism and financial investments that help connect people with the resources they need to be successful. From renovating community kitchens and revitalizing entire neighborhoods to investing in manufacturing career pathways programs, we're focused on driving transformational change across the communities we serve.

Key Focus Areas

- ✔ Community equity, education and workforce development
- ✔ Moving from transactional to transformational investments in the communities we serve

Our Goals & 2023 Progress

Strategically invest our resources in building stronger communities with a focus on equity, education and workforce development.

- ✔ Nearly 1,400 employees donated \$1.2 million to 452 nonprofit organizations across the U.S.
- ✔ GE Appliances invested \$2.1 million to nonprofit organizations across the U.S. through financial and in-kind donations.

Achieve 100% employee participation in community-building activities, with employees volunteering 20,000 hours to support the community.

- ✔ 15,964 volunteer hours were recorded with increased participation across the business expanding beyond U.S. states and territories.

By the Numbers

15,964
volunteer hours recorded

990
employees recorded
volunteer hours

568
nonprofit organizations
supported by employees
across the globe

\$1.2 million
donated by employees to
nonprofit organizations
across the U.S.



Citizenship in Action: TJ Williams

"I've been very fortunate in my life and my career. Leading employees in transformational service projects that change the lives of thousands of people, across generations, is powerful. Through our partnership with Jefferson County Public Schools, we're helping to shape career pathways for the future workforce—and with Dare to Care Food Bank, we're addressing food insecurity throughout our local community. GE Appliances is a business with a legacy of many industry firsts, and I'm proud that we're also first in service, and intentionally focused on strengthening our communities for the better."

— TJ Williams, Design Engineer

We came together to...



Celebrate unity in diversity and our commitment to the multicultural fabric of Louisville, Ky. at WorldFest 2023, helping to ensure that our hometown city remains a place where everyone feels welcomed and valued.

[Read More](#)



Collect and donate nearly two tons of food for local food banks thanks to the dedication of employees from across the business.

[Read More](#)



Dive headfirst into STEM activities with 100+ young minds who joined forces with their parents to celebrate Take Your Child to Work Day alongside our Empower Women Employee Resource Group, who organized the event.

[Read More](#)



Build 100 beds for local families in need thanks to our Veterans Alliance Employee Resource Group, who teamed up with Jefferson County Public Schools to support this special cause.

[Read More](#)

Help make the holidays brighter by making toys more adaptive for Kosair Kids, a nonprofit that strives to help children realize their potential while overcoming their obstacles.

[Read More](#)



Circle the globe with the “The Blue Wave” initiative, celebrating the year-long commitment of our employees to complete 18,000 hours of volunteering each calendar year in the neighborhoods where they live and work.

[Read More](#)



Support the next generation of engineering professionals through our partnership with Bullitt County Public Schools and the University of Louisville’s J.B. Speed School of Engineering, helping senior capstone students design and build tiny homes that enable independent, yet sustainable living.

[Read More](#)



Make the 2023 Kentucky Derby Festival miniMarathon and Marathon a race to remember, bringing together runners, volunteers and finish-line cheerleaders who share our commitment to strengthening local communities.

[Watch the Video](#)



Inclusion & Diversity



Overview

At GE Appliances, we come together to unleash our potential by keeping inclusion and diversity at the core of our culture. From the employees we hire to the suppliers we partner with, we're taking active steps to build a more inclusive company that is reflective of our users and the communities where we live and work. We believe in the power of possibility in every person because when we embrace our differences, we change the way we work—unlocking innovation by aligning people with passion.

Key Focus Areas

- ✔ World-class inclusion
- ✔ Data driven retention strategies
- ✔ Effective recruitment
- ✔ Career development & promotion

Our Goals & 2023 Progress

Among professional and managerial employees, reach 40% women and 40% people of color representation by 2025.

- ✔ Maintained 33% female representation in our full-time salary workforce, and 23% people of color representation in our full-time salary workforce.
- ✔ To ensure our goal is met, Employee Resource Groups (ERGs), leadership and HR have increased their focus on driving retention, as well as the development and advancement of employees across the business.

Reach world-class inclusion via our inclusion index by the end of 2025.

- ✔ Revamped our I&D Council to serve as a conduit to Business functions across the company.
- ✔ Empowered leadership to build a true sense of belonging in the workplace through the development of Inclusive Leadership Behaviors and key messaging.

By the Numbers

33%
female representation*

23%
people of color representation*

\$1 Billion
committed to spend with diverse suppliers by 2030

100%
score on the Human Rights Campaign's 2023 Corporate Equality Index for the sixth year in a row



Citizenship in Action: Katherine Caverno

"When I was introduced to the Pride Employee Resource Group, I immediately felt a sense of relief and belonging. At GE Appliances, peoples' differences are not only acknowledged, they're celebrated. From continuously reviewing our benefits, policies and trainings to ensure we're creating an inclusive workplace culture, to maintaining our perfect score on the Corporate Equality Index as a Best Place to Work for LGBTQ+ Equality, we're taking active steps to create a workplace where all employees feel safe to be their authentic selves."

— Katherine Caverno, Principal Program Manager

We came together to...



Set a new participation record at the Kentuckiana Pride Parade in our hometown city of Louisville, bringing more than 1,100 employees together to march as members and allies of the LGBTQ community.

[Watch the Video](#)



Welcome new manufacturing associates with our first employee orientation held in Swahili, ensuring a smooth transition for refugees and ESL employees.

[Read More](#)



Recognize and celebrate Juneteenth alongside our Black Excellence Employee Resource Group, who led GE Appliances in sponsoring a series of meaningful events to raise awareness on the continued fight for racial equity.

[Read More](#)

Earn the top score on the 2023 HRC Corporate Equality Index for the sixth year in a row.

[Read More](#)



Break new ground with the first-ever Spanish-language washer in the U.S., helping to make laundry day more intuitive and efficient than ever for millions of Spanish-speaking families.

[Read More](#)



Support Leadership DELTA in empowering members and uplifting communities at their 2023 conference, shedding light on topics ranging from diversity, equity and inclusion to work/life balance and more.

[Read More](#)

Make appliances more accessible with the first-ever tactile sticker kit, featuring over 400 stickers created to help those who are blind or low vision more easily navigate appliance settings.

[Read More](#)



Celebrate the first graduating class of the GE Appliances Every Voice program, helping employees from Afghanistan, Colombia, Cuba, Ecuador and more, gain confidence and create possibilities for advancement in their careers.

[Watch the Video](#)



Operations Sustainability



Overview

At GE Appliances, we know that it’s our responsibility to ensure the safety and well-being of employees, minimize our environmental impact, and maximize operational efficiencies. From sourcing to manufacturing and distribution, we’re always looking for a better way to evolve and improve our sustainability strategy throughout our state-of-the-art supply chain.

Key Focus Areas

- ✔ Improving the health and safety of our employees
- ✔ Reducing our environmental impact

Our Goals & 2023 Progress

Reduce our environmental impact throughout our business operations by achieving 87% landfill diversion by the end of 2025.

By 2026, use 15% less energy to make each product at our U.S. plants, from a 2020 baseline.

See progress charts on next page.

Develop and maintain world-class occupational safety and health programs.

By the Numbers

6,398

hours of Environmental, Health and Safety (EHS) training

4%

decrease in the serious injury rate, per 100 employees*

14,758

hours of specialized, high-risk EHS training

1%

increase in hours worked

18%

reduction in recordable injury rate



Citizenship in Action: Brandon Avans

“As part of our energy management journey, we’ve identified compressed air leaks in our manufacturing operations with ultrasonic cameras. This camera auto-generates a video, photo, and report for each air leak recorded—making it easier for our maintenance team to find the leaks and repair them. Since launch, our team has repaired 306 leaks, resulting in nearly \$200k in energy savings annually and additional ultrasonic cameras are being purchased for use across the business.”

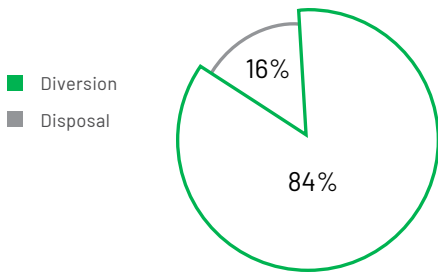
— Brandon Avans, Roper Corporation, Total Productive Maintenance Leader

Environment, Health, and Safety

Our Commitment to EHS has resulted in a 37% reduction in recordable injury rate since 2020. By prioritizing safety by design, implementing the hierarchy of controls, addressing hazards, and fostering employee involvement, we’ve made great strides in creating a safer work environment.

Operations Sustainability

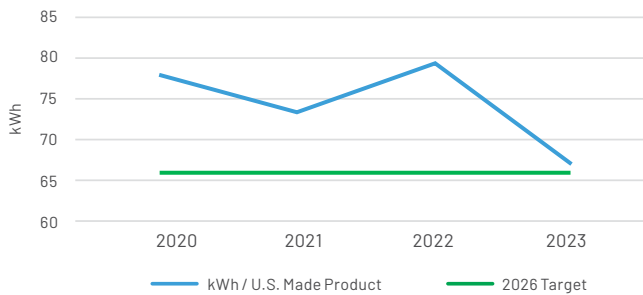
GE Appliances Landfill Diversion vs. Disposal (2023)



In 2023, GE Appliances increased year-over-year to 84% diversion as we recycled or reused over 160 million pounds of waste. We define landfill diversion as waste that is not dumped in landfills or burned at incineration facilities.

Last year, we improved the availability of cardboard balers at some of our manufacturing sites, making it easier for employees to recycle material at their workstations. Through our plastics Center of Excellence (COE), our regrind systems processed over one million pounds of plastic scrap, which makes its way back into our products.

GE Appliances Manufacturing Energy Intensity 2020–2023

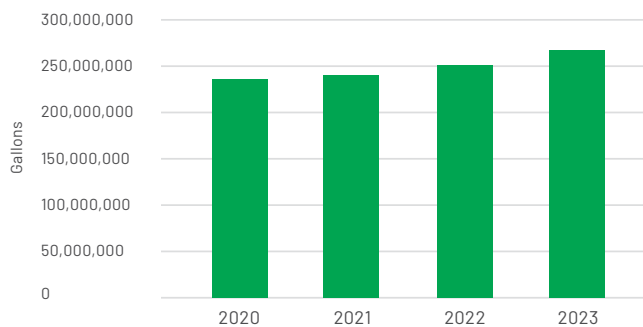


This year the business made significant progress towards our 2026 intensity goal, consuming 13.5% less electricity and fuels by kWh at U.S. plants per product compared to 2020.

We continue to invest in our facilities through lighting upgrades, HVAC management, and air leak detection programs.

We are also piloting an energy-monitoring cloud IoT platform connected to our most energy-intensive equipment. This aids in identifying efficiency opportunities and best practices.

GE Appliances U.S. Manufacturing Water Withdrawal 2020–2023



Since 2020, GE Appliances' U.S. manufacturing has seen an increase in water withdrawal.

Our facilities are actively taking measures to reduce process and facility water use as well as effectively manage wastewater discharge.

See our [2023 GRI Index](#) for more metrics and information relating to our operations sustainability.

We came together to...



Complete a \$450 million investment in new products and technology at Appliance Park, positioning GE Appliances to become the #1 manufacturer of dishwashers in the U.S.

[Read More](#)



Uphold our role as a partner in EPA's Responsible Appliance Disposal program for more than 10 years.



Be recognized as one of the Best Workplaces for Innovators by Fast Company, demonstrating our commitment to encourage and develop innovation at all levels of our business.

[Read More](#)



Deploy the first full-time, daily commercial autonomous operations through our partnership with Einride, which enables up to seven shuttles a day, produces zero tailpipe emissions and showcases how Einride's freight capacity as a service (FaaS) model can be enabled with autonomous vehicles.

[Read More](#)



Share our commitment to sustainability, how it's led to our latest groundbreaking innovations, and how we can create impactful new eco-habits through collaboration at the Sustainable Brands conference.

[Read More](#)



Celebrate GE Appliances team members for earning the prestigious 2023 Ergo Cup award for creating an innovative solution to improve operator comfort on the refrigeration line at Appliance Park.

[Read More](#)



Product Sustainability



Overview

At GE Appliances, we come together to design and build products with our owners—and the planet—in mind. From decreasing our packaging footprint to using recycled plastics in our products, we know that small steps can make a big impact as we work to contribute to a more environmentally-conscious future. We're keeping sustainability at the center of all stages of the product lifecycle, inviting consumers to share in our commitment to preserving the world around us.

Key Focus Areas

- ✔ Sustainable design practices
- ✔ Consumer- and planet-driven innovation

Our Goals & 2023 Progress

Reduce our product life cycle environmental impact through sustainable design practices.

- ✔ Offered a large portfolio of more than 450 ENERGY STAR® certified appliances.
- ✔ Transitioned 100% of our window air conditioners and dehumidifiers to a low GWP refrigerant.
- ✔ Transitioned several of our commercial air conditioning products, including all 26" and 24" built-in AC products and our Hotpoint PTAC, to a low GWP refrigerant.
- ✔ Stopped production of Monogram bottom freezers in our Selmer, Tennessee plant and began production of a new integrated bottom freezer using low GWP refrigerant.
- ✔ Examined product packaging, including conducting a baseline materials analysis and continuing to evaluate alternatives to EPS. Established new packaging goals to be achieved by the end of 2030.

Innovate to introduce environmentally responsible features while allowing consumers to take back their time.

- ✔ Launched the GE Profile™ UltraFast Combo with Ventless Heat Pump Technology, named Most Sustainable Product of the Year by Green Builder and Good Housekeeping.
- ✔ Continued to pave the way for more energy efficient connected home solutions with the release of the HCA Interface Specification 1.0, making key data from devices that consume the most energy even more accessible.
- ✔ Continued to incorporate accessibility into GE Profile™ product design and connected technology to meet the needs of older individuals, those living with a disability, and multigenerational households.
- ✔ Introduced new induction cooktop lineup with 14 models to make cooking easier and more responsive with connected capabilities and industry leading features such as guided cooking.
- ✔ Continued to offer greater energy savings with the GE Profile™ UltraEfficient drying* with Ventless Heat Pump.
- ✔ Unveiled net zero energy home solutions with our new EcoBalance system to help give consumers control over their energy usage and to help reduce carbon emissions.
- ✔ Introduced new energy efficiency and unique geolocation capabilities to our GE Profile™ ClearView window air conditioner line.
- ✔ New GE Profile™ GeoSpring™ Smart Hybrid Heat Pump Water Heater achieves up to four times more efficiency than standard models. [Learn More](#)



Citizenship in Action: Becky Heintz

"At GE Appliances, we're combining our industry-leading products, partners and software to revolutionize the future of net zero energy solutions. Through our partnership with Savant Systems, Inc., we've created the first-of-its-kind EcoBalance System—a whole-home, connected solution that empowers consumers to achieve net zero energy. By coupling our appliances, HVAC and water heater offerings with the power management capabilities of our partners, we're able to provide our users with the information they need to better understand and optimize their energy use, and ultimately, achieve their net zero energy or lower carbon emissions goals."

— Becky Heintz, Director Digital Transformation – Electronics

We came together to...



Bring people together to make, connect and inspire with the official opening of CoCREATE in Stamford, Conn., a dynamic incubator for innovation and partnership that puts the community at the very center of the experience.

[Read More](#)

Bring culinary creativity and convenience to the kitchen

through our partnership with Kroger, enabling consumers to select recipes from their smart oven touchscreen and add ingredients to their shopping cart with a single click.



[Read More](#)



Expand our ClearView™ window air conditioner line to include enhanced energy-efficient inverter technology, offering additional cutting-edge innovation to consumers.

[Read More](#)

Offer whole-home net zero energy solutions

at every price point to help consumers take control of their energy usage, save money and ease pressure on the nation's energy grid with products powered by proprietary technology and a human-centric technology ecosystem.

[Read More](#)



Help consumers reduce food waste and create personalized recipes from the food in their kitchen with Google Cloud's generative AI.

[Read More](#)



Disrupt the conventional laundry room to address consumer pain points head-on with the launch of the GE Profile™ UltraFast Combo with Ventless Heat Pump Technology, an award-winning, all-in-one laundry solution for a smarter cleaning experience that uses 50% less energy than a regular dryer.

[Read More](#)



Encourage consumers to reduce their carbon footprint and save money

on utility bills and wash clothing more gently by using cold water to wash laundry to save up to 90% of washer energy use.

[Read More](#)

Bring the taste of the great outdoors, indoors with the GE Profile™ Smart Indoor Smoker, providing a revolutionary way to experience a time-honored cooking method without a huge time commitment, backyard or nice weather.

[Read More](#)





Compliance & Ethics



Overview

Now, more than ever, our users and customers want to know they are doing business with a company that has people and products they can trust. The relationships we have with our stakeholders and communities set the tone for our entire business—and we're committed to putting ethics into action to uphold the legacy of integrity that's guided us for more than 100 years.

Key Focus Areas

- ✔ Trusted concern reporting
- ✔ Responsible sourcing

Our Goals & 2023 Progress

Ensure an effective and well-resourced compliance program.

- ✔ Maintained employee accountability through improved mandatory compliance training and education.
- ✔ Implemented new training for Ombuds investigators to improve consistency when responding to concern raisers.
- ✔ Continued to manage third-party risks through audits, screenings and other major compliance processes.

Continue to hold suppliers and other third parties accountable to our integrity requirements.

- ✔ Revised Supplier Integrity guidelines and supplier acknowledgment to better mitigate forced labor risks.
- ✔ Surveyed and audited suppliers to assess their capabilities and commitment to maintaining lawful and fair business practices that meet our expectations.

Please see our [GRI Index](#) for more information on GE Appliances' auditing program for suppliers.

By the Numbers

210

Supplier Responsibility Guideline (SRG) audits

3,013

Anti-bribery and anti-competition trainings completed

3,487

employees certified participation in the annual Compliance Risk Review activity



[Our Code of Ethics](#) is a guiding resource created to ensure that our employees and anyone we do business with is empowered to always make good decisions.



Citizenship in Action: Lionel Ramirez

"Compliance is not solely the duty of Legal, HR, or Finance—it's a collective responsibility. We all serve as stewards of compliance within the company, contributing to a culture of adherence. Upholding our Code of Ethics and doing what's right is always the best way."

— Lionel Ramirez, Chief Procurement Officer

Consumer Privacy Certification

We are vigilant about securing connected appliances and protect the appliances and data through every stage of development, manufacturing, and maintenance, using industry-standard security methods. Regular testing and evaluation are conducted to ensure these practices are met. We are proud to have achieved the Gold verification level for UL's IoT Security Rating. We were the first household appliance company to have a full suite of connected appliances and the first to earn this rating.

We came together to...



Re-launch Compliance Week to refresh and reinforce our commitment to integrity and fulfilling our promise through trust.



2,732

employees completed conflicts of interest training

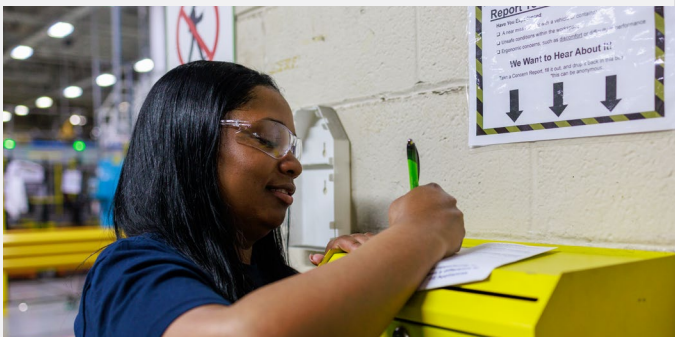


1,835

employees completed fair competition training



Distribute 11 Compliance Champion awards to employees across the business for going above and beyond in their commitment to Compliance.



Attain a 32% anonymous concern reporting rate, which is lower than industry average (56%*).



137

Privacy Impact Assessments (PIAs) initiated by business teams, which were used to evaluate new projects and mitigate privacy risks associated with personal data usage

Awards & Recognitions

We value the feedback of third-party organizations, whose ratings and rankings help us drive continuous improvement over time. Below is a selection of honors awarded to GE Appliances in 2023, which align with our Corporate Citizenship efforts.



2023 Great Place to Work® Certification™

[Learn More](#)



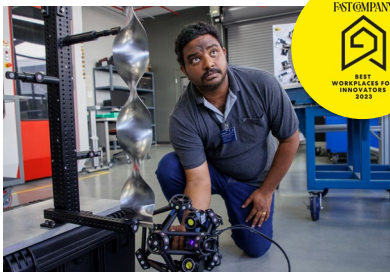
2023 Fortune Best Workplaces in Manufacturing & Production™

[Learn More](#)



IoT Breakthrough's 2023 "Smart Appliance Company of the Year" for the eighth consecutive year

[Learn More](#)



Fast Company's Best Workplaces for Innovators 2023

[Learn More](#)



TIME's Best Inventions of 2023 (GE Profile™ Smart Mixer)

[Learn More](#)



UL IoT Security Capabilities Verified Gold Certification

[Learn More](#)



2023 Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion

[Learn More](#)



Green Builder Magazine's Most Sustainable Product of the Year (GE Profile™ UltraFast Combo Washer & Dryer)

[Learn More](#)



Engadget's Best of CES 2024 Awards (GE Profile™ Indoor Smoker)

[Learn More](#)



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Thank you for being a part of our Corporate Citizenship journey.

GRI Index

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Resources

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