

We come together



GE APPLIANCES
a Haier company

Corporate
Citizenship





**to make
good things,**



for life.





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Products



& People

you can count on.



Introduction

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We're all connected.

A message from our CEO



“

If 2020 has taught us anything, it's that we're all connected. Together, we can bring about real solutions that can quite literally change the world.

”

Dear Owners, Customers, and Stakeholders:

At GE Appliances, we are laser-focused on serving our owners, and we know that to best serve their needs, we must understand how we are all connected. In order to deliver the world's best appliances, we must ensure that we continue to take care of our employees, our communities, and our environment. As we meet the challenges that 2020 presented us, never have those principles and the values we share as a company been more important and evident in what we do.

With the publication of GE Appliances' first-ever Citizenship Report, you'll see how our company responded to the impacts of COVID-19, leaned in to address and be part of the social justice conversation, innovated ways to manufacture products with less environmental impact, and developed new products that help owners maximize energy efficiency while minimizing the use of natural resources.

We're on a journey as a company to be and be recognized as the leading appliance company in the U.S. Caring about the communities where we live and work, the people who make us who we are, and the planet we're all a part of have always been at the heart of our business and are helping us get there. This report is a new way to capture that work for you and outline how we'll continue progressing in the future.

As valued owners and customers of our business, you have a choice, and we appreciate you choosing GE Appliances. At the end of the day, we want you to know that the things important to you are important to us. And that when buying our appliances, you're putting your trust in a quality product from a company that believes businesses have a duty and obligation to be a force for good.

Here in Louisville, Ky., home of our global headquarters, we've witnessed our city become a focal point in the fight for social justice, as people have marched in the streets crying out for change. When it comes to these necessary conversations, we want you to know that as a company, we are listening.

On the West Coast, in places like California and Oregon, our employees have watched devastating wildfires ravage cities and communities. When it comes to what we can all do to protect the place we call home, we want you to know that we understand our role as a business in always seeking better and more sustainable ways to operate.

And across the U.S., each of us has in some way been touched by the coronavirus pandemic. As we continue social distancing and spending more time at home, we want you to know we're here for you to make the products that help you care for your families and keep your homes clean and food safe.

If 2020 has taught us anything, it's that we're all connected. Together, we can bring about real solutions that can quite literally change the world. At GE Appliances, we're committed to helping drive that change.

Let's get to work.

Sincerely,

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



Welcome to our 2020 Citizenship Report

At GE Appliances, we hope to leave the world a better place than we found it. As we reflect on our progress and our goals for the future, we hope this report inspires you to do good things, for life.



Join us in our mission to make a difference through our people, our products and our communities.

Let's Begin With 2020

Highlights



Powered by Principles

How 2020 changed us for the better.

From navigating a global pandemic to being a part of the social justice movement, 2020 challenged us all to take a closer look at who we are, what we stand for and how we can drive lasting change in the communities we call home.

As businesses around the world were tested by extraordinary challenges, at GE Appliances, we were guided by three principles: protecting the health and safety of our employees, serving our customers, and supporting our communities.

Let's take a look at the unprecedented year that brought us together when it mattered the most.





Our COVID-19 Response

When COVID-19 arrived, we knew we had to take assertive, steady action to help ensure the health and safety of our employees, serve our customers, and support the communities where we live and work.

This meant taking bold and proactive steps that brought us together and made us stronger as a company.

Our Three Key Focuses

- 01 Protecting the Health and Safety of Our Employees
- 02 Serving Our Customers
- 03 Supporting Our Communities

GE Appliances: 2020 Business Impact Award Recipient



GE Appliances was awarded a 2020 Business Impact Award by Louisville Business First in recognition of the specific steps we took to support our employees and our community during the COVID-19 crisis, as well as supporting the social justice movement.



Protecting the Health and Safety of Employees

While making sure our customers and owners had the products they need to keep their homes clean and their food and medicines safe, promoting the [health and safety of our employees](#) has always been our number one priority.

To help ensure the safest possible work environment, we took unprecedented steps to modify our factories and how work is done to align with state and federal guidelines.

Here are a few of the ways we adapted, which made GE Appliances a national model for COVID-19 response efforts:



Rolled out safeguards, including temperature screening for every person entering a GEA manufacturing facility



Overhauled cleaning and sanitization processes in all of our facilities



Mandated that every employee who can do their jobs remotely work from home



Implemented new measures to protect our Factory Service technicians and delivery agents



Allowed flexibility for employees with underlying health conditions



Provided leave for individuals with family obligations



At a time when millions of Americans were laid off, we did not furlough employees and added hundreds of domestic jobs

Serving Our Customers

During a time when more than 300 million Americans sheltered in place, our essential mission was clear: to help families live in clean and sanitary environments at home.

[Our appliances are essential](#) in ensuring that Americans can store foods and medicines, make meals for their families, and fight germs on their clothes and dishes. With families across the country relying on us to continue making and repairing the appliances they use every day, we knew we had to come together to protect our employees, serve our customers, and support our communities.

And when more people were needed to keep our manufacturing facilities operational because the business allowed employees to take leaves of absence to care for sick or vulnerable family members, 900 of our salaried employees volunteered on our factory assembly lines to make essential appliances for our GEA customers and owners at a time when they needed us the most.

[SEE EXAMPLES ON NEXT PAGE >](#)

Supporting Our Communities

During these challenging times, GE Appliances [banded together with the local communities](#) where we live and work to help protect those on the front lines battling the COVID-19 pandemic.

We stepped up to lead initiatives and formed partnerships aimed at building stronger and healthier communities.



Learn more about our response to COVID-19 [here](#).

Nearly \$1 million worth of appliances donated to American heroes

We teamed up with the United Way Worldwide to create [GEA4Heroes](#), a program that enabled us to donate a significant portion of our U.S. appliance production to first responders and healthcare workers. Almost \$1 million worth of appliances were donated across the country to the men and women who worked around the clock to keep us safe during the fight against COVID-19.



250,000+ masks and 125,000+ gloves donated to healthcare facilities

More than 250,000 masks and 125,000 gloves were donated to healthcare facilities, non-profits and government agencies in the five states where we manufacture appliances.



Nearly 10,000 face shields manufactured for healthcare workers & first responders

Utilizing our Appliance Park 3-D printing operations and our [FirstBuild](#) microfactory, which connects GE Appliances directly with the maker community, we manufactured nearly 10,000 face shields.



500+ intubation shields designed, produced & donated

Working together, our GEA and FirstBuild engineers designed intubation shields to protect healthcare providers. More than 500 intubation shields were donated to healthcare facilities throughout Kentucky, including Norton Hospital in our hometown of Louisville.

\$100,000 contributed to the One Louisville Fund

As a founding member of the Louisville Metro Government's One Louisville Fund, we contributed \$100,000 to [provide aid](#) to those financially impacted by COVID-19. From child-care assistance to transportation aid and food access, the One Louisville Fund provides flexible funding resources to eligible households in the community.



\$3,000 donated to WaterStep, providing bleach-making kits to the community

We also donated \$3,000 to WaterStep, which provided bleach-making kits to community organizations and healthcare facilities to assist in cleaning and sanitizing.



Engaged in the Social Justice Movement

*Listening every day.
Valuing every voice.*

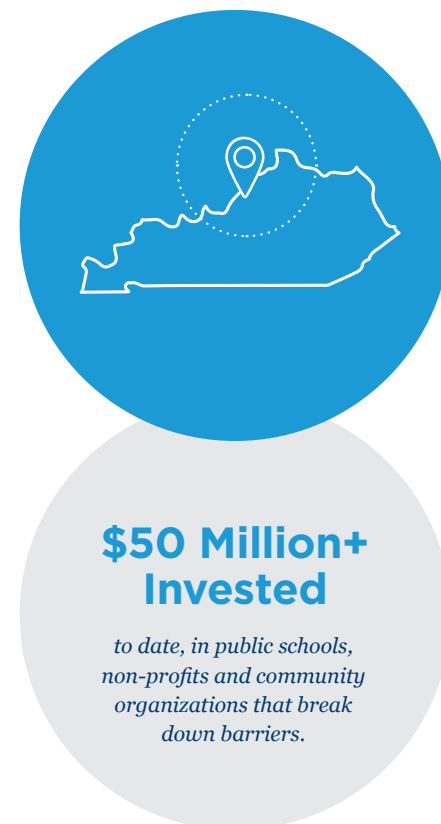
While GE Appliances has long held a focus on inclusion and diversity, 2020 compelled us to take a deeper look at the racial disparities that still exist in our country today.

The realities that people of color face on a daily basis are poignant reminders of how much work we have left to do as a country and as a company.

Together, we're working to confront complex issues and build a better future that is inclusive, diverse, and values every voice.

Our Three Key Focuses

- 01 Making Change From the Ground Up
- 02 Increasing Equity in Our Community
- 03 Building a More Inclusive Society



Student at W.E.B. DuBois Academy. Photo taken pre-COVID-19.

Making Change from the Ground Up

Louisville, Ky., has been our home for over 65 years, and it is the heartbeat of our company. As our city made international headlines in 2020 with people taking to the streets, crying out for their voices to be heard, our role was clear. We must come together to listen and help build a stronger, more resilient and equitable future in which every voice is heard and all people are valued.

Increasing Equity in Our Community

Over the years, we've invested more than \$50 million to affect change by partnering with public schools, non-profits and community organizations to break down barriers, increase equitable educational access to opportunities, and connect people with the resources they need to be successful.

Here's a look at a few of the schools and organizations we partnered with in 2020:

Grace M. James Academy of Excellence, a Jefferson County public school that [empowers middle school girls](#) through an Afrocentric, STEAM (Science, Technology, Engineering, Arts and Mathematics) curriculum.

W.E.B. DuBois Academy, a Jefferson County public school teaching Afrocentric curriculum in an innovative learning environment. Drawing from evidence-based research and culturally responsive teaching, [W.E.B. DuBois Academy](#) actively engages students to grow as learners and self-aware young men.

The Louisville Urban League, a non-profit organization dedicated to the elimination of racism and its effects in our community. By empowering community members and helping them gain control of their lives and futures, [Louisville Urban League](#) is improving access to jobs, justice, education, health and housing.


Evolve502 Scholarship Fund will give every Jefferson County Public Schools graduate the opportunity for a tuition-free, two-year college degree, certificate or training. By expanding educational opportunities and reducing systemic barriers, [Evolve502](#) is helping ensure that children reach their full potential and enjoy successful, productive and fulfilling lives.

Building a More Inclusive Society

At GE Appliances, we're actively taking steps to recruit, hire, and retain diverse talent that is reflective of our owners and our inclusive culture. The very best innovations across every function of a company come from diverse teams. Our commitment to ensuring a safe and inclusive workplace where everyone is valued allows employees to perform at their best, every day. Diversity helps us achieve zero distance to our owners, innovate smartly, and connect to the communities and customers we serve.

As we continue making strides, we're dedicated to:

- ✔ **Building a workforce that's more representative** of the customers and communities we serve. This means driving equity throughout our hiring, promotion and pipeline development processes.
- ✔ **Upholding inclusion and diversity as companywide priorities**, sharing regular updates and metrics with the entire organization.
- ✔ **Requiring training for leaders and employees** on topics like unconscious bias and cultural competency.
- ✔ **Enabling our affinity networks** to be a voice for our employees, partner with the community and collaborate with the business on strategic inclusion and diversity initiatives.
- ✔ **Reaching our goal of 40% female representation and 40% people of color** representation by the end of 2025.
- ✔ **Holding all leaders accountable** for participation and team engagement in inclusion and diversity activities and training.
- ✔ **Building a diverse supplier base** by ensuring at least 10% of our purchases come from diverse suppliers, and growing that number every year.

 Learn more about our commitment to Inclusion & Diversity on [page 86](#).



Photos taken pre-COVID-19. 25

A woman with long dark hair and black-rimmed glasses is smiling at the camera. She is wearing a beige textured sweater and blue jeans, sitting on a wooden countertop. In the background, there are built-in stainless steel ovens and a wooden shelf with some items. The overall atmosphere is warm and professional.

Our Products. Our People. Our Planet.

About GEA

Our journey:

Help Protect the Planet, Strengthen Communities and Drive Business Value

GE Appliances is powered by inspiration, innovation, and a vision to not just build the world's best appliances, but to build stronger communities. Through our Corporate Citizenship efforts, we come together to make and deliver good things that people need in the places where our employees live and work.

Whether we're providing frontline healthcare workers with new washers and dryers to clean and sanitize uniforms, helping outfit new homes for homeless veterans, offering a vast array of ENERGY STAR® appliances, or creating a more sustainable supply chain, our values at GE Appliances demonstrate and reflect our desire to protect our planet and strengthen communities.



Who We Are

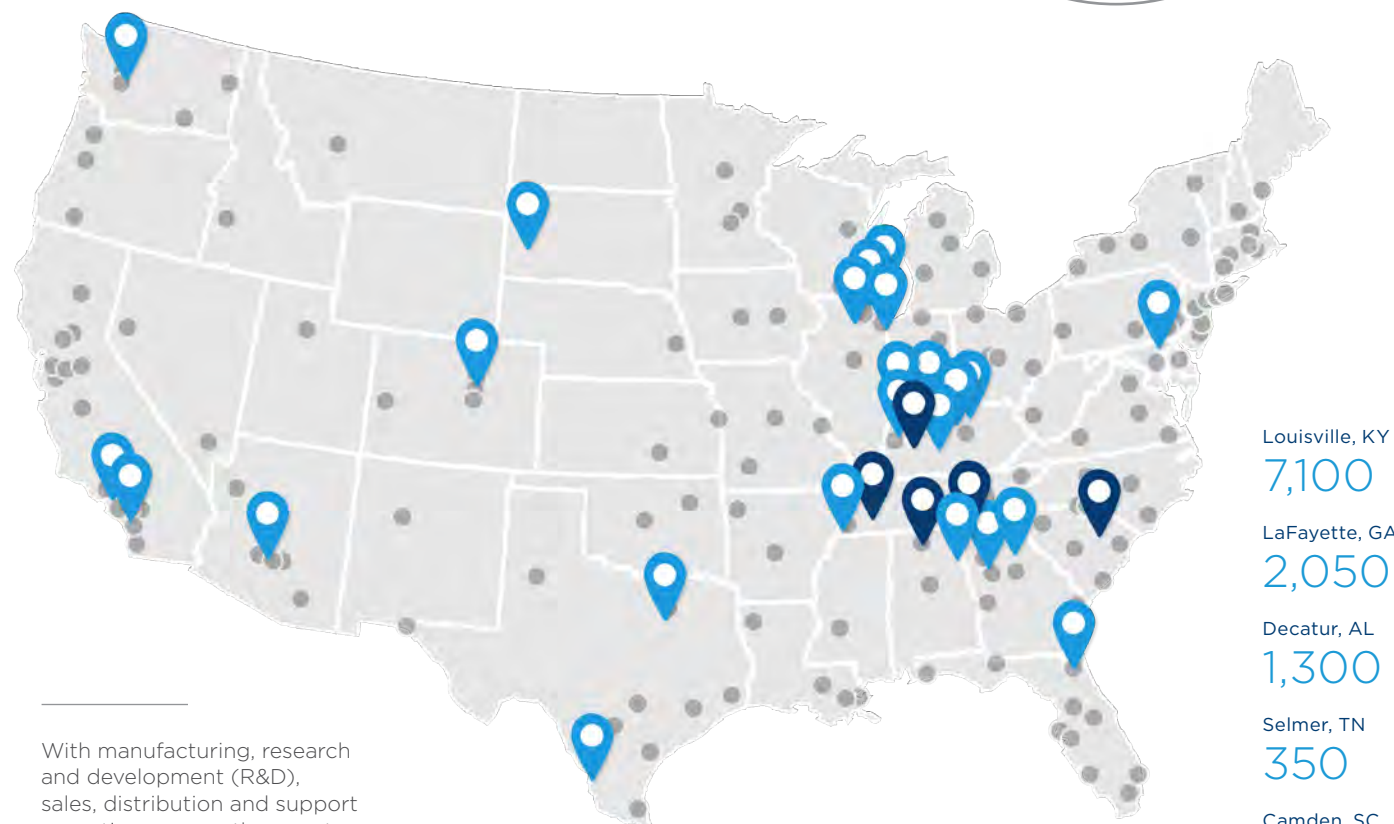
Born in the U.S. and backed by the world's largest appliance brand, we're the fastest-growing appliance manufacturing company in the country, with more than a century of industry experience. We build the world's best appliances that are in half of all U.S. homes, and we contribute to local economies in every state. With our global headquarters located in Louisville, Ky., our 13,600 U.S. employees in 46 states create, design, build, deliver, and service the most trusted and innovative products that make life better for the owners, customers, and communities we serve.

13,600 Employees

across 46 states create, design, build, deliver, and service the most trusted and innovative products.



Our appliances are in half of all U.S. homes.



With manufacturing, research and development (R&D), sales, distribution and support operations across the country, GEA is positively impacting communities nationwide.

Louisville, KY
7,100

LaFayette, GA
2,050

Decatur, AL
1,300

Selmer, TN
350

Camden, SC
110

What We Do

We design products with our owners and our planet in mind. Our focus at GE Appliances is how to make life easier at home by creating innovative, trusted products that provide exciting ownership experiences.

We sell products under the [Monogram®](#), [Café™](#), [GE Profile™](#), [GE®](#), [Haier](#), and [Hotpoint®](#) brands.

Our products include:



Refrigerators
Freezers
Cooking Products
Dishwashers
Washers
Dryers
Air Conditioners
Small Appliances
Water Filtration Systems
Water Heaters (Coming 2021)




Zero Distance

In a time of social distancing, we've embraced a concept called zero distance—it's our commitment to grow even closer to our customers and owners so we can invent and make products that provide real-life solutions and exciting ownership experiences. GE Appliances also believes that in order to build great appliances, we must build stronger communities. This philosophy is what's bringing us closer than ever before to our customers, our communities, our industry, and each other.

We envision a future where there's no distance between:

- ✓ Our company and our owners who trust us to make life better at home.
- ✓ One person's idea and a whole team's groundbreaking innovation.
- ✓ The people who make a company great and the communities we call home.

Achieving zero distance is no easy feat, but it's the aspiration that's driving the transformation of our company.

 Learn more about our journey to zero distance [here](#).

Happiness and well-being are at the heart of our story.

Trusted products, leading brands.

Because ours is the spirit of Thomas Edison—a man who had no interest in an invention unless it was useful, and made life easier, simpler and happier.



We keep homes clean and **food safe**.



We provide the **spark** that inspires a meal.



We keep **clothes fresh** and dishes dry.



We **purify water** that quenches a thirst.



We never stop looking for a way to be better.
To make your life better.



GE APPLIANCES
a Haier company

We challenge ourselves to keep asking “*what if?*”

What if

your kitchen loved the sound of your voice?

What if

the washer and dryer knew your clothes so they no longer need an introduction?

What if

time spent cleaning or cooking or washing could be spent laughing and learning and bonding?

What if

the distance between what you need and what we do was zero?



These are the questions that inspire the things we imagine and make right here in America, every single day.


This is what drives our shared ambition:

We come together
to make good things, for life.

Meet Our Corporate Citizenship Leaders

Our commitment to advancing Corporate Citizenship at GE Appliances begins with our President & Chief Executive Officer [Kevin Nolan](#) and ripples throughout every facet of our business. We've created a clear path of responsibility that starts at the top, enabling us to increase the value of our business while adhering to high ethical and environmental standards.

The following page identifies the internal, responsive governance of our Corporate Citizenship pillar management.

 Learn more about our corporate leadership team [here](#).

Citizenship Advisory Board



Kevin Nolan
President & CEO



Melanie Cook
Chief Operating Officer



Rick Hasselbeck
Chief Commercial Officer



Jason L. Brown
VP of Legal



Tom Quick
VP of Human Resources



Antonio Boudas
VP of Communications



Marc Charnas
VP of Finance

Senior Director of Citizenship



Allison Martin
Senior Director of Citizenship & Digital Communications

Citizenship Pillar Leaders



Katina Whitlock
Senior Manager of Community Engagement



A.J. Hubbard
Global Senior Director, Inclusion & Diversity and Human Resources



Catherine Werner
Senior Director, Global Environmental, Health, and Safety



Kyran Hoff
Executive Director, Chief Engineer



Michael Del Negro
Associate General Counsel & Chief Compliance Officer

About This Report

Scope

At GE Appliances, we're transforming our legacy and supporting our business strategy by focusing on five key pillars that serve as a foundation for our work: Community Engagement, Inclusion & Diversity, Operations Sustainability, Product Sustainability, and Compliance & Ethics.

Through these five pillars, which align with our materiality assessment and the wants and needs of our stakeholders, we're on a journey to positively impact our people, our customers, our owners, our business, our communities, and our planet. This report highlights how GE Appliances integrates these five pillars of Corporate Citizenship in our business practices.

To provide further information on our Corporate Citizenship commitments, we've also included links to resources that are publicly available on our website and elsewhere.

GE Appliances' sustainability strategy is informed by the [United Nations \(UN\) Global Compact Principles](#) and the [UN Sustainable Development Goals](#).

Reporting Year

Unless otherwise specified, the reporting period for the majority of our targets is fiscal year 2019, with additional business highlights from 2020.

Future Reports

We set a goal to release our first Citizenship Report by year-end 2020 and have delivered. In coming years, we will have a spring release to allow for inclusion of a full operating year of data. We'll publish full reports biennially and progress checks in the off years when a full report is not published.





Our Approach

to Corporate Citizenship

- Our Strategy
- Our Goals
- Our Progress
- Sustainability Life Cycle

Our Strategy

Empowering People. Inspiring Progress.

At GE Appliances, we aim to be a force for good—for our people, our planet, and our communities. From the goals we set to the investments we make, our approach to [Corporate Citizenship](#) is deep-rooted in connecting with and serving people.

We developed our strategy based on the findings of our materiality assessment, a gap analysis and benchmarking. The results have guided our Citizenship strategy from ideation to fruition, bringing clarity to our work, while ensuring that our resources are strategically aligned with areas that will yield maximum impact.

Let's take a look at our
Citizenship story, goals, key
focus areas and progress.



The Story Behind Our Corporate Citizenship Logo

Connected by purpose.



GE Appliances is committed to keeping Corporate Citizenship at the heart of our business. This logo symbolizes our commitment, bringing the topics that matter to us the most into bold and vibrant focus, while being surrounded by our innovative products.

Each colored icon represents one of the five pillars that are shaping the way we create, innovate, adapt and evolve. While powerful on their own, the pillar icons were designed to co-exist and bring harmony to our vision for a more connected, creative world.

Our citizenship efforts fall into five pillars, which provide a foundation for our work and reflect our top priorities as a business:



Community Engagement

Strengthening communities through volunteer efforts and local partnerships that connect people with the resources they need to be successful.



Inclusion & Diversity

Ensuring a safe and inclusive workplace where everyone is valued, and the power of diversity brings us closer to our customers, communities, and each other.



Operations Sustainability

Helping protect the planet by reducing our environmental impact throughout our state-of-the-art supply chain.



Product Sustainability

Designing environmentally conscious, superior-performance products that make life better at home and in our communities.



Compliance & Ethics

Operating with the highest standards of integrity to build a culture of compliance that honors the trust of our employees, customers, owners, suppliers, and communities.



Learn more about our pillars, beginning on [page 52](#).

Focus Areas & Goals

Determined to do good things, for life.

Our Corporate Citizenship goals allow us to set targets, monitor progress, and initiate improvements across GE Appliances, building increased business value and stronger connections along the way.

These targets reflect a mix of qualitative and quantitative goals, all of which will help us benchmark and build on our citizenship strategy in the future.



Community Engagement

KEY FOCUS AREAS

- 1. Improve community equity, health and education
- 2. Increase employee volunteerism

GOALS

- 1. Strategically invest GEA resources in building stronger communities with a focus on equity, health, and education.
- 2. Achieve 100% employee participation in community building activities, with employees volunteering 20,000 hours.

LEARN MORE ON PAGE 56 >



Inclusion & Diversity

KEY FOCUS AREAS

- 1. Increase diverse representation
- 2. Reach world-class inclusion

GOALS

- 1. Reach 40% female representation and 40% people of color representation by the end of 2025.
- 2. Reach world-class inclusion via our inclusion index by the end of 2025.

LEARN MORE ON PAGE 86 >



Operations Sustainability

KEY FOCUS AREAS

- 1. Improve occupational safety and health
- 2. Reduce environmental impact

GOALS

- 1. Develop and maintain world-class occupational safety and health programs.
- 2. Reduce our environmental impact throughout our business operations.

LEARN MORE ON PAGE 108 >



Product Sustainability

KEY FOCUS AREAS

- 1. Advance sustainable design practices
- 2. Innovate with consumers and the planet in mind

GOALS

- 1. Reduce our product life cycle environmental impact through sustainable design practices.
- 2. Innovate to introduce environmentally responsible features while allowing consumers to spend more time doing what they love.

LEARN MORE ON PAGE 128 >



Compliance & Ethics

KEY FOCUS AREAS

- 1. Trusted concern reporting process
- 2. Responsible sourcing program

GOALS

- 1. Ensure an effective and well-resourced compliance program.
- 2. Continue to hold suppliers and other third parties accountable to GEA's integrity requirements.

LEARN MORE ON PAGE 156 >

The Path to Progress

Small steps. Big impact.

As we reflect on our progress, we're reminded of just how far we've come on our citizenship journey. But our work is far from over. We're on a mission to keep

making the world's best appliances and continue cultivating a more sustainable, inclusive future for our employees, our owners, and our planet.



Making appliances with people and the planet in mind.

Sustainability Life Cycle

At GE Appliances, we believe small steps can have a big impact, especially when it comes to protecting the environment.

We're a company that designs and makes products that improve our owners' lives every day. That's why we're committed to reimagining the Sustainability Life Cycle. As a company of innovators and inventors, we're always inspired by the question, "What if?"

What if the products we create put the power of sustainability at our owners' fingertips?

What if consumers, retailers, and companies worked together to reduce our environmental impact?

What if every appliance, in every home, could be repurposed, reused, and recycled?



Operations Sustainability

Sourcing

- Robust supplier qualification process
- Supplier selection

Manufacturing

- Journey to zero landfill
- Energy optimization

Distribution

- Transportation
- Shipping
- SmartWay Transport Partner



Product Sustainability

Use

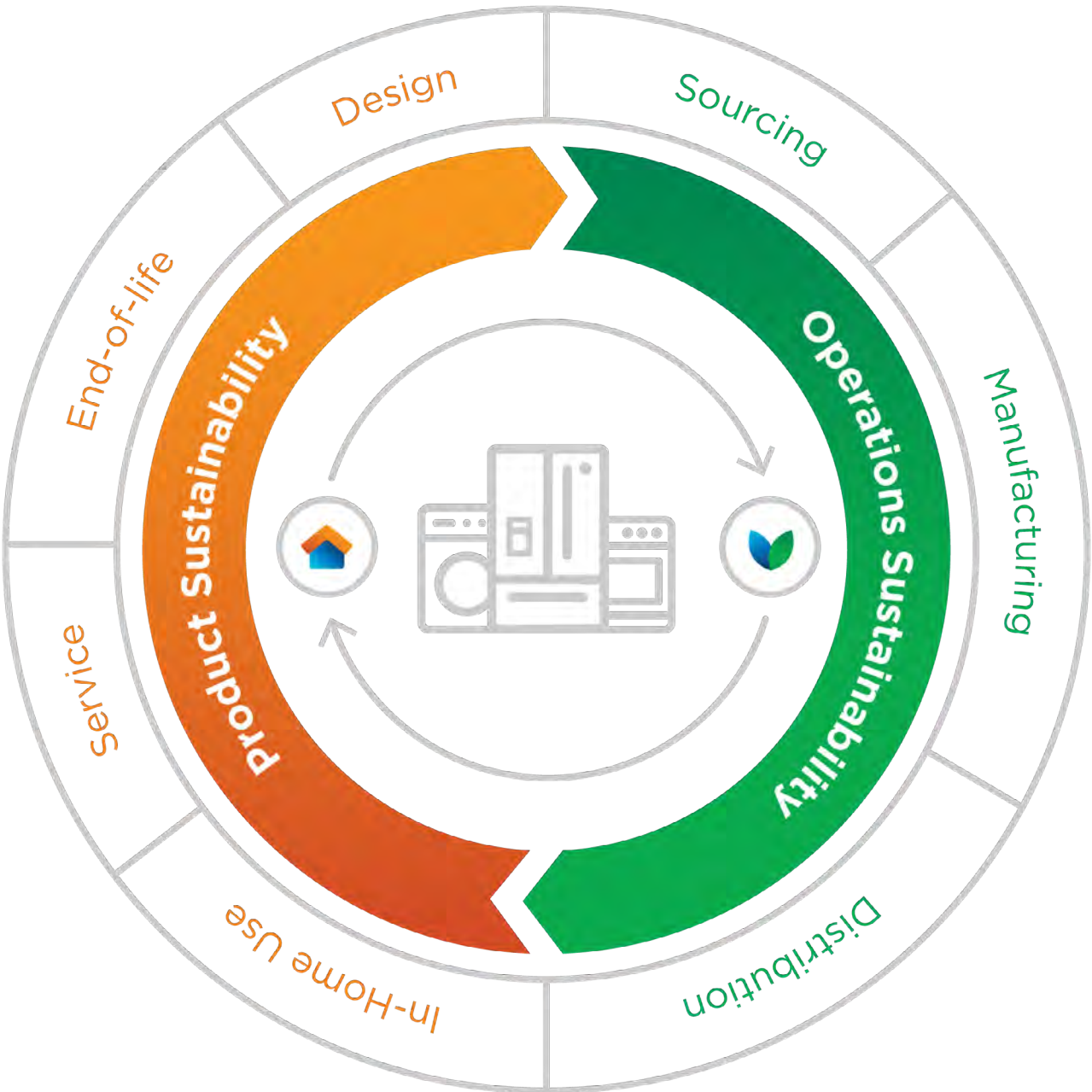
- ENERGY STAR® Certified Appliances
- Connected features
- Resource conservation: time, energy and money

Service & End-of-Life

- EPA WasteWise Partner
- EPA Responsible Appliance Disposal (RAD) Partner

Design

- Environmentally responsible innovations that simplify everyday activities
- Material selection
- Packaging design
- Design for disassembly



From the way we design our appliances to what happens to them after they've been used, we're making progress toward a more sustainable future by optimizing material inputs and outputs as a means to minimize environmental impact and achieve economic goals.



Learn more about our Operations Sustainability [here](#) and Product Sustainability [here](#).



Our Pillars

- Overview
- Community Engagement
- Inclusion & Diversity
- Operations Sustainability
- Product Sustainability
- Compliance & Ethics

Our Pillars

Bringing Corporate Citizenship Into Focus

Each of our five pillars is led by a Corporate Citizenship leader who oversees the strategy and development of priority areas. Through a shared focus on our people, products, planet and communities, we've committed to making citizenship a part of everything we do.

Our five pillars:

- 

Community Engagement
- 

Inclusion & Diversity
- 

Operations Sustainability
- 

Product Sustainability
- 

Compliance & Ethics

Let's explore how each pillar is making our business and our communities better.



Pillar 01

Community
Engagement

We
come together
to make
good things,
for life.





Doing good for the greater good.

Pillar Overview

Our volunteer efforts and investments with community partners connect people with the resources they need to be successful. Whether we're mentoring students, investing in manufacturing career pathway programs, or revitalizing entire neighborhoods, our employees and our company show how much we value our communities by sharing our time, our talents and our resources.

Priority Areas

- Education & Workforce Development
- Economic Impact
- Social Contributions
- Volunteerism
- Crisis Response
- Disaster Relief
- Veterans
- Regional & Global Impacts





Goals

01

Strategically invest GEA resources in building stronger communities with a focus on equity, health and education.

Examples of how we're working to achieve this:

**\$50M
Invested**

We've partnered with public schools, non-profits and community organizations by investing more than \$50 million to break down barriers, increase access to educational opportunities and connect people with vital resources. (2010-2020)

**100,000
Students**

Through our partnership with Jefferson County Public Schools (JCPS) in our hometown of Louisville, Ky., we've helped increase access to quality educational outcomes for the district's 100,000 Pre-K to 12th grade students and 17,000 employees.

**~400,000
PPE Units**

As a member of the LOU COVID Rapid Response Group, we helped make and deliver nearly 400,000 units of Personal Protective Equipment (PPE) such as face shields, masks, and gloves to help fight the spread of COVID-19. (2020)

02

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

Examples of how we're working to achieve this:

**\$3.5M
Raised**

Our 13,600 U.S. employees in 46 states donated \$3.5 million in two years through our Employee Giving Campaign (EGC), including \$1.6 million in 2019 and \$1.8 million in 2020. Our employee participation in the 2020 EGC totaled 86%.

**15,000
Hours**

GE Appliances employees contributed 15,000 volunteer hours in support of 75 volunteer projects. (2019)



Empowering Students. Igniting Potential.

Education & Workforce Development

Education is at the forefront of our strategic community investments, providing employment opportunities and promoting equity, inclusion and diversity within our communities and our future workforce.

”

This is a significant investment in the community we all call home, and GE Appliances is committed to helping connect students with the resources they need to be successful.

Kevin Nolan
President & CEO
GE Appliances, a Haier company

Jefferson County Public Schools

Through our partnership with [Jefferson County Public Schools](#) (JCPS) in our hometown of Louisville, Ky., we're helping students in traditionally underserved areas of our community have the support and resources they need to thrive.

From providing high schoolers with hands-on manufacturing industry experience to helping middle school girls explore their interests in STEAM, we're committed to increasing outcomes for all students in the nation's 27th largest public school district.



Summer Backpack League

\$75,000 for Chromebooks

A \$75,000 sponsorship in 2019 from GEA provided Chromebooks for teachers and students that were used as part of their virtual summer enrichment program aimed at engaging students in deeper learning adventures.



Smart Appliance Donation

Additionally, the company donated two GE smart microwave ovens with scan-to-cook technology, an Amazon Alexa and approximately 40 cooking kits. The appliances and kits were used in the "Compassion in Action" summer adventure, where students strengthened their literacy and math skills while learning how to cook healthy meals. Using the Alexa, students were able to use their voices to operate the microwaves. Learn more about this partnership [here](#).





Doss High School

As part of the Academies of Louisville initiative, GEA partnered with Doss High School to create a program that's become a national model for ensuring students graduate from high school college and career ready.

\$600,000 Manufacturing Assembly Line

GEA donated \$600,000 to design and install a fully operational product manufacturing assembly demonstration line at the school, bringing hands-on learning opportunities to the program's more than 120 students.

\$6,000 Tuition Reimbursement & Work Study

Through [GEA2Day](#), Doss seniors in the manufacturing pathway have the opportunity to earn \$14 an hour, and \$6,000 a year toward tuition reimbursement as they gain work experience at GE Appliances on Mondays and Fridays.

Manufacturing Mentorship

More than 60 GEA employees have mentored students participating in Doss' manufacturing pathway on college applications and job interview skills.

Grace M. James Academy of Excellence

\$50,000 STEAM Lab

In 2020, GEA funded a brand-new \$50,000 STEAM lab that will provide hands-on, immersive learning experiences for students at Grace M. James Academy of Excellence, a middle school that's focused on increasing achievement for middle school female students of color. Learn more about this partnership [here](#).

W.E.B. DuBois Academy

\$50,000 Learning Kitchen

W.E.B. DuBois Academy's mission is to engage, eliminate barriers, and empower each young man to achieve excellence. After learning that the students at DuBois Academy had a passion for cooking, we donated \$50,000 in 2020 to build a state-of-the-art learning kitchen, which will feature integrated classroom opportunities hosted by our employees. Learn more about W.E.B. DuBois Academy [here](#).

Evolve502

Tuition-Free 2-Year Degree, Certificate or Training

GE Appliances signed on as a founding corporate partner of Evolve502 in 2020. Evolve502 will give every JCPS graduate, starting with 2021 graduates, the opportunity for a tuition-free, two-year college degree, certificate or training. Learn more about Evolve502 [here](#).



Other Educational Partnerships

University of Louisville J.B. Speed School of Engineering Outstanding Corporate Partner of the Year

GEA is dedicated to creating opportunities and lighting the spark of innovation in the next generation of engineers. We were honored as the University of Louisville’s (UofL) 2020 Corporate Partner of the Year for our longstanding partnership with the Speed School of Engineering, which has provided numerous opportunities for UofL students.

Here’s a look at a few of the ways we’ve offered support:

- ✔ Provided scholarships and participated with student organizations like Speed Spectrum, Society of Women Engineers, the Women’s Leadership Conference, and the Engineering Living Learning Community
- ✔ Invested in expanding supports for first-generation college students through our support of the Brown Forman Engineering Academy

575 Co-Op Students 1,314 Co-Op Rotations

hosted by GEA since 2004

between UofL and GEA since 2004

Crosby Middle School “Force of Innovation”

GE Appliances hosted 150 female students for a private screening of “Star Wars: The Rise of Skywalker.” GEA was a promotional partner for the movie, and students felt the “Force of Innovation” as they were hosted by leaders from our GEA Women’s Network. The event provided the opportunity to inspire innovation and creativity for Louisville students from Crosby Middle School’s STEAM (Science, Technology, Engineering, the Arts and Mathematics) program and participants from AMPED, a free music education program for local kids.



Louisville Regional Science & Engineering Innovation Fair

Each year, the Louisville Regional Science & Engineering Fair, presented by GEA, brings together more than 350 middle and high school students from more than 20 different schools to showcase their creativity and innovative scientific research. The fair is funded in part by our business and private donations from our engineers after they receive patents.



Kentucky Federation for Advanced Manufacturing Education (KY FAME) Manufacturing Associates Degree Program

As an employer partner of KY FAME, we’ve helped train future manufacturing technicians through an apprenticeship-style, earn-and-learn associate degree program.

Fund for the Arts Arts in Education Opportunities

GE Appliances invested in Fund for the Arts and AMPED to provide arts in education opportunities to traditionally underserved schools and students. Learn more about Fund for the Arts [here](#).



Other Educational Partnerships

Continued

Kammerer Middle School

Classroom Kitchen Appliances

From planning and patience to science and math, the life skills we learn in the kitchen are so much more than making a meal. To ensure Kammerer Middle School students were able to continue cooking up success when their ovens went out, GEA [donated brand-new ranges](#) to their moderate to severe disabilities (MSD) classroom. We also donated a refrigerator and washer and dryer so they could store food and help clean up at the end of class.

Rock Spring Elementary

STEM Workshops

Our Roper plant in LaFayette, Ga. has been a longtime partner of Rock Spring Elementary School, providing STEM workshops and ongoing support to students. So when they needed to build safeguards into their cafeteria seating to meet COVID-19 safety protocols, our engineering team gladly stepped up to design and laser cut 16 finished sneeze guards to fit between tables.

SummerWorks

Student Summer Employment

We're always looking for motivated, energetic people who want to pursue careers in manufacturing. That's why we're proud to partner with Summerworks, which helps prepare and connect youth to summer jobs, career opportunities, and supportive networks. We employ 15-20 students each summer and have been publicly recognized by the Louisville mayor for our [longstanding commitment](#) to the program.

Science & Technology

Student Programs

In addition, we invested in numerous after-school, summer science and technology programs for JCPS students through the Lincoln Foundation and the Boys and Girls Club. We also supported free days at the Kentucky Science Center for the families of pre-school aged children.



Bernheim Forest

Sustainable Outdoor Art Exhibit

With 16,137 acres of land, the Bernheim Forest is the perfect place to connect with nature. To provide outdoor educational field trips for traditionally underserved students in Greater Louisville, GEA provided the donation that helped bring a sustainable artwork exhibit to life.

Cook Museum of Natural Science

STEM Educational Opportunities

GE Appliances is a longtime supporter of the Cook Museum of Natural Science in Decatur, Ala., which provides STEM-related educational opportunities to students throughout the region.



Made in the USA*

Behind every one of our appliances is the work of 13,600 dedicated U.S. employees. From refrigerators to dishwashers, ovens to ranges, washers to dryers and air conditioning units to water heaters (2021), many of our products are Made in America* at our nine manufacturing facilities.

Since 2018, we've invested more than \$660 million in our American operations and created 1,500 new U.S. jobs. We're committed to American manufacturing and building Made in America* appliances you can trust.

Here's how we're building community prosperity and stronger economies in every state in the USA.



13,600

employees in the U.S.



\$313 Million

in major product and manufacturing investments announced



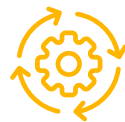
\$1.5 Billion

in taxes generated



62,000

additional jobs created by GEA's impact and our employees



\$660 Million+

invested in our American operations since 2018



\$18 Billion

contributed to the U.S. Gross Domestic Product (GDP)

Strengthening Local Economies

Economic Impact

The economic impact of GE Appliances is felt throughout Kentucky and across the United States. The financial strength of our payroll, investments in technology and facilities, our purchases and those of our employees, and the

tax payments generated by all these activities strengthen the national and regional economies where we operate and contributed \$18 billion to the U.S. Gross Domestic Product (GDP as of year-end 2019).



Building Stronger Communities

Social Contributions

The heart of our purpose has always been to make people’s lives better. And that means not only enabling happiness and well-being in the homes of our owners, but serving and supporting the communities where we live and work. Whether we’re donating appliances to make sure families can prepare meals for their loved ones or revitalizing neighborhoods, we know that supporting each other is what matters the most.



Family Scholar House

Event Sponsorship and Appliance Donations

Family Scholar House is dedicated to ending the cycle of poverty and transforming our community by empowering single women with children to succeed in attaining their college degrees and achieving life-long self-sufficiency. From sponsoring a fundraising event that raised nearly \$400,000 to providing product donations for the scholars’ apartments, GEA is honored to support the efforts of Family Scholar House to help people and families reach their goals.

Ronald McDonald House

Appliance Donations to Support Families

Ronald McDonald House is a home away from home for families whose children are undergoing treatment at children’s hospitals. GEA donated appliances for the Ronald McDonald House renovations in Louisville and Cincinnati so families can have a beautiful space to create healthy meals while they are helping their families heal.

Dare to Care Food Bank

Appliance Donations to Support Growth

Dare to Care’s Cooking Matters program holds a mission that’s close to our hearts: to empower families with the skills, knowledge and confidence to cook healthy and affordable meals. That’s why we made sure Dare to Care had the appliances it needed to grow the community cooking classroom even further by outfitting the new cooking classroom with GE Profile™ and Monogram® dishwashers, freezers, ovens, ranges and refrigerators. Learn more [here](#).

”

We’re building a platform here that will serve this community for decades to come, and knowing this partnership with GE Appliances and Dare to Care has been able to create this amazing asset that we’ll be able to leave for the community is pretty extraordinary.

Brian Riendeau

Executive Director
Dare to Care Food Bank



Employees Investing in Communities

Volunteerism

As inventors and makers by nature, we're always looking for ways to build stronger, more vibrant communities. Our employees have volunteered countless hours in our communities, lending their time, talents and resources to make a difference in the lives of others. GEA has a longstanding legacy of serving others, upholding [volunteer service](#) as an expectation of our 14,000 global employees.

In 2019 alone, GEA employees:

- ✔ Logged more than 15,000 volunteer hours
- ✔ Participated in some 75 volunteer projects

In addition, GEA has long supported Volunteers of America through holiday collection drives, volunteer projects, fundraising activities and more.

Employee Giving

Through our annual Employee Giving Campaign, GEA employees give more than \$1 million a year to United Way and other non-profits in the local communities across the U.S. where we have operations. As part of this campaign, our Fall Volunteer Project also brings hundreds of employees together outside of the office to lend a helping hand.

As 2020 Community Investment Chair of Metro United Way, GEA President & CEO Kevin Nolan [plays an active role](#) in inspiring our employees to do their part in creating equitable, meaningful and lasting change in the communities where we live and work.

\$1.8M

In 2020, our employees donated more than \$1.8 million to community agencies through our annual employee giving campaign.



Helping People in Need

COVID-19 Response

In the wake of the COVID-19 pandemic, our community was counting on us more than ever before. Beyond protecting our employees, healthcare professionals, first responders, and other essential workers, we knew we had to support those who didn't have a place of their own to self-isolate or practice social distancing. That meant teaming up with community organizations and non-profits to help meet the needs of unsheltered populations affected by the pandemic.

[LEARN MORE ON PAGE 18 >](#)

The Salvation Army

During this time of need, The Salvation Army's Louisville Joy Center was a safe haven for the homeless. To support the increase in laundry needs at the facility, GE Appliances provided new washers and dryers.

"It saved us when we were at a stopping point and we didn't know which way to go because we couldn't get the services done,"

said Maj. Roy Williams, area commander with The Salvation Army.

"We launder every sheet, every pillowcase, every blanket, every day. GE Appliances has taken a heavy load off of my staff with what they've done for us."

Learn more [here](#).





Weathering the Storm

Disaster Relief

In the face of unexpected crises, we aim to provide people with the resources they need during trying times. As global leaders, we recognize our responsibility to help communities take steps to recover and rebuild in the wake of emergencies.

For many years, GE Appliances has partnered with the American Red Cross for disaster response assistance by launching online donation portals where our employees can make contributions and the company provides a financial match. In addition, when severe weather struck LaFayette, Ga. and many of our Roper employees' homes were affected by the storms, we sent a truckload of flashlights, generators, phone chargers, coolers and other supplies to assist our colleagues in their recovery efforts.



Brian Mallory's Story

When Brian Mallory got word from a longtime friend that Lake Charles, La. had taken a heavy hit from Hurricane Laura, he knew he needed to travel south.

Without hesitation, he loaded his pickup truck with supplies and made the 13-hour drive from Louisville to Lake Charles—a place he and his wife called home before he joined GEA in 1994.

"I took probably as many Gatorades, waters, and trash bags that I could fit,"

said Brian, the Executive Director of Supplier Quality at GE Appliances.

"Driving along the interstate there was not one billboard left intact."

Brian spent three days in Lake Charles helping the people he knew, as well as those he just met. He cut through downed trees, cleared driveways, and cleaned up debris that the brutal Category 4 storm left in its wake. He led out-of-town church group volunteers to the desolate neighborhoods filled with homes still in need of assistance.



After witnessing the damage firsthand, Brian knew the team at GEA had to come together to help those who had been affected.

To provide continued support to the nearly 700,000 homes across Louisiana and Texas that were damaged by the storm, GEA partnered with the American Red Cross to launch an online donation portal where employees could contribute to the relief efforts. The money raised provided food, shelter, supplies and support to storm victims.

Honoring Our Nation's Heroes

Supporting Veterans

We're honored to work alongside more than 350 military veterans at GE Appliances who have given a total of 950 years of service to our country. Our commitment to honoring our nation's heroes also extends to the community, where we proudly support veterans nationwide through a number of initiatives.

350

military veterans at
GE Appliances

950

years of service to
our country



Operation Victory

At GE Appliances, we believe it's our duty to serve those who have served our country. That's why we're honored to support Operation Victory's Homes for Homeless Heroes program in providing veterans in need with not only a place to call home, but hope for a better future. With the help of coalition partners, Operation Victory rehabilitates one home a year by rebuilding an abandoned or vacant property. [GEA has donated appliances](#) for each house that's been renovated in the community since 2017.

We've also provided product donations, resources and support from GEA's Veterans Network to the following non-profits dedicated to veterans and their families.

Dogs Helping Heroes, a non-profit dedicated to rescuing dogs, training them as service animals and placing them with wounded military and first responders.

USA Cares, which provides financial and advocacy assistance to post-9/11 active duty U.S. military service personnel, veterans and their families.

Vietnam Veterans of America, which is the only congressionally chartered national veterans' service organization dedicated to serving veterans of the Vietnam War and their families.

GEA Appliances also hosts veterans for leadership development opportunities through USA Cares as they look to transition from military to civilian life. GEA has hired almost a dozen employees through the program and currently employs 350 veterans across the business. In 2019, GEA received the "Seven Seals" award from the US Army National Guard and the "Above and Beyond" award in 2020.



Our Actions Around the World

Regional & Global Impacts

Louisville is our corporate headquarters, but we also have employees in many different countries and U.S. territories. As part of our global citizenship efforts, we aim to make a difference worldwide, by doing good things, for life in communities both near and far.



India

Whether our team was organizing disaster relief efforts in the wake of catastrophic flooding or working one-on-one with students at an underprivileged school, GEA employees in India have willingly lent their time and support to impact their communities in meaningful ways.

Puerto Rico

From helping provide school supplies to disadvantaged children to supporting local organizations through our Employee Giving Campaign contributions, we've partnered with Fondos Unidos de Puerto Rico (United Way) to make a difference in communities throughout Puerto Rico. During the aftermath of Hurricane Maria, we also teamed up with WaterStep, a Louisville-based non-profit, to provide clean water and food to affected communities.

South Korea

To lend a helping hand to those in need, we partnered with the Korean Red Cross and the Docheon Community Center to prepare lunch boxes for children who are living without their parents, senior citizens who are living alone and migrant/immigrant families. Our GEA Tech Korea team has provided support and charitable contributions to underserved communities in South Korea since 2014.

[LEARN MORE ON PAGE 55 >](#)



Awards & Recognitions

Kevin Nolan, President & CEO of GE Appliances, a Haier Company

Kevin’s leadership and commitment to community have been broadly recognized, including being named one of the “Most Admired CEOs” in 2019 by Louisville Business First, and in 2020 he was recognized by the publication for exemplary leadership with a focus on employees and community during the COVID-19 response. Kevin was inducted into the University of Connecticut Academy of Distinguished Engineers in 2019, and in 2020 he received the [Kentucky Board of Education’s Kelly Award](#) for outstanding business and public education partnership. Kevin is also the 2020 Community Investment Chair for Metro United Way.

2019

Employer Support of the Guard and Reserve “Seven Seals” Award Recipient

Gartner Inc. Workforce Development “Power of the Profession” Award Recipient

“Talent Breakthrough of the Year”

“Talent Partnership of the Year”

Louisville Business First Top 10 Community Contributions

2020

Business First Business Impact Award

Business First Partner in Philanthropy

Greater Louisville Inc. Silver Fleur-de-Lis Award

Employer Support of the Guard and Reserve “Above and Beyond” Award Recipient

J.B. Speed School of Engineering Outstanding Corporate Partner Award

Kelly Award for Business & Education Partnership

Metro United Way Community Impact Award Recipient

Metro United Way Community Cornerstone Award

Volunteers of America Corporate Partner of the Year Award



GE APPLIANCES
a Haier company

TALENT DIVERSITY CHAMPION
OF THE YEAR





”

They gave me a change of clothes, a new razor, some soap and set me on a path that would save my life.

Casey Wagner

Commodity Sourcing Senior
Manager for Residential Air
Conditioning at GE Appliances

Meet Casey

*From homeless to hopeful:
How community support changed the
course of Casey Wagner’s life*

Casey Wagner vividly remembers being “homeless and hopeless” nearly two decades ago when he stepped inside Ozanam Inn, a men’s homeless shelter run by St. Vincent de Paul in Louisville. A dispirited 19-year-old with an alcohol and drug addiction and an uncertain future, he walked up to the front desk and checked in.

“They gave me a change of clothes, a new razor, some soap and set me on a path that would save my life.”

For four months, he lived, worked and attended classes at the shelter, eventually enrolling in a longer-term treatment program through Volunteers of America. Since that time, Casey’s maintained his sobriety and charted a new path for his future. He went on to earn two degrees and climb the ranks at a worldwide aluminum manufacturer. Today, he serves as commodity sourcing senior manager of GEA’s residential air-conditioning team.

Stories like Casey’s are why our Women in Digital Technology (DT) group spearheaded a donation drive in 2020 to support both Ozanam Inn and St. Vincent de Paul’s food pantry. They did not let COVID-19 stop them from serving our community. They set up online “wish lists” and made it simple for employees to buy items and ship them directly to St. Vincent de Paul in the wake of the pandemic.

Together, our employees helped supply nearly 1,500 personal care and food items, along with more than 2,000 masks and hand sanitizer bottles, to help keep residents and workers healthy.

“I am so proud of how this team continues to help our community,”

said DT Operations Executive Director Angela Smith, who helped champion the drive.

 Learn how St. Vincent de Paul is helping people reach their full potential [here](#).

Spotlight

Pillar 02

Inclusion & Diversity

We
come together
to make
good things,
for life.





We believe in the power of us.

Pillar Overview

At GE Appliances, we're committed to making inclusion and diversity a part of our culture. From the employees we hire to our supplier partners, we're taking active steps to build a more inclusive company that is reflective of the communities where we live and work.

We know that the most diverse teams are the most successful teams because diversity sparks new ideas and allows companies to grow closer to their owners. Through a concept we call "zero distance," the closer we grow to our owners, the more we can anticipate their needs and provide products and experiences that enhance their lives at home.

Whether we're partnering with area schools to ensure traditionally underserved students have equal opportunities in education or recruiting diverse new talent to lead our company, we believe in a society where everyone is welcome, valued, and included.

Priority Areas

- Workplace
- Community Partnerships
- Equality
- Supplier Diversity



Goals

01

Reach 40% female representation and 40% people of color representation by the end of 2025.

Examples of how we're working to achieve this:

Increasing Representation

We've increased our recruiting efforts through diverse organizations, universities and colleges including Historically Black Colleges and Universities (HBCUs), Alpha Kappa Alpha (AKA) sorority, the Society of Women Engineers (SWE), and the National Black MBA Association's (NBMBA) Kentucky Chapter. From virtual career fairs and "Lunch and Learns" to utilizing HBCUconnect's job posting platform to discover new talent, we're expanding our reach to build a stronger, more diverse workforce.

Hiring Protocols

Our Inclusion & Diversity Talent Councils have implemented hiring protocols to ensure diverse candidates are considered prior to filling any opening, along with requiring diverse interview panels, and assessing all job postings to ensure gender-neutral language.

Development & Retention

GEA has strengthened our development and retention efforts through formalized mentoring programs, virtual coffee chats with senior leaders, and high-potential employee inclusion in formal development programs such as Women in Manufacturing (WiM), boom! and Men Advocating Real Change (MARC).

02

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

Examples of how we're working to achieve this:

Unconscious Bias Training

GEA provides unconscious bias training for individual contributors at each location to build a foundation of awareness and understanding.

Inclusive Leadership Training

All executive team members complete inclusive leadership training to learn the tactics of building and leading an inclusive team.

Idea Sharing & Candid Conversation

We're continually building on our culture of inclusion through formalized idea sharing and ongoing candid conversations with senior leaders on social, cultural and community matters.

Paid Parental Leave

We've expanded our Paid Parental Leave policy, which now includes up to 12 weeks of leave for all new parents. This benefit is in line with our commitment to advancing equity and inclusion for people of all genders, while providing GEA employees and their families with the support they need to thrive.



Making Good Things—Together


Workplace

At GE Appliances, we are building a culture of belonging in which inclusion and diversity make us more innovative, creative and inspired. Our commitment to ensuring a safe and inclusive workplace allows our employees to perform at their best, every day.



Affinity Networks

Our Affinity Networks bring employees together to share in their interests and personal experiences. They are a cornerstone of our inclusion and diversity efforts, providing a safe space for people to network and drive powerful change in the workplace. Our networks provide a valuable voice and perspective to our organization, as well as hands-on opportunities to support key business initiatives. Any employee can join the networks as a member or as an ally.

 Learn more about our Affinity Networks [here](#).

African American Forum

The African American Forum, GE Appliances’ oldest Affinity Network, strengthens the bonds between our company and our communities. By supporting and empowering its members through professional development and mentoring, it brings the valuable perspectives of the Black community to the forefront of GE Appliances. AAF members also volunteer countless hours supporting students and non-profit organizations in traditionally underserved areas of our communities.

Asian Pacific American Forum

By attracting, developing and retaining Asian Pacific American talent, the APAF provides its members with the tools they need to realize their career aspirations and leadership potential. Members not only grow their careers, they help our company be the best it can be both inside and outside of GEA.



Hispanic Forum

The Hispanic Forum brings learning, coaching and networking opportunities to our Hispanic employees, while encouraging members to make a difference in their local communities through volunteerism. This opens new and meaningful opportunities to have an impact on our company and in society.

PRIDE

PRIDE helps foster an inclusive, welcoming environment where people are empowered to succeed and to bring their authentic selves to work every day. By attracting, retaining and developing the careers of LGBTQ employees, PRIDE ensures a brighter future for both our employees and our company.

Veterans Network

The bond between military service members transcends profession and branch of service. Our Veterans Network strengthens that bond, bringing its members closer to other veterans and current or retired service members in our communities. By developing and guiding the careers of its members, the VN helps GE Appliances move toward our goal of being the employer of choice for veterans, reservists and National Guard members.

Women’s Network

We believe in the power of women to shape the future of GE Appliances. From the executive team to the assembly line, the Women’s Network provides women throughout the company with a strong peer-to-peer framework that guides, develops and nurtures their advancement in the company.

Corporate Women’s Leadership Team

The Corporate Women’s Leadership Team is driving the next wave of advancement for women at GE Appliances—making sure that their skills and insights are recognized and represented throughout the entire company. The team is actively involved in events and programs that promote mentoring, sponsorship, leadership development and increasing representation and opportunity for women at all levels of the business.

LouNet

LouNet is an Affinity Group specifically designed for employees who are new to GE Appliances and/or the city of Louisville. LouNet fosters a sense of inclusion by forming cross-functional connections between its members, coordinating opportunities for personal growth, and planning events for its members to explore and learn about their new hometown of Louisville.

A Culture of Innovation

We believe that inclusion is the seed of innovation. When people who think differently come together, it makes us smarter, more creative and it enhances business value. And when we work together as equals, that's when innovation begins—bringing the power of our differences to life.

We Believe:

- ✔ Diversity is proven to increase profitability, creativity and problem-solving abilities.
- ✔ Diverse teams make better decisions and have deeper cultural and customer insights, making us more competitive and business-savvy.
- ✔ Simply put, diversity not only boosts team performance, it drives us to innovate more meaningfully and better connect with the customers and communities we serve.

Recruiting Diverse Talent

Recruiting diverse talent is at the heart of our talent acquisition strategy. Beyond increasing our presence at diverse universities and colleges, we've adopted tools and technologies that ensure job descriptions and hiring practices appeal to a broader range of applicants. We're also creating a pipeline so that we retain diverse talent and ensure that there are clear career paths available for growth at GE Appliances.

Representation Matters

As we continue to make strides in building a more inclusive workplace, we've set aggressive targets for increasing diverse representation at GEA. We've made hiring, retaining and promoting people from all backgrounds one of our top priorities so that our employees can truly see themselves in our company and feel confident that they have a clear path to advancement at GEA and beyond.

Quick Facts:

- ✔ CEO staff is 29% minority. Our extended senior executive team diversity is 43% and includes female, African-American and Latino representation.
- ✔ 100 different nationalities are represented through our global workforce.

Education is Key

Education, training and mentorship are instrumental in creating a culture of inclusion. Through efforts like unconscious bias training and our "Courageous Conversations" group discussions, we facilitate open dialogue on complex topics, helping our employees deepen their understanding on critical issues.





Student at Doss High School. Photo taken pre-COVID-19.

Driving Change in Our Community

Community Partnerships

Community partnerships allow us to take an active role in driving meaningful and lasting change in the communities where we live and work. GE Appliances aims to be a leader in providing the attention, resources and investments required to build a more diverse and inclusive future for our company, our communities and our country.

As a company we've invested more than \$50 million to effect change by partnering with public schools, non-profits and community organizations to break down barriers, increase educational access to opportunities and connect people with the resources they need to be successful.



University of Louisville J.B. Speed School of Engineering

Scholarships for First-Generation Students

Helped expand supports for first-generation college students by investing in the Brown-Forman Engineering Academy.

Provided scholarships and participated with diverse student organizations such as Speed Spectrum, Society of Women Engineers, the Women's Leadership Conference, and the Engineering Living Learning Community.

[Learn More](#)

Louisville Urban League

\$500,000 Donation

Worked with the Louisville Urban League, a non-profit, nonpartisan, community service organization dedicated to eliminating racism and its adverse impacts on our community, to help recruit diverse talent for job openings at GE Appliances.

Donated \$500,000 over five years to the Louisville Urban League Sports and Learning Complex. The complex will be a national model for integrating sports and learning and help redevelop West Louisville.

[Learn More](#)

YMCA Black Achievers

Volunteering and Donations

Supported the Chestnut Street Family YMCA Black Achievers Program through volunteer hours and donations on behalf of GEA and our African American Forum (AAF) affinity network.

[Learn More](#)

W.E.B. DuBois Academy

\$50,000 Grant

Provided a \$50,000 grant to fund a new learning kitchen for students at the school, which draws from evidence-based research and culturally responsive teaching to actively engage male students of color as they grow as learners and self-aware young men.

[Learn More](#)

Evolve502

Founding Partner

Signed on as a founding corporate partner of Evolve502 in 2020. Evolve502 will give every JCPS graduate, starting with 2021 graduates, the opportunity for a tuition-free, two-year college degree, certificate or training.

[Learn More](#)

Lincoln Foundation

Educational Partnership

Supported the Lincoln Foundation in its mission to offer outside of school academic enrichment and college readiness programs for under-resourced youth throughout the Louisville Metropolitan area.

[Learn More](#)



Celebrating Diversity in Our Community



WorldFest 2019 Highlight

With more than 130 languages spoken in Louisville public schools, our hometown is more culturally diverse than ever. We proudly embrace and encourage diversity in all forms and are always looking for ways to support our community in doing the same.

That's why we were thrilled to bring the food village at the 2019 [WorldFest](#) to life, inviting people from around the world to sit down and share a meal together. As one of the region's largest international festivals, the event brings people together to celebrate each other's cultures.

”

As a volunteer with WorldFest, I was especially proud to see GEA's prominent sponsorship of this annual event highlighting the diversity of global cultures right here in the Louisville area.

Richard McKnight

Senior Manager, International
Customer Fulfillment at
GE Appliances

Opportunity and Equality for All

Equality

We envision a better future for all people—inside and outside of GEA. This means doing our part to build a world where everyone has equal opportunities to succeed and thrive, regardless of gender, age, special ability, sexual orientation, race or ethnicity.

Gender Equality

At GE Appliances, we know that women are vital to the future of manufacturing. The continuous evaluation of our gender-specific policies, combined with an inclusive, respectful and supportive culture enables us to reach our goals. That’s why we’re committed to recruiting, retaining and advancing women to provide rewarding, fulfilling careers in our industry. Through [professional development](#), mentoring and leadership, we’re focused on increasing opportunities for the women of GEA and the next generation of leaders in manufacturing.

Paid Parental Leave

Family is important to us, and we’re proud to support GEA parents of all genders. Our Paid Parental Leave policy now includes up to 12 weeks of leave for all new parents. By advancing parental leave equity, we’re fostering a more inclusive work environment in which our employees and their families are embraced and supported when welcoming a child.

Grace M. James Academy of Excellence

Grace M. James Academy of Excellence is a Jefferson County public school that empowers middle school girls through an Afrocentric, STEAM curriculum. Through innovative, progressive pedagogy, Grace James shines a light on academic excellence, fostering a culture of diversity and inclusion. To help open the door for future generations of women in STEAM, we funded a \$50,000 STEAM lab that will provide engaging, hands-on learning experiences for their students. Take a virtual tour of the Grace M. James Academy of Excellence STEAM lab [here](#).

Advocacy Groups

From our Women’s Network (WN) affinity group to our longstanding involvement with trade organizations like the Society of Women Engineers (SWE), Women’s Business Enterprise National Council (WBENC) and Women in Manufacturing (WiM), we play an active role in groups dedicated to increasing opportunity for women in our industry.



Kyran Hoff, the first female Chief Engineer of GE Appliances, is also a leader in the company’s Women’s Network. Photo taken pre-COVID-19.

Leadership

Women at GE Appliances have long been blazing trails in manufacturing, bringing experience and ambition to every level of our organization. We’re dedicated to increasing representation of women throughout GEA, as evidenced by our goal to reach 40% female representation by 2025.

Melanie Cook, chief operating officer of GE Appliances, is a longstanding champion of women in manufacturing with her mentorship leading to the advancement of many females both inside and outside of GEA. In addition to being an inaugural inductee in the Women in Manufacturing (WiM) 2020 Manufacturing Hall of Fame, Melanie serves on the Executive Advisory Board of boom!, a new non-profit global community focused on enabling development and career progression for women in Supply Chain.

In 2019, Melanie was honored by AHAM for her exceptional service with the Home Appliance Industry Leadership Award—the premier achievement bestowed by AHAM on a member. In addition, in 2020, Melanie was named one of Louisville’s top “Enterprising Women” by Business First.

Bill Good, vice president of supply chain at GE Appliances, is dedicated to advancing opportunities for women in manufacturing. As a board member of Women in Manufacturing (WiM), Bill has been integral to a number of key initiatives including bringing the 2019 Women in Manufacturing® Summer Leadership Conference to GEA, where we hosted more than 60 women leaders in manufacturing.

Women Leading the Way

Two of GE Appliances’ largest manufacturing facilities are led by women. Renee Story is our plant manager in Decatur and was instrumental in establishing a Women in Manufacturing chapter in Alabama. Lois Crandall is our plant manager of Roper. Renee and Lois are past recipients of STEP Ahead awards from the Manufacturing Institute. Catherine Werner, our senior director of EHS and Operations Sustainability, and Marcia Brey, our executive director of Lean Enterprise, received STEP Ahead Awards in 2015 and 2019 respectively. In 2020, Principal Material Excellence Engineer Lauren Speaker was honored as an Emerging Step Ahead Leader. Marcia Brey and Lyndsey Taylor, our global security director, spearheaded the COVID-19 business response for GE Appliances.



LGBTQ

We believe LGBTQ rights are human rights. To ensure this belief is woven into the fabric of our business, we've adopted LGBTQ-inclusive policies, practices and benefits aimed at promoting inclusion in the workplace and in our communities.

Quick Facts:

100% score on the Human Rights Campaign's Corporate Equality Index (CEI) since 2018

GE Appliances is the first and only appliance manufacturer to join the National LGBT Chamber of Commerce (NGLCC)

Racial Equality

At GE Appliances, we believe in a society where everyone is welcome and every voice is heard. We're committed to continuing to invite the hard conversations, learning to be comfortable in our discomfort, tearing down the systemic barriers that separate us from equality and building a community and a company where inclusion is real, not a slogan.

[2020 was a poignant reminder](#) of the critical need to take a stand against the racial injustices that have existed for far too long, and work together to build a more equal and inclusive future.

GE Appliances recognizes the need for sustainable change and is committed to leveraging our resources to support local non-profits and educational entities dedicated to leveling the playing field, building stronger communities and increasing opportunity for all people.

To create equitable and lasting change in our own hometown of Louisville, GE Appliances CEO Kevin Nolan currently serves as [Community Investment Chair](#) of Metro United Way, an organization aimed at addressing the gaps that exist in education, income, health, housing and racial equity across the region.



Accessible Appliances for All

At GE Appliances, we design a range of appliances for differently-abled owners. A complete guide to our Americans with Disabilities Act compliant appliances can be found [here](#).


Building an Inclusive Supply Base

Supplier Diversity

As part of our efforts to strengthen diversity and inclusion in all of our business dealings, we’ve made a commitment to increase supplier diversity. Maintaining a diverse supplier base not only makes us more competitive, it helps build stronger local economies and communities across the country where we make the world’s best appliances.

Here are a few of the steps we’re taking:

- ✔ Utilizing small, local, minority, veteran, disabled and LGBTQ-owned suppliers in the competitive acquisitions of services, material, equipment and tooling to meet the diverse procurement needs of our business.
- ✔ Requiring all GEA suppliers to comply with the standards of conduct set forth in our [GEA Integrity Guide for Suppliers, Contractors and Consultants](#).
- ✔ Serving as a member of the National Minority Supplier Development Council.

 Learn more about GEA's commitment to supplier diversity on [page 166](#).



Awards & Recognitions

2019

The Human Rights Campaign Foundation 2019 Best Places to Work for LGBTQ Equality

Employer Support of the Guard and Reserve (ESGR) awarded eight GEA employees with Patriot awards in honor of their outstanding support of the ESGR. In addition, JP Billings, GEA senior manager, service parts quality and leader of GEA’s Veterans Network Affinity Group, received the prestigious Seven Seals Award.

2020

GEA received a perfect score on the Human Rights Campaign’s Corporate Equality Index (CEI) for the [third year in a row](#).

Employer Support of the Guard and Reserve (ESGR) awarded six GEA employees with Patriot awards in honor of their outstanding support of the ESGR.

GEA received ESGR’s Above and Beyond Award in recognition of the support and benefits provided to Guard and Reserve employees.

Melanie Cook, chief operating officer of GE Appliances, was named an inaugural inductee into the Women in Manufacturing (WiM) 2020 Manufacturing Hall of Fame.

CEO **ACT!ON** FOR DIVERSITY & INCLUSION

Kevin Nolan, president and CEO of GE Appliances, joined 1,400 of the world’s leading companies to sign the CEO Action for Diversity and Inclusion. This commitment is driven by a realization that addressing diversity and inclusion is not just a competitive issue, but a societal issue. Recognizing that change starts at the executive level, these business leaders are leveraging their individual and collective voices to advance diversity and inclusion in the workplace.



”

We are a better team and GEA family, thanks to the efforts of all who are involved with the Affinity Networks.

Alex Riedinger

Product Marketing Director, Small Appliances & PRIDE Affinity Network Co-Leader at GE Appliances

Meet Alex

*Inspired by values.
Driven to make a difference.*

For Alex Riedinger, it's GE Appliances' company values that fuel his ambition day in and day out: Be determined, make a difference, come together and create possibilities. As Small Appliances Commercial Director & PRIDE Affinity Network Co-Leader at GEA, Alex has been inspired by these values to bring his best every day and drive meaningful results for the company.

While the complexity of setting GEA's marketing, brand and sales strategy as we bring new small appliances to market is his favorite part about his role, his proudest achievement came through his work with one of our [Affinity Networks](#).

As co-lead of the PRIDE Affinity Network, Alex helped GEA reach a 100% on the Human Rights Campaign's Corporate Equality Index for LGBTQ + Equality—a milestone that brings us one step closer to a world that achieves fundamental fairness and equality for all. Since then, we've maintained our perfect score for three years in a row.

Our Affinity Networks have also helped him grow both personally and professionally, he said.

“I've met so many wonderful people across all business functions that have become friends and mentors, learning from their professional and personal experiences. Working together, we've helped our company increase its inclusion and celebration of diversity.”

Alex says the Affinity Networks are a key way that GEA puts our company values into action, enhancing employee education on diversity and making our culture more inclusive, and ultimately, more innovative.

“We are a better team and GEA family, thanks to the efforts of all who are involved with the Affinity Networks,” said Alex.

Spotlight

Pillar 03

Operations
Sustainability

We
come together
to make
good things,
for life.





Leading the way to a more sustainable future.

Pillar Overview

Our operations sustainability programs are designed to ensure the safety and well-being of our people, while maximizing the efficiency of our operations and minimizing our impact on the planet. From sourcing to manufacturing and distribution, we're taking active strides to reduce our environmental footprint throughout our state-of-the-art supply chain.

Priority Areas

- People
- Planet
- Production



Goals

01

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

Examples of how we're working to achieve this:

COVID-19 Response

In the face of a global pandemic, GEA made employee safety our first priority. We implemented companywide health and safety initiatives to create safer workplace protocols that help support and protect our people.

Accident Prevention

Through our continued focus on reducing significant incidents and injuries, we've reduced ergonomic injuries by more than 30% and lost time injuries by almost 50% since 2014. Our robust Environmental, Health, and Safety (EHS) employee concern reporting tool, routine inspections, and risk-based audits have made accident prevention one of our strongest defenses. In 2019 alone, employees raised over 800 concerns and issues that were promptly reviewed and addressed.

Integrated EHS Approach

One example of embedding EHS in all that we do is integrating EHS checklists throughout our New Product Introduction (NPI) process to ensure we have the right materials, suppliers, equipment, ergonomics, infrastructure, flexible permitting, transportation, and training to support employee safety and environmental stewardship.

02

Reduce GEA's environmental impact throughout our business operations.

Examples of how we're working to achieve this:

Journey to Zero Landfill

By year-end 2020, GEA achieved 80% landfill diversion from Appliance Park production operations. We are committed to achieving 80% landfill diversion across all of our U.S. manufacturing sites by 2025.

ISO 14001 Certification

In 2019, GEA achieved ISO 14001 Environmental Management System certification at Appliance Park. We are committed to expanding this operational excellence program to our other manufacturing sites.

EHS Initiatives

We've continued to build on our strengths through progressive energy management, accelerated recycling and reuse, improved transportation efficiency, and robust supplier screening criteria. We use risk-based processes to ensure consistent enterprise-wide EHS implementation.



We Put People First

People

Our employees are the heart and soul of GE Appliances. There is no more fundamental starting point to sustainable business operations than to support the health and well-being of our employees.

COVID-19

In February of 2020, as our nation woke to the threat of COVID-19, GEA's business Health and Safety Leader, Mike Groh, along with our indirect sourcing team, immediately began contacting our global supply network to secure critical personal protective equipment (PPE) including face masks, face shields, cleaning supplies and hand sanitizer.

A pop-up 4,000 square-foot warehouse area staffed by the EHS team ensured manufacturing, service, sales, and distribution teams had the critical supplies they needed to keep our people safe. On behalf of GEA, our EHS and Corporate Citizenship teams donated nearly 400,000 pieces of PPE to non-profits, first responders, and hospitals in the communities where we have operations. In addition, our Sourcing team worked with local government agencies to connect them to our global PPE supply chain.


In the face of COVID-19, our priorities held strong: to always do what's right for our employees, our customers and our communities.



Mike Groh and Dora Mudd from the GEA EHS team set up and operate the pop-up 4,000 square-foot COVID-19 supply warehouse. In 2020, they have distributed over 3 million face masks throughout the business.



The GE Appliance Park EHS team worked with the Park Movers team to deliver COVID-19 prevention supplies to Metro United Way.

 Learn more about our COVID-19 response on [page 18](#).




To support the local community during COVID-19, several women from our Decatur, Ala. manufacturing site, including Plant Manager Renee Story and EHS Leader Bonnie Jenkins, donate face masks and gloves to the Morgan County United Way.




Health & Safety

Our extensive workplace health and safety practices include detailed, risk-based compliance standards, training, and key performance indicators (KPIs) that are designed to help keep our people safe, protect the environment, and maximize our operating efficiency.

We've implemented a number of proactive strategies, which include offering onsite low- or no-cost health clinics at all of our manufacturing facilities. We've also designed an award-winning program called WellWithin to focus on preventive measures our employees can take to protect their physical and mental health.

To ensure the health and safety of our employees, we've implemented a number of ongoing strategies:

 A robust Environmental, Health, and Safety (EHS) employee concern reporting tool, routine inspections, and risk-based audits allow GEA to anticipate and prevent accidents.

-  Strong EHS change management processes have been integrated into our business operations, allowing EHS professionals to participate early in our leadership decision-making and mitigate potential short-term and long-term EHS impacts.
-  By investing in ergonomic improvements for factory and service jobs as well as standardizing our EHS management systems, we are continually working to prevent incidents, risks and injuries.
-  Through our line-side prevention program, we are providing athletic trainer support to new production employees, helping them to learn and perfect their manufacturing techniques.

 View our [EHS policy statement](#) and learn more about our EHS training initiatives [here](#).

Building a Sustainable Legacy

Planet

Throughout GEA, we're taking steps to manufacture our appliances in a more environmentally sustainable way. As we closely examine our supply chain, we're finding ways to minimize waste, reduce our carbon footprint and ensure a more sustainable future.



We're on a Journey to Zero Landfill

GE Appliances is taking bold action to reduce our waste and environmental footprint, keeping our Sustainability Life Cycle at the center of our operations and product innovations. We envision a future where the materials we use and the appliances we make are used and reused in ways that support a healthier planet for generations to come.

 Learn more about our Sustainability Life Cycle on [page 50](#).

Milestones:

2019

102 million pounds of material were recycled, including 78 million pounds of metal and 11 million pounds of cardboard.

2020

Our largest manufacturing site, Appliance Park, achieved 80% landfill diversion for its production operations, and our Roper facility achieved 90% landfill diversion.

2025

We've set a goal to achieve 80% landfill diversion from all GEA manufacturing operations by the end of 2025.

Quick Facts:

- ✓ Styrofoam has been eliminated from all onsite cafés at Appliance Park.
- ✓ Through our packaging initiative, we're examining pre- and post-consumer packaging architectures to maximize recycling and reusability throughout the supply chain.
- ✓ GEA's new Water Heater Manufacturing Center of Excellence in Camden, S.C. is making waste reduction a priority by maximizing returnable parts containers and adding color-coding for easy waste and recycling segregation.
- ✓ Manufacturing Recycling and Waste Management Standards allow GEA to maximize recycling opportunities through waste segregation guidelines and vendor selection for waste management.

We're Taking Big Steps to Reduce Our Carbon Footprint

GE Appliances is committed to operating as efficiently as possible to reduce our environmental impact and help fight climate change. We analyze and optimize energy needs in our factories, assess and continuously improve the efficiency of our supply chain and have a long history of incorporating [sustainable product design](#) elements to mitigate the carbon footprint from our products.

We are currently analyzing our baseline carbon footprint and evaluating data management systems that will allow us to measure and track both greenhouse gas emissions and water consumption.



We're Managing Our Energy More Efficiently

GE Appliances has a strong track record of efficiently managing our energy needs. At our 750-acre Appliance Park campus, which supports more than five million square feet of manufacturing and more than two million square feet of warehousing, our Plant Equipment and Support Operations (PESO) team has implemented several energy-saving projects over the last 10 years.

Upgraded Lighting

In 2010, GEA replaced and upgraded 14,000 light fixtures in 851,620 square feet of office space, also adding motion sensor light switches to reduce energy waste from leaving the lights on in unoccupied rooms.

Results:

- ✓ Reduced annual electrical energy use for the park by more than 4 million kilowatt-hours (kWh).
- ✓ Improved employee experience and productivity by upgrading workplace lighting.
- ✓ Reduced 3,246 metric tons of greenhouse gases (in CO₂ equivalents) per year. This is the equivalent effect of planting 149,069 new trees per year or removing 706 automobiles from the road each year.

Replaced Centralized Steam-Based Heating System

The original Appliance Park steam system was state-of-the-art in 1953 when it was first installed. To keep up with evolving production needs and environmental standards, GEA explored new methods of industrialized heating, including the following milestones:

1999

Implemented an innovative new source of fuel by building a four-mile pipeline to transfer methane gas from the city's Outer Loop Landfill to fuel Appliance Park operations. GE Appliances retired this system in ~2012 when our facilities team completed system upgrades.

2007

Stopped burning coal as a fuel source to produce steam.

2011

Upgraded from centralized steam system to more efficient point-of-use boilers and electric immersion heaters for indoor heating and industrial purposes.

Results:

- In addition to improved efficiency, these measures significantly reduced GEA's environmental footprint.
- ✓ Reduced fuel usage by 158,947 million British Thermal Units (MMBtu) of gas and 221,920 kWh of electricity per year.
 - ✓ Decreased greenhouse gas emissions by 8694 metric tons (CO₂ equivalents) per year.



Small Changes. Big Impacts.

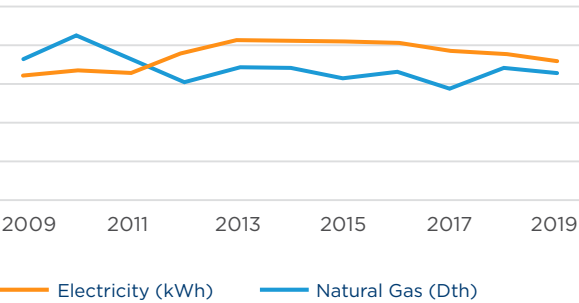
This impact is equivalent to adding 399,324 newly planted trees to the environment, or removing 1,890 automobiles from the road per year.

A Continued Investment to Drive Energy Efficiency

At GE Appliances, we continue to identify triple bottom line projects—these are projects that benefit our people and our planet and are good for our business.

Through infrastructure projects and continued investment in modern equipment, we continue to improve our energy efficiency and reduce our environmental impact.

GE Appliances / Appliance Park* Energy Use Trend 2009-2019



45% increase in production

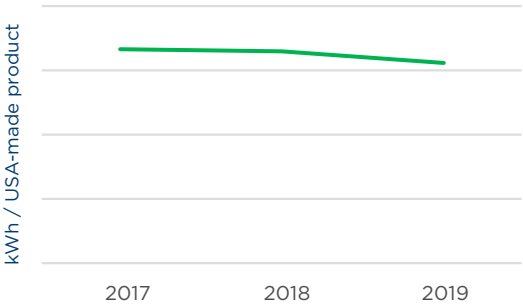
12% increase in electricity usage

9% decrease in natural gas usage

We’re Using Less Water

GE Appliances designs both its products and processes to conserve water and use it efficiently. Since 2017, our manufacturing production increased 8% while water usage decreased 12% as a result of infrastructure upgrades.

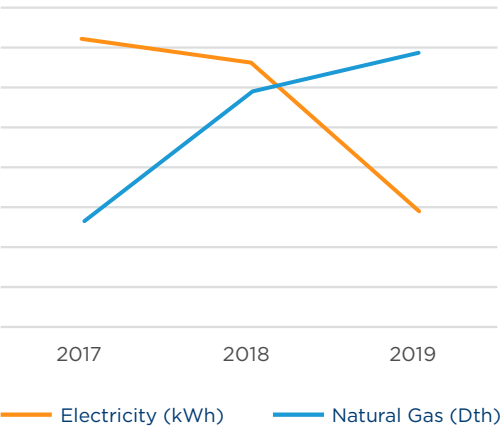
GE Appliances Manufacturing** Energy Intensity 2017-2019



8% increase in production

6% decrease in Energy Intensity (kWh/USA-made*** product)

GE Appliances Manufacturing** Energy Use 2017-2019

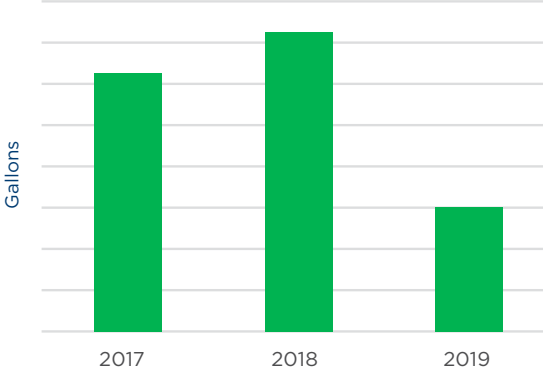


8% increase in production

3% decrease in electricity usage

16% increase in natural gas usage

GE Appliances Manufacturing** Water Use 2017-2019



8% increase in production

12% decrease in water usage

We’re Reducing Our Heat Index Through the Meadow

Say hello to [The Meadow](#), the 12.6-acre site that was once home to our AP6 Manufacturing Building at Appliance Park. In 2015, we set out with our partners at Bernheim Forest and Parklands to transform the site into a sustainable greenspace with design criteria that required it to be fully sustainable, from design and construction, to ongoing maintenance, and for the long-term use and enjoyment of our employees.

With more than 1,000 trees and shrubs, wildflowers and prairie-grasses all native to Kentucky, it was the perfect opportunity to bring a recreational “park-like” atmosphere to life and ultimately, reduce the Appliance Park heat footprint by an estimated five to 10 percent.

- Multiple habitats were created on The Meadow: The Woodland Edge, Native Tall and Short Grass Meadows, Shrub Area, and Pollinator Meadows.
- Plantings focused on creating a native species habitat for birds, butterflies, bees and many other species. In fact, it’s classified as a “Colossal Size” Monarch Waystation.
- More than 200 pounds of seed was used to create The Meadow, working with local Kentucky vendors to get the right mix for our site.
- The space also includes a grassy walking path with two trails, ideal for employees to go for a walk or run during their lunch breaks and enjoy this recreational space added to Appliance Park.

This complex project was made possible with leadership from the Appliance Park employee-led Sustainability Council and the GEA Facilities and EHS teams. From manufacturing site to sustainable sanctuary, The Meadow has breathed new life into our Louisville campus.



12.6 acre sustainable greenspace at Appliance Park to reduce the heat index and give employees a place to relax

1,000 trees, shrubs, wildflowers and prairie-grasses all suitable for Kentucky

Most of the information in this section reflects GEA performance following divestiture in 2016.
*750-acre, 6,000-person site, including five manufacturing sites **Includes 10 manufacturing sites ***70%-90% U.S. Content

Making Good Things. Responsibly.

Production

Sustainable sourcing and manufacturing are essential to the future of our business. We believe it's our responsibility to keep social, environmental and ethical priorities in mind across all areas of our operations.

Sourcing & Suppliers

By keeping a strong focus on sustainable sourcing and supply chain management, GEA is building strong relationships with our suppliers who share our environmental, social and ethical values.

- ✔ We hold our suppliers to the [Integrity Guide for Suppliers, Contractors and Consultants](#) to ensure the responsible sourcing and traceability of raw materials used in our products.
- ✔ We conduct official audits of all GEA suppliers every one, two or three years to [ensure compliance](#).



As part of our five-year vision for operations sustainability with suppliers, in 2020 GEA formed a cross-functional team to assess our supplier data management needs, establish and evaluate baseline data, and ultimately, upgrade our supplier data management system. This will support supplier data tracking for environment, social, and governance (ESG) data, allowing GEA to respond more easily to customer requests for supplier sustainability information and improve end-to-end transparency.

Distribution

From transportation infrastructure to reusable shipping containers, we understand that distribution plays a big role in our environmental footprint. As we continue our pursuit of a fully circular [Sustainability Life Cycle](#), we're prioritizing strategic partnerships up and down the supply chain.

Accountability, transparency and diversity help us leverage resources for sustainability and profitability. Our distribution partners participate in a wide variety of safety-informed and environmentally-forward initiatives such as:

- ✔ Conversion to LED lighting in 6 of 10 Appliance Distribution Centers (ADCs)
- ✔ Conversion to lithium batteries in three ADCs
- ✔ Conversion to natural gas at our Perryville, Maryland ADC
- ✔ Development of Louisville Center of Excellence Refrigerant Recovery Program
- ✔ Companywide EPA SmartWay Partner: The EPA's SmartWay Transport Partnership is a government and industry collaboration between the EPA, freight shippers, carriers, logistics companies and other stakeholders, to voluntarily achieve improved fuel efficiency and reduce environmental impacts from freight transport.

Quick Facts:

1,000 Shipping Containers in 2020

GEA developed a more efficient system of packing marine shipping containers that has reduced the number by 1,000 containers in 2020.

Increased Distribution Warehouse Network

Investment in a distribution warehouse network that brings the distribution of our products geographically closer to our customers and owners.

Made in America*

Many of our products are Made in America*, bringing GEA closer to customers in record time without the added environmental impacts that come with international import and transport.

30% Efficiency Increase in Transportation for Inbound Parts and Materials

In March of 2020 we officially opened our new Southern Logistics Center in Crandall, Georgia. The Southern Logistics Center will improve GEA's inbound parts and materials transportation efficiency by 30% and eliminate more than three million long-haul trucking miles, which reduces greenhouse gas emissions by 3,246 metric tons (CO2 equivalents) per year. The Center is a strategic link for our supply chain, allowing us to serve our customers even better than ever before.

Awards & Recognitions

Environment

First appliance manufacturer to partner in [four voluntary EPA programs](#): ENERGY STAR®, Responsible Appliance Disposal (RAD) program, SmartWay Transport Partnership and WasteWise.

First full-line appliance manufacturer in the U.S. to [adopt a new foam blowing agent](#) (cyclopentane), reducing emissions by more than 400,000 metric tons of CO₂-equivalent annually.

Received ISO 14001 Environmental Management System Certification in Appliance Park in 2019.

Received a 2020 [RAD](#) Champion Award through the Responsible Appliance Disposal (RAD) Leadership Awards Program. The RAD Champion award recognizes the top 10 partners with the highest number of units processed with foam recovery.

Health

In 2019 & 2020 GEA earned the Gold Recognition from the American Heart Association.

In 2018, 2019, & 2020 GEA received the Platinum Award from Louisville’s Worksite Wellness Council.

In 2020, GEA was honored as the 1st place award winner of Springbuk’s Healthiest Employers® of Kentucky, also ranking 3rd place in the Healthiest 100 Workplaces in America for the second year in a row.

Safety

GEA has two sites currently participating in OSHA’s [Voluntary Protection Program](#) (VPP). Our manufacturing site in Decatur, Alabama first received VPP Merit recognition in 1997 and has held VPP STAR recognition since 1999. Our Rapid City, North Dakota Call Center has also held VPP STAR since 1996.





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Our GEA family is always striving to do the right thing, and sustainability is at the core of who we are.

Brigitte Mader-Urschel

Commercial Director for Air Conditioning at GE Appliances and Founder of the Original Grassroots Sustainability Council at Appliance Park

Meet Brigitte

When passion meets purpose: How Brigitte is making good things, for life—and the planet

Since Brigitte Mader-Urschel was a child, the outdoors have always been her “happy place.” Growing up on a farm, she developed a deep appreciation for the land and the earth around us. So as founder of GEA’s original Sustainability Council, it’s no surprise that Brigitte has brought her love of nature to her work, spearheading a number of initiatives that have made our company cleaner, greener and more eco-friendly.

From kicking off a series of Sustainability Think Tanks to authoring GEA’s first market-based sustainability analysis and strategy, Brigitte’s leadership is paving the way to a brighter future for our company—and our owners.

Since working on her first sustainability project in 2010, GEA’s Home Energy Management initiative, Brigitte has led many efforts including our “Green Neighborhoods” project, which invited GEA employees to take sustainable actions inspired by LEED certification to make their offices more environmentally friendly.

“The more I learned about sustainability, the more I saw an opportunity for applying this to my work life. In addition to making great products, being a part of GE Appliances means we also have the opportunity to reach the homes of nearly every family in America. It’s a tremendous opportunity to do good,”

said Brigitte, who also serves as GEA’s Commercial Director for Air Conditioning, and holds a Master’s degree in Sustainability from Harvard.

“Our GEA family is always striving to do the right thing, and sustainability is at the core of who we are.”

As champion of GEA’s [The Meadow project](#), Brigitte brought new life to our AP6 manufacturing building after a fire devastated the space. Transforming the area from ruin to a Louisville-recognized natural prairie and park complete with walking paths, a certified Monarch Waystation and native wildlife, The Meadow introduced biodiversity to Appliance Park, offering a peaceful retreat from everyday life.

When Brigitte is not at work, you’ll find her getting back to her roots outside. Whether she’s gardening, landscaping or working on her latest outdoor project alongside her three-year-old son (the muddier the better!), it’s in nature where she feels most at home.

Today, Brigitte continues to bring energy and enthusiasm to her work in sustainability, enabling GEA to continue making good things, for life—and the planet.

Spotlight

Pillar 04

Product Sustainability

We
come together
to make
good things,
for life.





Making appliances more environmentally friendly.

Pillar Overview

At GE Appliances, we design environmentally conscious products with people and the planet in mind. We make life better by designing and building the world's best appliances. From design to production to service to end-of-life, our goal is to help people improve their lives at home. We're putting power in our owners' hands by innovating to create more efficient products while delivering superior performance and an exceptional consumer experience.

Priority Areas

- Product and Packaging Design
- Product Use
- Product End-of-Life
- Environmental Initiatives
- Future Focus





Goals

01

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

Examples of how we're working to achieve this:

ENERGY STAR® Appliances

GE Appliances is a longtime ENERGY STAR® partner and makes more than 500 ENERGY STAR® certified appliances. Our goal is to continue to innovate to improve resource efficiency.

Restricted Materials Process

Our above-and-beyond Restricted Materials process requires suppliers to adhere to our restricted material list and report on banned, restricted and monitored substances of concern.

Reduce Packaging

We've been on a journey to reduce our packaging impact. For example, more than 80% of our product packaging materials can be recycled. We're migrating from Expanded Polystyrene (EPS) to fiber where possible and researching biodegradable alternatives to promote recycling, as well as exploring eco-friendly alternatives to tapes and films.

02

Innovate to introduce environmentally responsible features while allowing consumers to spend more time doing what they love.

Examples of how we're working to achieve this:

Increase Connectivity

We're focused on increasing the connectivity of our appliances. Through our SmartHQ digital platforms, our owners are able to control their environment, whether it's their home or office.

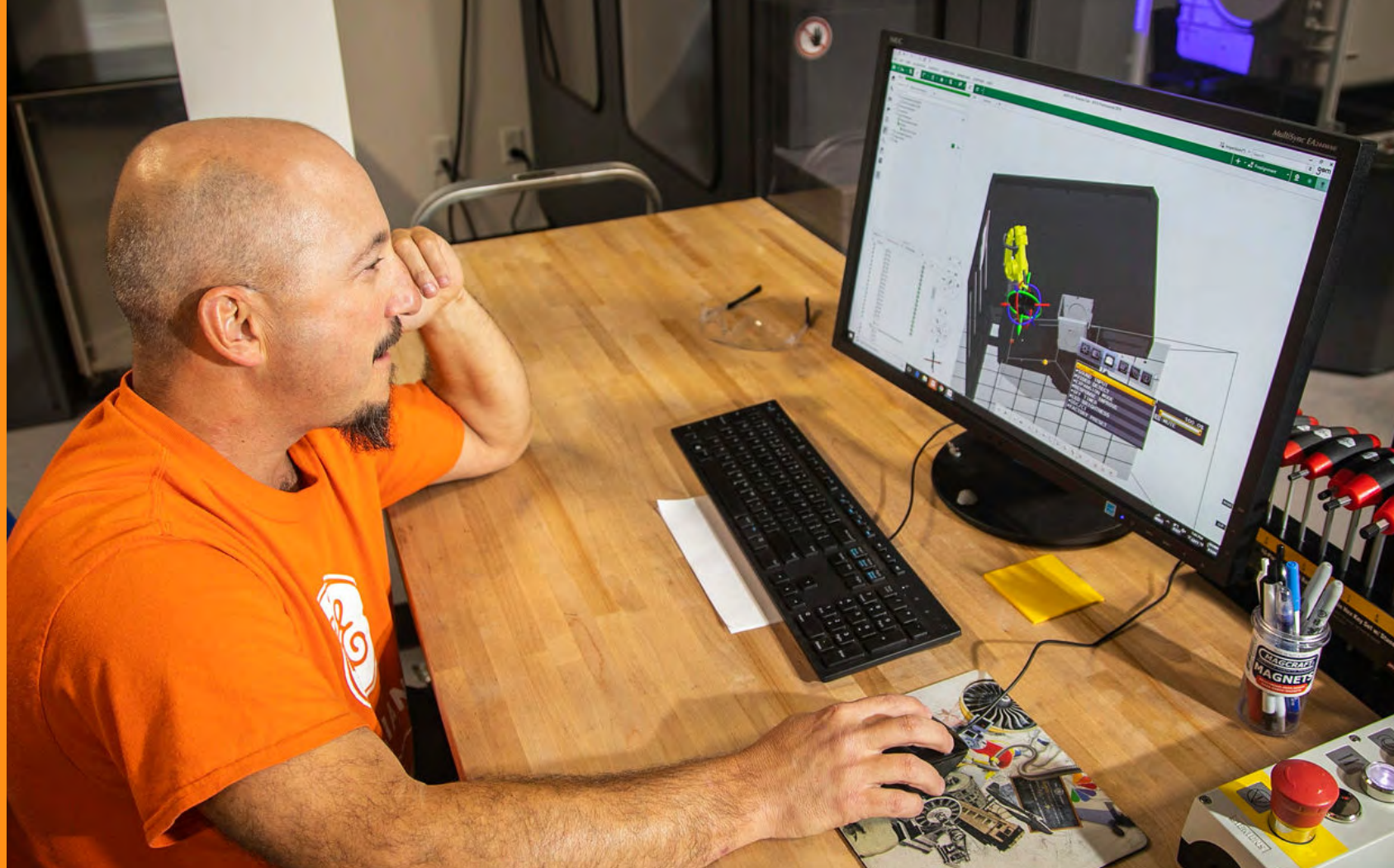
Innovative Features

By introducing innovative features that simplify everyday activities and chores, we're providing peace of mind and delivering exceptional performance for our owners.

Improve Product Performance

To evolve with the changing needs of our owners, we're offering over-the-air updates that can improve performance, fix potential issues, or add new features—all while increasing the longevity of the product and reducing waste.





Environmentally Conscious by Design

Product and Packaging Design

At GE Appliances, we're making good things, for life that do more for our customers while using fewer resources than ever before in the history of appliances. From the spark of a first idea to what happens to our appliances after they're used in an owner's home, we keep sustainability in mind throughout the entire product life cycle.

This means designing products that are environmentally conscious and useful, bringing the power of sustainable design to life.



We stay ahead of advances in technology to minimize water use and energy consumption, while integrating features that make life easier and simpler for our customers.

Here's how we're working to achieve this:

Dishwashers: Dedicated Wash Zones

Many of our dishwashers offer dedicated wash zones, such as our industry-first Bottle Wash Jets and Deep Clean Silverware Jets. These innovations give our owners the confidence to skip hand washing or pre-rinsing and get hard-to-wash items, like baby bottles, sports bottles, and caked-on silverware, clean in one wash cycle, reducing overall water use.

Washing Machines: UltraFresh Vent System

Our UltraFresh Vent System with OdorBlock™ on our new front load washing machines eliminates excess moisture to help prevent odors, ensuring your washer stays fresh and clean. And Microban® antimicrobial technology built into certain components, such as the gasket, dispenser and drain system, delivers protection that lives on load after load.

Refrigerators: Humidity Control System

Our new multi-door refrigerators with a unique Humidity Control System help minimize food waste with a sealed, high-humidity bin that preserves leafy green vegetables longer and a vented bin that provides the perfect environment to store fruit.

SmartHQ-Powered Appliances

Our [Smart Appliances](#), powered by SmartHQ, allow our owners to get back to what really matters: time to do the things they love. From preheating the oven on the way home from soccer practice or scheduling hot water for morning coffee, we've streamlined home appliance management for modern life.

Connected Appliances

Our connected appliances allow us to remotely diagnose issues you may be having with your appliances and recommend steps for maintenance.

Integrated Suite of Appliance Products

We've integrated our suite of appliance products with the Sonos wireless sound system enabling our owners to set up helpful notifications, such as an alert that the oven is pre-heated or the dryer cycle is done, providing a greater awareness of what's happening throughout the home.

WiFi-Enabled Window AC Units

Our first-in-class WiFi-enabled window AC units with geolocation technology automatically adjust temperature settings based on the owners' proximity to their homes and weather patterns, creating energy savings and peace of mind.



We evaluate environmental impact throughout all phases of a product's lifecycle, seeking ways to optimize the resources used to manufacture, package, distribute, use, repair and recycle our appliances.



We pave the way for eco-friendly solutions, such as our transition to Hydrofluorocarbon (HFC)-free refrigeration technologies, which use very low global warming potential refrigerants to decrease global warming impacts.



We prioritize sustainable design, which not only benefits the environment and our owners, but reduces operational costs and improves efficiency across GEA.



We select materials that minimize our footprint, are more easily recycled and last longer.



We integrate eco-friendly packaging solutions, like using fiber instead of Styrofoam and biodegradable materials when possible. All of our fiber board is sustainably sourced in accordance with the Forest Stewardship Council (FSC) standard. Go to [fsc.org](https://www.fsc.org) to learn more.



Photo taken pre-COVID-19.



Smarter Homes. Cleaner Planet.

Product Use

The way our appliances are used contributes to more than 97% of our total corporate carbon footprint, which is a responsibility we don't take lightly. It's our goal to make appliances that not only enable happiness and well-being in every home, but also empower our owners to make sustainability part of their everyday lives.

Whether we're making it possible to turn off a coffee pot with the tap of a smartphone or optimizing lighting and climate control in refrigerators to prevent food from spoiling and going to waste, we're always looking for ways to help people save time, energy, and money.



Through our sustainable product design and features, we're helping people waste less.



Food

Refrigerator LED Light Walls

With features like [LED light walls](#), owners can easily see and find items in their refrigerators, making it easier to keep track of foods before they go to waste.

Refrigerator Customized Climate Control

Innovations like customized refrigerator climate control ensures optimal food preservation, which keeps foods fresher for longer and ultimately, decreases waste.



Water

Dishwasher Eco and Light Cycles

Using your dishwasher saves 1,600 gallons of water over its lifetime versus hand washing. Eco and Light cycles are available on many of our dishwasher models, using approximately 25% less water and energy.

Load Sensing Adaptive Fill

Many of our clothes washers feature load sensing adaptive fill, a unique feature that measures dry clothing and adds only as much water as is needed, allowing for less water to be used with each load. In addition, several of our clothes washers offer a Cold Water Wash cycle, designed to effectively wash garments while using little to no added hot water.

Water Filtration

GE Appliances offers whole home and refrigerator water filters that remove 99% of lead and other impurities from tap water. GEA's filters are tested to ensure the highest quality filtration. Our Smart Water Whole Home Filtration System not only provides clean water throughout the home, it also has the ability to receive water leak alerts and offers remote shutoff capability, reducing water waste and providing peace of mind.



Money

Dishwasher Savings

Using your dishwasher saves \$1,300 (energy & water costs) vs. hand washing over its lifetime.

New Refrigerator Savings

If you have an older refrigerator, it could be costing you over \$100 each year to run it. Switching to a newer refrigerator will save you almost \$50 per year.

New Front Load Clothes Washer Savings

Clothes washers built 10 years ago used almost 40 gallons of water. Switch to a newer front load model, which uses less than 19 gallons (or less than 13 gallons if it's Energy Star® certified), and you'll save an average of \$185 per year.



Induction Cooktops

[Monogram®](#) and GE Profile™ induction cooktops deliver more energy more efficiently than either gas or electric cooktops. They also reduce heat in the kitchen and heat pans 15-20% faster than other cooking technologies, saving energy and time in the kitchen.

Larger Capacity Laundry Units

Our larger capacity laundry units with more washing and drying space allow owners to clean more items in less time, which means less energy is used.

Third Rack Dishwasher Models

Our dishwasher line includes third rack models, enabling owners to clean more items in a single wash.

Occupancy-Sensing Air Units

Our Zoneline Packaged Terminal Air Conditioner (PTAC) units offer industry-leading energy savings by utilizing a vent door that can be tied to occupancy sensing, allowing fresh air to enter a room while the space is occupied and automatically close the vent when the space is unoccupied.

Home Energy Usage Management

As a leader in Demand Side Management (DSM) and Home Energy Management (HEM), we've generated a large patent portfolio focused on creating features that encourage and enable owners to use less energy during peak utility hours and help them manage and reduce their overall home energy use.

These energy-saving features include:

- ✔ **Our Smart AC Models** allow owners to set a schedule for the unit from their phones, minimizing usage while they aren't at home to save energy.
- ✔ **Our Smart Water Heater Models** can be controlled remotely by Vacation Mode to save energy while the owner is away.
- ✔ **Our Smart Clothes Washers** allow owners to get notifications when the cycle is complete, helping to minimize the chance that freshly-washed garments remain in the washer and become stale. By eliminating the need to rewash, our owners can save energy, reduce wear and tear on their clothes so they last longer, and reduce wear on the machine so the product stays in the home longer.
- ✔ **Our Smart Dryers** allow owners to get notifications when the load is dry so they can remove it immediately, minimizing extra tumbling avoiding wrinkles and the need to iron. This saves time and energy and reduces wear on garments.





Time

Connected Products

With connected products from GE Appliances, you can truly master multitasking and save yourself almost 8 hours per month.

Connected Appliances

Americans prepare dinner at home approximately 3.5 times per week. Preheating the oven to 350F takes approximately 15 minutes. Our connected appliances empower owners to preheat from a remote location so they are ready to cook dinner as soon as they arrive home, saving them 3.5 hours per month.

Refrigerators with Keurig® K-Cup® Brewing System

More than 60% of Americans drink a cup of coffee a day. With GE Appliances refrigerators with Keurig® K-Cup® Brewing System, owners can program or command the refrigerator to heat coffee so it's ready when they reach the kitchen, saving them 3 minutes per day.

Connected Products with Amazon Dash

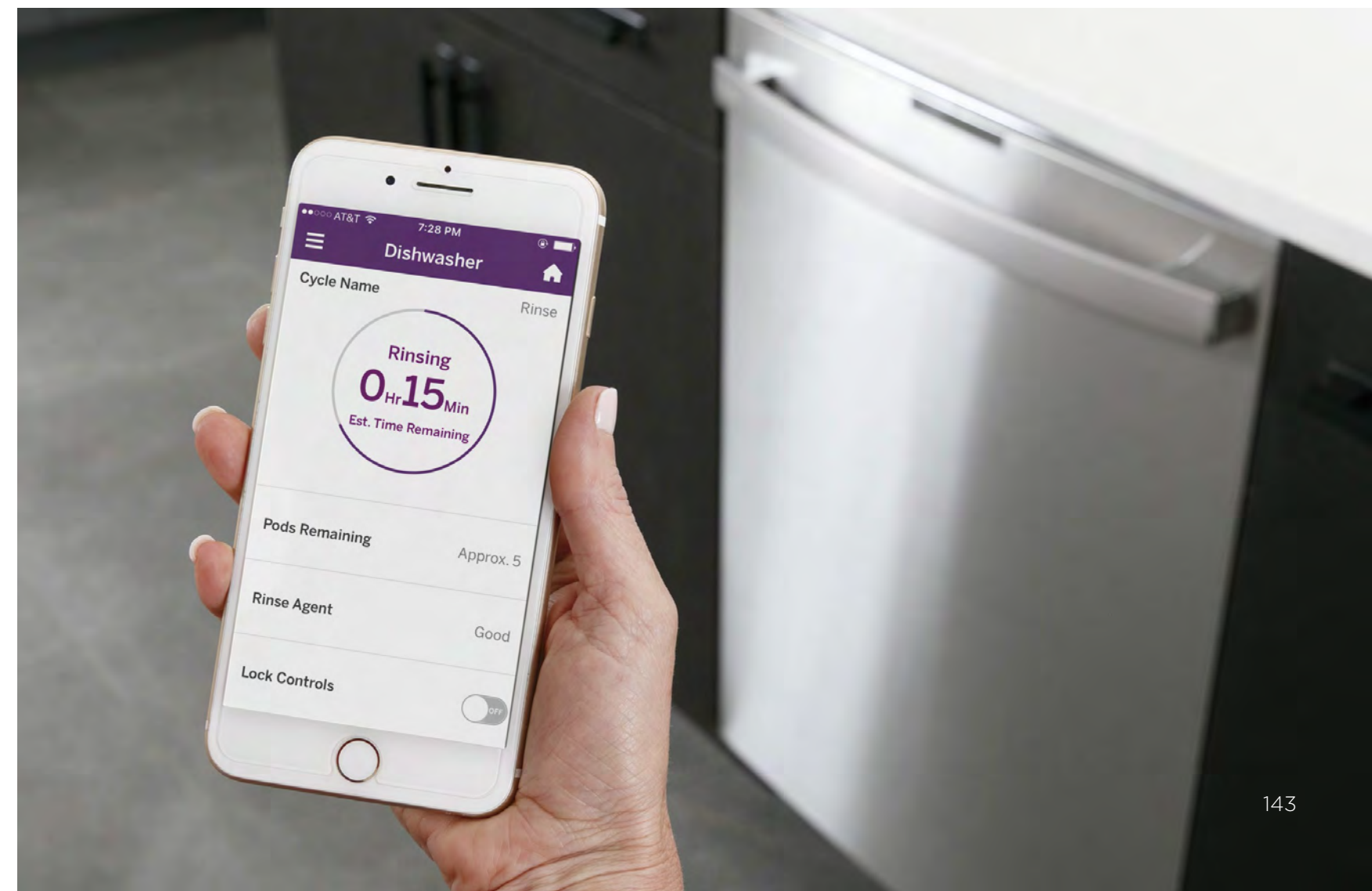
The average American makes 2.2 trips to the supermarket each week. Our connected appliances with Amazon Dash allow owners to reorder dishwasher detergent, laundry detergent or dryer sheets, and provides alerts when the supply is low. Households can save one hour per month by preventing just one unplanned trip to the store.

Connected Washer & Dryer Alerts

Alerts from GE Appliances-connected washers and dryers help owners manage their laundry and prevent the laundry redo. Avoiding just one rewash and dewrinkle per month saves 45 minutes each month.

Recipes from Connected Appliances

Americans spend an average of 37 minutes per day preparing and serving food. If just a fraction of that time is spent meal planning and half of the week's meals are chosen instantly, using recipes and cooking instructions accessible through connected appliances, the time savings can make a big difference: 70 minutes per month.





Here’s how we’re optimizing end-of-life strategies to transform landfill waste to more valuable resources:

Materials

Eco-Friendly Design Process

We’ve integrated biodegradable, recyclable, non-toxic and renewable materials into our design process.

Component Parts

Component parts like copper, steel, aluminum and plastic are disassembled and segregated for reuse and recycling.

Restricted Materials Process

Our above-and-beyond Restricted Materials process requires suppliers to adhere to our restricted materials list and report on banned, restricted and monitored substances of concern. GE Appliances also voluntarily has decided to identify, reduce and eliminate, to the extent possible, certain materials of potential concern from our appliance products, even if not required to do so by applicable legal or regulatory requirements.






Rinse. Repeat. Recycle.

Product End-of-Life

The end of an appliance’s use doesn’t have to mean the end of its life. While a linear economy depletes natural resources faster than they can be replenished, we envision a future in which the materials we use and the products we make find new life through our [Sustainability Life Cycle](#).

Since joining RAD in 2011, GEA has responsibly disposed of...

-  **905,317**
Refrigerators
-  **44,408**
Stand-Alone Freezers
-  **12,057**
Air Conditioning Units

Recycling and End-of-Life Collection

RAD Program Partner

As the first appliance manufacturer to become an EPA Responsible Appliance Disposal (RAD) Program Partner, GE Appliances is helping to reduce emissions of greenhouse gases and the amount of waste entering our landfills. As a RAD partner, we collect and dispose of old refrigerant-containing appliances using the best environmental practices available, going beyond what is required by federal law. Approximately 97% of an appliance can be completely recycled or reclaimed through this program.

Responsible Product Disposal

Since joining RAD in 2011, GE Appliances has responsibly disposed of nearly 1 million refrigerant-containing appliances. As a result, we have achieved a reduction of more than 1.5 million metric tons of CO₂-equivalent. This is equal to the greenhouse gas emissions of more than 325,000 cars on U.S. roads annually.

According to our latest RAD report, of the emissions reduced, 38% can be attributed to reclaiming or destroying refrigerants, 52.7% to reclaiming or destroying foam-blowing agents, and 9.3% to recycling durable materials, which avoids the need to produce virgin material.

Responsible Product Removal

Approximately 80% of our home deliveries result in a product removal and 100% of the products we haul away, including competitor products, are responsibly recycled and disposed.

Energy Audits

GE Appliances proactively conducts energy audits of our appliances to ensure they comply with government regulations. When the testing is complete, the appliances are donated to local non-profits.

Material Recycling

Clothing, towels, sheets and dishes that can no longer be used in GEA product testing labs are recycled and donated to community organizations in need. For example, Wayside Christian Mission in Louisville, Ky., gave new life to dishes used in our dishwasher test lab. The donated items are now helping serve meals to some of our community's most underserved citizens.

100%

of the products GE Appliances hauls away, including competitor products, are responsibly recycled and disposed of

~1 Million

refrigerant-containing appliances have been responsibly disposed of by GE Appliances since joining RAD in 2011



Making Appliances More Planet-Friendly

Environmental Initiatives


Through partnerships with the U.S. Environmental Protection Agency (EPA) and the Department of Energy (DOE), we’re strengthening our position as industry leaders in sustainability. Our participation in voluntary programs like WasteWise and ENERGY STAR® demonstrate GEA’s dedication to environmental stewardship, helping us minimize our impact on the planet while making appliances that are more efficient and more innovative than ever before.



ENERGY STAR®

We’re proud to manufacture more than 500 ENERGY STAR® certified appliances that make it easier for our owners to purchase products that help them save money and help protect the environment.

Our ENERGY STAR® products offer people the economic benefit of efficient energy use without sacrificing the features, performance, style, or convenience they’ve come to expect from GE Appliances.

 Learn more about GEA’s portfolio of ENERGY STAR® qualified products, which also include room air conditioners, dehumidifiers, vent hoods, freezers and Monogram® products, [here](#).

EPA’s WasteWise Program

GE Appliances is proud to partner with the EPA’s WasteWise Program, a voluntary initiative focused on waste reduction and saving environmental resources while reducing emissions. This is part of the EPA’s sustainable materials management efforts, which promote the use and reuse of materials more productively over their entire life cycles. Learn more about EPA’s WasteWise Program [here](#).



Connected. Convenient. Eco-Driven.

Focused on the Future

From Smart Appliances that let you stay connected to your home, no matter where you are, to cooking apps that bring thousands of recipes directly to a smart-touch screen that’s right above your range, we’re transforming what life at home can be. Our latest innovations are more customized and convenient than ever before, allowing our owners to make the most of the moments they spend cooking, cleaning and caring for loved ones.

As the first manufacturer to offer a full suite of connected and secure products for the home, we’re bringing the power of innovation directly to our owners’ fingertips.

Kitchen Hub™

Our award-winning Kitchen Hub™ is a first-of-its-kind, over-the-range interactive smart kitchen and ventilation system. The Kitchen Hub™ enhances a family’s ability to create great meals, connect with loved ones, and manage control of their households from the most important room in the home—the kitchen. It features thousands of recipes and guided cooking applications that put many of the world’s best chefs at our owners’ fingertips. This means you can reduce food waste by searching for recipes that contain the ingredients and fresh produce or meat that you have on hand in the kitchen. The Kitchen Hub™ is also the central command post for your smart appliances. You can control your appliances and set different features that can reduce your home energy consumption.

[Learn More](#)

Smart Appliances and Smart Home App

GE Appliances was the first company to offer a full suite of smart home appliances, and now those appliances are powered by our Smart Home App. You can tell your dryer to continue tumbling without leaving the couch. And there’s no running out of dishwasher pods, because they were automatically reordered a week ago. You are also more confident and accomplished in the kitchen with assistance from your oven that’s like having a sous chef at your side. You can set alerts for your phone, which notify you when cycles are complete, so you never forget about that load of laundry that’s in the washer. In addition, if your appliances are connected to WiFi, you will receive automatic software upgrades that will add new features like our amazing Air-Fry mode on our ovens. This means you get the latest features without having to purchase a new appliance.

[Learn More](#)



Green Kitchen/HomeGrown CES

Our inventors are always thinking about the future and the needs of our owners. At the Consumer Electronics Show (CES) 2020, we featured the “HomeGrown” concept kitchen, which showcased ideations about how our owners could grow food in their very own kitchens. The next generation Farm-to-Table movement is Counter-to-Table, which has implications beyond personal health and wellness, including food safety, cost-savings, and a reduced carbon footprint.

[Learn More](#)

Artificial Intelligence

Artificial Intelligence is a key feature integrated into many of our newest innovations. With the 2021 launch of the second generation of our award-winning Kitchen Hub™, in addition to featuring a microwave, it will include an additional camera inside the oven integrated into an AI-powered, computer-vision cooking technology. This new technology will help home chefs select a recipe based on available ingredients detected by the

camera, assist in detection of doneness of food items, and raise or lower oven temperature. American families spend hours a week trying to plan meals and waste 20% of the food they buy, equating to roughly \$800 per year in waste. Our first-of-its-kind AI cooking technology helps busy families use the ingredients on hand to reduce food waste and save time.

[Learn More](#)

Electronic and Solar Water Heaters

Our electronic water heater models with built-in WiFi offer the ultimate in temperature control, convenience, and smart features. Our industry-first, flexible capacity electronic water heaters with an integrated mixing valve deliver up to 60% more hot water during peak demand times. Through the GE Appliances Comfort app, owners can save energy by scheduling vacation mode, adjust the temperature to accommodate out-of-town guests, and receive maintenance reminders via their smartphone. Our GeoSpring™ Solar models with Integrated Collector Storage (ICS) can efficiently convert and utilize even a small amount of sunshine to quickly generate hot water.

[Learn More](#)

Awards, Recognitions, & Milestones

First appliance manufacturer to partner in four voluntary EPA programs: WasteWise program, SmartWay® Program, ENERGY STAR®, and Responsible Appliance Disposal (RAD) program.

First full-line appliance manufacturer in the U.S. to [adopt a new foam blowing agent](#) (cyclopentane), reducing emissions by more than 400,000 metric tons of CO₂-equivalent annually.

- This is equal to the annual emissions of more than 86,000 cars on U.S. roads. The transition to cyclopentane reduced foam insulation-related emissions in Decatur, Ga., by 99%.

[2020 IoT CyberSecurity Breakthrough Award](#) for Device Security Solution of the Year

2019 & 2020 IoT Breakthrough Award Winner for Smart Appliance Company of the Year

UL IoT Security Rating: Security Capabilities Verified Gold – First Household Appliance Brand to Achieve Security Rating from UL

UltraFresh Front Load Washers earned the Good Housekeeping Seal (2020)

ENERGY STAR® Partner of the Year (2004, 2005)

ENERGY STAR® Partner Awards – Excellence Awards – Product Labeling (2004 and 2005), Partner of the Year – Sustained Excellence Awards (2006 – 2012)

2004 EPA Stratospheric Ozone Protection Award

Received a 2020 RAD Champion Award through the Responsible Appliance Disposal (RAD) Leadership Awards Program. The RAD Champion award recognizes the top 10 partners with the highest number of units processed with foam recovery.

Kitchen Hub™, 2020 Best of Consumer Electronics Show® (CES) & Best of the Kitchen and Bath Industry Show (KBIS)





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Waterborne illness is one of the leading causes of death in the world and there are hundreds of millions of people who still struggle for clean water every day.

Sam DuPlessis

Director of Engineering,
Small Appliances at GE Appliances

Meet Sam

How GEA engineers helped bring clean water to people worldwide

When GE Appliances got word that WaterStep, a Louisville-based organization dedicated to fighting waterborne diseases worldwide, needed help creating chlorine generators to bring safer water to more people around the world, Sam DuPlessis knew he had to get involved.

“Waterborne illness is one of the leading causes of death in the world and there are hundreds of millions of people who still struggle for clean water every day,” he said.

To help change this staggering reality, Sam teamed up with his colleague Steve Froelicher, senior principal advanced systems engineer, to lead a group of volunteer engineers in working alongside WaterStep and the Louisville Water Company to develop a water chlorination system that has since purified water for people in countries across the globe.

Since joining GEA in 1993, Sam has been building teams and developing award-winning, world-class products that solve real problems for our owners. So the chance to develop something that could change and save the lives of countless others was an opportunity to make an even greater impact.

According to Sam, the solution developed for WaterStep was simple. Utilizing a car battery and the chlorine generator, salt water is electrolyzed to produce small amounts of chlorine gas—which is just enough to purify water at a rate of up to 10,000 gallons per day. Best of all, it could be manufactured by WaterStep with common tools.

“WaterStep is passionate about helping and is always looking for better solutions. It feels great to volunteer and help out local charities, but with WaterStep, we were able to give something more. With our skills-based volunteering, we developed something WaterStep has been able to use for years to help hundreds of thousands of people get safe water,” said Sam.

The Lean design concept for the water purification system, which was spearheaded by Steve Froelicher, reduced the material cost per unit by more than 50%, making it more affordable and efficient for WaterStep to manufacture large volumes of chlorine generators in-house. As a result, WaterStep was able to more than double its annual supply of chlorination systems in the first year of production.

 Learn more about WaterStep [here](#).

Spotlight

Pillar 05

**Compliance
& Ethics**

**We
come together
to make
good things,
for life.**





Good things begin with good decisions.

Pillar Overview

At GE Appliances, we strive to continually improve our legacy of integrity and foster a culture of compliance and ethics in all of our business dealings. We recognize our responsibility to deepen our commitment to operating with integrity and realize that our relationships with third parties can impact our reputation with our stakeholders, partners and owners. Our Code, Our Promise is the foundation for our commitments to these principles that are reflected in our more than 100-year history.

Priority Areas

- Compliance Program Improvements
- Responsible Sourcing Program
- Risk-Based Compliance Learning
- Risk-Management Processes





Goals

01

Under our [Code of Conduct](#), we are committed to maintaining our culture of compliance and bringing these principles to bear in all our business dealings. We know that how we act, both locally and globally, including with third parties, can affect our owners and other stakeholders. We protect that which matters most—our foundational values that guide how we accomplish our business goal of industry leadership.

Examples of how we're working to achieve this:

Code of Conduct

Our [Code of Conduct](#) establishes our foundational compliance principles; our compliance policies provide employees and contractors further guidance on how to respond to common business situations that call for judgment; and our compliance training program educates our employees and contractors in our compliance policies and values.

Responsible Sourcing Program

Our [Supplier Integrity Guide](#) sets forth our commitment that our suppliers conduct their global business operations appropriately. We survey and audit suppliers to assess their capabilities and commitment to maintaining lawful and fair business practices that meet our expectations.

02

We are committed to being recognized by customers, owners, and other stakeholders as one of the most ethical companies that manages all business relationships with integrity.

Examples of how we're working to achieve this:

Robust Compliance Program

We invest in and continually improve GEA's compliance program through audits, risk-based training and interactive compliance learning activities.

Prompt Risk-Management Processes

Our regular risk-management processes ensure prompt identification of compliance risks and necessary improvement actions.





Good Governance Means Better Business

Corporate Governance

GE Appliances recognizes our potential to affect others and is committed to operating with the highest standards of integrity to serve our owners, communities and stakeholders. We hold our employees and our suppliers to high standards that reflect our commitment to carrying out all business activities lawfully and appropriately.

This commitment begins with the tone at the top, executive oversight, and cascades throughout all of GEA, laying a strong foundation for maintaining and continually building on our culture of compliance.

Corporate Compliance Program

GEA's Corporate Compliance Program and major compliance processes are implemented through regular initiatives, supported by resources, structure, processes, and personnel with the autonomy to carry out compliance activities.

Compliance Review Board

To ensure our principles, policies and practices are upheld across GEA, our Compliance Review Board provides senior executive-level management and oversight of GEA's Compliance Program activities. In addition, dedicated senior compliance personnel, including the Chief Compliance Officer and Global Compliance Ombudswoman, are responsible for the day-to-day management of GEA's Corporate Compliance Program.

Legal and Compliance Teams

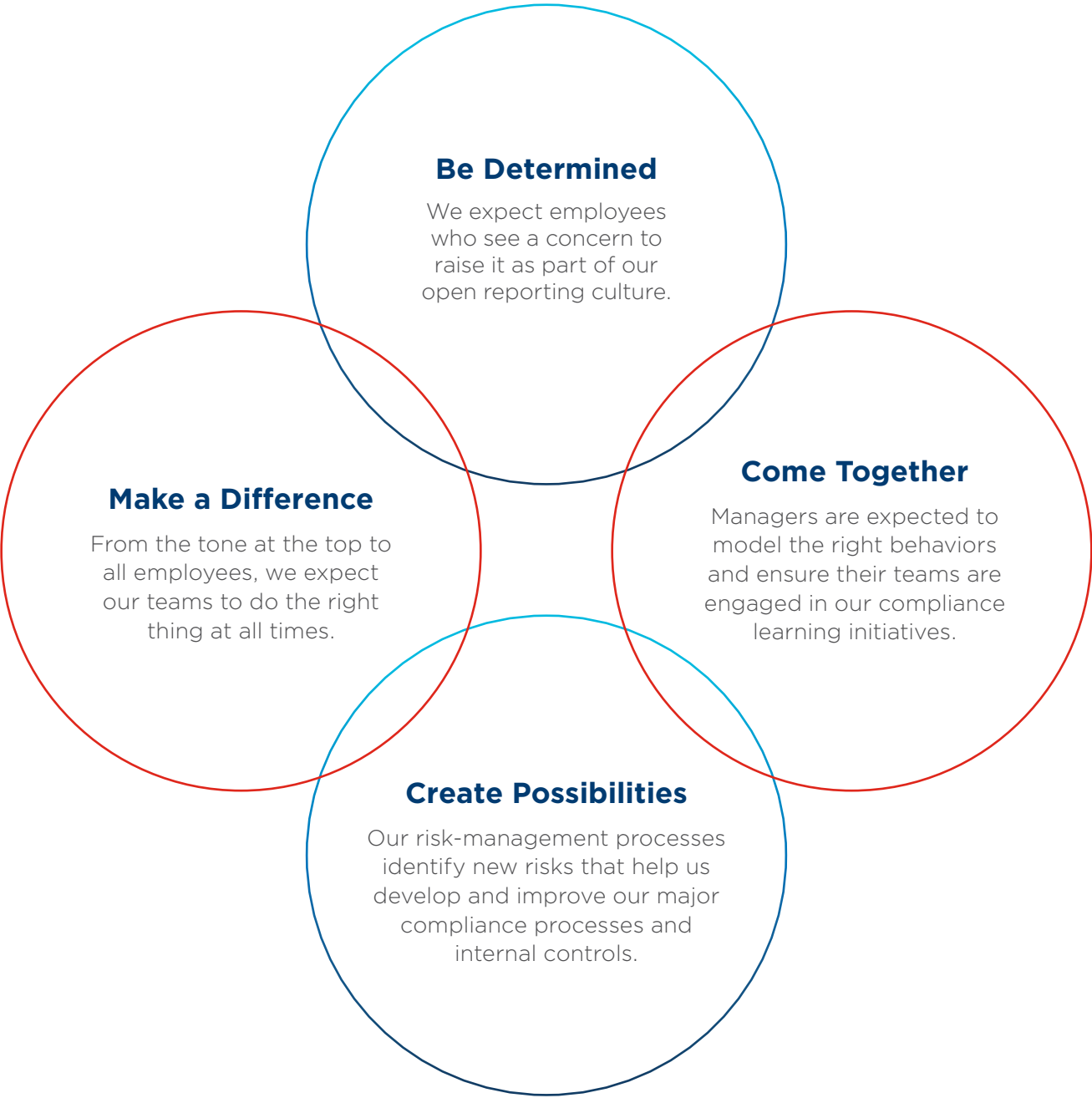
Our Legal and Compliance teams support GEA's open reporting culture, develop GEA's [Code of Conduct](#) and compliance policies and procedures, and provide guidance on handling business compliance risks. In addition, GEA maintains a confidential internal investigation process to promptly address possible compliance and/or integrity violations.

Code of Conduct

We hold our employees accountable to GEA's [Code of Conduct](#) and expect leaders to model appropriate behavior for their teams in all business activities. When concerns are identified we implement appropriate corrective actions, including when necessary, employee discipline.

Our Core Values

These four simple values embody our grit, our passion and our determination to do what's right in all of our business dealings. They help shape our decisions on everything from the way we manage our business to the relationships we build and the communities we serve.



Assessing Risk at All Levels

Risk Assessment & Management

Planning for, assessing and mitigating compliance risks are critical parts of our business strategy. Our Compliance Review Board provides senior leadership oversight of the compliance program, its major activities and improvements. Our Legal, Finance and Sourcing teams oversee potential risks associated with third parties with whom we conduct business globally.

Third-Party Risk Management Processes

Our due diligence processes help us manage risks involving third-party relationships. Through internal audits, third party screening and other major compliance processes, we identify, analyze—and whenever possible prevent—exposures to situations involving third parties that could create compliance violations.

Compliance Training & Education

GEA provides live and interactive compliance learning activities for all employees. Education and training are key components of our risk management strategy, ensuring our employees are informed of the right way to carry out their jobs and seek advice and guidance in situations that could create a legal or ethical issue. To help minimize risk and sustain our compliance culture, we’ve made compliance training a priority throughout GEA, starting with leadership.

Live, in-person compliance training for all new salaried employees

Annual compliance learning activities for employees

Interactive learning content covering major risk areas with real-world scenarios to assist managers and employees with business decision-making

Holding Ourselves Accountable

Accountability

At the core of our Compliance Program is an unwavering commitment to accountability and responsibility. To increase accountability at all levels, we set a tone of ethics across GEA by encouraging our employees to:

- ✓ Talk about the importance of compliance and ethics.
- ✓ Model ethical behavior both professionally and personally.
- ✓ Uphold our commitments and promises set forth in our [Code of Conduct](#) and policies.
- ✓ Hold those who violate this Code or GEA standards and policies accountable, including leadership.
- ✓ Report all concerns and incidents of possible violations through our various open reporting channels.
- ✓ Hold ourselves accountable to the timely investigation and resolution of all concerns and reports of possible violations.



Responsible Sourcing

Supply Chain

We understand the impact of our [global supply chain](#) and are committed to working with suppliers that meet applicable social, environmental and legal and compliance requirements. To ensure these high standards are met, we've set forth processes and procedures that align with our Compliance Program.

Managing Supply Chain Risk

Cross-functional teams work to identify, assess and prioritize supply chain risks, and create opportunities to mitigate or eliminate the impact on the organization of known risks associated with operating in a global environment.

Supplier Audits

We manage risks associated with a global supply chain through supplier audits to help ensure compliance with GEA's integrity, environmental and human rights policies. In addition, our teams who work with suppliers are trained on how to spot possible issues and concerns, and how to report those concerns promptly using our internal reporting channels so those situations can be immediately investigated and addressed.

Supplier Integrity Guide


GE Appliances is committed to unyielding integrity and high standards of business conduct in everything we do, especially in our dealings with GEA suppliers, contractors, consortium partners and consultants. We base our supplier relationships on lawful, efficient and fair practices, and suppliers must adhere to applicable legal and regulatory requirements in their business relationships as set out in our [GEA Integrity Guide for Suppliers, Contractors and Consultants](#) in connection with their activities for GEA.

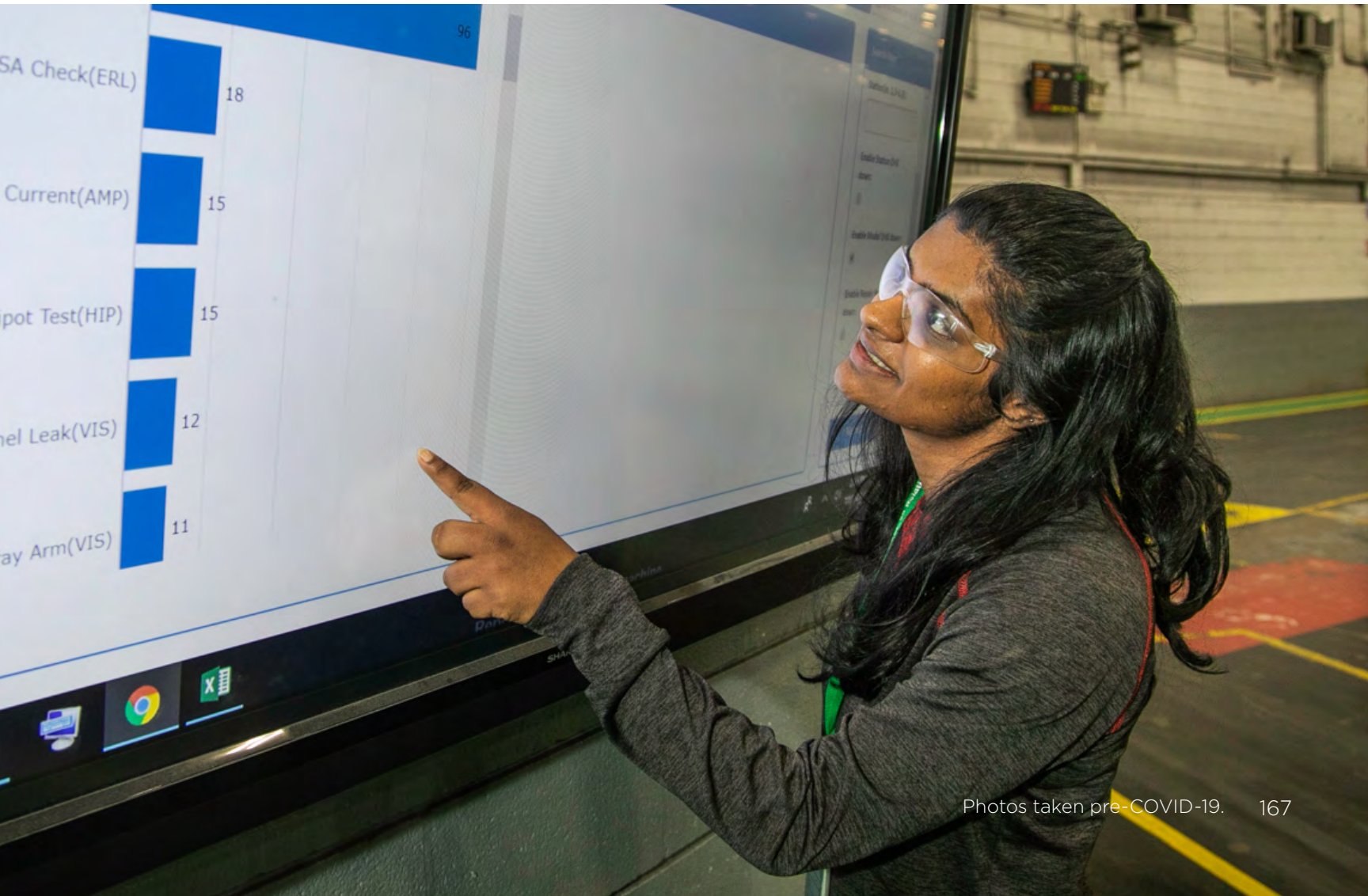
This guide sets forth requirements and responsibilities of GEA suppliers pertaining to:

- Fair Employment Practices
- Environment, Health & Safety
- Human Rights
- Working with Governments, Improper Payments and Dealings with GEA Employees and Representatives
- Competition Law
- Intellectual Property
- Security and Privacy
- Trade Controls & Customs Matters
- Controllorship

Supplier Diversity

We are committed to creating and sustaining an inclusive, [diverse supply base](#) that positively impacts communities across the country. We work closely with executives and key stakeholders in all product lines, corporate functions and supplier organizations to strengthen economic development, ensure fair and ethical practices across the supply chain, and maintain compliance with local laws and regulations wherever GE Appliances' products are sold.

 View the complete GEA Integrity Guide for Suppliers, Contractors and Consultants, [here](#).





Privacy & CyberSecurity

At GE Appliances we strive to make your life better by designing and manufacturing the world’s best household appliances. While we pursue our mission, those who share personal data with us can trust that we will protect their privacy and always strive to secure their ability to control their information. Our commitment is to be transparent about our privacy practices across our products and services. We want owners and customers to be familiar with how we collect, use and disclose personal information. Our promise is to manage appropriately, through established processes and protocols, the personal data entrusted to us. To learn more please view [GEA’s Privacy Statement](#).

Data security is an integral part of our business, and we put significant resources and effort into making sure personal data is protected. These efforts include technology controls, as well as organizational processes and procedures. Collectively, these measures are aimed at maximizing good data security outcomes by maintaining the on-going integrity and confidentiality of the data we process. We continually evaluate and seek to improve these measures.

We also develop, implement and continually seek to improve the CyberSecurity protections for our Wi-Fi-enabled Smart Appliances. We actively look for potential new vulnerabilities in this ever-evolving risk area and are committed to providing Smart Appliances with appropriate security protections. In 2020, GEA was recognized by UL, a leading global safety science company, for achieving a gold level IoT Security Rating.

This rating, as evaluated by UL, demonstrates security capabilities for GE Appliances powered by Smart HQ, and GE Appliances’ connected appliances sold under the GE™, GE Profile™, Café™, Monogram® and Haier™ brands. GEA was also honored for our advances in security with a 2020 IoT CyberSecurity Breakthrough Award for Device Security Solution of the Year and a 2020 IoT Breakthrough Award for Smart Appliance Company of the Year.

Product Safety

We are committed to and passionate about designing and manufacturing household appliances that meet consumers’ expectations for safety, as well as quality and performance. Knowing that owners place their trust in us each time they use their home appliances, product safety is always top of mind for us from product development throughout the product’s life cycle.

- ✔ To meet our commitment to providing owners with safe, reliable products, we have established processes to identify potential risks and, when appropriate, take corrective action to protect consumers.
- ✔ Dedicated safety teams are charged with monitoring the post-market safety of installed appliances and following GEA’s proven product safety processes, including evaluation of any new risks identified during post-market surveillance.
- ✔ Our product safety program requirements include benchmarking with external stakeholders and continuously striving to improve national safety standards, when necessary, to address new or emerging risks. We work cooperatively and proactively with safety regulators, including on new or emerging safety issues.

Protecting Consumers

Consumers

A well-designed and resourced Compliance Program not only aligns with our purpose and core values as a business, it protects the rights, health and safety of our owners, employees, partners and stakeholders.

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At GE Appliances, we are committed to ensuring the security of our connected appliances and protecting consumers’ data. We incorporate advanced security principles into our product development process, conduct security vulnerability testing and encourage security researchers to provide us with feedback.

Shawn Stover

Executive Director,
SmartHome Solutions,
GE Appliances

Our Code is Our Promise

We're committed to doing business with the highest standards of integrity. Our [Code of Conduct](#) and Policies apply to all GE Appliances employees, officers, and members of the Executive Council, subsidiaries and business partners, including third parties who can have a direct impact on our reputation through their behavior.

This is our promise to you.

- ✔ We act with integrity and promote a culture of compliance in performing our jobs.
- ✔ We obey all laws and regulations and deal honestly and openly with governments.
- ✔ We make the interests and needs of product owners top priorities and invest in our communities.
- ✔ We compete in the global marketplace using ethical business practices.
- ✔ We respect our fellow employees and maintain a safe and professional workplace.
- ✔ We protect company intellectual property and respect that of others.
- ✔ We conduct our operations with respect for the environment.

GEA routinely evaluates its corporate compliance program through risk-based audits to identify potential issues that require new compliance controls and/or other improvements.

GEA Policies

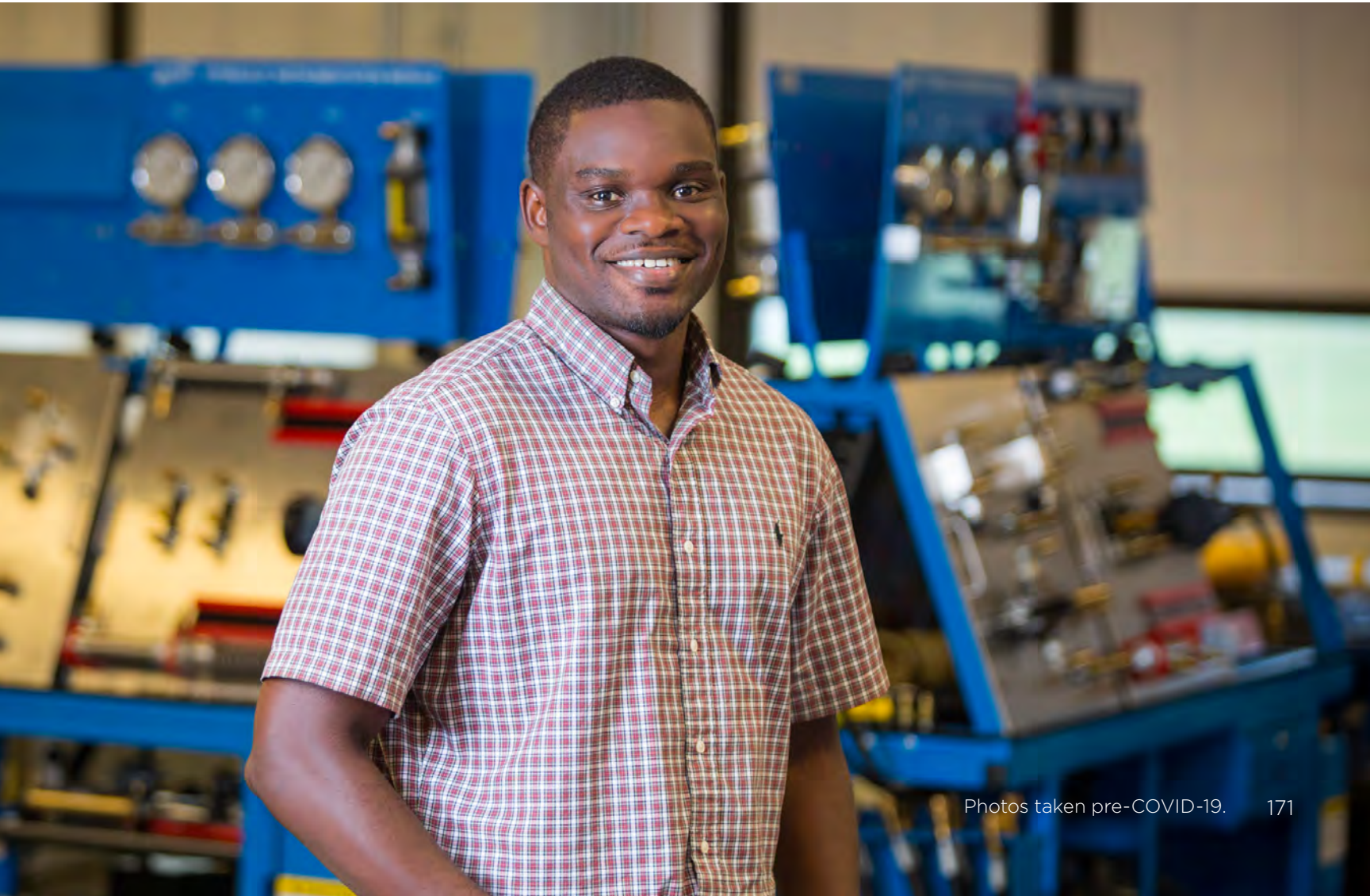
[GEA Code of Conduct](#)

Compliance Culture
Financial Reporting
Conflicts of Interest
Laws and Regulations
Working with Governments
Consumer Satisfaction
Consumer Privacy
Investing in Communities
Fair Competition
Customer and Supplier Relationships
Anti-Bribery and Corruption
Customer and Supplier Information
Diverse and Respectful Workplace
Safe and Healthy Work Environment
Employee Privacy
Intellectual Property
CyberSecurity
Operations
Products and Environment

[Privacy Statement](#)

[EHS Policy Statement](#)

[GEA Integrity Guide for Suppliers, Contractors and Consultants](#)





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Similar to a diverse workforce, having a diverse supply chain ensures a company is effective and efficient in all areas of business.

Kirby Watson

Principal Program Manager,
Supplier Diversity & Citizenship
at GE Appliances

Meet Kirby

*Innovation, inclusion and social equity:
How Kirby Watson is increasing
supplier diversity*

The energy of entrepreneurs ignites a spark in Kirby Watson, who finds inspiration in collaborating with the small businesses, startups and storied companies that are helping bring GE Appliances to life and challenging what's possible every day.

“The excitement of making a product or service better through their ideas is motivation for me,” he said.

As GEA's Principal Program Manager, Supplier Diversity and Citizenship, Kirby is bringing his own innovative ideas to the table to build not only a stronger, more inclusive supply chain, but ultimately, a more equitable future.

From maximizing procurement opportunities for qualified diverse suppliers, to working with members of GEA's senior leadership team to take our Supplier Diversity Program to the next level, Kirby's expertise and enthusiasm have not gone unnoticed. In addition to increasing our partnerships with diverse suppliers,

such as businesses owned by minorities, women, veterans, disabled individuals and members of the LGBTQ community, Kirby ensures that our suppliers share GEA's commitment to protecting the planet and strengthening communities.

Ten percent of GEA's 1,700 U.S.-based suppliers are considered diverse, a number that we're seeking to increase each year—not just because it's the right thing to do, but because it will make us stronger.

“Similar to a diverse workforce, having a diverse supply chain ensures a company is effective and efficient in all areas of business,” he noted.

But the benefits of supplier diversity go well beyond the walls of GEA, says Kirby.

“Diverse suppliers tend to hire diverse employees, which in turn builds stronger communities. And when employees are able to support their families, spend their money locally, and pay state and local taxes, it increases community prosperity and opportunity.”

Spotlight



04

Our Challenge to You



10 Good Things You Can Do Right Now to Make a Difference

At GE Appliances, we believe we all have the power to be a force for good—that behind our choices is the opportunity to truly make a difference. Whether you're volunteering in your community or using your voice to drive change, our actions shape the world as we know it.

*Small steps.
Big impacts.*

We hope our Citizenship report has inspired you to consider the world of good you can do—starting right now.



1 Donate to a Local Food Pantry

Help those who are struggling with hunger by donating food or funds, volunteering your time or raising awareness in your community.



2 Become a Virtual Volunteer

Search for virtual volunteer programs through non-profits or advocacy campaigns that interest you.



3 Speak Out Against Racism

Make a commitment to unlearn your biases, practice empathy and actively speak out against racism to help build a more inclusive and equitable society.



4 Volunteer With Diverse Organizations

Help drive lasting change in your community by getting involved with organizations dedicated to increasing inclusion and equity for people of all backgrounds.



5 Recycle Consumer Packaging

Containers and packaging materials are some of the top contributors of waste. Recycle or reuse as much as possible.



6 Compost Kitchen Waste

Eliminate landfill waste by composting food scraps for reuse as fertilizer for potted plants or gardens.



7 Save Water and Energy Using Your Home Appliances

Using your dishwasher can also save you \$1,300 vs. hand washing over its lifetime. And, if your appliances have an energy saver mode or switch, make sure it's turned on to maximize efficiency.



8 Recycle End-of-Life Appliances and Electronics

Contact your appliance manufacturer and ask if it offers a recycling program or incentive for recycling its products. This will ensure your appliance is responsibly recycled.



9 Keep Your Word and Honor Your Commitments

Do your best to keep your word, fulfill your promises and make clear, ethical decisions every day.



10 Don't Be Afraid to Ask Questions

Asking questions—especially tough ones—can be hard, but it's one of the best ways we can learn and grow from each other's knowledge.



Learn more about our commitment to Corporate Citizenship [here](#).



2020 IMPACT REPORT

Our Citizenship Report was printed by a small, independently owned business in our home state of Kentucky to reduce transportation costs and associated emissions. The photography and graphic design services were provided by diverse contractors located in Louisville and Lexington, Ky., respectively. The entire printed report can be recycled.

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