

## OUR APPROACH

**As United Technologies continues to grow in markets around the world, we bring with us a belief that financial performance and corporate responsibility go hand in hand.**

**Leading in our communities.** We celebrate and encourage volunteerism. We believe United Technologies and our employees can have a positive impact in communities around the world.

**01 Junior Achievement (JA):** Employee volunteers like Krista Lu, UTC Aerospace China, share their knowledge of global commerce, business ethics and the importance of cultural awareness with students as part of UTC's strategic global exchange partnership with JA.

**02 FIRST Robotics:** To inspire students to pursue careers in science and technology, employee mentors like Stephen Yanczura of UTC Operations supported nearly 100 FIRST Robotics teams globally in 2014, building on nearly two decades of collaboration.

**03 Green Apple Day of Service:** To transform schools into healthy, safe and productive learning environments, employees of UTC companies worldwide participate each year in Green Apple Day of Service projects sponsored by the U.S. Green Building Council. Pictured here are UTC Building & Industrial Systems employees from Farmington, Connecticut.



## CITIZENSHIP

As a responsible corporate citizen, we are committed to minimizing the environmental impact of our products, our operations and our supply chain. We provide a safe work environment and support lifelong learning for all employees. We support charitable and social causes in the communities where we live and work. Everywhere we do business, we apply the highest standards of corporate responsibility and measure success with the same set of ethical, environmental and safety metrics.

## COMMUNITY

At United Technologies, we are committed to making things better in our communities and our world. We partner with leading nonprofit organizations focused on areas that are important to our business and our stakeholders: promoting sustainable building practices; educating the next generation of engineers and scientists; honoring the courage and sacrifice of veterans and military families; and improving the well-being of the communities where we operate.

To learn more about our commitment to the community, visit [www.utc.com/Corporate-Responsibility](http://www.utc.com/Corporate-Responsibility).

**One world. One code.** Our Code of Ethics applies everywhere we do business and provides a framework to help employees make the right decision in any situation. The integrity, reputation and profitability of United Technologies depend on the individual actions of our directors, officers, employees and representatives all over the world. Each is responsible and accountable for compliance with our Code of Ethics. Across the company, we expect high performance with high integrity. And we will never sacrifice the latter to achieve the former.

**Acting with integrity.** Every day our employees make decisions to uphold our Code of Ethics and the fundamental values that guide our way of doing business. Here are a few examples.



**YaNing "Anny" Han, Procurement and Supply Chain Manager  
UTC AEROSPACE SYSTEMS**

Anny refused a bribe from a contractor she discovered was inflating tax rebates and pocketing the difference. She reported the incident to UTC legal counsel and her local Ethics & Compliance officer, resulting in the contractor's termination and upholding UTC's ethical culture.

*"Fortunately, UTC provides employees the guidance and resources for handling any situation."*



**Thomas Rogers, Engineer  
PRATT & WHITNEY**

During a meeting, a supplier attempted to show Thomas another company's clearly labeled proprietary documents. Thomas refused and reported the matter to Pratt & Whitney's legal department, upholding UTC's Code of Ethics and commitment to fair competition.

*"I knew immediately that this data belonged to another company and that it would be unethical for me to view it."*

**Jian Zhang, GST Sales Manager  
UTC BUILDING & INDUSTRIAL SYSTEMS**

It looked like UTC had lost a large fire-security contract after Jian refused a demand for gifts from a developer's purchasing team. When the developer's general manager discovered Jian's principled response, he awarded UTC the job.

*"We do not achieve our sales targets by engaging in illegal behavior or by violating our ethical standards."*



## INTEGRITY

We earn the respect of our customers, partners and other stakeholders not just on the merits of our technologies but on the merits of how we do business. Acting ethically and in accordance with all applicable laws is critical to our future success.

We remain vigilant in our commitment to doing the right thing. We provide employees the necessary training and resources to reinforce our culture of trust, respect and integrity.

Supporting our efforts is a community of nearly 500 Ethics & Compliance officers who advise our 211,000 employees in upholding our Code of Ethics and commitment to doing the right thing, everywhere, every time.