



 **LENNOX**

CODE OF  
BUSINESS  
CONDUCT

# LENNOX CORE VALUES AND GUIDING BEHAVIORS

## INTEGRITY

### Accountability

We deliver on our commitments.

### Positive Engagement

We energize and motivate others.

### Trust

We are always honest, ethical, and safe.

## RESPECT

### Customer Experience

We earn the loyalty of our customers.

### Sustainability

We care for our community and planet.

### Talent

We foster belonging and create opportunities to grow.

## EXCELLENCE

### Innovation

We embrace original ideas and creative solutions.

### Quality

We strive for continuous improvements.

### Results

We prioritize superior outcomes for our stakeholders.

# TABLE OF CONTENTS

## **3** MESSAGE FROM LEADERSHIP

## **5** ABOUT OUR CODE

## **6** YOU ARE OUR CODE IN ACTION

## **7** ETHICAL DECISION-MAKING

## **8** SPEAKING UP

## **10** INTEGRITY

- 11 Follow the law
- 11 Anti-bribery/anti-corruption laws
- 12 Antitrust and fair competition laws
- 12 Insider trading laws
- 12 Privacy laws
- 12 Trade compliance laws
- 13 Deal fairly with others
- 13 Keep accurate books and records
- 13 Protect company assets
- 13 Commit to safety in everything we do
- 14 Protect confidential information
- 14 Use social media wisely
- 15 Avoid conflicts of interest

## **16** RESPECT

- 17 Uphold human rights
- 17 Champion diversity and inclusion
- 18 Combat harassment and discrimination
- 19 Contribute to the well-being of our communities
- 19 Protect the environment
- 19 Respect the political process

## **20** EXCELLENCE

- 21 Demonstrate a bias for action
- 21 Promote employee engagement
- 21 Design, manufacture, and distribute quality products and services
- 21 Innovate and continuously improve
- 22 Deliver value to our stakeholders
- 22 Select business partners who share our high standards

## A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER



What started from the vision and efforts of an inventor and a newspaper publisher in Marshalltown, Iowa is now a global leader in energy-efficient, climate-control solutions with over 12,000 employees worldwide. While much has changed since our founding over a century ago, our commitment to our Core Values of Integrity, Respect, and Excellence has never wavered. These Core Values, coupled with our Guiding Behaviors, form the fabric of our organization. This strong culture

and commitment to doing the right thing are part of what drew me, and probably you, to Lennox.

The way we conduct our business and treat others is as important as the products we sell and the services we provide. Our Code of Business Conduct describes the fundamental beliefs, principles, and expectations of all of us at Lennox. Our Code also provides available resources for you to seek guidance or report concerns - including our secure and anonymous third-party reporting option.

If you ever have a question or concern about a Code of Business Conduct issue, I want you to speak up right away, so we can address it. We prohibit retaliation against anyone who speaks up in good faith.

I am proud to lead this Company and its talented employees. Please join me in protecting our great legacy.

**"...THIS STRONG CULTURE AND COMMITMENT TO DOING THE RIGHT THING ARE PART OF WHAT DREW ME, AND PROBABLY YOU, TO LENNOX."**

**ALOK MASKARA**

CHIEF EXECUTIVE OFFICER

## A MESSAGE FROM OUR CHIEF ETHICS & COMPLIANCE OFFICER



We're fortunate to work for a company that honors doing the right thing. As you apply this Code in your daily decision-making, never underestimate the ability you have to make a difference. We all must do our part to uphold our Core Values of Integrity, Respect, and Excellence. So, if you see something that doesn't seem right, reach out to a member of my team, or use one of the [other reporting options](#). We are here to help.

We refreshed the Lennox Code of Business Conduct with you in mind. Our goals were to:

- Make it more user-friendly
- Provide links to related information (for employees)
- Add information relating to privacy, human rights, and other recent developments in the law
- Highlight our commitment to diversity and inclusion
- Provide additional guidance and examples on topics of special interest

Thanks for all you do to make Lennox a great place to work.

**"...WE ALL MUST DO OUR PART TO UPHOLD OUR CORE VALUES OF INTEGRITY, RESPECT, AND EXCELLENCE."**

### BETTY UNGERMAN

VP, DEPUTY GENERAL COUNSEL AND  
CHIEF ETHICS & COMPLIANCE OFFICER

A handwritten signature in black ink, appearing to read 'Betty', written in a cursive style.



## ABOUT OUR CODE OF BUSINESS CONDUCT

### OUR CODE SERVES AS A GUIDE FOR US ALL

We win together. What we do, how we treat others, who we do business with, and how we serve our communities all define Lennox and our reputation. That's why each of us – employees, officers, and members of the Board of Directors – are held to the same set of standards through our Code of Business Conduct. Our Code lays out these expectations in accordance with our values, policies, and the laws of the U.S. and other countries where we do business and helps guide our decisions to do the right thing.

Any waiver of our Code for any Lennox executive officer or Board member would require approval by our Board of Directors or a Board committee and disclosure to Ethics & Compliance. Any waiver would be made as required by law.

### OUR CODE IS GLOBAL

Lennox is a U.S.-based company, proudly employing team members and serving customers in many parts of the world. No matter where we are or what we do, we have the same Code of Business Conduct. While we respect cultural differences, if a local custom or business practice violates our Code, we follow the Code.

### OUR CORE VALUES DEFINE US

The Core Values of Integrity, Respect, and Excellence have been part of Lennox since its beginning in 1895. In that time, we've weathered hard times and celebrated good times. Our steadfast commitment to these values built the reputation we enjoy today for doing the right thing. We demonstrate our individual commitment by completing annual Code training. Because our values are so important to our long-term success, failing to abide by the Code can lead to disciplinary action up to and including termination of employment.



## Q&A

Management requires us to set higher and higher goals every year. My teammates and I are under pressure to get results—and sometimes feel like we need to do “whatever it takes” to make the numbers. What should I do?

We do set high goals and expect our employees to work hard to achieve them, but we can never violate our ethical standards or the law in order to achieve business goals. You should discuss the situation with your manager. If you are not comfortable discussing the matter with your manager, contact Human Resources, Legal, or Ethics & Compliance.

## YOU ARE OUR CODE IN ACTION

### AS EMPLOYEES, WE EACH HAVE AN OBLIGATION TO:

- **Follow the Code**  
Read it. Understand it. Abide by it. Engage in and complete assigned training.
- **Uphold our Values**  
Don't let the pressure to succeed make us compromise our values. If something seems questionable, seek guidance.
- **Use Good Judgment**  
Act with integrity. Use the Ethical Decision-Making Guide in this Code.
- **Report Concerns**  
If something feels wrong, don't ignore it. Protect Lennox and its stakeholders by promptly [reporting concerns](#).

### LEADERS HAVE ADDITIONAL OBLIGATIONS TO:

- **Walk the Walk**  
Model the Code and our Core Values by doing the right thing. Never encourage or turn a blind eye to questionable behavior or practices in the pursuit of success.
- **Talk the Talk**  
Regularly talk about the Code and our values with your team. Use the [communication tools](#) provided by Ethics & Compliance. Make clear to employees that you expect them to do the right thing.
- **Own and Champion Diversity and Inclusion Efforts**  
Create an inclusive environment that leverages diverse perspectives and enables employees to bring their whole selves to work. Engage with and promote participation in Lennox employee resource groups. Be watchful for unconscious bias and take steps to reduce blind spots in yourself and others.



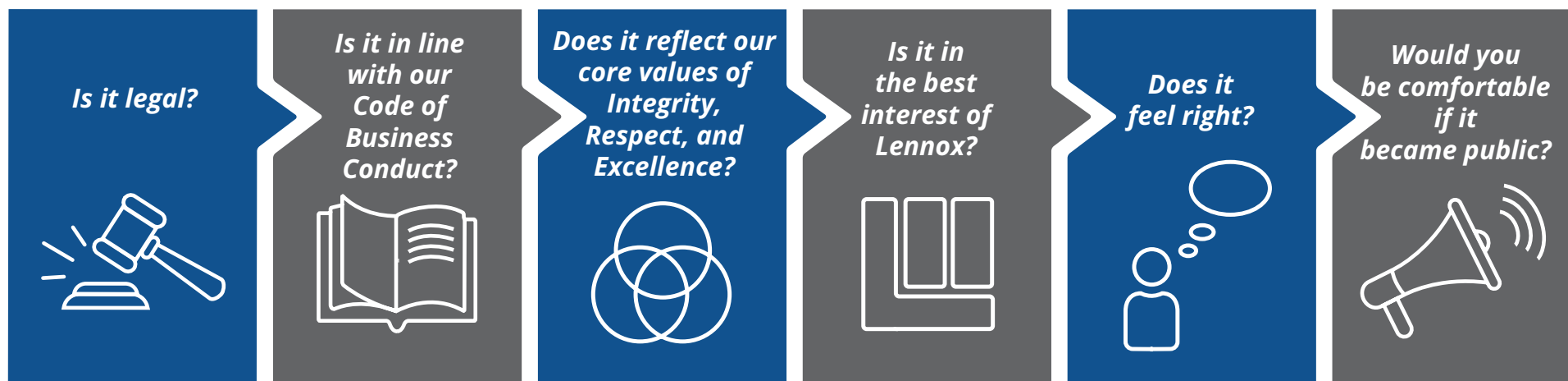
One of my direct reports came to me yesterday and alleged a Code violation by a co-worker. Today, the employee came back to me and said he must have been mistaken and no longer wanted to pursue the issue. Is there anything I need to do at this point?

Yes, you still need to report the issue to Ethics & Compliance or Human Resources, so they can ensure it is properly handled and documented.

- **Foster our “Speak-up Culture”**  
Create an environment where employees feel comfortable raising questions and concerns. Be inquisitive. Listen carefully. Offer timely guidance, which may include directing employees to additional reporting resources. Don't discourage employees from using any of the reporting options.
- **Escalate Code Issues**  
Don't handle potential Code issues on your own. Bring all potential Code violations and conflict of interest issues and disclosures to Ethics & Compliance or Human Resources – even if the issue is resolved or was untrue.
- **Prohibit Retaliation**  
Don't retaliate or allow retaliation against employees who report concerns in good faith or participate in investigations.

## ETHICAL DECISION-MAKING GUIDE: HOW TO MAKE THE RIGHT DECISIONS

If you are faced with an ethical dilemma and aren't sure what to do, ask yourself these questions:



If the answer to any of these questions is “No” or “I’m not sure,” stop and contact your manager or any of the **other available resources** listed in this Code.



## SPEAKING UP!

### REPORTING SUSPECTED CODE VIOLATIONS, DISCLOSING POTENTIAL CONFLICTS OF INTEREST, AND SEEKING GUIDANCE

We are a company that does the right thing. If something doesn't seem right, we want to know about it and address it.

#### If you:

- become aware of a situation that goes against our Code, policies, or the law
- have a potential, actual, or apparent conflict of interests
- have a question about the best course of action in a particular situation

you have a responsibility to promptly speak up using one of the options below.

#### Reach out to any of the following:

- A manager
- Member of Human Resources
- Member of Legal
- Member of Ethics & Compliance, or contact them at 1 (972) 497-7500 or [ethics@lennox.com](mailto:ethics@lennox.com)

#### You can also report matters 24/7 in your preferred language through our third-party provider by:

- Visiting the Webform at [www.lennox.ethicspoint.com](http://www.lennox.ethicspoint.com) or
- Calling the EthicsLine, toll free at 1 (855) LII-ETHICS (1-855-544-3844) from the U.S. or Canada. Visit <https://bit.ly/LIIGlobalEthicsLine> for a list of international numbers.

#### The Webform and EthicsLine give you the option to remain anonymous where allowed by law.

Pick the option that is most comfortable for you. The important thing is to speak up!



#### Are the Webform and EthicsLine really anonymous?

Yes, they are. Both options are administered by a third-party provider. We have no way to trace your call or IP address – nor do we want to.

## SPEAKING UP! CONTINUED...

### MORE ABOUT REPORTING:

- Though we encourage you to provide your name and contact information when reporting a concern, we understand and respect the desire for anonymity.
- Provide as much detail as possible to help us address your concern – including specific examples, dates/times of incidents, names of witnesses, supporting documentation, and other relevant information.
- If using the Webform or EthicsLine, save your report key and password, so you can communicate with investigators or check the case status.
- For more information, refer to the [Speak Up FAQs](#).

### WHAT HAPPENS WHEN YOU REPORT A CONCERN?

No matter which reporting option you choose, your concern will be addressed promptly and professionally by appropriate personnel. If the allegation is substantiated, corrective action will be taken. Typically, you will be notified when the matter is resolved. For confidentiality reasons, the Company may not share the outcome or details of the investigation.

Everyone involved is required to cooperate fully in an investigation.

### RETALIATION? NOT AT LENNOX

Lennox prohibits retaliation against employees for reporting suspected Code violations in good faith or for participating in an investigation. Good faith does not mean that you have absolute proof but that you honestly believe your report. If you suspect you are being retaliated against, use one of the reporting options in this Code.

For more information, refer to our [Anti-Retaliation Policy](#).

At Lennox, if we see something, we do something.



**I'm scared to report an issue because I feel I will be retaliated against. Will I really be protected?**

Yes, you should always feel comfortable speaking up. The Company does not tolerate any form of retaliation for reporting, in good faith, suspected Code violations. If you suspect retaliation, report it using one of the options in this Code.

# INTEGRITY

THE GUIDING BEHAVIORS OF  
ACCOUNTABILITY, POSITIVE  
ENGAGEMENT, AND TRUST MAKE  
OTHERS WANT TO DO BUSINESS  
WITH US





# INTEGRITY

## WE FOLLOW THE LAWS IN EVERY COUNTRY WHERE WE DO BUSINESS

We are a global company subject to the laws, rules, and regulations of the many countries where we do business. We respect and follow these laws.

### ANTI-BRIBERY/CORRUPTION LAWS

We do not tolerate bribery or corruption. Lennox complies with applicable laws including the U.S. Foreign Corrupt Practices Act (FCPA) and UK Bribery Act. We prohibit any offer, promise, or payment of a bribe to or from anyone, including a government official or business partner.

These laws apply not only to actions taken by our employees, but also by those who do business on the Company's behalf. Lennox can be found responsible for the actions of anyone who represents us, what we call "Third Party Intermediaries," such as a customs broker, freight forwarder, sales representative or agent, distributor, travel agent, or other business partner. So, if you work with Third Party Intermediaries, follow our due diligence procedures, monitor their work, and speak up and report to Ethics & Compliance anytime you see or suspect questionable behavior.

Requests for bribes come in many forms and are not always obvious. A gift, a job, a trip, a charitable contribution, or even favorable contract terms – anything of value – could be considered a bribe if offered to get or keep business or to gain an unfair advantage. And it is not only the giving or accepting of a bribe that is prohibited, but also offering or suggesting a bribe, regardless if either party follows through.



Anti-bribery/corruption laws are complex, and violations can result in severe penalties. Ask questions if you need help. Ensure accurate recording of payments and expenses. And be aware: giving anything of value to a government official requires prior written approval from Ethics & Compliance.

For more information, refer to our [Anti-Bribery/Corruption and Use of Third Party Intermediaries Policy](#).



I received competitive bids from proposed third-party distributors of our products in Ecuador. One of the bids was substantially lower than the others, and when I inquired, the distributor said he had strong established relationships that enable him to get things done faster and cheaper. Should I be concerned?

Yes, we must conduct thorough due diligence before engaging a third-party to perform services on behalf of the Company, especially if the third-party will engage with government officials. Consult the Company's Anti-Corruption and Use of Third Party Intermediaries Policy and reach out to Ethics & Compliance for guidance.

## ANTITRUST AND FAIR COMPETITION LAWS

We conduct our business in accordance with all applicable antitrust, competition, and trade practice laws. We avoid even the appearance of unfairly restricting competition. Generally, antitrust laws prohibit certain types of arrangements or discussions with competitors, customers, and suppliers, including price fixing, price discrimination, bid rigging, group boycotts, tying arrangements, and market allocation.

Antitrust laws are complex, and not all countries' laws are the same. Not following these laws can result in fines and imprisonment. To achieve Lennox legitimate business objectives while ensuring compliance with antitrust laws, err on the side of caution and ask Legal for guidance in any questionable situation.

For more information, refer to our [Antitrust and Fair Competition Policy](#).

## INSIDER TRADING LAWS

We do not buy or sell stocks or other securities when we possess material nonpublic ("inside") information. We also don't share inside information with others so they can trade. Our company complies with federal and state securities laws and does not tolerate trading on inside information (also called insider trading), which is both unethical and illegal.

Inside information includes information not known to the public that has a reasonable likelihood to be considered important in an investor's decision to buy, hold, or sell securities. Generally, information becomes public and no longer considered "inside" information after it has been made widely available to the public for at least two full trading days.

For more information, refer to our [Insider Trading Policy](#).



At a recent trade show, I was invited to join our competitor's sales team for breakfast. We talked about some general topics, and then the discussion moved into what various competitors are charging a particular customer. I didn't say very much and didn't reveal any specific pricing information. What should I have done?

You were placed in a difficult situation. It is clearly inappropriate for competitors to discuss pricing. Even staying quiet and trying to ignore the conversation can be problematic because failure to say anything can sometimes be interpreted as consenting to illegal antitrust activity. In the future, if confronted with this type of situation, the best course of action is to make it clear to everyone at the table that you are uncomfortable with the discussion, leave immediately, and report the matter to Legal.

## PRIVACY LAWS

Lennox cares about privacy and follows applicable privacy laws. We collect, use, and process personal information of our employees, customers, and third parties in accordance with our [Privacy Notice](#) and applicable laws.

## TRADE COMPLIANCE LAWS

As a global company, with employees, operations, customers, and suppliers around the world, we must comply with the laws that govern international trade. We do not conduct business with countries or third parties that are subject to applicable trade embargoes or economic sanctions. And, as a U.S.-based company, regardless of where we work in the world, we cannot participate in boycotts that the United States does not support. Visit the [Global Trade Compliance page](#) on THE LIINK for more information.

## WE DEAL FAIRLY WITH OUR CUSTOMERS, SUPPLIERS, COMPETITORS, AND EMPLOYEES

We compete passionately and respectfully. We do not take unfair advantage by deceiving or misleading others or engage in any other unfair dealing practice.

## WE KEEP ACCURATE BOOKS AND RECORDS AND ISSUE ACCURATE PUBLIC DISCLOSURE

Our books and records accurately reflect all Company funds, assets, and transactions. Each employee maintains, submits, approves, and authorizes only clear, truthful, and accurate records.

We are committed to full, accurate, timely, and understandable disclosure in all public communications, including the information we provide to the U.S. Securities and Exchange Commission and the New York Stock Exchange. We comply with applicable securities laws and regulations, stock exchange listing requirements, accounting standards, accounting controls, and audit practices.

## WE PROTECT COMPANY ASSETS

Each of us is responsible for protecting the Company's assets, including physical assets (such as office and manufacturing equipment), intangible assets (such as intellectual property), financial assets (such as bank accounts and currency), and electronic assets (such as passwords and keycards). We use Company assets for legitimate business purposes and protect them from loss, theft, damage, misuse, waste, and carelessness.



## WE ARE COMMITTED TO SAFETY IN EVERYTHING WE DO

Safety is integral, from product design and manufacturing to installation and service. We've built an uncompromising culture of safety through vigilance, training and awareness campaigns, policies and procedures, safety committees and champions, and regular observations and audits. We are each responsible for our individual safety and the safety of others. We stay alert, model safe work practices, look out for co-workers, customers, and business partners, and immediately report safety issues and concerns.





## WE PROTECT CONFIDENTIAL INFORMATION

In order to maintain our competitive advantage, we protect the Company's confidential information from disclosure and misuse. We also respect other companies' confidential information, including customers, business partners, and competitors. Confidential information includes all non-public information that might be of use to competitors or harmful to the company or its customers if disclosed.

We do not bring confidential or proprietary information from previous employers or take Lennox information if we leave. When we gather competitive intelligence, we do so legally and ethically. We use only software, technology, photos, and other media owned by or licensed to the Company.

If you need to disclose confidential information or a business contact needs to disclose their confidential information to Lennox, request a Non-Disclosure Agreement (NDA) from [Legal](#) prior to the disclosure.

## WE USE SOCIAL MEDIA WISELY

We use good judgment and think before we post which means we:

- Don't disclose confidential information and
- Avoid posts that could compromise Lennox's reputation for Integrity, Respect, and Excellence, for example, vulgar, violent, or discriminatory posts.

Only those officially designated by Lennox have the authority to speak on behalf of Lennox. If commenting on social media about the Company, we clearly disclose in the post that we are a Company employee, and our views are our own – we are not speaking for the Company.

For more information, refer to our [Social Media Policy](#).



**While on social media, I noticed that someone who identified herself as one of our employees was posting threatening comments. What should I do?**

Do not respond online, because that may draw more unwanted attention to the matter. Report the matter immediately using one of the options listed in this Code.

## WE AVOID CONFLICTS OF INTEREST

We make business decisions based on the Company's best interests. A conflict of interest occurs when your private interest interferes (or appears to interfere) with the Company's interests. Conflicts of interest can occur in many areas including gifts and entertainment, outside employment, working with relatives and close friends, romantic relationships at work, and ties to competitors and business partners. We do not compete with the Company or take the Company's opportunities, or use Company property, information, or position for personal benefit. Conflicts of interest are very situational and fact specific, so immediately disclose actual, potential, or apparent conflicts of interest to:

- A manager
- Human Resources or
- Ethics & Compliance

For more information, refer to our [Conflicts of Interest Policy](#).



### Q&A

**At an offsite meeting, a vendor who has been providing services to our company for several months invited me to lunch. I accepted and allowed him to pay for the meal. Is that okay?**

Occasional meals and nominal gifts are usually acceptable, so long as they don't raise a question about your objectivity. Evaluate the setting and cost of the meal, the frequency of the vendor's invitations and whether you have other potential business pending with the vendor. When in doubt, err on the side of caution and expense it to Lennox, politely decline the lunch invitation, or seek guidance.

**I am responsible for negotiating contracts with our vendors. A sales representative for one of our major vendors invited me to a weekend get-together held at an expensive luxury resort, with all expenses paid, including travel. Can I attend?**

You should not accept the invitation because the entertainment is excessive and could be perceived to influence your decision-making. Modest entertainment, on an occasional basis, is permissible to help build and maintain a strong working relationship. If you have any question about the appropriateness of proposed entertainment, discuss it with your manager and contact Ethics & Compliance.



# RESPECT

THE GUIDING BEHAVIORS OF CUSTOMER EXPERIENCE, SUSTAINABILITY, AND TALENT BUILD OUR COMPETITIVE ADVANTAGE OVER OTHERS IN THE INDUSTRY



## RESPECT

### WE UPHOLD HUMAN RIGHTS

Lennox does not tolerate the use of child labor, forced labor, human trafficking, or discriminatory practices within its operations or within the operations of its business partners. We continue to grow existing programs and implement measures to ensure protection of human dignity and human rights throughout our operations and supply chain.

For more information, refer to our [Human Rights Policy](#) and [Conflict Minerals Policy](#).

### WE CHAMPION DIVERSITY AND INCLUSION

We embrace diversity and strive to create an inclusive environment where each of us can be our authentic self. We celebrate and leverage unique strengths, perspectives, and experiences to provide innovative products and solutions. Diversity and inclusion are fundamental aspects of our employee experience, including how we approach recruitment, career development, and retention.

We believe diversity and inclusion are a responsibility we have to our employees, customers, business partners, shareholders, and the communities where we work and live. We support the ongoing pursuit of equality and diversity through our Employee Resource Groups (ERGs), mentorship opportunities, training initiatives (including unconscious bias), meaningful and sometimes difficult conversations, a speak-up culture, and the support of non-profit organizations focused on social issues. We continue to look for ways to strengthen our diversity and inclusion efforts.

#### We are Allies!

*AN ALLY IS SOMEONE WHO USES THEIR POWER AND INFLUENCE TO PROMOTE EQUITY AND INCLUSION FOR UNDERREPRESENTED GROUPS. ALLYSHIP IS CRITICAL TO ALL OF US.*

For more information on our employee resource groups and diversity and inclusion efforts, visit [THE LIINK > Resources > Inclusion & Diversity](#).



## WE STRIVE TO PROVIDE A WORKPLACE FREE OF HARASSMENT AND DISCRIMINATION

Everyone deserves to be treated with respect and dignity. Harassment (including sexual harassment), discrimination, violence, bullying, racism, bigotry, and hate have no place at Lennox. This expectation also extends to our business partners.

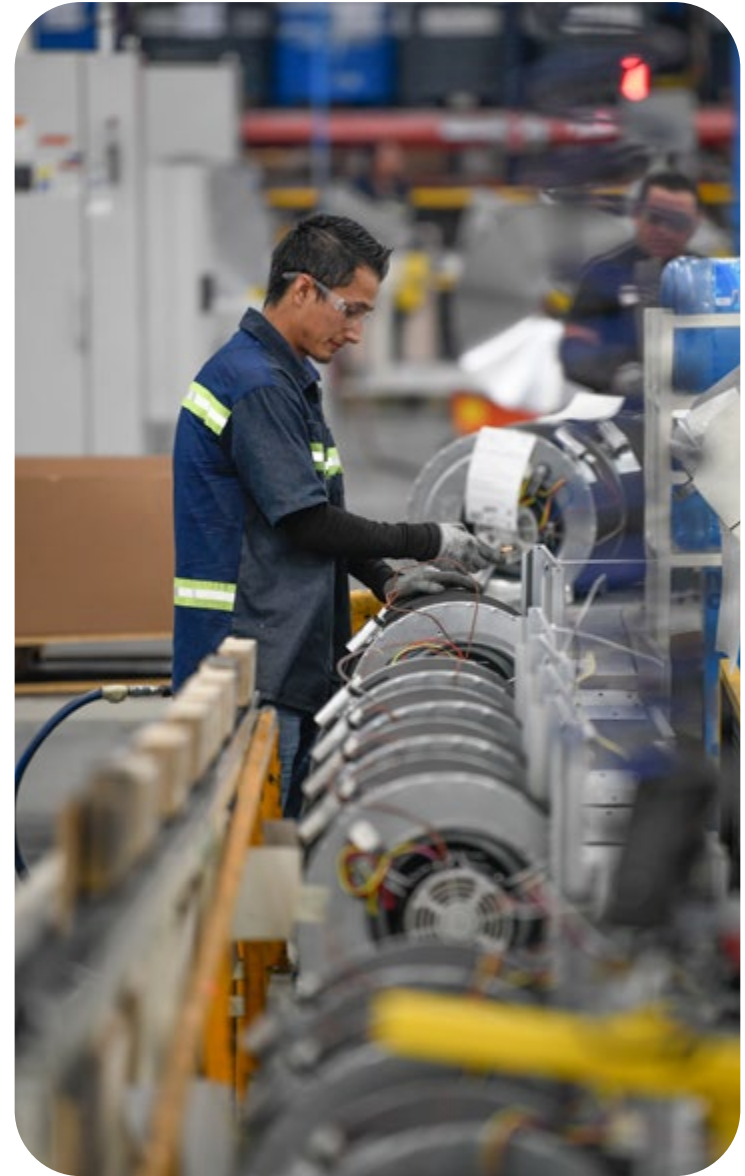
We do not discriminate on the basis of age, race, ethnicity, color, sex, sexual orientation, gender identity and expression, genetic information, national origin, religion, disability, and any characteristic protected by applicable law.

For more information, refer to the [Employee Handbook](#).

### Q&A

*My supervisor sends me text messages that sometimes contain sexual innuendo. This makes me very uncomfortable, and I've told them so, but they continue to send these messages. What should I do?*

You did the right thing in telling your supervisor that this behavior bothers you and asking them to stop. You should also report it immediately using one of the options listed in this Code. We do not tolerate such behavior at Lennox.







## WE CONTRIBUTE TO THE WELL-BEING OF OUR COMMUNITIES

We have a long history of standing up and doing the right thing for the people and communities where we work and live through financial contributions and volunteer efforts. This includes our [Feel The Love](#) program, where we partner with our dealers to provide HVAC equipment to deserving home-owners.

## WE PROTECT THE ENVIRONMENT

At Lennox, innovation meets responsibility. We are committed to producing the industry's most innovative, energy-efficient products and strive to minimize our impact on the planet for current and future generations. We make significant investments to reduce energy consumption, solid waste, water use, and greenhouse gas emissions in our operations and with our products.

## WE RESPECT THE POLITICAL PROCESS

We recognize voting as a fundamental right. We encourage employees to exercise their right to vote and participate in the democratic process. When engaging in politics, we must ensure that the views we express are not attributed to the Company. We do not make any financial contributions, directly or indirectly, to any political party or candidate.



# EXCELLENCE

THE GUIDING BEHAVIORS OF INNOVATION,  
QUALITY, AND RESULTS ARE THE KEY  
INGREDIENTS THAT ENABLE US TO SUSTAIN  
ELEVATED PERFORMANCE OVER THE LONG TERM



## EXCELLENCE

### WE HAVE A BIAS FOR ACTION

We value productivity, efficiency, and timeliness. We have a bias for action when conducting business, engaging our employees, and improving our communities.

### WE PROMOTE EMPLOYEE ENGAGEMENT

We are committed to a workplace that encourages new ideas and engages and empowers our employees to be successful. We provide career development tools and resources that help employees achieve their full potential. The Company solicits feedback from employees through regular employee surveys and initiates changes based on those results. Through an open exchange of ideas and consideration of diverse perspectives, we produce better results together than any of us can achieve alone.

### WE DESIGN, MANUFACTURE, AND DISTRIBUTE QUALITY PRODUCTS AND SERVICES

From the engineer in our research lab, to the employee on the factory floor, to our distribution, sales, store, and service teams, we are dedicated to quality. We stand behind our products and services and have done so for over 125 years.



### WE VALUE INNOVATION AND CONTINUOUS IMPROVEMENT

We encourage new ideas and innovative thinking and drive efforts to transform those concepts into best-in-class products and processes. We strive to lead the industry in product innovations for existing and new markets. Our focus on the needs of our customers and our environment drives us to continuously improve the efficiency, reliability, and value of our products and services.

## WE DELIVER VALUE TO OUR SHAREHOLDERS AND OTHER STAKEHOLDERS

We conduct our business and ourselves in a way that enhances and preserves the reputation of the Company while optimizing the long-term success of our shareholders and other stakeholders.



## Q&A

One of our customers likes to make fun of me by using derogatory language. They are an important customer, and I don't want to be responsible for losing them. What should I do?

All employees have a right to be treated with respect. We do not tolerate inappropriate behavior whether by another employee or a business partner – no matter how important they may be. You should report your concerns using one of the options in this Code.

## WE SELECT BUSINESS PARTNERS WHO SHARE OUR HIGH STANDARDS

We select business partners whose values and business practices align with our own high standards so that we can build lasting relationships. Dealers, suppliers, consultants, agents, and representatives of the Company must conduct their businesses in accordance with the principles of our Code as well as relevant laws and regulations.

For more information, refer to the [Lennox Business Partner Code of Conduct](#).

When we follow our Core Values of Integrity, Respect, and Excellence, we help preserve our reputation for those who built this company and those who will come after. Thank you for your commitment to this company and our Code of Business Conduct.

Now, let's do this!

SPEAK UP AT [WWW.LENNOX.ETHICSPPOINT.COM](http://WWW.LENNOX.ETHICSPPOINT.COM)





**LENNOX**  
INTERNATIONAL

 **LENNOX**

2140 LAKE PARK BLVD. RICHARDSON, TX 75080 • [WWW.LENNOX.COM](http://WWW.LENNOX.COM)  
©2024 LENNOX INTERNATIONAL INC. ALL RIGHTS RESERVED.