

Global Standards Playbook

Return to the Office Environment

Your guide to **safely and confidently** return to the office environment.



Working Together to Stay Safe & Healthy

As I reflect back upon the days, weeks, and months since the onset of the COVID-19 pandemic, I have never been more proud of our team as I am today. We have faced unprecedented challenges, and each time I have been impressed with the quick action and resilience of our global team members.

From the very beginning, our number one priority has been the health and safety of our people around the world. When called to action, you adapted to agile working to ensure the health and safety not only for our colleagues but also for the communities where we live and work.

While the COVID-19 pandemic continues to evolve and touch upon every aspect of our lives and our business, we must remain vigilant in upholding safety. This especially rings true as our office-based employees return to the workplace.

As we strategically phase in the return of our employees to the office environment, our company plan entails a gradual and data-driven approach that not only meets but often exceeds government and health guidelines. We are proud of how our manufacturing colleagues around the world acted quickly to implement strict safety protocols and continued to adapt as the COVID-19 situation changed. That same proactive and

robust approach will continue to serve us well in our non-manufacturing sites.

We all must accept that the world has changed and our office environment will look much different than when we left it. For everyone's safety, each location has adjusted with new protocols that take into account the recommendations of the World Health Organization and the U.S. Centers for Disease Control and Prevention (CDC) to the greatest extent possible while living up to our company's own rigorous environmental health and safety standards.

This Global Standards Playbook sets the parameters expected in each of our enterprise-wide facilities. It is intended to guide you through your first day back at a Whirlpool facility and to help you follow the protocols you will carry out on your first day and each day thereafter.

Each of us has the responsibility to ensure that these protocols are followed. Just as there is no right way to do a wrong thing, there are no shortcuts, no exceptions, or skipping steps when your colleagues' health and safety are at stake. Use good judgment in everything you do, and always be respectful of the needs and concerns of your Whirlpool colleagues.

Thank you for your continued dedication to living



Whirlpool's values, and for keeping our vision at the forefront of all of the things we do because now, more than ever, we are called to be courageous and continue on our journey to improve life at home.

Together, even at a distance, we are One Whirlpool standing resolute in the face of this global pandemic.



Marc Bitzer
Chairman & CEO, Whirlpool Corporation

An Important Note to All Readers

- This Global Standards Playbook (“Playbook”) reflects Whirlpool Corporation’s currently required global standards and recommended practices at each of our sites, where and when permitted by law. Business units may publish execution plans containing additional, or stricter guidance reflecting the local legislation and site policies. Deviations from required global standards must be authorized by the Whirlpool Executive Committee.
- **Whirlpool employees, contractors and visitors are required to follow our health and safety standards at all times while working at our sites.** Each employee will receive this Playbook as part of our return to the office environment process. The company is also providing this Playbook to suppliers and other parties for compliance of health and safety requirements at our sites and when interacting with Whirlpool employees.

This Playbook aligns with standards and recommendations by leading authorities including World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC), Occupational Health and Safety Act (OSHA) and others to the greatest extent possible. This Playbook does not constitute legal advice. All Whirlpool sites are required to comply with all applicable laws and local health recommendations. If there is a conflict between this Playbook and applicable law, the facility must follow the applicable law. The Playbook will be updated periodically to reflect changes in regulations and recommended practices.

Global Standards and Practices



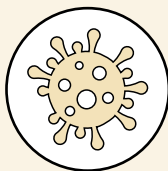
Regional Execution Plans

Integrity | Respect | Inclusion & Diversity | One Whirlpool | Spirit of Winning

Whirlpool Values



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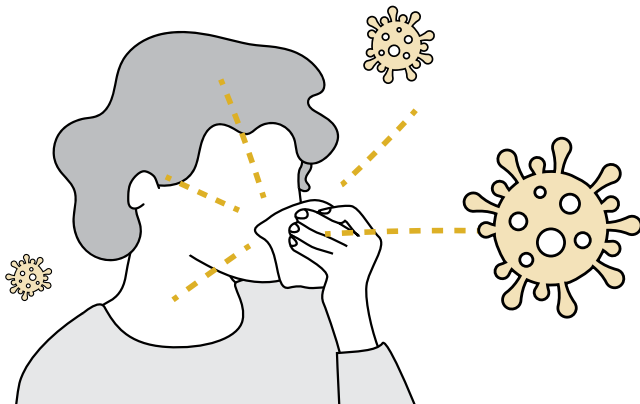


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This is an interactive document. It allows you to easily navigate from section to section. When you are on any page, you can navigate to a different section by clicking on any of the corresponding buttons along the top of the page.

COVID-19: What to Know | What to Do



What to Know

- **COVID-19 is a new virus that spreads easily between people.**
 - Appears to spread more efficiently than the common flu.
- **Person-to-person spread is believed to be the main form of transmission.**
 - The virus is carried in respiratory droplets produced when an infected person coughs, sneezes or talks.
 - The risk of transmission increases with close distance, extended duration of time, and activity.
- **Transmission may occur before individuals show symptoms.**
 - Individuals with mild symptoms (~80% of known cases) may not realize they are infected and pass the virus to others.
- **Contaminated surfaces may be a transmission source.**
 - Touching your eyes, face, or nose after touching a contaminated surface increases risk.








For latest updates about COVID-19 and how to protect yourself go to:

[WHO: COVID-19 Advice For Public](#)
[CDC: How COVID-19 Spreads](#)

What to Do

- **Maintain a social distance.**
 - Maintain at least 6 ft/2 m.
 - Do not gather in groups (never more than 5 people) and follow facility rules for meeting rooms.
- **Protect yourself and others.**
 - Cover your mouth and nose with a disposable face covering/mask (if medically able).
 - The face covering/mask is meant to protect other people in case you are infected.
 - Continue to keep at least 6 ft/2 m between yourself and others. The face covering/mask is not a substitute for social distancing.
- **Monitor your health daily.**
 - Be alert for symptoms.
 - Take your temperature daily, especially if symptoms develop.
- **Practice good hygiene.**
 - If you are in a private setting and do not have on your face covering/mask, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
 - Wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- **Prevent the spread.**
 - Wipe down common items with a disinfectant cleaner after you've touched them.

Global Standards

	Entry Screening	<ul style="list-style-type: none"> Daily screening protocol before entry for all employees, contractors, and visitors.
	Temperature Scans	<ul style="list-style-type: none"> On-site temperature scans (everywhere permitted).
	Physical Distance	<ul style="list-style-type: none"> Maintain at least 6 ft/2 m of physical distance wherever possible. <ul style="list-style-type: none"> Where 6 ft/2 m is not possible, extra protection is required (barriers, face coverings/masks).
	Face Covering/Mask	<ul style="list-style-type: none"> Face covering/mask is required for all who are medically able when: <ul style="list-style-type: none"> In all common spaces including hallways; Less than 6 ft/2 m of physical distance cannot be consistently maintained; or As required by local site.
	Sanitization	<ul style="list-style-type: none"> Increased facilities cleaning (high touch areas) and provide sanitizing supplies for employees. Ventilation set to maximum fresh air input and increased filtration everywhere possible.
	Meetings	<ul style="list-style-type: none"> Virtual meetings required whenever possible; 5 people maximum in company-sponsored gatherings or meetings. <ul style="list-style-type: none"> Where in-person required, must maintain proper social distancing (6 ft/2 m wherever possible); face covering/mask required if unable to maintain proper social distance or as required by site protocol.
	Visitors	<ul style="list-style-type: none"> Visitors restricted to essential for health/safety or business/operational continuity with VP approval.
	Travel	<ul style="list-style-type: none"> Inter-region travel restricted until further notice; intra-region travel “business essential” with VP approval.

Global Standards will evolve as information and guidance changes; compliance with local laws and regulations is required at all times.

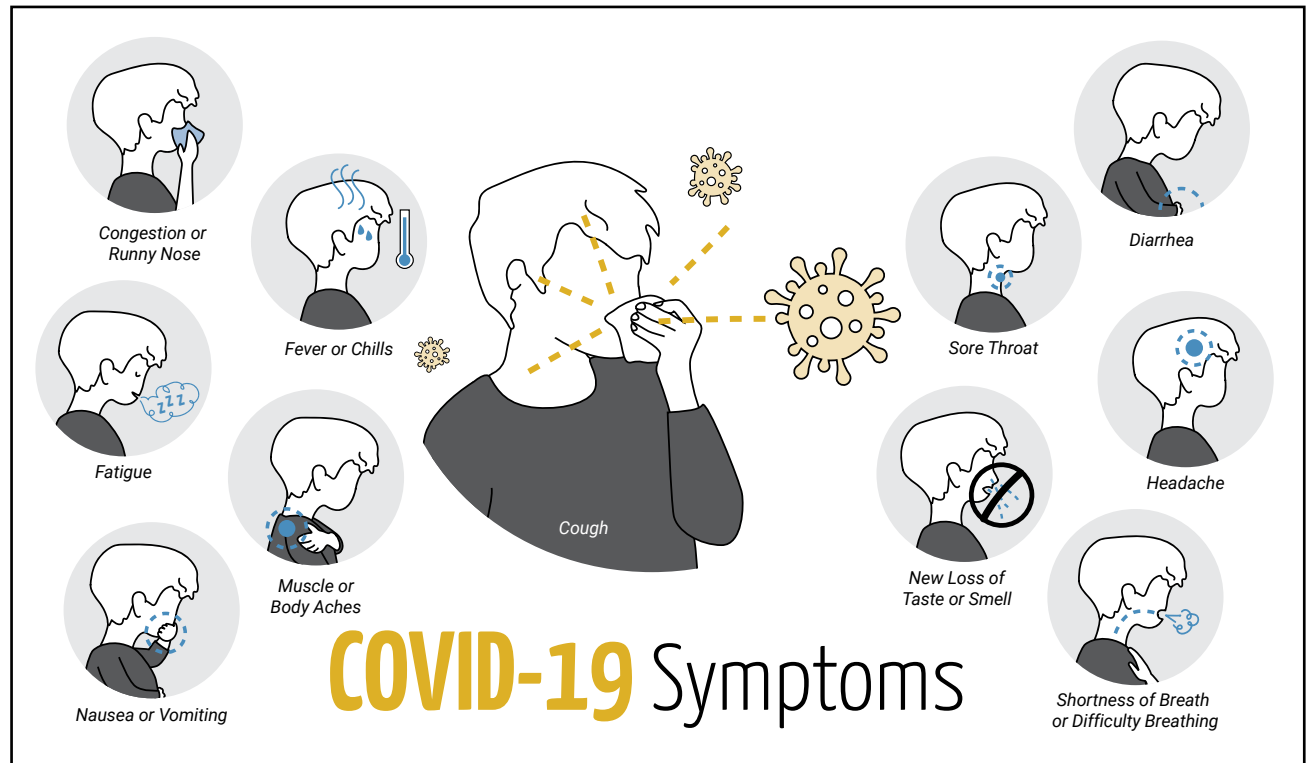


Required Self-Screening



Your health and safety are our number one priority. Each of us has a responsibility to comply with self-screening for the safety and health of all our co-workers. Every day before you leave home for your office environment, take a few minutes to do a personal assessment of your health. **Ask yourself these typical, self-assessment health questions:**

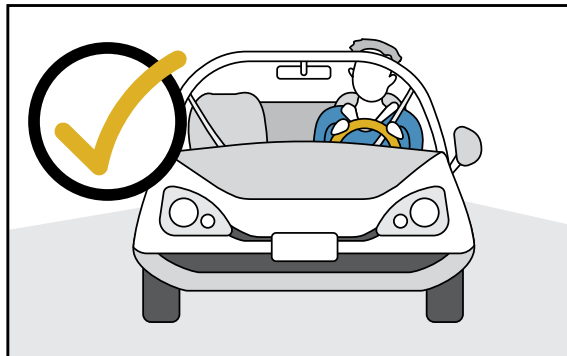
- Have you been tested or diagnosed with confirmed or suspected COVID-19?
- Do you currently have or have you had any symptoms of COVID-19 in the last 7 days?
- In the last 14 days, have you come in close contact (less than 6 ft/2 m) with someone who has confirmed or suspected COVID-19?
- In the last 14 days, have you traveled by commercial air or mass transit (including national/regional rail, long-distance bus service or a cruise ship)?



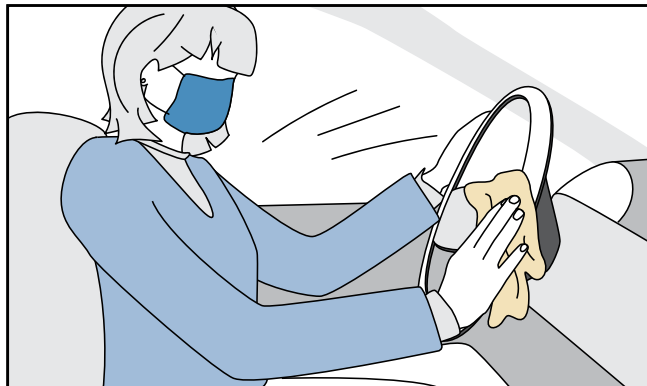
If you answer “**YES**” to any of these questions, **you are not permitted to report to work without first contacting your People Leader or Human Resources to discuss next steps.** Based on your region’s specific guidelines, you will be approved to stay home or to report to your office environment.

If You Have Symptoms of COVID-19 or Another Communicable Illness, You MUST Stay Home.

Commuter & Transportation Standards



When you are well, you may drive your own car to the office environment. If you are transported in someone else's car (or if you transport others to the office environment in your car), all passengers must wear face coverings/masks at all times.



Disinfect the car after each trip. You (or anyone else) must wear a face covering/mask when disinfecting or cleaning the car.



It is recommended that you carry a personal container of hand sanitizer. Use it frequently throughout your travel to and from your office environment. Then wash your hands upon arrival at your destination.



If you use local public transportation to get to and from your office environment, wear a face covering/mask at all times. This includes wearing a face covering/mask while waiting for a bus, train, streetcar, subway train, taxi, ferry, etc.



Daily Health Screening for Your Office Environment



All employees are required to complete a personal self-assessment daily.

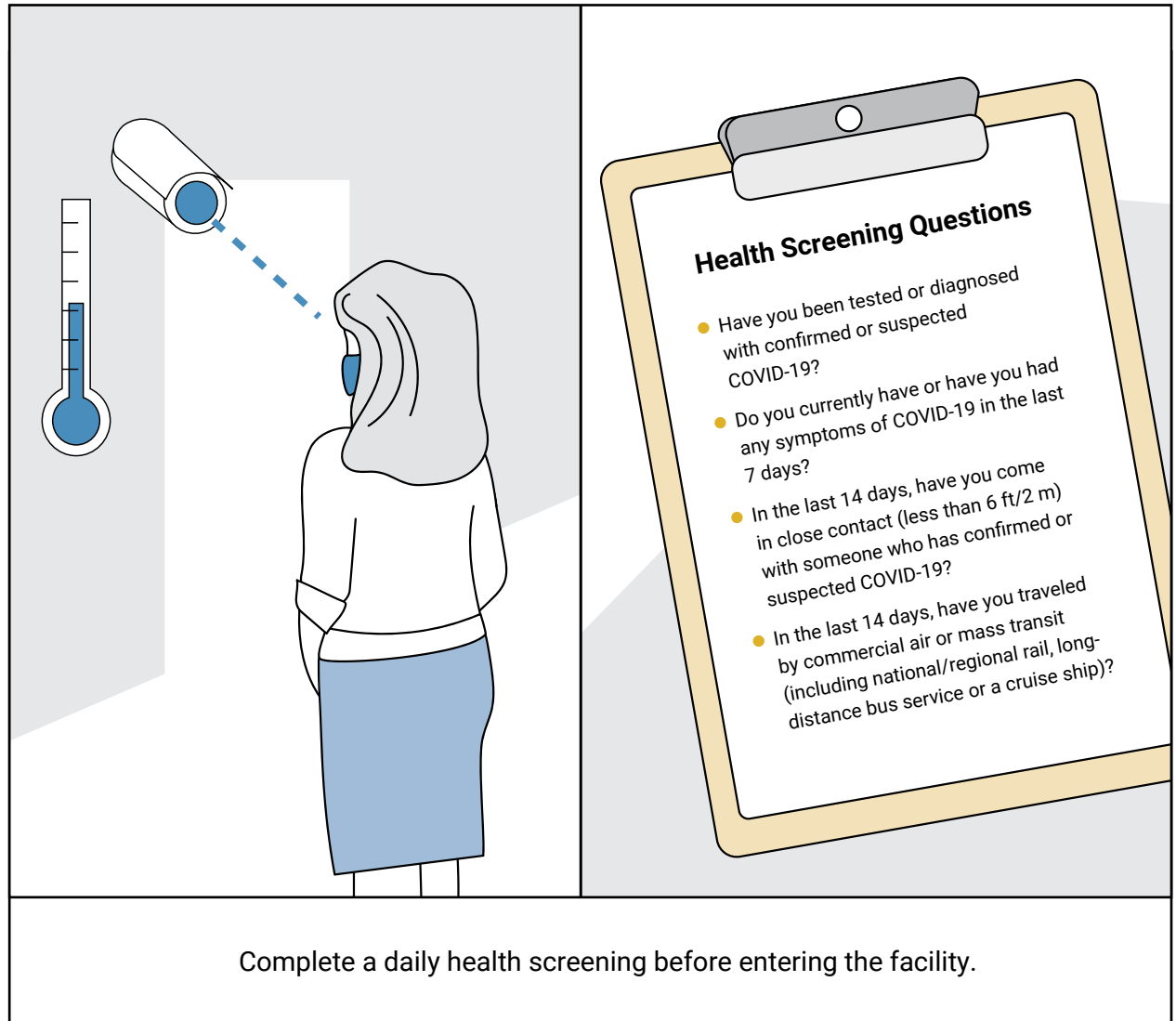
You may be expected to complete a daily health screening before entering the facility. It may include:

- **Temperature screening** at facility entrances (where legally allowed).
 - Your temperature will be screened using a non-contact thermometer or infrared temperature screening device.

PROTOCOL: Anyone with a temperature at or higher than 100 degrees Fahrenheit (38 degrees Celsius) may be denied entrance to the facility.

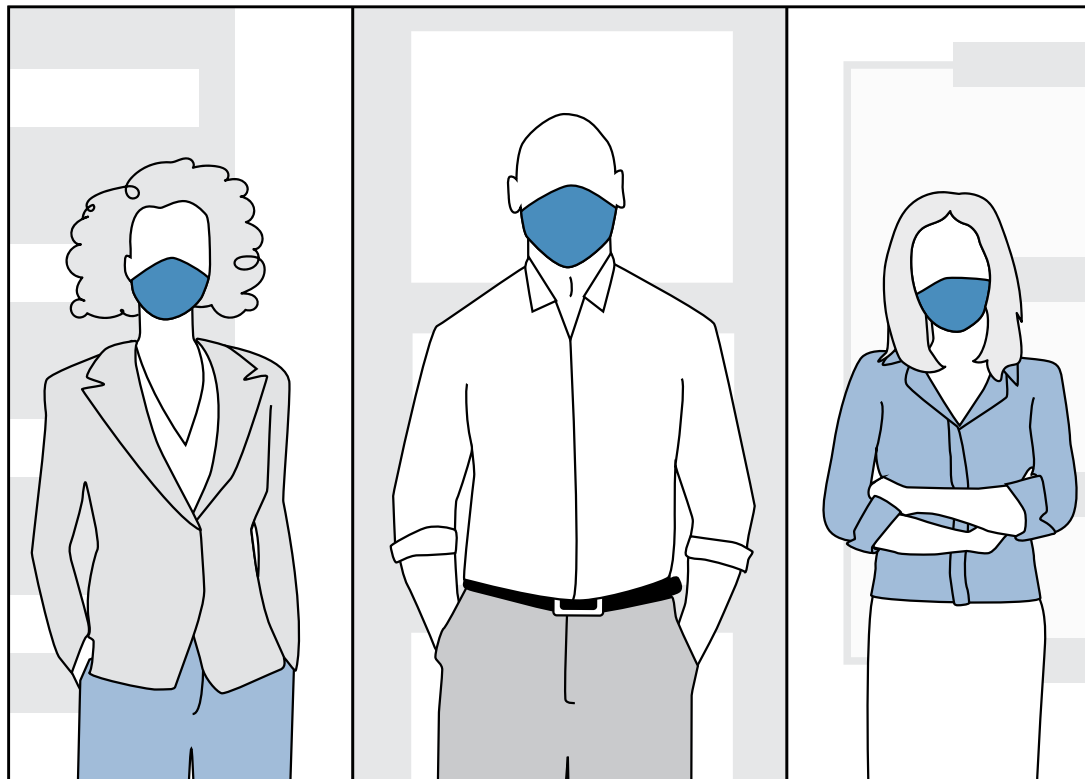
- **Health screening survey.**

PROTOCOL: If you answer YES to any of the questions you will be denied entrance to the facility.





Personal Protective Equipment & Hygiene

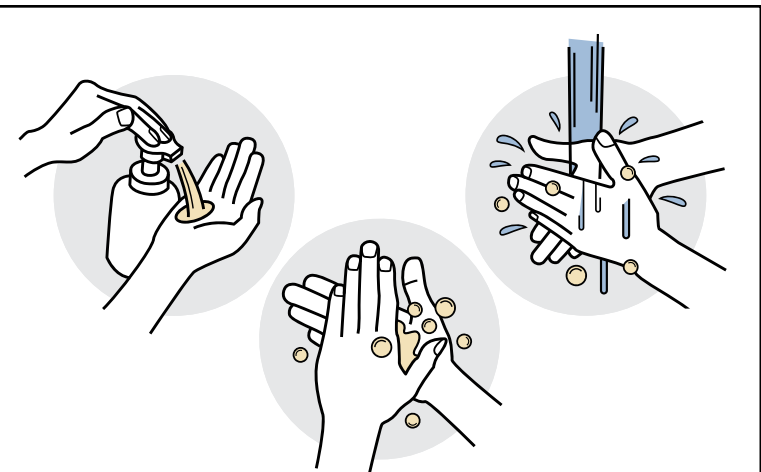


A [face covering/mask](#) is required by all who are medically able when:

- In common spaces including hallways, stairs, restrooms, etc.;
- When less than 6 ft/2 m of physical distance cannot be consistently maintained; or
- As required by local site protocols.

Please familiarize yourself with face covering/mask protocols specific to your location. You must contact HR if a medical condition prevents you from wearing a face covering/mask.

Avoid touching the front of your face covering/mask, your eyes, nose or mouth.



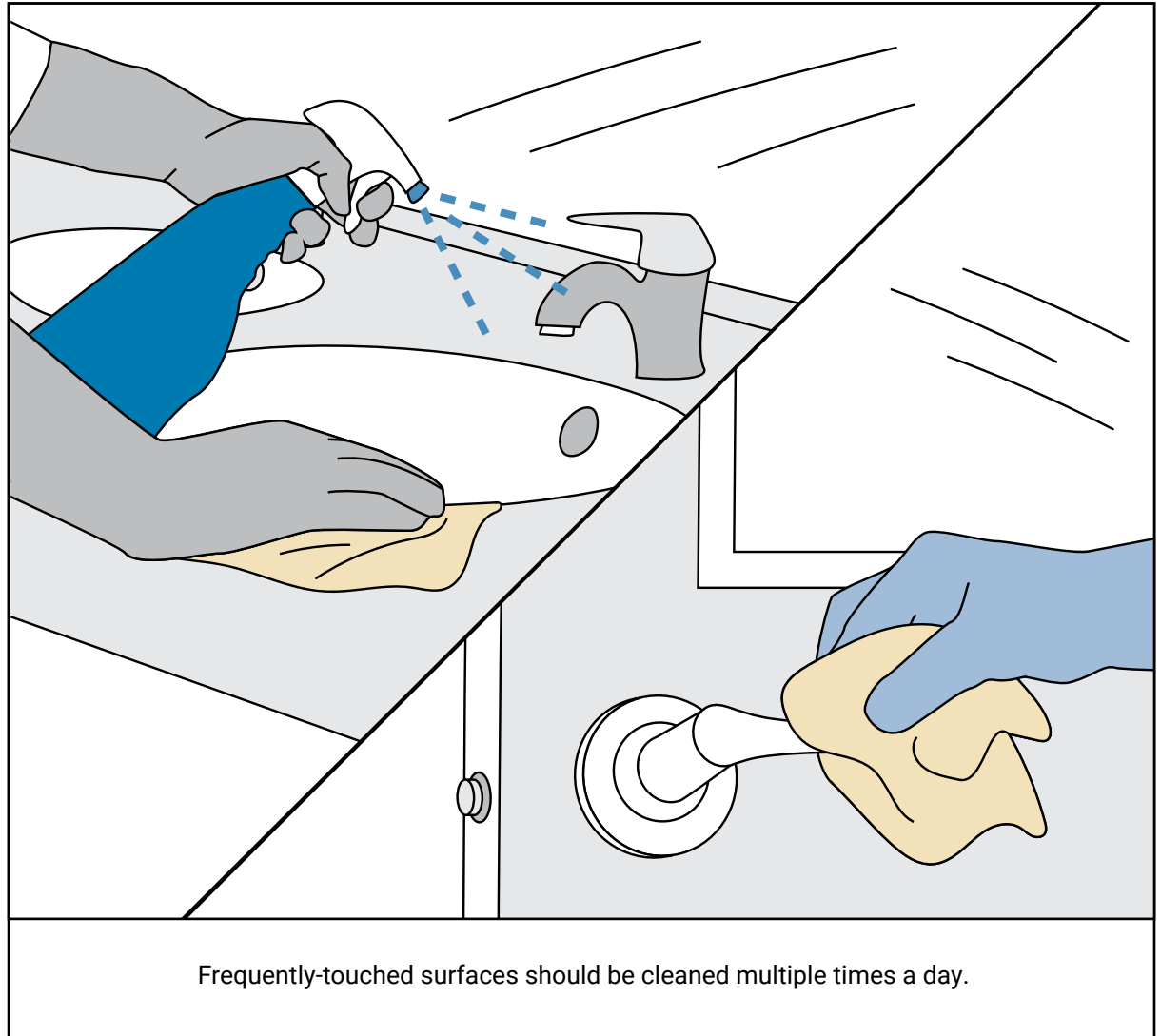
[Wash your hands](#) for at least 20 seconds with soap and water throughout the day but especially after touching frequently-touched surfaces.

A Clean & Healthy Office Environment



The facilities team has instituted enhanced cleaning protocols in each Whirlpool facility:

- Frequently-touched surfaces should be cleaned multiple times a day. This includes doorknobs, elevator buttons, faucet handles, etc.
- In the event of a positive COVID-19 case in your facility, your facilities team will conduct a professional, deep clean in the affected area.
- Facility ventilation systems have been adjusted where possible to provide optimum clean air exchanges and increased filtration to remove potential airborne contaminants.
- Food and beverage services will be adjusted to maintain health and safety and prevent the spread of the illness.

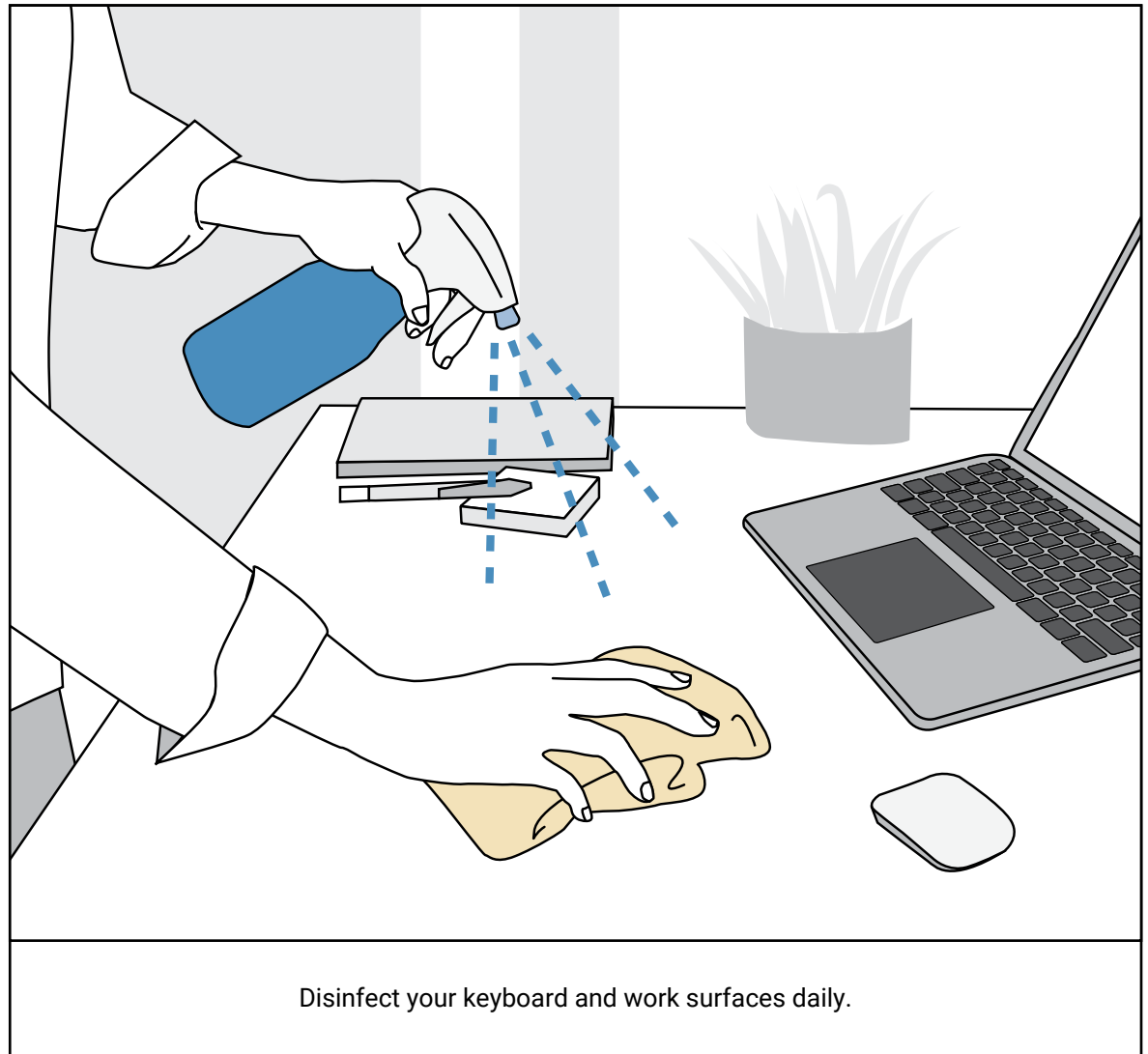


Frequently-touched surfaces should be cleaned multiple times a day.

A Clean & Healthy Office Environment

Your Role

- Wipe down personal and shared workspaces each work day. Sanitization supplies will be available to aid in keeping your work areas clean and sanitized.
- Disinfect your keyboard, work surfaces, presentation equipment, etc., daily.
- Wipe down surfaces like microwave buttons and refrigerator handles after each use.
- Discontinue open sharing of food.

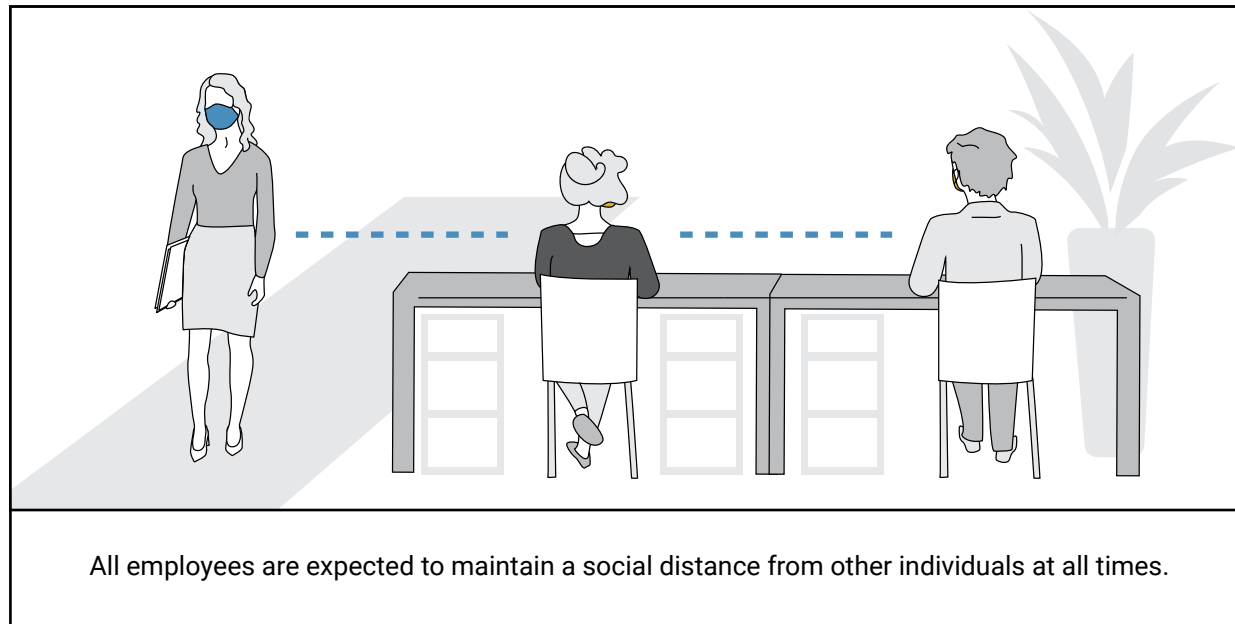


Social Distancing Throughout Your Office Environment

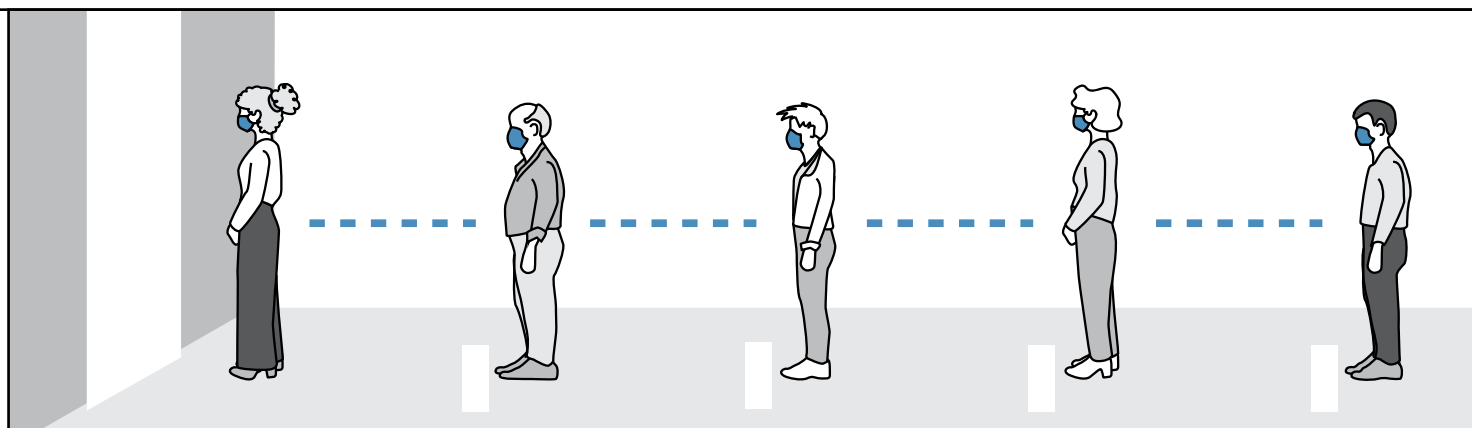


Maintain at least 6 ft/2 m of physical distance wherever possible. Where 6 ft/2 m is not possible, extra protection is required (face coverings/masks, barriers, etc.). Your social distance must not be less than the minimum specified in your region's guidelines.

Maintain required social distancing in all spaces such as lobbies, conference rooms, restrooms, stairs, hallways, elevators, parking lots, cafeteria/cantinas, etc.



Maintain your region's required social distancing in areas where lines or queues form. Look for signs or visual cues that show proper distancing.



Social Distancing in Meeting Rooms

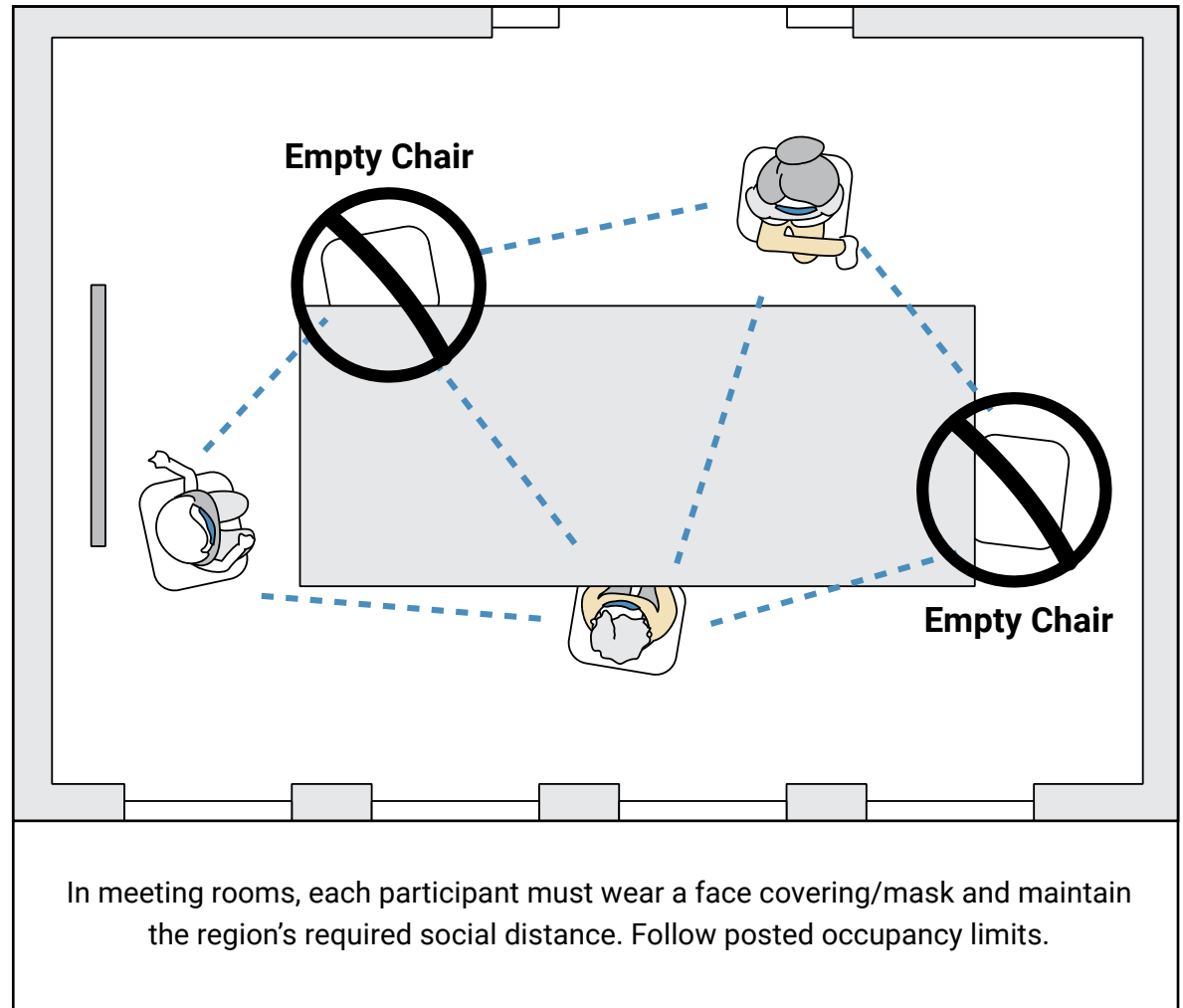


Virtual meetings are required wherever possible.

Where in-person required, must maintain proper social distancing (6 ft/ 2 m wherever possible); face covering/mask required if unable to maintain proper social distance or as required by site protocol.

Maximum occupancy will be posted outside each conference room.

No more than 5 people in company-sponsored gatherings or meetings.



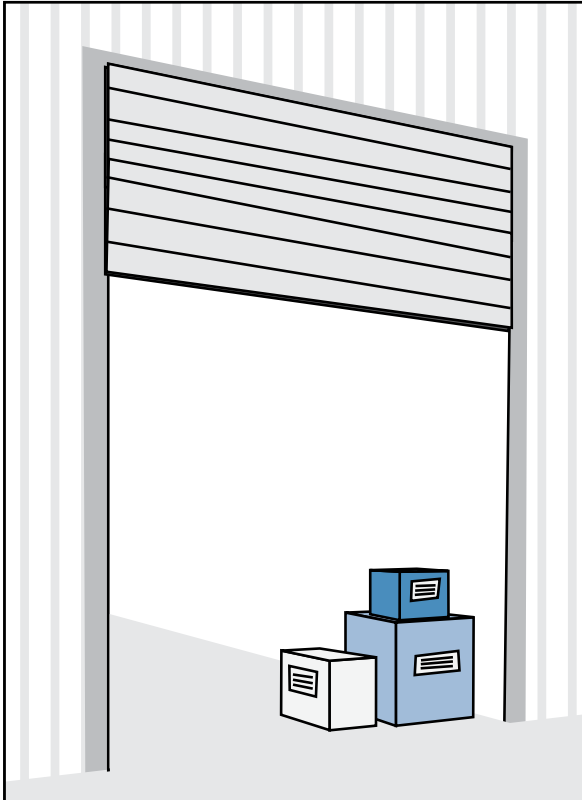
Visitors & Contractors



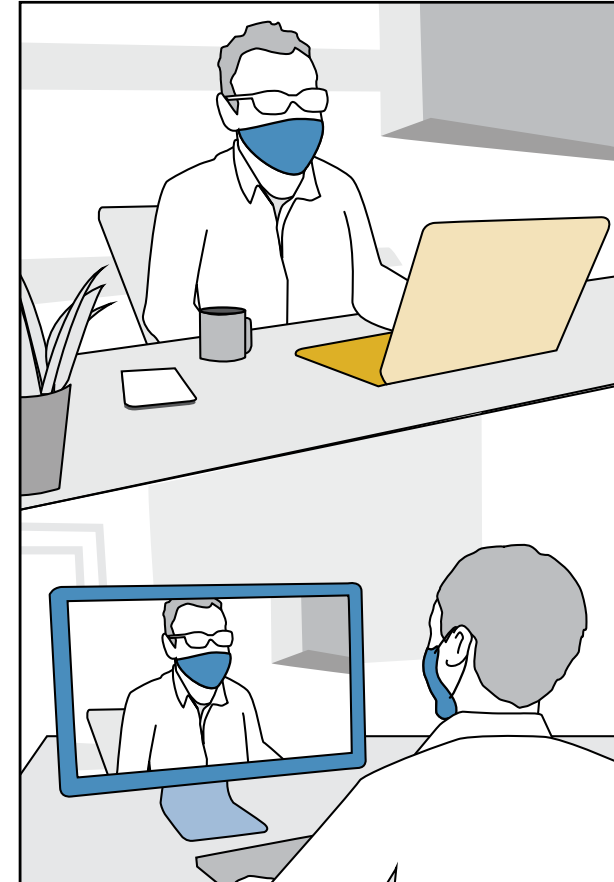
All visitors will be required to follow Whirlpool's health and safety protocols.



Visitors are restricted only to those who are essential for the health and safety of our facilities or business/operational continuity and require VP approval.



Delivery and courier staff will be encouraged to leave packages just inside dock doors and will not be allowed beyond a certain point.



Hold meetings virtually with contractors or visitors whenever possible.

If You Become Sick

Your health and safety matters to all of us at Whirlpool Corporation. To prevent spreading COVID-19, all employees must strictly adhere to these guidelines:

If you are symptomatic or become sick at home

- Stay home and contact your doctor. Follow your region's guidelines for reporting your absence to your People Leader or Human Resources.

If you become symptomatic or become sick at your office environment

- Immediately return home and contact your doctor. Follow your region's guidelines for reporting your absence to your People Leader or Human Resources.



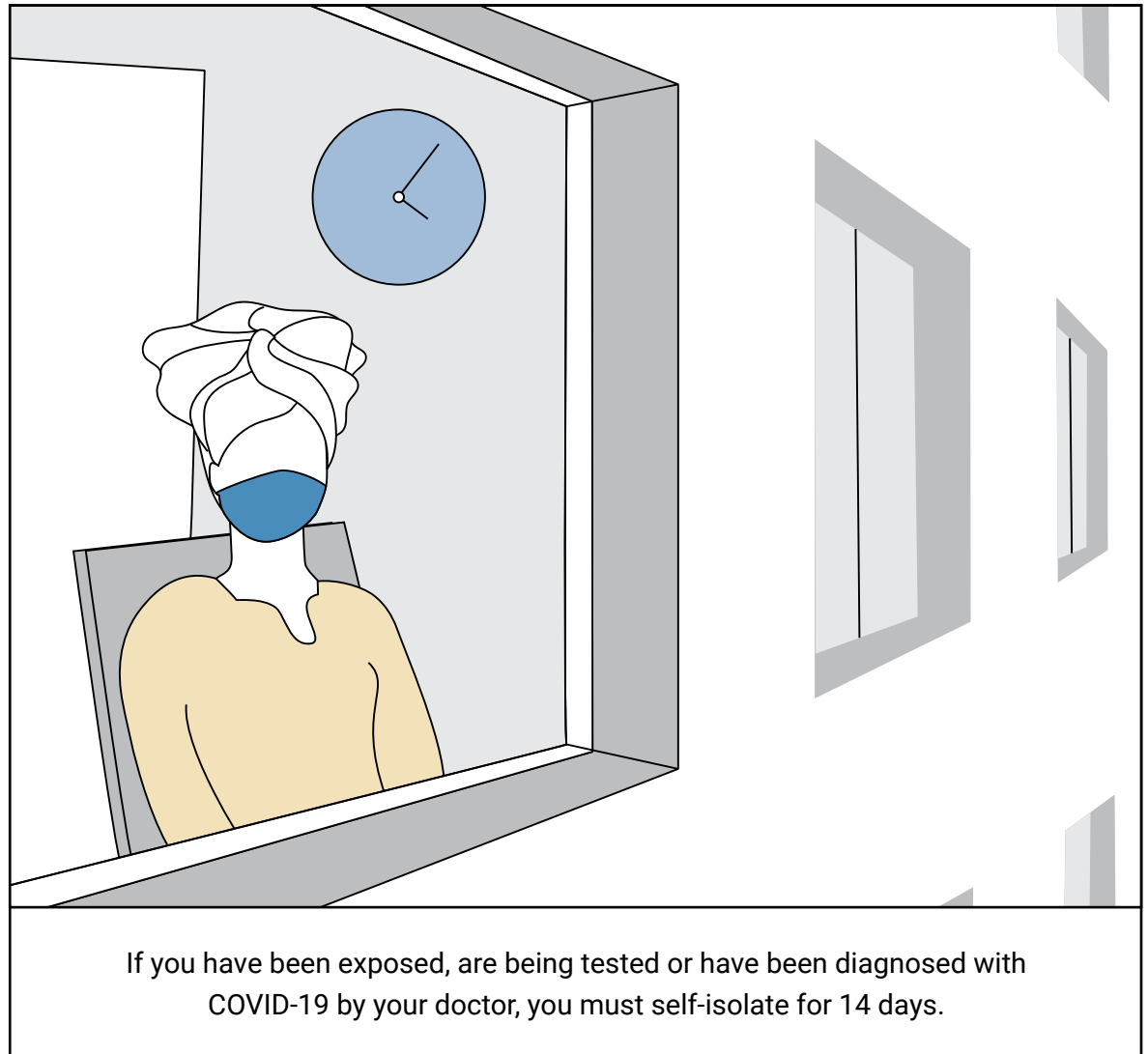
If you become sick, stay home and contact your doctor.

Self-Quarantine & Return to the Office Environment Protocol

If you have been exposed, are being tested or have been diagnosed with COVID-19 by your doctor, you must self-isolate for 14 days. Do not go to your office environment. Report your absence following your regional guidelines.

The following requirements must be met before you can return to your office environment:

- You must be fever-free for 72 hours without medication.
- It must be at least 10 days since your symptoms began.
- You must comply with all other requirements set by local regulations.



If you have been exposed, are being tested or have been diagnosed with COVID-19 by your doctor, you must self-isolate for 14 days.

Employee Assistance Program

We all need a helping hand from time to time. The Employee Assistance Program is a benefit that offers many tools and resources, empowering you to meet the challenges of modern life. Here is an overview of some of the available services and how they can help:

- Assist you with personal or work-related challenges.
- Provide you with a 24/7 hotline for financial, legal, emotional and family care support and information.
- Offer you short-term, solution-focused counseling services and online health and well-being portal.
- Provide services away from the office environment, in confidence.
- Connect you with caring advisors who can help you choose a support option that best suits your needs and learning style.

NAR

- United States: [Beacon Health Options](#)
- Canada: [LifeWorks by Morneau Shepell](#)



Receive family care support and information from caring advisors.

LAR

- [LifeWorks by Morneau Shepell](#)
- [Phone Numbers and Login by Country](#)

EMEA

- UK and Ireland: [Health Assured](#)
- Germany: [FamPlus](#)
- All Others: [LifeWorks by Morneau Shepell](#)
- [Phone Numbers and Login by Country](#)

NOTE: Currently, Asia has area-specific services within the region. If you are seeking resources and support related to the topics listed on this page, please contact your Human Resources or People Leader. They are here to support you.

All information related to utilizing these services is confidential.

Resources to Support Your Return to the Office Environment

Our main guiding principle and our commitment to you during this time is to protect the health and safety of all employees. If you have questions or concerns, speak with your People Leader or Human Resources.

For additional COVID-19 related resources, visit myWhirlpool.com.

The ongoing health and safety of all of our employees require all of us to commit to new behavioral and health and safety practices. Thank you for your commitment to keeping yourself and your fellow employees safe.





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