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Our Approach

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Corporate Overview

Whirlpool Corporation is the leading major appliance manufacturer in the world¹ with approximately **\$20 billion** in annual sales, **77,000** employees, and **59** manufacturing and technology research centers in 2019. The company markets *Whirlpool*, *KitchenAid*, *Maytag*, *Consul*, *Brastemp*, *Amana*, *Bauknecht*, *JennAir*, *Indesit*, and other major brand names in nearly every country throughout the world.

OUR VISION

Be the best kitchen and laundry company, in constant pursuit of improving life at home

OUR MISSION

Earn trust and create demand for our brands in a digital world

OUR VALUES



INTEGRITY



RESPECT



INCLUSION & DIVERSITY



ONE WHIRLPOOL



SPIRIT OF WINNING



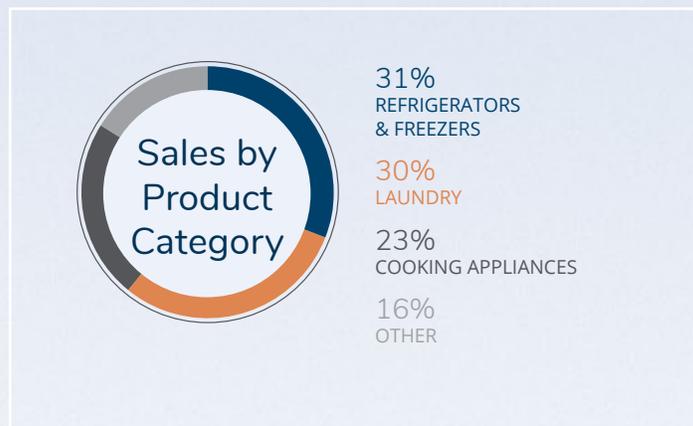
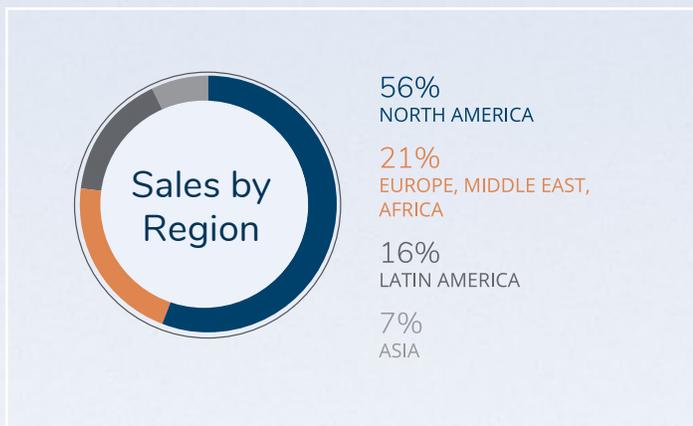
1. Based on most recently available publicly reported annual revenues among leading appliance manufacturers.

6th SENSE, affresh, Amana, Bauknecht, Brastemp, Care Counts, Consul, Hotpoint*, Indesit, JennAir, KitchenAid, Maytag, Whirlpool and the design of the stand mixer are trademarks of Whirlpool Corporation or its wholly or majority-owned affiliates.

*Whirlpool Corporation ownership of the Hotpoint brand in EMEA and Asia Pacific regions is not affiliated with the Hotpoint brand sold in the Americas.

Whirlpool Corporation At-A-Glance

OUR PERFORMANCE



<p>SIX BRANDS WITH \$1B+ IN NET SALES</p>	<p>67M PRODUCTS SOLD</p>	<p>59 MANUFACTURING & TECHNOLOGY RESEARCH CENTERS</p>	<p>77,000 EMPLOYEES</p>
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1. Based on 2019 Euromonitor data.

Message From Our CEO



“2019 was a record year for Whirlpool Corporation’s plant efficiency.”

Marc Bitzer, Chairman and CEO

Sustainability is an essential part of Whirlpool Corporation’s heritage of innovative, efficient products, and our long-term commitment to our communities. Our enduring promise began over 50 years ago when former Whirlpool Corporation CEO Elisha “Bud” Gray wrote his “Letter of Sustainability” to shareholders. In this letter, Gray articulated the company’s need to engage in social issues including the human impact on the environment. Gray’s vision of a more sustainable enterprise is the foundation on which we build today and tomorrow.

Today, our pledge to support sustainability is deeply rooted in our culture. This work is guided by a clear mission to earn trust and create demand while in constant pursuit of improving life at home. It’s a commitment that is brought to life through the choices and investments we make in the safety and well-being of our employees, in the environmental efficiency of our products and our operations, and in our support for the communities we call home.

Our experience and results prove sound corporate citizenship and environmental performance are fundamentals of good business. In 2019, we focused on raising the bar in terms of our commitments to global targets, accelerating the pace of sustainable practices at our plants, and increasing our efforts around governance and management. The following are some of our key achievements throughout the year:

- Our emissions reduction **targets were approved by the Science Based Targets initiative to meet and exceed the levels required by the Paris Agreement.** Throughout Whirlpool Corporation’s operations, we continue to make progress toward the goal of zero waste to landfill across the enterprise, with manufacturing facilities in multiple regions already achieving zero-waste status.
- We officially rolled out our new Code of Ethics known better as “Our Integrity Manual.” It not only identifies what we cannot do but more importantly it focuses on how we do business the right way. It also highlights key principles that help inform our ESG approach.



- Through implementation of [World Class Manufacturing \(WCM\)](#) methodology, our plants were able to decrease energy, water, and waste in all regions. We were able to **decrease our Scopes 1 & 2 emissions by 18% in the last four years.** WCM methodology and principles are embedded across all 36 manufacturing plants in 13 countries as of 2019, creating operational excellence across a uniform global platform and enabling significant improvements in our Safety, Delivery, Quality, and Cost metrics. 2019 was a record year for Whirlpool Corporation's plant efficiency.
- On behalf of Whirlpool Corporation, I was very proud to **sign the United Nations Global Compact (UNGC)** to reinforce our global commitment to the Ten Principles in the areas of human rights, labor, environment, and anti-corruption. In addition to supporting and taking action to match the Ten Principles of the UN Global Compact, Whirlpool Corporation will push to further the UN's broader goals, including the Sustainable Development Goals, which idealize fundamental, impactful change.

We embrace our responsibility as the largest employer in the many small communities where we do business and support programming that will make positive impacts for generations to come. You will see evidence of this support through the many stories in this report. Through the delivery of our commitments, we have made great progress. We're excited to develop and commit to even more aggressive goals in 2020 and beyond, raising the bar for our company and our industry.

Marc Bitzer
Chairman and CEO

Refreshed Materiality Assessment

In 2019, Whirlpool Corporation collaborated with a third-party consultant to conduct a refreshed materiality assessment, using a standardized step-by-step procedure to prioritize environmental, social, and governance factors that have the greatest impact on our performance and that are of utmost importance to our stakeholders.

The previous materiality assessment was completed in 2016, and helped us define areas of focus for informed decision making by our Sustainability Steering Committee. We refreshed the materiality matrix in consideration of the broader sustainability trends impacting our company and our industry. The analysis also sought to identify critical priorities, risks, and opportunities in our industry over the coming years.

We started the assessment with an analysis of industry trends and benchmarks of external frameworks such as the GRI Standards, Dow Jones Sustainability Index (DJSI), Carbon Disclosure Project (CDP), Sustainable Development Goals (SDGs), and other relevant frameworks, which resulted in an initial list of potential topics. The next step was

performing a stakeholder mapping and prioritization exercise. The third-party consultant conducted an assessment of the aggregate feedback from internal and external stakeholders, which included our senior executives and management-level employees, as well as suppliers, investors, trade customers, and associations, non-governmental organizations, governmental agencies, peer companies, communication agencies, and external frameworks, comprising a total of 168 interactions. In response to stakeholder feedback, we have included new reporting in the appendix of this report that addresses the Sustainability Accounting Standards Board (SASB) disclosure topics and we will continue to evaluate the Task Force on Climate-related Financial Disclosures (TCFD) framework for future sustainability reports.



The assessment resulted in a preliminary materiality matrix that was reviewed by the ESG task force which then adjusted certain items based on an internal impact

assessment. The final matrix was then validated by our Sustainability Steering Committee and will inform our ESG objectives and strategies moving forward.



THE MATERIALITY PROCESS IDENTIFIED 10 ESG PRIORITIES FOR WHIRLPOOL CORPORATION:



ENVIRONMENTAL

- Technology & Innovation Inclusive of Design for Environment
- Product Life Cycle and End of Life (Recyclability and Remanufacturing)
- GHG Emissions From Products and Plants
- Energy Management



SOCIAL

- Diversity & Equal Opportunity
- Local Communities
- Occupational Health & Safety



GOVERNANCE

- Product Safety & Quality
- Corporate Governance & Ethics
- Responsible Sourcing

A Revised Environmental, Social, and Governance (ESG) Framework

Following the refreshed materiality assessment, we redefined our ESG framework to align priorities across the three ESG pillars: Our ESG task force oversees progress against the framework, identifies and addresses challenges, enhances disclosure, and monitors emerging ESG trends. The task force provides reports of progress to our leadership team, the Board, and the Sustainability Steering Committee. The Sustainability Steering Committee consists of senior leadership from our product, sourcing, manufacturing, legal, government relations, communications and technology functions, and regional business leaders. The Committee reviews the results of Whirlpool Corporation’s Materiality Assessment and meets once every quarter to set and oversee the company’s strategic priorities and progress on critical environmental and social issues.





Our Purpose

At Whirlpool Corporation, a simple vision guides us:

“be the best kitchen and laundry company, in constant pursuit of improving life at home.”

It's the driving force behind everything we do, and it's why we're fiercely committed to developing innovative products, continuously improving our processes, and operating a more efficient business that uses resources wisely and creates value for all stakeholders.

Today, this vision calls us to confront a new type of challenge. To improve lives at home means recognizing that we need to be in constant pursuit of improving conditions for people and our planet.

How Whirlpool Corporation participates in sustainability initiatives will impact our long-term success. Now more than ever, business can and must play a more central and effective role in addressing fundamental human and planetary needs in line with the UN Sustainable

Development Goals. While we know it is often hard, our compass points the same timeless way: Doing the right thing, the right way, with integrity.

By making all our products and plants more sustainable, we are driving better life at home for everyone. Our scale enables us to deliver better environmental performance for all. This is central to upholding our promise to earn the trust of our stakeholders every day.



Our ESG Approach

While conserving natural resources and protecting the environment have been and will always be part of our sustainability commitment, we have developed a broader ESG approach that includes commitments to social and governance leadership.

Whirlpool Corporation's commitment to sustainability began half a century ago, in 1970, when we established our Office of Environment. Today we are accelerating our progress by delivering on our commitments to improve the environmental efficiency of our products and plants while making a positive impact on people and the planet. Our sustainability agenda is informed by stakeholder engagement and science-based methodology to focus on actions that drive absolute and positive environmental and social impact. We measure our outcomes and have a proven track record of success in driving environmental performance, social good, and sound governance. Senior Leadership is accountable for our progress and oversees ESG initiatives.

Products, plants, and people are the center of our approach, enabled by a strong focus on practices that utilize life cycle thinking, data systems, and process integration to make progress toward our key metrics and outcomes. We continue to invest in new ways of driving innovation into all that we do. We utilize the results of our materiality assessment to prioritize the most important ESG matters for our stakeholders and our business. In parallel, we have strengthened our processes to measure and assess key environmental performance and social engagement, drive strategic decisions, and better assess opportunities for impact.

Environmental insights from our materiality assessment and measurement processes helped guide our products, plants, and practices approach to focus on five key programs: Carbon, Plant Efficiency, Circular Economy, Design for Environment, and Sustainable Home Innovations. Each program was assigned with a senior leadership sponsor and a global sustainability leader.

These global programs will drive outcomes and opportunities, while assessing and mitigating risks enterprisewide. We are also working to integrate these programs and their key initiatives into critical internal functions, utilizing governance structures such as our new ESG task force, a dedicated responsible sourcing team, and a sustainability IT program focused on data systems and analytics. Additionally, we have mapped our programs to

outcomes related to key life cycle impacts and to the United Nations Sustainable Development Goals (SDGs).

In addition, we continue to make progress on our commitment to improve the lives of people in our communities. We work with community partners in constant pursuit of improving lives through house and home. Our emphasis on House focuses on providing shelter and security for individuals and families as the first step in their journey toward a better life in the home, while our emphasis on Home focuses on developing resilient communities through education and community development.



HOW OUR ESG APPROACH GUIDES OUR EFFORTS TOWARD THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The topics identified in our materiality assessment align with the UN SDGs as follows:

<p>5 GENDER EQUALITY</p>  <p>Diversity & Equal Opportunity</p>	<p>7 AFFORDABLE AND CLEAN ENERGY</p>  <p>Energy Management</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>  <ul style="list-style-type: none"> • Diversity & Equal Opportunity • Occupational Health & Safety • Corporate Governance & Ethics
<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>  <ul style="list-style-type: none"> • GHG Emissions • Technology & Innovation Inclusive of DfE 	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>  <p>Local Communities</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>  <ul style="list-style-type: none"> • Product Life Cycle & End of Life • Responsible Sourcing • Product Safety & Quality
<p>13 CLIMATE ACTION</p>  <p>GHG Emissions</p>	<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>  <p>Corporate Governance & Ethics</p>	

OUR COMMITMENTS

- In 2019, we expanded our commitment to the United Nations Global Compact (UNGC) at the Participant level, reinforcing our commitment to the Ten Principles in the areas of human rights, labor, environment, and anti-corruption.
- We also committed to the Catalyst CEO Champions for Change, to drive gender diversity and equality.
- We are committed to the Science-Based Targets initiative (SBTi). In 2019, SBTi approved our greenhouse gas (GHG) emissions science-based targets that meet and exceed the Paris Agreement goals.

OUR GOALS

GHG emissions reduction from our products in use (Scope 3 category 11) of

20%

BY 2030 VS. 2016 BASELINE

ZERO

waste to landfill in all manufacturing sites

BY 2022

GHG emissions reduction from our plants (Scope 1&2) of

50%

BY 2030 VS. 2016 BASELINE

ZERO

Fatalities and serious incidents in all manufacturing sites

Requesting full material disclosure from

100%

OF OUR GLOBAL SUPPLIERS BY 2020

About This Report

This report covers the period from January 1, 2019 to December 31, 2019, for Whirlpool Corporation's home appliances operations. The boundary of this report includes 100% of our manufacturing sites and owned offices and 100% of our workforce in all countries in which we operate.

Wherever possible, we have guided readers to additional sources of information, including our corporate website and annual financial reports. Our previous annual sustainability reports can be found at: whirlpoolcorp.com/environmental-sustainability/

This report has been prepared in accordance with the GRI Standards: Core Option.



The GRI Sustainability Reporting Standards ([GRI Standards](http://www.gri.org/)) are the first and most widely adopted global standards for sustainability reporting. They are developed with true multistakeholder contributions and rooted in the public interest.

For more information about this report: ESG@whirlpool.com



Environmental

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Our Environmental Approach

Our environmental approach includes a strong set of long-term goals along with yearly targets that cut across our products, plants, and internal design and sourcing practices in five areas:

- **Plant Efficiency:** With leadership focus, we drive toward our yearly intensity goals and absolute targets, moving closer to our 2030 emissions goals. Our key initiatives include rapid expansion of renewables on-site and off-site, as well as factory efficiency programs in support of our World Class Manufacturing (WCM) system.
- **Carbon:** We are focusing our efforts on assessing our carbon-related risks, developing carbon offset strategies and governance practices, and reporting against our approved science-based targets.
- **Design for Environment:** We are focused on driving full material transparency to reduce the use of substances of high concern. In addition to better tracking these chemicals, we are working with our internal design teams and external suppliers to drive new alternatives and practices to improve product environmental performance and identify and deploy new material alternatives.
- **Circular Economy:** We are aiming to deliver solutions that allow Whirlpool Corporation to implement more closed-loop models, drive recycled content, and overall circularity across the value chain at a global level.
- **Sustainable Home Innovations:** One of our most transformational initiatives, the Sustainable Home Innovations program, looks at what is next in sustainable living and how to make net zero living possible utilizing new ecosystems and connected appliances. The program utilizes public private partnerships, including the ReNEWV House (see page 28 for more) to deliver disruptive technology innovations and knowledge around better living at home.

Each of these programs is led by subject matter experts who drive initiatives directly into our business. With support from functional leaders, they make strategic and resource decisions in real time along with monthly reviews for progress. Each program has annual targets, three-year targets, and long-term goals.

“In 2019, we delivered our best environmental results in almost every single category, and we expect to continue on this accelerated pace in 2020.”

Ron Voglewede, Global Sustainability Director



HIGHLIGHTS



>96%
OF OUR WASTE
Goes to Recycling



<3.5%
OF OUR WASTE
Goes to Landfill



<0.5%
OF OUR WASTE
Goes to Incineration

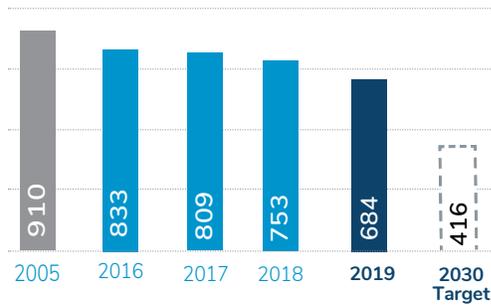
Achieved
ZERO
WASTE TO LANDFILL
IN 8 OF OUR PLANTS



GHG EMISSIONS

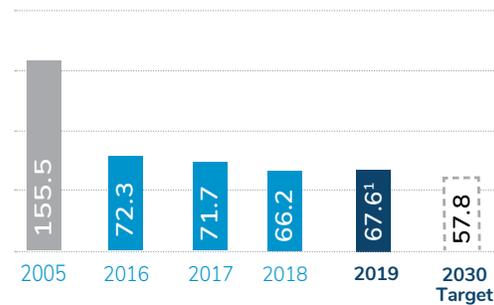
Scopes 1 & 2

(metric tons of CO₂eq in thousands)



Scope 3

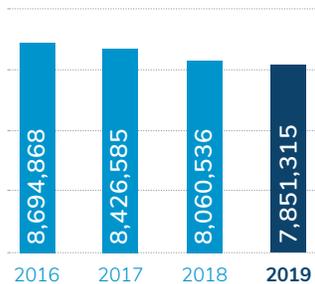
(metric tons of CO₂eq in millions)



ENERGY CONSUMPTION

Total Energy

(gigajoules)



MATERIALS AND WASTE

Total Waste to Landfill

(metric tons)



1. Absolute Scope 3 emissions increased slightly this year. This year we updated emissions calculations to include the most accurate set of emissions conversion factors. This leads each previous year's emissions to be lower than previously reported. We expect that 2019 data will adjust as new emissions factors are released for that year. Along with our newly approved Science Based Targets, we are looking into ways for each product platform to decrease the emissions in their product portfolio.

NORMALIZED ENVIRONMENTAL KPIS

	2016	2017	2018	2019
Energy Intensity (megajoules/product)	148.2	144.7	145.4	137.8
Water Intensity (m ³ /product)	0.0979	0.1016	0.0958	0.0854
GHG Emissions Intensity Scopes 1 & 2 (metric tons of CO ₂ eq/product)	0.0142	0.0139	0.0139	0.0122
GHG Emissions Intensity Scope 3 (metric tons of CO ₂ eq/product)	1.22	1.21	1.19	1.18
Waste Intensity (kg/product)	6.39	6.65	6.55	6.53
Waste to Landfill Intensity (kg/product)	0.2823	0.2685	0.2436	0.2229

GHG EMISSIONS (metric tons of CO₂eq)



18%
SCOPES 1 & 2
 Emissions reduction
 in the last four years

WASTE GENERATION

	2016	2017	2018	2019
Total Waste (metric tons)	374,702	387,352	363,271	362,083
Total Nonhazardous Waste (metric tons)	369,629	382,021	356,169	355,135
Total Hazardous Waste (metric tons)	5,073	5,332	6,186 ⁽³⁾	6,948 ^(1,2)

1. We are still on track to meet our targets.
 2. Each region and country has their own regulations on what is considered hazardous waste. As these regulations change, our hazardous waste values adjust to match regulations.
 3. Hazardous waste values for 2018 were restated due to improved data accuracy.

WATER CONSUMPTION

Water (megaliters)	2016	2017	2018	2019
Municipal water	3,434.84	3,551.37	3,567.37	3,289.88
Groundwater	2,188.31	2,059.71	1,496.68	1,330.69
Recycled water	203.49	164.38	164.72	176.49
Surface water	91.65	280.24	222.19	187.27
Rainwater	26.23	22.33	22.46	33.99

WATER DISCHARGE

Destination (megaliters)	2016	2017	2018	2019
Wastewater on-site chemical physical treatment	946.40	1,003.78	999.86	1,034.09¹
Wastewater on-site biological treatment	252.29	290.93	291.32	306.54¹
Wastewater off-site treatment	1,809.13	1,844.71	1,888.07	1,710.73
Wastewater surface water	523.65	496.86	500.64	605.42²
Wastewater evaporation	116.85	97.78	131.00	135.90

1. Increases in on-site water treatment volume in 2019 are due to a shift in the treatment methods from off-site to on-site as sites build their capacity to properly and efficiently treat water at their sites.
2. More water in general is being released to surface water after being properly handled, which allows the water to be returned to the source. This reduces water depletion and positively impacts ecosystems that rely on those water sources.

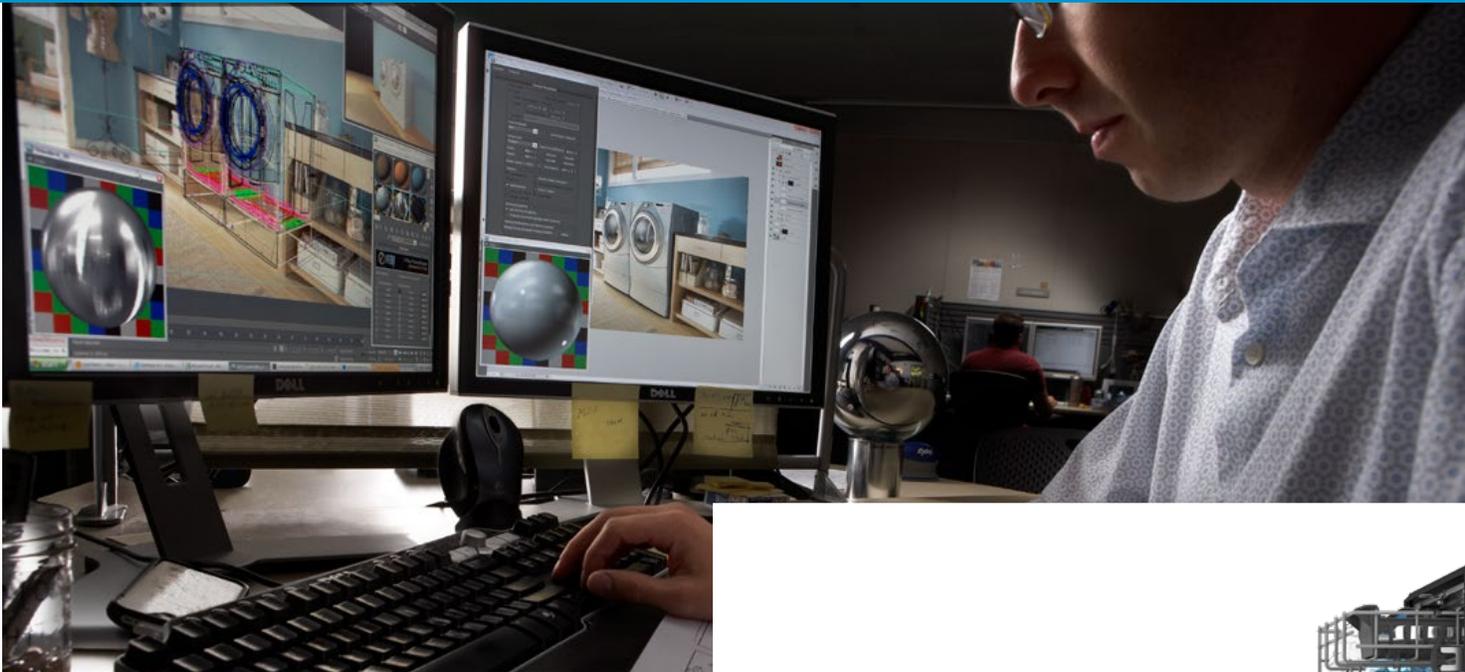
2018 2019
67% | 72%
 % Sites
 ISO 14001
 Certified

2018 2019
9% | 19%
 % Sites
 ISO 50001
 Certified

Products

OUR APPROACH

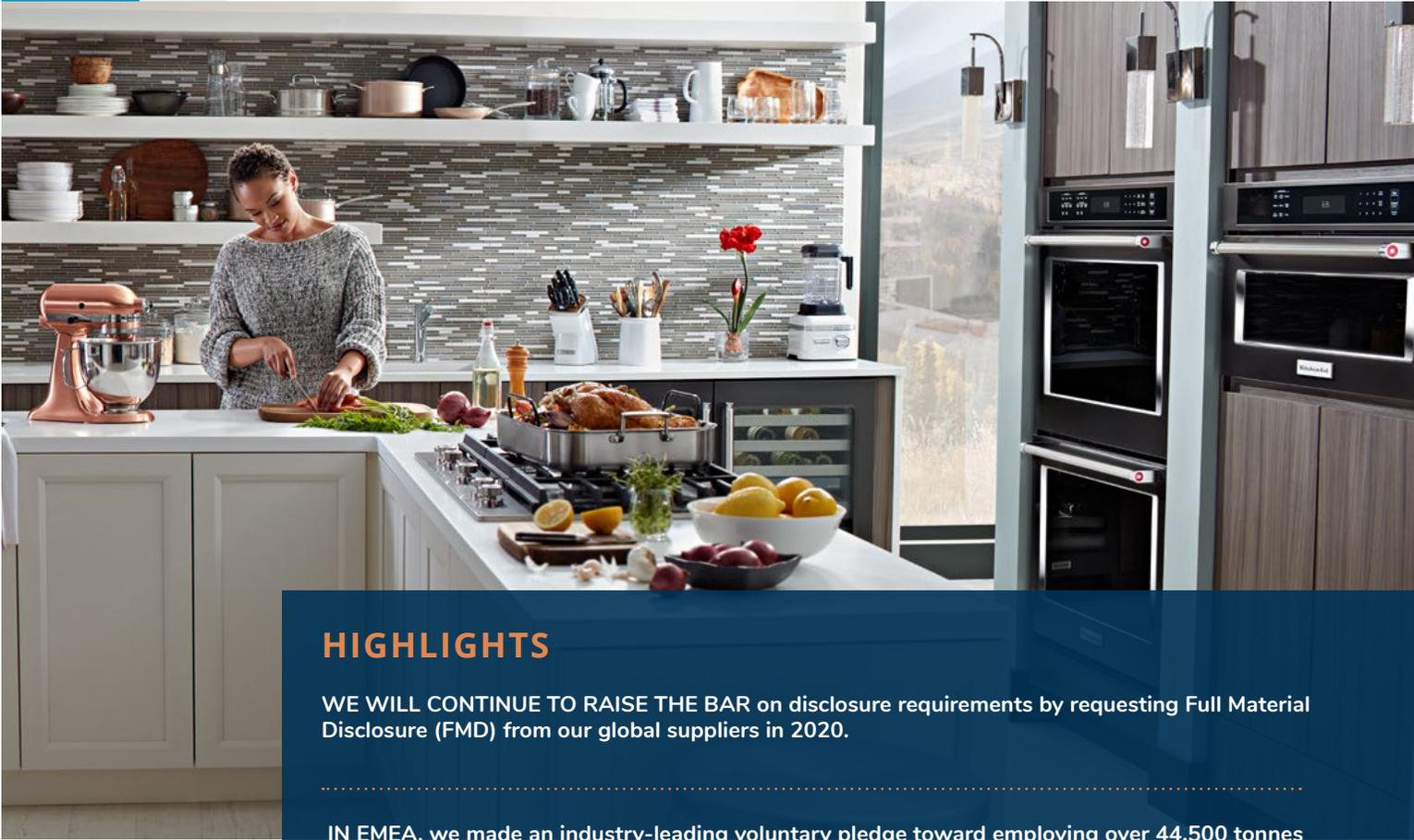
Our Design for Environment (DfE) program serves the products piece of our sustainability approach. Designing and building high-performance goods and services that take less from the Earth requires a deep understanding of the materials and components that make up our products. Transparency has been, and continues to be, a key pillar of the DfE strategy.



Product design teams are guided by our Product Attribute Leadership Scorecard (PALS), which incorporates resource-efficiency attributes into the planning and product design phase. Additionally, the global Critical Materials Management (CMM) team coordinates and monitors our Restricted Material List. Suppliers are required to adhere to our Restricted Material List and report on banned, restricted and monitored substances of concern. The list is updated annually to reflect new legislation and customer requirements and woven into all supplier contracts and approval processes.

Packaging also plays a vital role in delivering quality products to consumers' homes, but it can quickly become "waste" immediately upon delivery.





HIGHLIGHTS

WE WILL CONTINUE TO RAISE THE BAR on disclosure requirements by requesting Full Material Disclosure (FMD) from our global suppliers in 2020.

IN EMEA, we made an industry-leading voluntary pledge toward employing over 44,500 tonnes of recycled plastics into our products by 2025.

WE ARE ON TRACK to phase out halogenated flame retardants and PVC in all plastic parts and in our products' control boards by 2030.

We are working to change this through comprehensive design, education, supply chain solutions, and thoughtful material selection.

Finally, increasing the connectivity of our products to make them smarter allows consumers to control and monitor performance in ways that are more environmentally responsible. Features like adaptable use allow consumers to choose different modes and settings when operating the appliance—reducing overall energy, water, and detergent demand while increasing performance.

CONFLICT MINERALS

Whirlpool Corporation is committed to complying with federal laws and regulations requiring disclosure of the use of conflict minerals. We developed a conflict

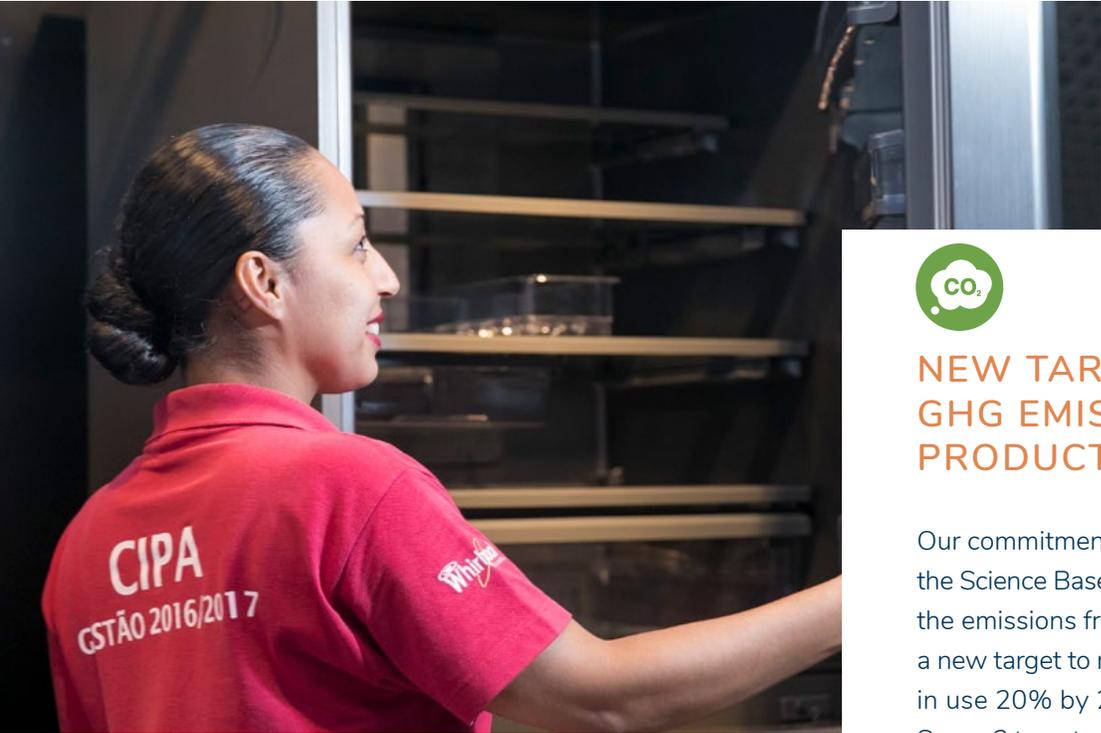


IN 2019

1,100+

SUPPLIERS WERE TRAINED ON THE CMM PORTAL AND OUR RESTRICTED MATERIALS LIST

mineral due diligence framework that conforms to the Organization for Economic Cooperation and Development (OECD) guidelines. Our efforts have continued to improve overall supply chain transparency and create further awareness within to ur organization that will allow us to further improve due diligence and mitigate risk in the future. Please see the [Whirlpool Corporation Conflict Minerals Policy](#) for more.



NEW TARGETS TO REDUCE GHG EMISSIONS IN OUR PRODUCTS

Our commitments to reduce our emissions through the Science Based Targets initiative (SBTi) extend to the emissions from products in use. In 2019, we set a new target to reduce GHG emissions from products in use 20% by 2030 from a 2016 baseline. This Scope 3 target was developed with the support of an Environmental Defense Fund Climate Corps Fellow. Our [global emissions management system](#) for Scope 3 emissions improves our ability to act strategically to lower the footprint of our product portfolio.



TECHNOLOGY & INNOVATION INCLUSIVE OF DESIGN FOR ENVIRONMENT

Resource efficiency attributes, including energy and water consumption, have been on our PALS for many years. The PALS is used by our marketing and engineering teams to inform the early stages of product design. In 2019, we added materials to the scorecard to encourage product design teams to include post-consumer recycled content, packaging, and material alternatives in our products as often as possible to further reduce our environmental impact.



NEW PRODUCT STEWARDSHIP TOOL ENABLES TRANSPARENCY

In 2019, we deployed a new online product stewardship tool throughout the EMEA region to track, map, and store chemical composition data throughout our complex supply chain.

The stewardship tool generated more than 39,000 materials compliance requests to more than 900 suppliers around the world, which included the opportunity to engage with the Full Material Disclosure survey. As the database grows, it will enable us to make bolder design decisions, serving as the foundation for our dematerialization efforts, alternative material sourcing plan, and chemical and material phase-out strategies. We look forward to deploying the tool globally in 2020.



WHIRLPOOL CORPORATION PRODUCTS WIN PRESTIGIOUS AWARDS

17 Whirlpool-branded kitchen and laundry products received prestigious iF Design Awards in 2019, selected for best-in-class production efficiency, carbon footprint, social responsibility, and universal design.

The **Whirlpool FreshCare+ Washing Machine** was awarded Product of the Year at the 2019 Huishoudbeurs Fair in Amsterdam, the world's largest consumer-voted award for marketing innovation. The new FreshCare+ system gently massages laundry with regular, slow movements alternated with steam, letting air circulate inside the garments to keep clothes fresh, which allows consumers to wash their clothes less frequently, thereby saving water and energy. Additionally, **Whirlpool 6TH SENSE Technology** intuitive sensors adapt resources according to the size and type of load, guaranteeing optimal performance as well as savings in energy, water, and time.

Our Whirlpool and Bauknecht products have been honored with prestigious Red Dot Awards for Product Design. The **W Collection Four Door fridge freezer from Whirlpool** and the new **Bauknecht Built-In Suite—Class 9 ovens and microwave oven** impressed an international jury of 40 experts at one of the world's largest design competitions. Each year, the Red Dot Award winners are selected by an international jury of designers, leading academics, and respected journalists. In 2019, the winners of the coveted Product Design awards were chosen from among 5,500 submissions, with judges seeking out distinctive, high-quality products that epitomize the Red Dot Awards' mission in "search of good design and innovation."

fresh
DISHWASHER CLEANER
LAVE-VAISSELLE

LE À UTILISER :

En raison d'un résidu minéral pour lave-vaisselle et des taches. Le nettoyant pour lave-vaisselle et des résidus minéraux, assiettes et les verres.

Pour un nettoyage **SANS VAISSELLE**, placez une cuillère dans le distributeur de détergent.

Les dépôts sont très importants, vous pouvez placer une seconde cuillère dans le fond du lave-vaisselle.)

Pour un nettoyage **AVEC VAISSELLE**, placez une cuillère dans le fond du lave-vaisselle. Placez le détergent dans le distributeur principal.

ATTENTION EN MARCHÉ
Lave-vaisselle sur le programme normal.

Cleans inside your machine while your detergent cleans your dishes**
Nettoie l'intérieur de votre lave-vaisselle pendant que votre détergent lave vos assiettes**

VALUE PACK | ENSEMBLE DE VALEUR

#1 Recommended by*
*N°1 Recommandé par : Whirlpool KitchenAid MAYTAG

affresh

**DISHWASHER CLEANER
NETTOYANT POUR LAVE-VAISSELLE**

Powers away limescale and mineral buildup
Délège les dépôts calcaires et l'accumulation de résidus minéraux.

Cleans inside all machine models
Nettoie l'intérieur de tous les modèles de lave-vaisselle

6-Month Supply
6-Month Supply

**6 TABLETS
6 PASTILLES**

**CAUTION ATTENTION
IRRITANT IRRITANT**
Read Caution on Side.

Visit www.affresh.ca for more information
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Visit www.affresh.ca for more information
Visitez le www.affresh.ca pour plus d'informations

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#W10549851B

CAUTION: IRRITANT. MAY IRRITATE EYES. MAY IRRITATE SKIN. KEEP OUT OF REACH OF CHILDREN. Dangerous fumes form when mixed with other products. Do not mix with liquid bleach. Do not get in eyes. Do not get on skin or clothing.
FIRST AID TREATMENT: Contains Citric Acid and Sodium Bisulfate. If swallowed, call a Poison Control Center or doctor immediately. Do not induce vomiting. If in eyes, rinse with water for 15 minutes. If on skin, rinse well with water. If irritation persists, seek medical treatment.

ATTENTION LES YEUX. POUVRA IRRITER LA PEAU. POUVRA IRRITER LA PEAU. ÉLOIGNER DE LA PORTÉE DES ENFANTS. Mélanger avec d'autres produits peut former des vapeurs dangereuses. Ne pas mélanger avec le produit de blanchiment liquide. Ne pas se mettre dans les yeux. Ne pas se mettre sur la peau ou les vêtements.
PREMIERS SOUS: Contient de l'acide citrique et du bisulfate de sodium. En cas de déglutition, appelez immédiatement un centre d'urgence ou un médecin. Ne pas provoquer de vomissements. Si dans les yeux, rincez avec de l'eau pendant 15 minutes. Si sur la peau, rincez bien avec de l'eau. Si l'irritation persiste, consultez un médecin.

HOW2RECYCLE LABELS CONTINUE TO ROLL OUT

Whirlpool Corporation is a proud supporting member of How2Recycle, a labeling system designed to provide easy-to-understand recycling instructions to consumers in North America. Already, a number of our affresh products are using the How2Recycle label, and we look forward to extending our portfolio of How2Recycle labels on our direct-to-consumer products in the North America region throughout 2020.

SMARTWAY FOR ENERGY EFFICIENT SHIPPING

We consider sustainability, not only in the design and development of our products, but also in how we deliver products to our customers and retailers. We ship nearly all (97%) of our products in North America using SmartWay® carriers. As part of the U.S. EPA SmartWay program, certified SmartWay drivers commit to increasing their energy efficiency and fuel economy. We won the EPA SmartWay Excellence Award for our freight supply chain energy and environmental performance for the fifth consecutive year in 2019.





“Our efforts to optimize the environmental performance of our supply chain play an important role in reducing our carbon footprint.”

Jim Keppler, Vice President, Integrated Supply Chain, and Quality



PRODUCT LIFE CYCLE AND END OF LIFE

We look at products from a complete life-cycle perspective, including design, production, use in home, and collection and recycling. We design our new products by considering specific attributes to improve resource efficiency, which includes energy and water efficiency (impacting the use phase of our products) and materials efficiency (impacting the design and end-of-life phases of our products). Overall, we want to provide consumers with products that are designed using materials with the lowest environmental impact possible, that are efficient in their electricity and water consumption, and that can be easily recycled at the end of life.

Research published in 2019 by the U.S. Association of Home Appliance Manufacturers (AHAM) found that about 90% of all major appliances in the U.S. and Canada are recycled. Additionally, research from APPLiA (Home Appliance Europe) shows that approximately 90% of end-of-life material collected is recovered/recycled across the EU and that the industry reduced both water and energy consumption per product. Across the world, Whirlpool Corporation, along with our retail partners, participates in over 45 appliance take-back programs in different states, provinces, and countries, where a majority of our products are recycled or reused at the end of life.



An EPA-funded study is using the ReNEWW House as its first test case to better understand on-site water usage data and water quality metrics to assess the impact of its water-efficient and low-flow homes on water quality and health. The results of this study, which is being conducted by [Purdue University](#) with support from other universities, will be published in 2020.

ReNEWW: INNOVATION DESIGNED FOR THE ENVIRONMENT

On the campus of Purdue University in West Lafayette, Indiana, Whirlpool Corporation's ReNEWW (Retrofitted Net-zero Energy, Water and Waste) House continues to accelerate our talent and innovation pipeline, driving ecosystem development across our products and the home. The house represents the aspirational vision for the project: to convert a home, originally built in 1928, to offset all its energy use with solar power, relying on locally available water sources and have waste-handling systems that prevent any household waste from going to the landfill. Our work with the ReNEWW House is providing valuable insights for our homebuilder collaborators and customers on technologies that enable sustainable living. We leverage the world-class facilities and collaborate with Purdue researchers to accelerate the development of the next generation of ultra-high-efficiency appliances that increase core performance while lowering their impact on the environment and cost to operate.

In 2019, the ReNEWW House continued studying innovative techniques for tracking and disposing of traditional waste, including developing a smart bin that gives immediate feedback to consumers on the quantities and types of trash that they are producing. ReNEWW is also studying how to use waste energy, with research ongoing into how to reuse waste heat that is generated throughout the home. Our engineers also continued making improvements to the design and control systems of ReNEWW's [Biowall](#), installed in 2017 using plants and phytoremediation to filter the indoor air supply of the ReNEWW House.

Another continuing initiative at Purdue is the [DC House](#), which was set up to conduct research into energy-efficiency best practices. Whirlpool Corporation engineers and Purdue Engineering researchers continue to work on better understanding how to convert all in-home electrical power from alternating current (AC) to direct current (DC), thus increasing in-home energy efficiency. Traditional homes operate on AC circuitry, but are comprised of devices,



appliances, and electronics that require a conversion to DC power. Each of these conversions incurs a loss, which restricts energy availability and efficiency, and leads to higher costs. Alternative energy sources, on the other hand, naturally produce DC power, and thus suffer multiple conversion losses in order to be used within an AC system.

A graduate thesis study was completed in 2019 at the ReNEWW House related to the production and dispersion of nano aerosols in Net Zero Energy Buildings (NZEB). An important step toward improving indoor air quality in NZEBs is understanding how occupants, their activities, and building systems affect the emissions of nanoaerosol.



OTHER PRODUCT HIGHLIGHTS

Perfect for tight spaces or for families looking to remove an extra step in their laundry process, the Whirlpool Smart All-In-One Washer & Dryer completes a load of laundry in the same machine. Additionally, using one machine for two processes reduces consumption of resources.



Whirlpool dishwashers include intelligent 6TH SENSE Technology that intuitively detects the soil level on dishes and optimizes cleaning resources accordingly. This range of dishwashers uses only 9.5 liters of water per cycle and falls in the A+++ class for energy efficiency. Dishwashers save water and energy and have lower emissions compared to handwashing according to a [recent study](#). As some consumers in India move from handwashing to dishwashers, the environmental impact from the dishwashing process has the potential to decrease.



Our Consul Inverter air conditioner in Brazil achieves energy savings of up to 35% compared to other air conditioners in its class.

Plants

OUR APPROACH

The Whirlpool Production System (WPS) is the uniform global platform we use to drive manufacturing excellence throughout our 36 plants in 13 countries.



Photo courtesy of Alessandro Imbriaco

Today we are embedding WCM principles into our WPS, including environmental and energy pillars. These pillars integrate sustainability into our daily operations by guiding all manufacturing processes across our locations globally. In practice, this means that all Whirlpool Corporation employees—from senior leaders to the people on the shop floor—are responsible for identifying and implementing ways to increase resource efficiency through initiatives such as zero waste to landfill, energy-efficiency, and water-efficiency projects.

All of our manufacturing sites around the globe utilize WCM methodology to detect and attack waste and losses, enabling significant improvements in our safety, delivery, quality, environmental, and cost metrics.

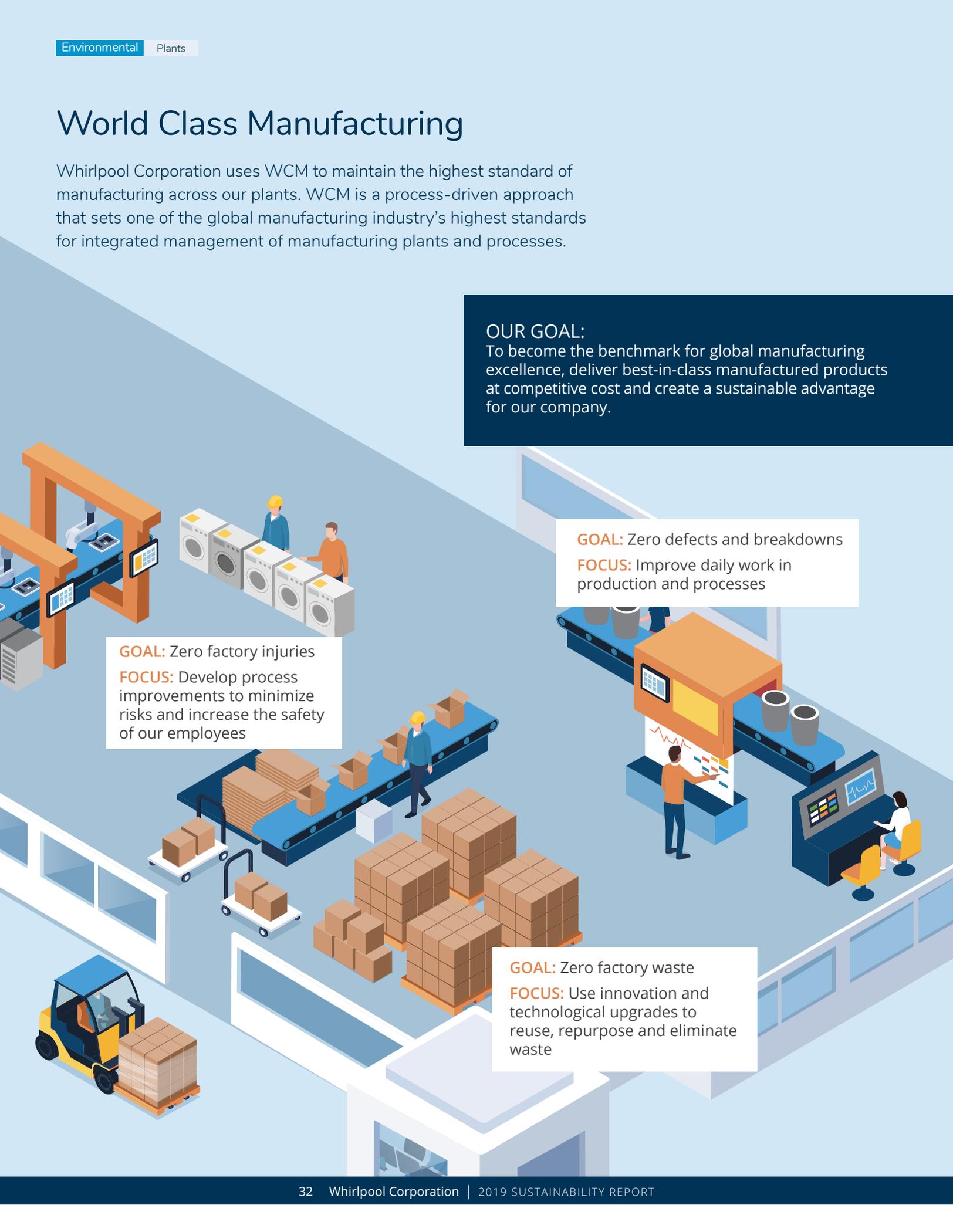


World Class Manufacturing

Whirlpool Corporation uses WCM to maintain the highest standard of manufacturing across our plants. WCM is a process-driven approach that sets one of the global manufacturing industry's highest standards for integrated management of manufacturing plants and processes.

OUR GOAL:

To become the benchmark for global manufacturing excellence, deliver best-in-class manufactured products at competitive cost and create a sustainable advantage for our company.



GOAL: Zero factory injuries

FOCUS: Develop process improvements to minimize risks and increase the safety of our employees

GOAL: Zero defects and breakdowns

FOCUS: Improve daily work in production and processes

GOAL: Zero factory waste

FOCUS: Use innovation and technological upgrades to reuse, repurpose and eliminate waste



REDUCING GREENHOUSE GAS (GHG) EMISSIONS IN OUR PLANTS

Our consistent efforts to reduce emissions in our plants have shown encouraging results. In 2019, we achieved record low levels of Scope 1 and 2 GHG emissions. We are proud of the progress we have made year over year and continue to improve in our plants. In 2019 we set new, more aggressive GHG emissions goals through the Science-Based Targets initiative (SBTi). We developed a target to reduce GHG emissions from our plants (Scope 1&2) by 50% by 2030 from a 2016 baseline. We will continue to share progress on emissions reductions in future reports.



ENERGY MANAGEMENT

In 2019, we continued to accelerate progress toward improving energy efficiency in our operations and strengthened our commitment to renewable energy. Seeking continuous improvement in energy consumption in our plants is inherent to our WCM strategy, and the WCM Energy Pillar has been actively pursuing projects toward significant efficiency improvements for our plants. For example, our Mexican sites implemented LED lighting and machine improvements which contributed to a local 15% reduction in energy use for the year. In 2019, we achieved our best rate of emission and energy reductions in over a decade. Since 2015 we have reduced approximately 12% of the energy intensity in our plants. Additionally, since 2015, we have reduced our absolute emissions by over 20% in our plants. We achieved this by investing in efficiency and renewable energy. In fact, Whirlpool Corporation is one of the largest Fortune 500 consumers of on-site wind energy in the United States and we are investing in renewable energy solutions in other countries such as India and China. We plan to continue to explore on-site opportunities and will investigate off-site opportunities as well.





EXPANDING USE OF RENEWABLE ENERGY AROUND THE WORLD

Four of our North American manufacturing facilities source an average of 20% of their electricity from on-site wind turbines, which are highly efficient generation systems and produce zero GHG emissions. Our total on-site renewable energy program in the U.S. includes nine wind turbines at four plants, with total generation capacity equivalent to powering 3,500 homes.

We magnify the community impact of our renewable energy investments with an accompanying program to support education in the fields of science, technology, engineering, and mathematics (STEM). For each North American turbine, Whirlpool Corporation gives one \$5,000 Megawatt Scholarship, which is awarded for each year that the turbine is in operation. These scholarships support students as they pursue two- or four-year college degrees in STEM fields, preparing them for the technologies and industries of the future.

Magnifying the impact of renewable energy

Four North American manufacturing facilities with nine wind turbines:

source an average of **20%** OF ELECTRICITY = powering **3,500** HOMES



For each turbine, Whirlpool Corporation gives one

\$5,000
MEGAWATT SCHOLARSHIP FOR STEM EDUCATION PER YEAR IN USE

Additionally, we invested in several solar plants in 2019, especially in India, where energy disruptions can often cause production to slow or stop. Our Pune plant sources 1.39 million kWh of electricity from on-site solar panels annually, resulting in an average decrease of 1,144 metric tons of CO₂e in GHG emissions, while our Faridabad plant now sources 0.875 million kWh of electricity annually from on-site solar panels, resulting in an average decrease of 718 metric tons of CO₂e in GHG emissions, which corresponds to the annual consumption of approximately 155 passenger vehicles¹.

1. According to the United States Environmental Protection Agency (EPA) Greenhouse Gases Equivalencies Calculator.



EMPLOYEE INNOVATION DRIVES ENERGY SAVINGS...

Our team is always looking for ways to drive efficiency and save energy by implementing better practices and new technologies. At our Marion, Ohio plant, our employees recognized the company could save on costs and reduce emissions by lowering the temperature of ovens used to dry appliance parts before painting. Employees also implemented a new process that automatically controls oven temperature when in standby mode. As a result, ovens now use 62% less natural gas.

Similarly, our teams in EMEA improved the energy efficiency of the packaging process by adding smart sensors to automate the system. The solution was expanded to the whole assembly process, leading to a reduction of 6,760 kWh each year.

In 2019, Whirlpool Corporation joined the U.S. Department of Energy's Better Plants Program (BPP), as well as the Environmental Protection Agency's (EPA) Green Power Partnership in an effort to help accelerate the adoption of energy-efficient practices. As part of our partnership, we participated in multiple BPP training sessions and hosted a BPP-affiliated research associate from Oak Ridge National Laboratory in our Clyde, Ohio facility to share the opportunity provided by BPP for energy efficiency.



WATER OPTIMIZATION IN BRAZIL

Our Joinville plant in Brazil received the “2019 Expressão de Ecologia” Award for its water optimization and efficiency program in 2019. Since the program began in 2011, the facility has reused 290,000 m³ of water, with 17% of the water used in the plant coming from industrial water reuse and 7% from collected rainwater.

Our Rio Claro, Brazil plant previously used an average of 21,000 m³ of water each year to cool factory equipment through cooling towers before site engineers found they could reuse water from a nearby wastewater treatment plant. The wastewater treatment plant’s storage has since been increased, which led to a 5,000 m³ reduction in water used for cooling.

...AND WATER EFFICIENCY

The environment team in Marion, Ohio developed an innovative way to save 31 million gallons of water each year—enough to fill 46 Olympic-sized swimming pools. The team determined that the largest consumption of water in the plant was part of a rinse process that required 80 gallons of cool water per minute. The team concluded that the water needed for the process could be sourced from an existing chiller rather than using fresh water. The simple change resulted in a 20% decrease in water use for the plant. Later, the team identified another process improvement using overflow water from another stage instead of fresh water, leading to a further reduction in water usage.

At our Cassinetta, Italy plant the team implemented a project to reduce water withdrawal and consumption in the plastics department. To prepare plastic sheets for the foam injection process, liquid runs through a pump at high speed, creating a vacuum effect. The Cassinetta team studied the system and installed a new type of pump—a rotary screw instead of a liquid ring—leading to an annual reduction of 6,000 m³ of water. The new design will be implemented in two additional extruders in 2020.



ACHIEVING ZERO WASTE TO LANDFILL¹

In 2012, Whirlpool Corporation officially established a zero waste to landfill goal for all of our global manufacturing facilities by 2022. To meet this goal, we are seeking waste management alternatives, such as reducing, reusing, recycling, composting, and, as a last alternative, incinerating. Our journey to zero waste to landfill helped us reach a recycling rate exceeding 96% in 2019, with plants in India, EMEA, and Latin America leading the way. Our recycling rate is best-in-class among global appliance manufacturers. Additionally, eight of our global manufacturing facilities achieved zero waste status, including three in EMEA, two in India, and three in Brazil. These improvements reflect not only robust waste diversion processes, but also increased awareness and sharing of information among Whirlpool Corporation employees.

In 2019, we conducted a zero waste to landfill pilot at our Findlay, Ohio plant, starting with an internal audit of possible recycling opportunities. The findings led to a program to recycle personal protective equipment (PPE) such as earplugs and sleeves that employees are required to wear while working on the factory floor. Through its efforts, the Findlay team was able to divert a significant amount of PPE from landfill within months.

1. While our current Zero Waste to Landfill target is focused on the waste in our manufacturing sites, we are also seeking improvements in the disposal of [end-of-life products](#).



Our Manaus plant in Brazil celebrated World Environment Day in 2019 with an employee campaign designed to increase awareness of environmental issues. The campaign achieved a 21% increase in the number of improvement suggestions sent in by employees, with 52 ideas implemented in 2019.

Our Cleveland, Tennessee, and Tulsa, Oklahoma plants performed investigative “dumpster dives” to better understand the waste being sent to landfills. After finding many items made from recyclable cardboard and plastic being thrown away, teams launched an awareness campaign and assigned an employee to help separate recyclable materials, resulting in a significant increase in the recycling rate.

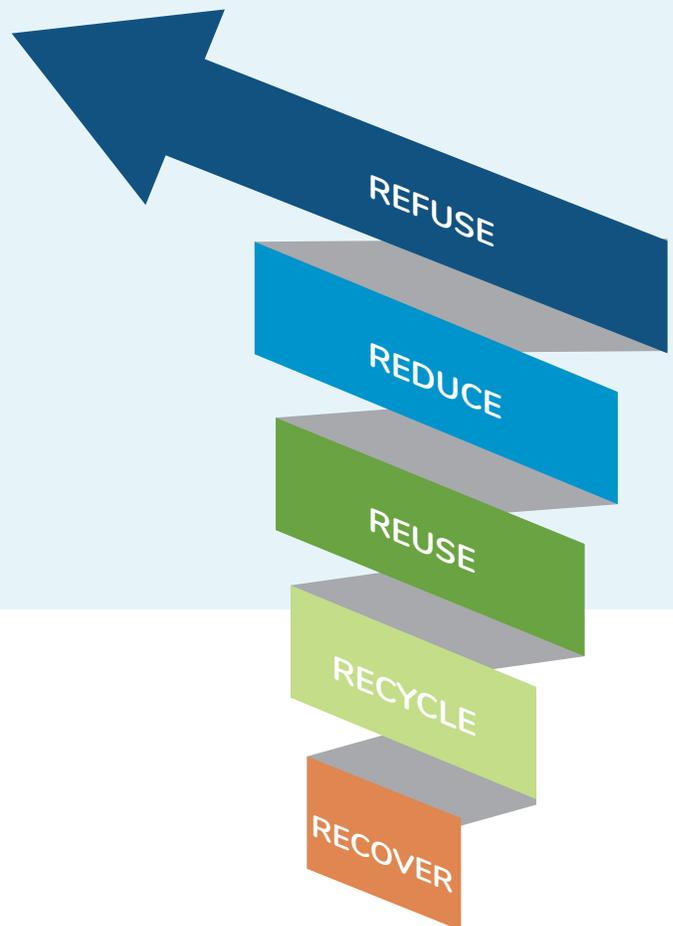
In Mexico, multiple plants reduced over 15 tons of waste each year by replacing plastic packaging for parts with returnable options. Some of the plants also sent organic waste to a compost facility, while our Supsa plant rerouted contaminated materials to a heat recovery process that turns waste into energy. Additionally, all rags and cleaning supplies used in our plastics plant are now sent through a washing process and then reused, and our Ramos plant began an office paper reuse program to reduce administrative waste. Together, these projects led to a 13% reduction in waste to landfill for all Mexico sites.



Many of our EMEA sites continue to move beyond zero waste to landfill to reduce and reuse their waste. At our Wrocław, Poland site, approximately 60 tons of plastic waste from injection molding, extruders, and thermoforming is sent to recycling each year. Additionally, plastic waste is sent to a plastic grinder, then mixed with raw material to cut down on the need for new plastic for production, leading to 95% of scrapped plastic components being remilled and reused with raw materials. The result: 57 tons of plastic reused each year.

While several of our facilities in Latin America have achieved and maintained zero waste to landfill since 2015, plants continue to improve waste management procedures by following the WCM principle of 5Rs: Recover, Recycle, Reuse, Reduce, and Refuse. Our teams are encouraged to follow the methodology by rerouting wastes from landfill to recycling or heat recovery. Then, wastes can be reused or reduced and, finally, materials that may become waste are refused, or kept from entering our facilities. Our Latin America plants invested in logistical improvements in 2019 and found new suppliers that helped reduce the amount of waste being incinerated by 90%. Today, only medical waste is sent to incineration, while all other types of waste are reused or recycled.

WCM Principle of 5Rs



Practices

OUR APPROACH

At Whirlpool Corporation, we believe that sustainable practices are just as important as sustainable products and plants in creating a sustainable business.



The way in which we carry out our everyday business through sound environmental practices is critical to our continued success. Our environmental commitment must be embedded in our business practices everywhere we operate, including how we design, source, manufacture, distribute, market, and manage end of life for our products. We utilize tools and processes to make our practices more sustainable.





NEW TOOLS AND SYSTEMS IMPROVE SUSTAINABILITY DECISION MAKING

We launched the Greenhouse Gas Emissions Management System (GEMS) in 2018 to determine our global emissions footprint in all regions and models for products in use. GEMS combines over 12 unique systems into one data source that is able to track data from a baseline year of 2016. GEMS uses the energy and water consumption of products to calculate lifetime product emissions. To accurately convert energy consumption to emissions, GEMS considers International Energy Agency (IEA) provided emissions factors and a product lifetime of 10 years. In 2019, data quality improved to a point where over 90% of the energy and water attributes come from published or reputable internal sources.

GEMS covers over 250 million products produced since 2016 and their emissions, providing essential data to encourage innovation around energy and water efficiency. For example, we are able to track changes and demographic trends in our regions and

build product innovations to meet those trends. A growing middle class globally means there is a larger demand for our products, and we must meet this demand while reducing our impact on limited natural resources. Similarly, as we ship more products, our absolute emissions may grow, making it even more critical that we use innovation to meet demand while lowering emissions.

The development of GEMS was so successful that, in 2019, it was integrated into a broader program called the Sustainability Analytics Global Ecosystem (SAGE). SAGE is a platform for the systems we use for environmental stewardship, including GEMS and three other programs: a system for tracking Eco-Fees, a program for Critical Materials Management, and a tool to calculate emissions related to potential carbon credits. With the integration of GEMS into SAGE, we can now deploy solutions to more complex data problems and enable more long-term and data-driven decision making.

We have also been partnering with Schneider Electric since 2010, adopting Schneider's sustainability management platform, Resource Advisor, to monitor and track data across our facilities worldwide. The data collection is consistent and accurate, including metrics related to waste, water, energy, and plant emissions. Global sites use Resource Advisor to report environmental data in a centralized system, compare key performance indicators with other sites, and review all data from previous years. Our decade-long relationship with Schneider Electric has led to continuous system improvements and sharing of key insights that can better optimize the data to meet our sustainability goals.



EMPOWERING EMPLOYEE INNOVATION AND ENGAGEMENT

In 2019, employees at our Benton Harbor, Michigan location launched the ECHO (Eco-Conscious in the Home and Office) group to encourage small actions that improve sustainability practices through education and events. To start, ECHO was split into two committees, one focused on reducing plastic waste in cafeterias, and the other focused on community cleanup volunteering. These initial focus areas will allow the group to make an impact and experiment before expanding to other locations.

In Brazil, Whirlpool Corporation employees helped raise awareness of the UN Sustainable Development Goals (SDGs) by partnering with NTICS Projetos in a community engagement project. The project impacted nearly 25,000 people in the Joinville, Manaus, and Rio Claro communities where Whirlpool Corporation's plants are located. Participants had the opportunity to interact through 238 activities focused on increasing awareness, learning about the importance and impacts of the SDGs, and reflecting on actionable initiatives for individuals and the community. The project had 12 strategic partners, 55 local partners, and generated more than 100 temporary jobs.

Photo courtesy of NTICS Projetos



REDUCING PLASTIC WASTE IN WATERWAYS

LifeGate PlasticLess is a project designed to safeguard the health of waterways and combat plastic pollution in ports and marinas. In 2019, Whirlpool Corporation EMEA helped install 11 new Seabins along Italy’s coast. Seabins are devices that catch plastic waste as the water’s current passes through. Seabins are capable of capturing around 1.5 kg of plastic a day—the weight of 100 bottles—or over 1,100 pounds of waste a year, including microplastics from 2 to 5 mm in diameter and microfibers as small as 0.3 mm, which get caught in the algae that fish ingest, thus directly entering the food chain. Once captured, the waste is collected and disposed by waste management operators selected by municipal authorities. Our engagement with municipalities is producing major results in terms of raising awareness among citizens and public administrations. Whirlpool Corporation EMEA’s participation in the project has led to the installation of 13 Seabins in Italy to date.

#PlasticLess and a New Plastic-Free Commitment

Each year one Seabin can collect



Each Seabin can operate

24/7/365

WITH MINIMAL HUMAN EFFORT



In 2019, Whirlpool Corporation also began supporting the LifeGate PlasticLess campaign in southwestern England. A Seabin was installed in Portishead Quays Marina near Whirlpool Corporation’s Yate facility, which has maintained zero waste to landfill since 2015. We will continue collaborating with LifeGate PlasticLess in 2020 as we roll out Seabins around the U.K. coast.



Social

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Our Social Approach

It is a core belief at Whirlpool Corporation that people are our greatest asset and remain our ultimate differentiator.

As we unleash individual and collective talents and build a culture that is inclusive and rewarding, employees feel empowered to do their best and be their authentic selves at work. This energy, passion, and enthusiasm is what ultimately strengthens our competitiveness and positions us well for long-term, sustainable success.

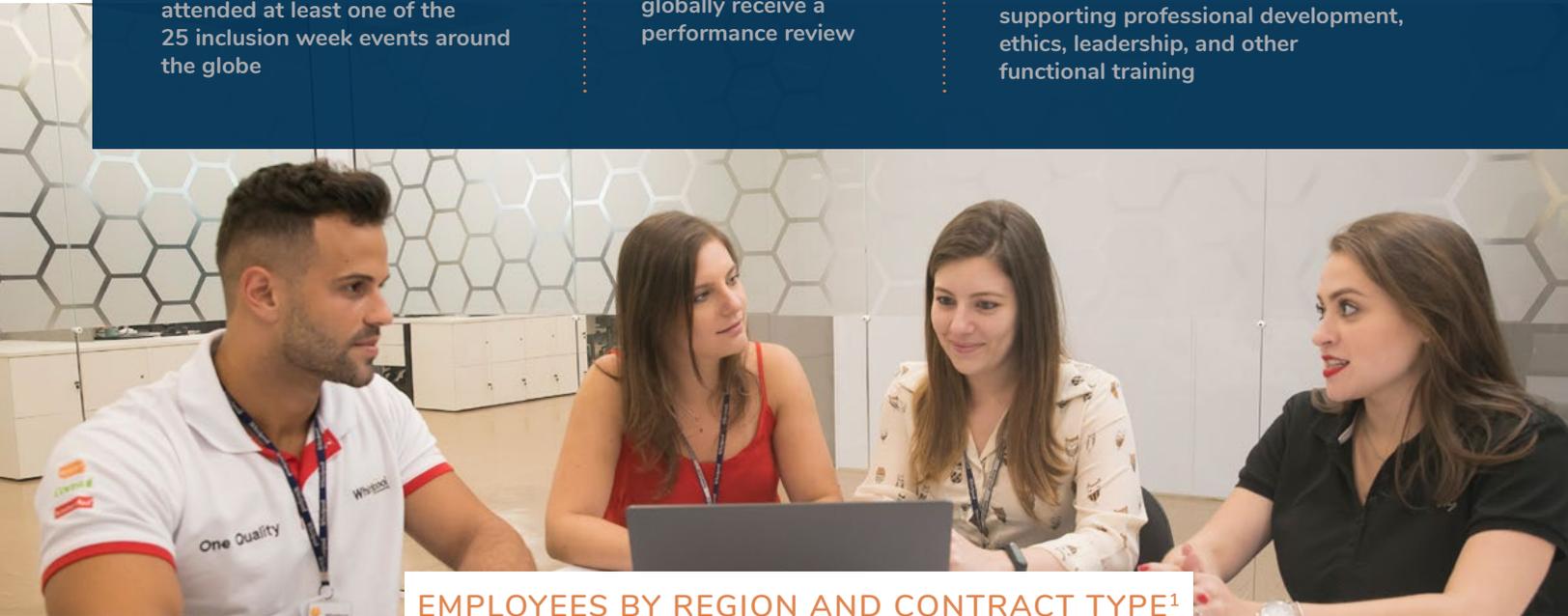


HIGHLIGHTS

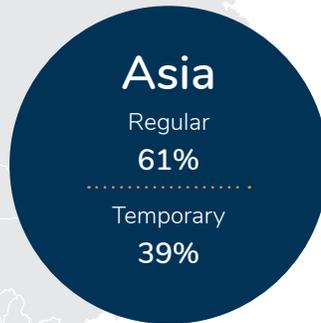
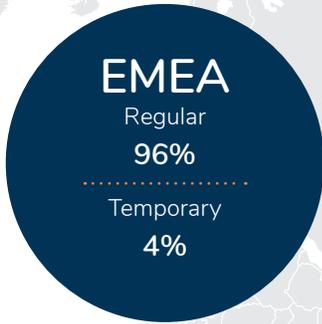
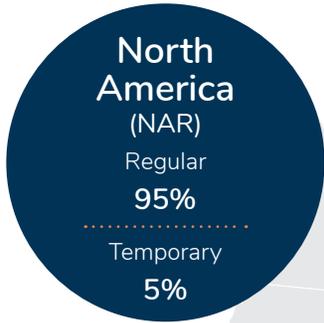
63%
OF WHIRLPOOL CORPORATION EMPLOYEES attended at least one of the 25 inclusion week events around the globe

100%
OF WHITE-COLLAR EMPLOYEES globally receive a performance review

On average, our white-collar employees attend **45 hours** OF TRAINING PER YEAR supporting professional development, ethics, leadership, and other functional training



EMPLOYEES BY REGION AND CONTRACT TYPE¹

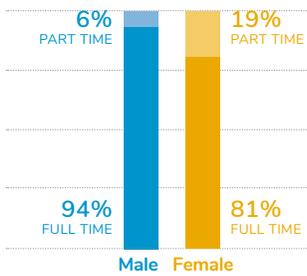


1. Data reflect our total number of employees at year end.

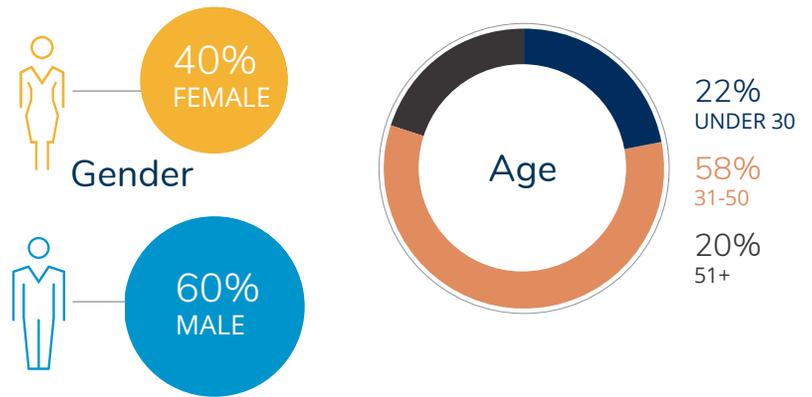
EMPLOYEES BY GENDER AND CONTRACT TYPE¹



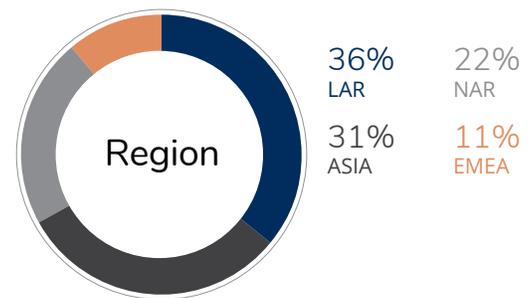
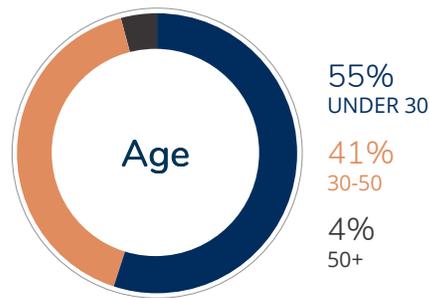
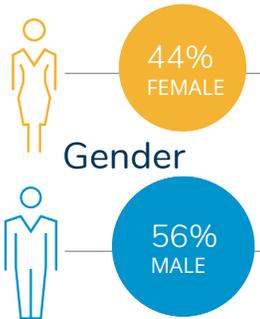
EMPLOYEES BY GENDER AND EMPLOYMENT TYPE¹



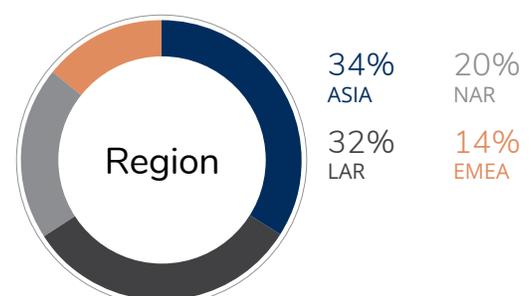
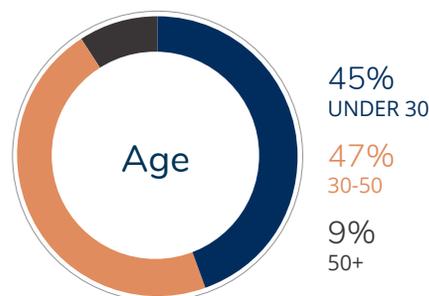
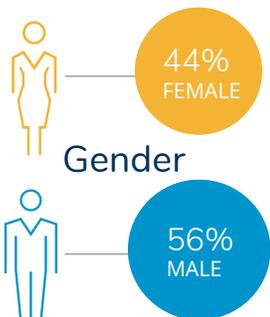
EMPLOYEES¹



NEW HIRES¹



TURNOVER¹



1. Data reflects our total numbers at Dec. 31 2019. Percentage of employees who were hired or left Whirlpool Corporation cumulative throughout 2019.

Celebrating 20 Years with Habitat for Humanity



Projects in
45
COUNTRIES

Served More Than
104,000
FAMILIES

Sponsored Nearly
190
HOMES



Donated Approximately
198,000
RANGES AND REFRIGERATORS
IN THE U.S. AND CANADA



Donated Product
to More Than
76,000
FAMILIES IN EUROPE, MIDDLE
EAST, AND AFRICA



Partnership
Lifetime Giving of
\$110M



Approximately
9,000
EMPLOYEES
Donated Time



- **3,981 people** directly and indirectly benefited
- **560 community businesses** advised, generating a gross income of **\$2.3 million**
- **68% increase** in revenue in 24 months
- **43% increase** in income in 24 months
- Presence in **15 states** and **37 cities** in Brazil
- Whirlpool Corporation's investment: **\$900,000**

- Supported students in need across **18 cities** and **82 schools** around the U.S.
- Provided access to clean clothes for more than **38,000 students**



Total giving **\$4,651,167**
impacting **214,587 people**¹



BOYS & GIRLS CLUBS
OF AMERICA

- **6,000** Whirlpool Corporation employee volunteers
- Impacted more than **107,000 young people**
- Maytag brand has donated over **\$8.4 million**

United Way, Habitat for Humanity, Smart Way, and certain other trademarks are owned by their respective companies.
1. Impact based on % of campaign totals at each of our U.S. locations.



Workforce Development & Engagement

At Whirlpool Corporation, we believe that all our employees need high-quality tools and training to do their best work. Our people have always been our greatest asset—and we work hard to ensure they are professionally challenged and always learning.

We provide a wide variety of flexible learning opportunities around the globe to enable our employees to develop and grow at Whirlpool Corporation. One of the primary channels we have implemented for employee learning is Whirlpool University, our resource for professional development and building best-in-class knowledge and skills. It provides access to instructor- and self-led courses and learning content aligned with Whirlpool Corporation's Strategic Imperatives, and is designed to create robust and personalized learning plans for our employees.

Across our global manufacturing operations, Whirlpool Corporation is integrating the WCM Lean manufacturing methodology. One of the WCM Pillars is the "People Development" (PD) Pillar, which is focused on employee development and training. A function of the PD Pillar in each operation is to establish and manage a training matrix to identify training requirements (regulatory, legal, or other) for site personnel.

For the second year in a row, Whirlpool Corporation EMEA was recognized as a Top Employer in Europe by the Top Employers Institute for our innovative practices in human resources management, high-standard development programs, and positive working environment.



INSPIRING EMPLOYEES TO GIVE THEIR BEST

Each year, Whirlpool Corporation conducts an employee engagement survey to assess employee opinions on various topics such as the success of training and development programs, company culture, and inclusion and diversity. This year, 95% of employees participated in the survey with 86% favorable employee engagement, up 2% compared to last year. Employee positive response to one statement improved more than any other: “Whirlpool Corporation inspires employees to give their very best.” After the survey, anonymous results are delivered to people leaders to ensure that they are able to respond to any areas needing improvement and continue to raise engagement for all employees.

EVERYDAY PERFORMANCE EXCELLENCE

Everyday Performance Excellence (EPE) is the new Whirlpool Corporation employee performance system. The primary objectives of EPE are to enable people leaders to bring out the best in their teams and to create an environment where employees can do their best work every day. Tools and training enable people leaders and employees to perform better. With the rollout of the new system, over 10,000 employees attended “Experience Check-Ins” and training sessions. The EPE system focuses on both the “What” and the “How” of performance. Employees create objectives in each of four performance categories (Business Performance, Strategic/Project Impact, Organization and Talent, and My Leadership and Values). Formal reviews at mid-year and year-end are supplemented with continuous coaching and feedback from people leaders and cross-functional partners to drive results. Performance management processes for our hourly workforce vary by geography and incorporate various manufacturing plant metrics for performance measurement.





Occupational Health & Safety

We continuously strive to maintain a healthy and safe environment for all Whirlpool Corporation employees across all our global operations. With this goal in mind, we are integrating the WCM methodology into safety practices. Sites are audited semiannually to track progress and achievement against a set of manufacturing standards of which safety is the first pillar. The WCM Safety Pillar sets minimum expectations for investigation of all recordable and first-aid incidents, including standardized forms for incident investigation and a standard set of analytical tools to be used during incident investigations.

KEY METRICS

	2016	2017	2018	2019
Recordable Case Rate	0.89	0.71	0.72	0.73
Lost-time Incident Rate	0.26	0.18	0.21	0.23
Fatalities—Contractors	2	0	0	0
Fatalities—Employees	0	0	2	1

U.S. Occupational Safety and Health Administration accidents reported x 200,000 hours/total hours worked

In 2019
69% OF OUR SITES
 were OHSAS 18001 certified,
 up 2% from 2018

Whirlpool Corporation's Global Environment, Health, and Safety (EHS) Policy reinforces our commitment to protect our employees by preventing work-related injuries and illnesses, fostering active participation at all levels in our EHS processes, and adopting behaviors that improve our performance and culture.

[View policy.](#)



NEW EHS MANAGEMENT SYSTEM

In 2018, Whirlpool Corporation implemented Gensuite, a global enterprise health and safety information management system. Among the many functions of Gensuite is its “Concern Reporting” module, which allows employees to electronically (from a computer or mobile device) report an unsafe act, unsafe condition, or near miss, which is observed in or related to a Whirlpool Corporation operation. Employees can also report “Safe Acts” observed in order to facilitate positive reinforcement for safe acts modeled by employees. Concern reports can be run to identify concerns by facility, department, shift and time, or by type of concern. This data increases the sites’ ability to manage safety risks and allows regional leads to identify areas of concern where specific policies or training and education are needed. Due to more robust processes and encouraging more reporting, we expected our metrics in these areas to improve, which drives future changes and safety enhancements.

ENHANCING OUR RISK ANALYSIS PROCESS

In 2019, we enhanced our global risk analysis process, which establishes minimum expectations for conducting risk assessments to identify and document task-based hazards that could cause or contribute to occupational illnesses and to facilitate creation of appropriate controls. Any hazard identified as “very high” or “high” requires immediate countermeasures and action to mitigate the hazard. The task is then reevaluated with controls in place to confirm that the risk has been mitigated.

Our global risk analysis procedure emphasizes the hierarchy of controls and implementation, where possible, of engineering controls to eliminate hazards.

Countermeasures identified during incident investigations are tracked using the Gensuite Action Tracking System (ATS) module, which escalates notifications to senior managers when countermeasures are not completed on time. Efforts are also made to train a specialized team in each operation to conduct risk assessments, driving consistency in execution of these assessments, with risk assessments reviewed periodically and following any injury or illness to ensure hazards have been identified and controls are in place.



Safety at Whirlpool Corporation

140,371,368

TOTAL HOURS WORKED IN 2019

0.02

SERIOUS INCIDENTS
PER 100 EMPLOYEES

0.72

OSHA RECORDABLE
INJURIES PER 100
EMPLOYEES

SAFETY AND ILLNESSES

Generally, hazards identified in our operations which have caused or contributed to occupational illnesses include repetitive motion injuries and occupational noise, leading to occupational hearing loss. Whirlpool Corporation has implemented hearing conservation programs in all operations which have high noise levels, with all employees working in high noise areas required to wear hearing protection, undergo annual audiometric testing and receive annual training regarding hearing loss. All Whirlpool Corporation operations have programs to identify and minimize repetitive motion, either through engineering controls or through administrative controls such as job rotation. In 2019, we experienced 19 recordable illness cases globally.

We regrettably had one work-related fatality and 11 serious incidents in 2019. For us, even one fatality is too many and we are tirelessly working toward our goal of zero fatalities and zero serious incidents in all manufacturing sites, focusing on the safety of our employees. In 2019, we experienced 506 OSHA recordable injury cases, with the most common types of injuries including sprains and strains to upper extremities and back, and lacerations to the hands and arms, in our manufacturing operations.

OPTIMIZING INNOVATION AND HUMAN POTENTIAL

We do what it takes to strike the right balance between optimizing the latest technology and best utilizing our people. One way we strike this balance is by investing in technology to improve the working conditions of our employees. Rather than replacing employees with technological solutions, Whirlpool Corporation has turned to collaborative robotics (co-bots) to increase the efficiency and safety of our workforce. The co-bots assist employees in risky or repetitive tasks such as installing glass for oven doors. With co-bot support, the chances of injury are drastically reduced and product quality is increased. We are also using co-bots for conducting inspections to make work easier and quicker. Many times, our employees suggest tech solutions that would free time up for other tasks or increase safety. We believe that technology improves the work life of our employees, positively impacting safety, reducing stress, and improving processes. We also believe this digital transformation creates tremendous opportunities across the value chain with productivity gains.



CONTINUOUS IMPROVEMENT OF SAFETY MEASURES

Whirlpool Corporation employees experienced 11 serious incidents related to interaction with machinery, slips, and falls, and while handling materials (forklifts and cranes) in 2019. We consider serious incidents those that result in hospitalization and for every serious incident that occurs, a root cause analysis is conducted, and corrective actions are identified and tracked through the Gensuite ATS module. Actions taken to reduce serious incidents included:

- Improvements in machine guarding;
- Revisions in risk assessment and standard operating procedures; and
- Improvements in our training process.

Driven by our commitment to reduce serious incidents involving interaction with machinery, a focused team has been assembled to drive improvement in machinery safety and employee interaction with machines.

Additionally, all regions understand and discuss the “Stop Work” attitude with workers: if a task cannot be executed safely, the task should immediately cease until a safe solution is identified. Further, through the Gensuite “Concern Reporting” module, employees are encouraged to report unsafe acts, unsafe conditions, and near misses so that they can be resolved quickly at the site.



Diversity & Equal Opportunity

At Whirlpool Corporation, we value all people, regardless of gender, race, ethnicity, nationality, age, sexual orientation, religious beliefs, physical ability, thinking/leadership style, or any other visible or invisible diversity. We believe that it is these differences, as well as our unique backgrounds and experiences, that provide the diversity of thought, ideas, and innovation necessary to succeed as a business.



GLOBAL INCLUSION WEEK

In 2019, we held our first Global Inclusion Week, hosting more than 25 events at sites around the world centered on creating an inclusive environment for employees.

63%

OF WHIRLPOOL CORPORATION EMPLOYEES attended at least one event during the 2019 global inclusion week. Speakers and training sessions focused on topics like inclusive behaviors, unconscious bias, and team engagement.

OUR EMPLOYEE RESOURCE GROUPS

- **Awareness of Visible and Invisible Disabilities (AVID):** The AVID Employee Resource Group is dedicated to providing Whirlpool Corporation professionals with disabilities the opportunities to reach their full potential.
- **FOCUS Network:** The African American network is working hard to build a culture of excellence within our local communities and the company through professional development, coaching, and advancement.
- **Hispanic & Latino Network:** Members come together to share work experiences, provide career development opportunities, and support local communities.
- **Pride Network:** Whirlpool Corporation has become known as a great workplace for LGBT employees. Our in-house Pride Network aligns our values of Integrity, Respect, Inclusion and Diversity, One Whirlpool, and a Spirit of Winning.
- **Asian Network:** Cultivates Asian culture and infuses its vast benefits into our business and communities.
- **Veterans Association:** Recruits, trains, and retains veteran talent and involves their families.
- **Women's Network:** Empowers and engages women at all levels within Whirlpool Corporation and our communities to ensure that all voices are heard. Activities like Speak Up for Diversity fishbowl exercises, Mentor Power Hours, and career compass workshops provide exposure to leadership and promote career success.
- **Young Professionals Network—YP!** People of all ages join the YP! to achieve extraordinary results within their career and community.



EARNING RECOGNITION AS AN INCLUSIVE ORGANIZATION

We are proud to be recognized for our leadership in inclusion and diversity:

- 2019 Disability Equality Index: Third year in a row
- Perfect score on the Human Rights Campaign's U.S. Corporate Equality Index for 16 consecutive years
- Forbes "Best Companies for Diversity"
- Michigan Veterans Affairs Agency "Veteran Friendly Employer": Fifth year in a row
- 2019 Diversity Best Practices Inclusion Index
- "Socio de la Inclusión" from the Manpower Group for Whirlpool Corporation Argentina's commitment and actions to inclusion and diversity





Local Communities

Whirlpool Corporation is committed to maintaining strong, lasting connections in the communities in which we do business.

We utilize a global collective impact model that centers around improving life at home. Our giving focuses in the areas of house and home to create thriving communities.

HOUSE. Our House initiatives focus on shelter and security for individuals and families as the first step in the journey toward a better life at home.

HOME. Our Home initiatives focus on developing resilient, vibrant communities through education and community development.

One hundred percent of our operations participate in local community engagement activities such as annual United Way campaigns and volunteer opportunities within local communities. Many of our employees also serve on

local nonprofit boards and volunteer on committees that conduct social impact assessments, including gender impact assessments. Our social impact programs are reported in detail on our website, our annual report, and in this sustainability report. We collaborate with community organizations such as *Habitat for Humanity*, *United Way*, *Boys & Girls Clubs of America*, and *Red Cross*.



WHIRLPOOL CORPORATION
EMPLOYEES VOLUNTEERED

400,312

HOURS IN 2019,

supporting more than **500 organizations**
and benefiting **1,172,741 people**
around the globe.



HABITAT FOR HUMANITY

In 2019, we celebrated 20 years of supporting Habitat for Humanity. To mark the occasion, Habitat and Whirlpool Corporation teamed up with Chef Roshara Sanders—who grew up in a Habitat home—to launch “Home Cooking with Love.” Keeping affordability and simplicity in mind, Chef Sanders presented two recipes at Habitat’s national conference. She also attended the Indiana University Habitat for Humanity build to share her story with student volunteers and show her appreciation. She offered our social media audience her favorite recipes at holiday times. To end a year of celebration, Chef Ro cooked lunch for employees while Jonathan Reckford, CEO of Habitat for Humanity, shared heartwarming stories of Habitat homeowners and volunteers.

CELEBRATING
20 YEARS
OF SUPPORTING
HABITAT FOR HUMANITY





WHIRLPOOL COMMUNITY DAY GOES GLOBAL

In 2019, we celebrated the third Whirlpool Community Day with employees dedicating a full work day to volunteering for nonprofit organizations. The initiative started in Italy and was globally adopted in 2019 with employees in 15 countries working with 32 nonprofit organizations for more than 21,000 hours spent in community service. Whirlpool Community Day gives us the opportunity to celebrate the pride we have for the communities where we work and live.

RAISING FUNDS FOR ASSOCIAZIONE CAF

The Milano Relay Marathon is an opportunity to raise funds for Associazione CAF—an organization whose mission is to provide support and care for kids and young people who have been removed from their families due to violence or neglect. In 2019, over 80 Whirlpool Corporation EMEA employees participated in the marathon, with the funds raised used by Associazione CAF to buy a bus to transport kids from their communities to schools and afternoon activities. Whirlpool Corporation employees also raised an additional 10,000 euros to support the organization.





CARE COUNTS PROGRAM EXPANDS NATIONALLY

According to teachers in the U.S., 1 in 5 students lack access to clean clothes¹. The stigma and shame of not having clean clothes can lead students to miss school, and students who miss school are seven times more likely to drop out. The Care Counts laundry program by Whirlpool brand is committed to helping remove one small but important barrier to attendance—access to clean clothes—by installing washers and dryers in schools in the U.S. Now in its fifth year, the Care Counts laundry program has grown to support students in need across 18 cities and 82 schools around the country, providing access to clean clothes for more than 38,000 students.

In 2019, *Whirlpool* brand launched a program in the U.S. offering a limited number of laundry pairs to qualifying elementary schools. This expansion will allow Whirlpool Corporation to scale Care Counts more quickly moving forward, with expectations to enroll an additional 100 schools in 2020. To complement the launch of the expansion program, we hosted events in Chicago and New York where researchers, educators, and others learned about the Care Counts laundry program and its impact to date. Attendees were able to participate by assembling Care Kits of laundry supplies that were then donated to participating schools.

1. Based on a survey conducted by phone within the United States by Braun Research from April 25 – May 8, 2019 among 600 public school teachers (18 years or older).

UNITED WAY

Our current and retired U.S. employees participate every year in raising funds for local *United Way* campaigns in their respective locations. The Whirlpool Foundation offers a dollar-for-dollar match on contributions made to these campaigns. In 2019, with matched funding from the Whirlpool Foundation, employee, and retiree giving was more than \$4.5 million. Our Chairman and CEO, Marc Bitzer, joined *United Way Worldwide's* Board of Trustees in 2019.



ACCELERATING WOMEN-OWNED BUSINESSES IN SÃO PAULO

Whirlpool Corporation Brazil launched a new program—AMEI (Aceleradora de Mulheres Empreendedoras de Impacto)—in 2019 to help accelerate the creation of small women-owned businesses in São Paulo. More than 30 women participated in meetings on finance and marketing with eight selected for mentoring and receiving a \$300 grant to invest in their business.

MOMENTS NOT TO BE WASTED

For the sixth National Day Against Food Waste, Whirlpool Corporation EMEA launched the third edition of Moments not to be Wasted in 2019, a project that aims to contribute to the fight against food waste through a captivating educational and informative project in schools. We participated in Zero Waste, a European awareness campaign for sustainable consumption conceived by Last Minute Market in partnership with the Italian Ministry of Environment. Participation almost doubled from 2018 with more than 1 million people, including students, teachers, and families from more than 1,600 primary schools from Italy, Poland, and Slovakia taking part in this edition. To make participation in the project even more effective and stimulating, the students were involved in an educational contest in which they expressed their ideas on sustainability through photos, videos, and drawings. As part of the initiative, Whirlpool Corporation EMEA also made a donation to Banco Alimentare to support the organization's projects concerning the collection and redistribution of food surplus to charitable organizations.

INSTITUTO CONSULADO DA MULHER

Since 2002, Whirlpool Corporation has supported the Instituto Consulado da Mulher, which works to improve and empower the lives of socially vulnerable women, eradicate poverty, and promote gender equality in Brazil. With our support Consulado da Mulher is:

- Developing the entrepreneurial and employment skills of low-income women, supporting their business path to a steady income.
- Preparing transgender women for the job market and to start their own businesses, while also teaching them about their basic rights.
- Supporting a network of women entrepreneurs to supply snacks to local businesses. In 2019, all of Whirlpool Corporation's sites in Brazil installed on-site cafeterias run by these local businesses to provide food and beverages to our employees.



YOUTH INNOVATION CHALLENGE

We hosted 100 high school students from schools surrounding our corporate headquarters for the Youth Innovation Challenge, where students were tasked with identifying an unmet consumer need, finding a solution, and determining how to market and sell their solution. Whirlpool Corporation employees acted as both mentors during the ideation process and judges for the final presentation of the idea and prototype. The challenge exposed students to a variety of business functions and helped grow their problem-solving skills.



BOYS & GIRLS CLUBS OF AMERICA

Since 2010, we have teamed up with the *Boys & Girls Clubs of America* to build great futures for youth. Almost 6,000 Whirlpool Corporation employees volunteer their time at various Clubs across the U.S. each year. Whirlpool Corporation employees and local Clubs come together for games and team-building activities during the Club's annual Day of Dependability event. In 2019, a Whirlpool Corporation catering team and other employee volunteers served a Thanksgiving meal to 170 Boys & Girls Clubs members for the event.

FXB INDIA SURAKSHA

Since 2015, our teams in Pondicherry, India, have developed community projects in partnership with nonprofit FXB India Suraksha focused on improving structures in rural schools located near Whirlpool Corporation factories. Some of the programs implemented include Life Skill Education software, yoga classes, and sport activities that aim to improve the educational conditions and lives of more than 750 children in five schools.



LAUNCHING FIRST® LEGO® LEAGUE IN THE U.K.

The Peterborough, U.K. Whirlpool Corporation team hosted an event to launch the FIRST® LEGO® League tournament for schools in the local area. The initiative was in response to the global science and technology challenge FIRST® LEGO® League, in which over 310,000 young people (in 38,800 teams), from across 100 countries came together to develop their STEM skills. FIRST® LEGO® League helps students engage in their education and nurture important teamwork, problem-solving and life skills. The 2019 theme, CITY SHAPER, was based on architecture and the spaces that we live in. For the Innovation Project, teams were invited to explore issues such as transportation, accessibility, and natural disasters, answering the question: How can we shape a better future for everyone?

INNOVATION AT UNIVERSITY OF MICHIGAN'S BLUELAB

For many years, Whirlpool Corporation has sponsored projects through BLUElab—Better Living Using Engineering Laboratory—at the University of Michigan, which creates multidisciplinary teams to build sustainable solutions for local and international needs. Currently, BLUElab has 10 project teams comprised of approximately 300 total students. One Whirlpool-supported project aims to ease the water transport process in rural India. Women typically travel several kilometers to the nearest water source carrying water pots weighing up to 30 pounds on their heads. The team designed a cart to transport water that would help mitigate back pain and shoulder issues for these women. Further, Whirlpool Corporation's financial support allowed the team to build a prototype and implement it in a community. Another BLUElab team supported by Whirlpool Corporation designed a sewer system to decrease flooding during the rainy season in Thailand. The existing sewer systems in Northern Thailand route rainwater to rivers, but when the water level gets high there is significant flooding. BLUElab partnered with Chiang Mai University to build a prototype that includes a catch basin and systems to remove sediment from the sewers resulting from these floods.





Governance

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Whirlpool Corporation is committed to creating value through the highest standards of ethical and legal conduct while operating sustainably to create shareholder value over the long-term. Our Board of Directors, sound corporate governance structure, and values-driven integrity culture support us in delivering on this commitment.



A STEADFAST COMMITMENT TO SOUND CORPORATE GOVERNANCE & ETHICS

Corporate Governance	Ethics and Compliance
Board Review of Strategy	Our Values: Integrity, Respect, Inclusion & Diversity, One Whirlpool, Spirit of Winning
Board Oversight of ESG <ul style="list-style-type: none"> • Review of strategy • Updates on long-term initiatives 	Our Integrity Manual (translates our integrity into action and empowers employees to lead with integrity)
Proxy Access	Our Integrity Principles: We do what is right for consumers, our people, our company, and do business the right way
Annual Director Elections and Board Refreshment	Executive Oversight & Tone at the Top
Executive Sessions of Nonemployee Directors	Integrity Channels (including Integrity Line (global hotline))
Shareholder Engagement and Investor Days	Supplier Code of Conduct

Board of Directors

The Board of Directors provides effective oversight of the company and represents our shareholders' interests. Whirlpool Corporation is governed by a highly engaged and diverse Board of Directors and fully independent committees, who meet regularly throughout the year.

Our Board is composed of 13 independent directors, including an independent Presiding Director, and one employee director, our Chairman and CEO Marc Bitzer. Our Board is composed of individuals with experience and demonstrated expertise in many substantive areas that impact our business and align with our strategy. Committees include the Audit Committee, the Corporate Governance and Nominating Committee, the Human Resources Committee, and the Finance Committee. Each Board committee consists solely of independent directors.

Board Refreshment and Diversity

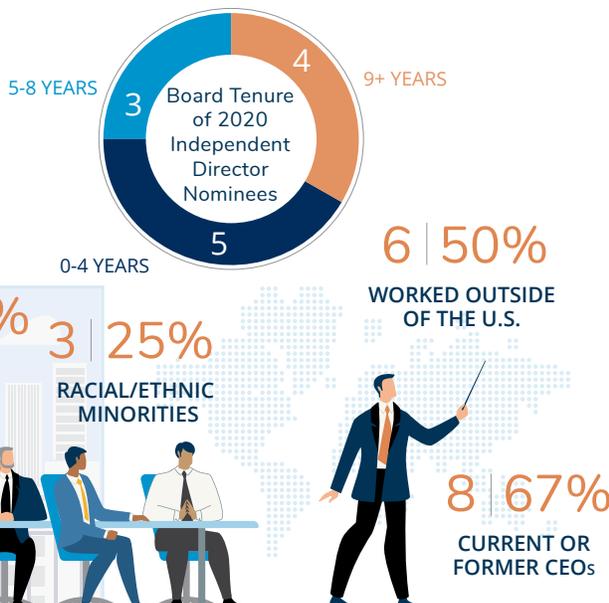
The Board, with the assistance of the Corporate Governance and Nominating Committee, selects potential new Board members using predefined criteria and priorities. We believe it is valuable to have directors with varying lengths of service in order to strike the right balance between continuity and renewal. The four independent directors who joined the Board in the past four years and our new director nominee, Jennifer A. LaClair, bring fresh perspectives to the Board, while our experienced directors have deep knowledge of our operations and the evolution of our strategy.

We believe it is important to have a diverse Board membership reflecting differences in viewpoints, professional experiences, educational background, skills, race, gender, ethnicity, national origin, and age. The Board and Corporate Governance and Nominating Committee is committed to seeking qualified diverse candidates, including diversity of race, gender, and ethnicity in each independent director search, and instructs any search firm that it engages accordingly.

In 2019, the Board of Directors elected Patricia K. Poppe, President and Chief Executive Officer of CMS Energy Corporation, to the Board. Given her extensive experience in consumer-facing industries and environmental stewardship, she brings a valuable perspective to the Board. The Board also nominated Ms. LaClair, Chief Financial Officer of Ally Financial Inc., for election at our 2020 annual meeting. She will bring significant finance, accounting, and capital markets expertise to the Board.

TENURE, EXPERIENCE, AND DIVERSITY

Our 2020 independent director nominees reflect an effective mix of business expertise, company knowledge, and diverse perspectives.



Board and Executive Oversight of ESG

Our Board is committed to overseeing the integration of ESG principles throughout Whirlpool Corporation. The Board reviews and receives updates on our sustainability strategy and key long-term ESG initiatives. In addition, regional business leaders and senior leaders in our product, sourcing, manufacturing, legal, communications, government relations, and technology functions comprise our Sustainability Steering Committee. The committee evaluates our strategic priorities on relevant ESG issues based on results of our ESG Materiality Assessment and input from our ESG task force.

Compensation Policies

The Human Resources Committee of the Board has responsibility for determining the compensation amounts for each of the company’s senior executives, and maintaining oversight of the company’s executive compensation policies and programs. The Committee evaluates the overall effectiveness of our compensation philosophy and programs in supporting our business strategy and human resources objectives.

To achieve our objectives, the Committee oversees and we manage to a pay-for-performance philosophy based on the following guiding principles:

- Compensation should be incentive-driven with a focus on both short-term and long-term results;
- A significant portion of pay should be performance-based, with the portion varying in direct relation to an executive’s level of responsibility;

- Components of compensation should be linked to the drivers of sustainable stockholder value over the long-term; and
- Compensation should be tied to an evaluation of business results and individual performance.

Each of our senior executives has elements of our ESG priorities included in their individual objectives for the purposes of individual performance ratings, which influences each executive’s incentive compensation.

What We Do	What We Don't Do
✔ Pay for performance	✘ Allow hedging or pledging of Whirlpool stock by executive officers, employees, or directors
✔ Use an independent compensation consultant that is solely engaged to provide executive compensation services to Whirlpool	✘ Provide excise tax gross-ups
✔ Cap short-term and long-term incentive award payouts at market-competitive levels	✘ Enter into employment contracts except as required by local law or prevailing local market practice
✔ Maintain robust stock ownership guidelines for our executives (7x salary multiple for CEO)	✘ Pay dividends or dividend equivalents on grants of any Performance Stock Units (“PSUs”) or Restricted Stock Units (“RSUs”) prior to vesting
✔ Subject all variable pay to a compensation recovery “claw-back”	✘ Reprice or reload stock options
✔ Have “double-trigger” change-in-control agreements	
✔ Carefully manage risk in our compensation programs to protect against unintended outcomes	
✔ Provide market-competitive perquisites deemed necessary to attract and retain top talent	



Global Ethics & Compliance

We conduct all aspects of our business in an honorable way, recognizing there is no right way to do a wrong thing. We always act responsibly and maintain the highest levels of ethical and legal conduct.

Our values are the enduring character of our company and an important part of our heritage. They are the moral compass of everything we do. If our enduring values of Integrity, Respect, Inclusion and Diversity, One Whirlpool, and Spirit of Winning are the foundation of who we are as a company, then our culture for more than 100 years is reflected in our commitment to Winning with Integrity, because there is **No Right Way to Do a Wrong Thing**. This commitment is the foundation for our Global Ethics & Compliance Program.

Whirlpool Corporation's Global Ethics & Compliance Program is focused on enhancing and sustaining our culture of winning with integrity within a risk-based framework, empowering employees with tools and resources to act with integrity. A cornerstone of our program is Our Integrity Manual.

OUR VALUES



INTEGRITY



RESPECT



INCLUSION & DIVERSITY



ONE WHIRLPOOL



SPIRIT OF WINNING

Our Integrity Manual

Our culture of integrity is put into action every day by our 77,000 global employees. Our code of ethics, which was enhanced and renamed [Our Integrity Manual](#), represents how we translate our integrity into action.

Our Integrity Manual is intentionally designed into two sections: a cultural section and a principles section. The cultural section describes our values, while the principles section translates our integrity value into everyday actions.

Whirlpool Corporation's commitment to integrity begins with its leadership. All of Whirlpool's top leaders globally attended training in which they reviewed and committed to action all of these principles. In turn, these leaders actively led similar training, in which nearly three quarters of our 77,000 employees participated. This commitment set the tone for our belief that how we achieve our goals is just as important as what we accomplish.

The Integrity Manual Training Sessions emphasized that Our Integrity Manual is a resource for them to be empowered to lead and win with integrity every day, including tools, such as a decision tree when faced with an ethical question.



OUR INTEGRITY MANUAL PRINCIPLES

We do what is right for our CONSUMERS

- We keep the consumer at the center of everything we do
- We design and manufacture safe and high-quality products
- We honor the promises we make
- We respect privacy

We do what is right for our PEOPLE

- We respect each other and promote inclusion and diversity
- We are committed to provide a safe and healthy workplace
- We believe in global human rights
- We are committed to sustainability and the environment

We do what is right for our COMPANY

- We report our work accurately
- We use company assets properly
- We safeguard confidential information
- We avoid conflicts of interests
- We represent the company properly

We do business the RIGHT WAY

- We prevent bribery
- We compete fairly
- We do not tolerate money laundering
- We manage our global business appropriately
- We expect our suppliers to conduct business ethically

Global Ethics & Compliance Program Operations

Whirlpool Corporation's Global Ethics & Compliance Program is designed with a comprehensive risk-based framework that is sustained through the efforts of a committed global team, policies, procedures, and systems for sustaining organizational integrity.

Oversight of the Global Ethics & Compliance Program is governed by the Global Ethics & Compliance Steering Committee ("E&C SteerCo"), composed of members of the Executive Committee, including our Chairman and CEO. The E&C SteerCo sets the tone for ethics and compliance at Whirlpool Corporation, and oversees the program.

This commitment to winning with integrity is also reflected by strong cross-functional leadership and partnerships between Compliance professionals and partners such as Internal Audit, Human Resources, Product Safety, Global Sourcing, and other teams. These partnerships permit Whirlpool Corporation to leverage resources to sustain program integrity and functionality. With clear ownership of compliance risks and related policies, procedures, and systems, and by

principle, our ethics and compliance program encourages all of us to participate and play a key role in our culture of integrity.

Another critical component of the Global Ethics & Compliance Program are the risk-based ethics and compliance communications and training, including training on all of the principles of Our Integrity Manual, which during 2019 was delivered to virtually all employees globally. For example, in 2019, 99% of approximately 13,000 employees globally representing high-risk roles or functions completed the Annual Ethics & Compliance Certification, wherein they certified their review and understanding of our Global Compliance Policies, including our anti-corruption policy. Of the 13,000, 1,000 represented employees at the Director level and above with 100% completion.



With over 77,000 employees and thousands of third-party business relationships, Whirlpool Corporation continually and systematically reviews compliance risks its business faces. We are aware of these risks, and, continually and systematically take proactive actions to respond to them. Whether through risk-based audits, managing the global third-party due diligence program, or implementing Integrity Channels that aid our employees to speak up and/or seek support, the Ethics & Compliance Program brings all of its operations and resources to bear to advance Whirlpool Corporation’s culture of integrity.

We encourage our employees to ask questions and voice concerns. As stated in Our Integrity Manual, speaking up is our responsibility. Our Integrity Channels serve as resources our employees can use to ask questions or raise a concern. Through our integrity channels, including our global hotline, which we call our Integrity Line, we ensure that our employees will be listened to and heard.

Our global Integrity Line is administered by an independent third party, and translated into 16 languages, that can be accessed in several ways externally and internally for reporting of concerns about potentially unethical or unlawful behavior of any employee, or raising questions about ethics and compliance matters. Whirlpool Corporation also has Regional Compliance Professionals embedded within Whirlpool Corporation’s global locations, that lead cross-functional teams ensuring in-person advice, strategic legal and compliance counseling, training, and guidance on doing business with integrity.





We Design and Manufacture Safe and High-Quality Products

Product safety and quality is at the forefront of everything we do: from designing the first [electric-powered wringer washer](#) to the latest connected technology, nothing matters more to us than earning and keeping the trust of our consumers.

The first principle of Our Integrity Manual is that we keep the consumer at the center of everything we do. Our consumers trust us in their homes, so we are passionate about bringing them products that are safe and high quality.

Whirlpool Corporation has a strong, multi-decade record of a proactive approach to premarket safety design and testing, monitoring the field safety performance, and timely conducting corrective actions, when necessary, to help protect consumers. Whirlpool Corporation has a comprehensive safety system which includes policies, procedures, and guidelines in place for risk assessment, field monitoring, field safety investigations, analysis, and reporting potential safety hazards.



Our governance model is implemented through the Global Product Safety (“GPS”) system, which defines clear roles and responsibilities for all employees, requires pre-market risk assessments, post-sale monitoring of product safety, and defines required communication protocols for any risks that are identified. Our management approach is based on the international standards defined by ISO 9001 and 58% of our sites are certified to their quality management systems.

Finally, our governance model also includes supplemental product safety standards designed to exceed industry standards. These standards include requirements for electrical shock hazards, fire/explosion hazards, suffocation/choking hazards, and entrapment hazards, among others, and are required for every new product that Whirlpool Corporation sells around the world. Our governance model includes rigorous processes and techniques for our engineering teams to help identify and assess potential safety and quality issues. As a result of these robust product safety and quality protocols, we proactively implemented corrective action campaigns related to certain legacy-Indesit washers and dryers primarily sold in the U.K.



We Believe in Global Human Rights

Whirlpool Corporation supports human rights in everything we do. We respect freedom of association and personal political involvement.

We believe in global human rights. Our business practices throughout the world reflect our commitment to ensure every person who works for Whirlpool Corporation throughout all of our global operations does so of his or her own free will, in a safe and healthy environment. We oppose discrimination, slavery, and child labor, and ensure we have controls and protections to avoid them. We support diversity and wage parity. We also respect the rights of our employees to associate with whom they choose and to be involved in politics outside of work. These values are also reflected in Our Integrity Manual. In addition to our internal commitment to human rights, we also hold our suppliers and business partners accountable to comply with these same principles through our Supplier Code of Conduct.



We Do Not Tolerate Corruption

Whirlpool Corporation is committed to sustained and proactive anti-corruption efforts throughout the entire global enterprise, including all business units, operations, and teams.

We do business the right way. This means that we do not tolerate bribery or corruption of any kind. Moreover, it means that we are active in adhering to this principle in all aspects of our business.

In addition to Our Integrity Manual, Whirlpool Corporation maintains a global anti-corruption policy (the Global Compliance Policy on Business Conduct, Anti-Bribery, and Foreign Corrupt Practices Act), which provides guidance and details of our anti-corruption commitment and expectations.

With leadership driven by our Executive Committee and the Global Ethics & Compliance team, and leveraging global and cross-functional resources, Whirlpool Corporation deploys an anti-corruption program to identify and mitigate potential corruption risks. This includes risk-based policies and procedures, online and in-person facilitated training, and risk-based audits to monitor, mitigate, and eradicate corruption risks. Our global third-party due diligence program evaluates potential and future ethics and compliance risks, including risks of corruption, that may be presented through our third-party relationships.

Whirlpool Corporation continually updates, improves, and enhances its Global Ethics Program to ensure appropriate and necessary resources (economic and talent-based) are available and used to identify and respond to current and future corruption risks.



We Expect Our Suppliers to Conduct Business Ethically

We hold ourselves to high standards, and we expect our suppliers and third parties acting on behalf of Whirlpool Corporation to do business the right way as well.

Doing business the right way means we expect our business partners to do the same. Our suppliers are key to our success and to maintaining the high standards and reputation of our brands. We require our suppliers not only to be technically qualified, but also to commit to our ethical standards and business practices.

Our [Supplier Code of Conduct](#) (SCoC) outlines the standards required to conduct business with Whirlpool Corporation. In 2019, we established a global dedicated team with the main focus on driving our responsible sourcing program that considers ethics, labor rights, and social and environmental issues when sourcing products and services across all purchasing categories and regions. Our goal is to minimize negative impacts and make a positive contribution to the businesses, people, and communities we support.

We require all of our suppliers to abide by the SCoC. Whirlpool Corporation is committed to preventing human rights abuses in its operations and supply chain. The SCoC states, in part, that suppliers must recognize and respect human rights, including any rights of workers to exercise lawful rights of free association, compliance with local and international laws regarding young workers, compliance with laws prohibiting human trafficking in any form (e.g., forced labor, debt bonded slavery), providing safe and healthy work environments, and respecting any legal right of workers to bargain collectively.

We have a robust supplier auditing program, which is mandatory for all new suppliers. We also deploy risk-based on-site audits for existing Whirlpool Corporation suppliers. One hundred percent of suppliers that were found to have a high risk audit result implemented a corrective action plan. In certain

THE NUMBER OF SUPPLIER CODE OF CONDUCT AUDITS CONDUCTED PER REGION

Year	NAR	EMEA	LAR	Asia	Total
2016	17	10	31	126	184
2017	21	9	19	128	177
2018	27	21	14	79+136 ¹	277
2019	54	45	24	85+45¹	253

1. Environmental-specific audits



circumstances, follow up audits were completed to verify that the findings were closed.

Our environmental assessment requires suppliers to comply with all local environmental laws applicable to the workplace, the products produced, and the methods of manufacture. Additionally, suppliers must not use materials that are considered harmful to the environment, but should encourage the use of processes and materials that support sustainability of the environment. In 2019, 20 supplier audits identified improvement areas related to the environment and corrective action plans were approved by Whirlpool Corporation and implemented. We also continued our special focus on China suppliers in response to the China Air Pollution Action Plan, in which we supported our suppliers' actions to reduce the amount of air, water, and noise pollution.

Through our robust efforts in auditing suppliers and performing environmental assessments, including monitoring and conducting third-party audits of top-tier suppliers, we have strengthened and sustained our requirements that suppliers comply with our SCoC. This resulted in no discovered instances of corruption, or terminating any supplier contracts.

An additional requirement of our suppliers is the prohibition against the use of any type of involuntary or forced labor. Where there is no local legal requirement, or if a local legal requirement is not as strict as the requirement included in the SCoC, suppliers are required to follow the requirements in the SCoC. In 2019, our audits identified one instance of child labor in a supplier, which implemented a corrective action plan. We also identified three vendors that had significant social findings, and we demanded an immediate corrective action plan. Evidence was provided to show the findings were resolved.

Material failures to comply with our SCoC may result in the termination of our relationship with a supplier, as may be permitted by applicable law. In order to ensure our suppliers are meeting our standard of integrity, we will continue to conduct independent audits of a sampling of our suppliers' practices.



A Century-Old Commitment to The Whirlpool Way

For more than 100 years, our enduring values have guided us and reflected our character as a company committed to integrity.

Since our founding in 1911, how we conduct ourselves in all we do remains our most important measure of success. In 1912, Whirlpool Corporation (then known as Upton Machine Company) received its first electric wringer washer order and contract with the Federal Electric Division of Commonwealth Edison. This was a major milestone for the fledgling business in more ways than one. Whirlpool Corporation unknowingly delivered an early order of its washing machines with defective transmission gears. Upon learning of the defect, Whirlpool Corporation recalled all of the machines and replaced the faulty parts at no cost. The show of integrity and commitment to quality so impressed Federal Electric that the

customer doubled its order. This simple but extraordinary act, a reflection of our founders' character, set the bar for the next 100 years and beyond. As our Chairman and CEO says, "We might not be remembered for WHAT we achieved, but we will be remembered for HOW we achieved it. Success without integrity is failure."

By keeping The Whirlpool Way at the forefront of our actions, our culture of compliance and ethics is strengthened and sustained. Acting with integrity and following The Whirlpool Way helps us earn trust every day. For 100 years and counting, we have earned trust by acting with integrity.



Appendix

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Awards & Recognition

World's Most Admired Companies

FORTUNE magazine
Tenth consecutive year

World's Best Employers

Forbes magazine

Dow Jones Sustainability Index, North America

Global corporate sustainability index

Corporate Equality Index

Perfect score of 100 from the
Human Rights Campaign
17th consecutive year

Global CR RepTrak

Top 100 ranking
Seventh consecutive year

Top Employer Europe

Top Employer Institute, in six countries

Best Employer for Diversity

Forbes magazine

EPA SmartWay® Excellence Award

U.S. Environmental Protection Agency
Fifth consecutive year;
High Performer third consecutive year

Top 100 Best Corporate Citizens

Corporate Responsibility magazine

The Just 100: America's Best Corporate Citizens

Forbes magazine

America's Most Responsible Companies

Newsweek

Disability Equality Index

100 percent score

Diversity Best Practices Inclusion Index

Top 15 in leading companies

Motor Transport Award

Business Excellence Award, Whirlpool UK

Best Places to Work

Great Places to Work (Canada)

CIO 100 Award

International Data Group

50 Best Companies to Sell For

Selling Power magazine

Military-Friendly Employer

Victory Media, Bronze Status (United States)

IF Design Award 2020

KitchenAid, Whirlpool, and Bauknecht brands

GRI Content Index

with key indicators for our business

Disclosure Number	Disclosure Title	Response
GRI 102: GENERAL DISCLOSURES		
Organizational Profile		
102-1	Name of the organization	Whirlpool Corporation
102-2	Activities, brands, products and services	See Corporate Overview, page 4
102-3	Location of headquarters	2000 North M-63, Benton Harbor, Michigan
102-4	Location of operations	Operations data in this report is from majority-owned subsidiaries, but excluding the manufacturing operations of Embraco, which was sold by Whirlpool Corporation in July 2019. Countries where Whirlpool Corporation operates and that are relevant to the topics covered in this report are: Argentina, Brazil, China, India, Italy, Mexico, Poland, Russian Federation, Slovakia, South Africa, Turkey, United Kingdom, United States of America.
102-5	Ownership and legal form	Whirlpool Corporation is a publicly traded company, listed on the Chicago Stock Exchange and New York Stock Exchange
102-6	Markets served	See Corporate Overview, page 4
102-7	Scale of the organization	See Corporate Overview, pages 4-5
102-8	Information on employees and other workers	<p>See Social Scorecard, pages 45-46</p> <p>The vast majority of our workforce are Whirlpool Corporation employees, with the exception of China where the majority of the workers are in-store promoters who perform selling services on our behalf. Our contract employee workforce is less than 4% of our total workforce; therefore it is an insignificant portion of our population.</p> <p>The data for this disclosure was compiled based on a combination of leveraging our internal HRIS and consulting with various Centers of Excellence within our HR function. There are no significant variations in the numbers reported in 102-8A, B, or C.</p>
102-10	Significant changes to the organization and its supply chain	In July 2019, we completed the divestiture of our Embraco compressor business. For more information, please see our 2019 Annual Report.
102-11	Precautionary Principle or approach	Whirlpool Corporation's Global Policy on Environment, Health, and Safety points to maintaining high environmental standards by identifying aspects, threats, and opportunities, and the conservation of natural resources, waste minimization, and prevention of pollution. We manage our operations and develop products according to our capabilities, with a commitment to avoid negative impacts on the environment. We apply the precautionary principle where there are threats of serious or irreversible damage to the environment, acting according to our capabilities to prevent risks.
102-12	External initiatives	See Our Commitments, page 15
102-13	Membership of associations	Whirlpool Corporation's main memberships of industry associations are held with APPLiA , AHAM and ELETROS .

Disclosure Number	Disclosure Title	Response
102-14	Statement from senior decision-maker	See CEO Message, pages 6-7
102-15	Key impacts, risks and opportunities	See Refreshed Materiality Assessment, pages 8-9
102-16	Values, principles, standards and norms of behavior	See Corporate Overview and Our Purpose, pages 4 and 11
102-17	Mechanisms for advice and concerns about ethics	See Global Ethics & Compliance Program, pages 70-71
102-18	Governance structure	See A Revised ESG Framework, page 10 Proxy Statement
102-19	Delegating authority	See A Revised ESG Framework, page 10
102-20	Executive-level responsibility for economic, environmental and social topics	See A Revised ESG Framework, page 10. The ESG Task Force members report directly to the highest governance body.
102-21	Consulting stakeholders on economic, environmental and social topics	See Refreshed Materiality Assessment, pages 8-9
102-22	Composition of the highest governance body and its committees	Proxy Statement
102-23	Chair of the highest governance body	See Board of Directors, page 66 Proxy Statement
102-24	Nominating and selecting the highest governance body	Proxy Statement
102-25	Conflicts of Interest	Proxy Statement Integrity Manual Corporate Governance Guidelines and Policies
102-26	Role of highest governance body in setting purpose, values and strategy	See Board Oversight of Our ESG Strategy, page 66
102-28	Evaluating the highest governance body's performance	See Board Oversight of Our ESG Strategy, page 66
102-29	Identifying and managing economic, environmental and social impacts	See Board Oversight of Our ESG Strategy, page 66
102-32	Highest governance body's role in sustainability reporting	See Board Oversight of Our ESG Strategy, page 66
102-35	Remuneration policies	See Compensation Policies, page 67 Additional details on our Board of Directors compensation, and our executive compensation policies and programs can be found in our Proxy Statement as filed with the SEC.
102-36	Process for determining remuneration	See Proxy Statement , page 35
102-40	List of stakeholder groups	See Refreshed Materiality Assessment, pages 8-9
102-41	Collective bargaining agreements	50.38%
102-42	Identifying and selecting stakeholders	See Refreshed Materiality Assessment, pages 8-9
102-43	Approach to stakeholder engagement	See Refreshed Materiality Assessment, pages 8-9
102-44	Key topics and concerns raised	See Refreshed Materiality Assessment, pages 8-9
102-45	Entities included in the consolidated financial statements	Majority-owned entities are included. Form 10-K , Exhibit 21
102-46	Defining report content and topic boundaries	See Refreshed Materiality Assessment, pages 8-9
102-47	List of material topics	See Refreshed Materiality Assessment, pages 8-9

Disclosure Number	Disclosure Title	Response
102-48	Restatements of information	The base year for emissions is now 2016 based on the SBTi methodology.
102-49	Changes in reporting	The Materiality Assessment was redone in 2019, so the material topics and Materiality Matrix has changed from last year. This is done to reflect changing stakeholder priorities and impacts to the business.
102-50	Reporting period	2019 (complete year)
102-51	Date of most recent report	2018
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	See About This Report, page 16
102-54	Claims of reporting in accordance with the GRI Standards	See About This Report, page 16
102-56	External assurance	This report has not been externally assured. We have internal control systems in place for managing and reporting information and we work with a third-party consultant company in the process for defining the report content, including the application of the Materiality principle and the stakeholder engagement process. We are considering implementing an external assurance process in the future.
103-1	Explanation of the material topic and its boundary	See Refreshed Materiality Assessment, pages 8-9
103-2	The management approach and its components	See Refreshed Materiality Assessment, pages 8-9
103-3	Evaluation of the management approach	See Refreshed Materiality Assessment, pages 8-9 The effectiveness of our management approach to material topics is evaluated through the monitoring process of our goals, external benchmarkings and frameworks, and strategy guidance from external consultancy companies, which analyze our programs and initiatives.
201-2	Financial implications and other risks and opportunities due to climate change	Form 10-K , page 18
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	The ratio of the standard entry-level hourly wage to local minimum wage varies from location to location around the world. This variation is necessary to comply with local market conditions and with wage minimums in countries or municipalities that set the minimums. Whirlpool Corporation complies with local minimum wage laws in each jurisdiction in which we operate. Whirlpool Corporation does not vary entry-level compensation by gender.
205-1	Operations assessed for risks related to corruption	See We Do Not Tolerate Corruption, page 74
205-2	Communication and training about anti-corruption policies and procedures	See Our Integrity Manual, page 69
205-3	Confirmed incidents of corruption and actions taken	We had zero confirmed incidents of corruption in 2019.
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Form 10-K , pages 69 and 70
301-1	Materials used by weight or volume	<ul style="list-style-type: none"> - Metals (non-renewable): 1,305,194 Metric Tons (68.57%) - Plastics (non-renewable): 598,287 Metric Tons (31.43%) - Cardboard Packaging (renewable)¹: 103,900 Metric Tons (54.52%) - EPS Packaging (non-renewable): 48,480 Metric Tons (23.86%) - Recycled Paper Packaging (renewable): 32,000 Metric Tons (16.79%) - Film Packaging (non-renewable): 9,200 Metric Tons (4.83%) <p>1: The recycled content in our cardboard packaging varies from 25% to 100%, depending on the region.</p> <p>Note: these data are estimated based on engineering and sourcing estimates.</p>

Disclosure Number	Disclosure Title	Response
302-1	Energy consumption within the organization	See Environmental Scorecard, page 19 The disclosure includes renewable and nonrenewable sources of energy.
302-3	Energy intensity	See Environmental Scorecard, page 19 The disclosure considers energy consumption within the organization and the denominator is the total number of products manufactured in 2019.
302-4	Reduction of energy consumption	See Environmental Scorecard, page 19 See Energy Management, page 33
302-5	Reductions in energy requirements of products and services	See Environmental Scorecard, page 19 See Energy Management, page 33
303-1	Interactions with water as a shared resource	We use the WRI Aqueduct tool suggested by CDP Water to analyze our water impacts and sites with the highest water risk. This information informs future priorities for action and water-related projects. The Aqueduct tool is a model based on the location of company locations rather than current water use or water trends. We have taken steps to include the current state and trends at our sites in our analysis to focus our efforts on the sites where we can have the largest impact.
303-2	Management of water discharge-related impacts	See Environmental Scorecard, page 21
303-3	Water withdrawal	See Environmental Scorecard, page 21 See Water Efficiency, page 36
303-4	Water discharge	See Environmental Scorecard, page 21 See Water Efficiency, page 36
305-1	Direct (Scope 1) GHG emissions	See Environmental Scorecard, page 19 See Reducing GHG Emissions in Our Plants, page 33 No gases were excluded from the calculation. The baseline year is 2016 based on the SBTi methodology. Emissions Factors are from IPCC.
305-2	Energy indirect (Scope 2) GHG emissions	See Environmental Scorecard, page 19 The baseline year is 2016 based on the SBTi methodology. Emissions Factors are from IEA.
305-3	Other indirect (Scope 3) GHG emissions	See Environmental Scorecard, page 19 See New Targets to Reduce GHG Emissions in Our Products, page 24 The baseline year is 2016 based on the SBTi methodology. Emissions Factors are from IEA.
305-4	GHG emissions intensity	See Environmental Scorecard, page 19 Denominator is production. No gases were excluded from the calculation. The baseline year is 2016 based on the SBTi methodology.
305-5	Reduction of GHG emissions	See Environmental Scorecard, page 19 No gases were excluded from the calculation. The baseline year is 2016 based on the SBTi methodology.
306-1	Water discharge by quality and destination	See Environmental Scorecard, page 21 See Water Efficiency, page 36
306-2	Waste by type and disposal method	See Environmental Scorecard, page 19 See Achieving Zero Waste to Landfill, page 37
308-1	New suppliers that were screened using environmental criteria	See We Expect Our Suppliers to Conduct Business Ethically, page 75
308-2	Negative environmental impacts in the supply chain and actions taken	See We Expect Our Suppliers to Conduct Business Ethically, page 75
401-1	New employee hires and employee turnover	See Social Scorecard, page 46

Disclosure Number	Disclosure Title	Response
401-2	Benefits provided to full-time employees	Whirlpool Corporation's compensation and benefits philosophy supports the business strategy by attracting, motivating, and retaining top talent by being market competitive, aligning rewards to both individual and company performance, and remaining flexible to support changing business needs. In every country we provide life insurance, disability coverage, and parental leave. In coordination with each country's health care system, and in addition to any required local health care participation, we may provide additional benefits based on the market competitiveness in that country. We meet all local regulations related to benefits.
402-1	Minimum notice periods regarding operational changes	In any jurisdiction where there is a legally mandated notice, we comply with all local laws and requirements. Whirlpool Corporation also provides severance where applicable based on local law and or company policy.
403-1	Occupational health and safety management system	See Occupational Health & Safety, pages 50-53
403-2	Hazard identification, risk assessment and incident investigation	See Occupational Health & Safety, page 51
403-5	Worker training on occupational health and safety	See Workforce Development & Engagement, page 48
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	See Occupational Health & Safety, page 51
403-8	Workers covered by an occupational health and safety management system	See Occupational Health & Safety, page 50 All our workers are covered by the occupational health and safety management system
403-9	Work-related injuries	See Occupational Health & Safety, page 50 Whirlpool Corporation does not draw a distinction between regular employee hours worked and temporary employee hours worked. Temporary employees or "contract" employees are employees who are employed by another employer but supervised on a day-to-day basis by a Whirlpool Corporation employee. Therefore, the total number of employee hours worked (140,371,368) is comprised of both Whirlpool Corporation employees and non-employees supervised by a Whirlpool Corporation employee. The only workers who are not included in this disclosure are contractors and contract workers who work (temporarily) at a Whirlpool Corporation operation and are not supervised by a Whirlpool Corporation employee, but instead by a member of his/her own organization.
403-10	Work-related ill health	See Occupational Health & Safety, page 50 Only workers who are not supervised by a Whirlpool employee are not included in Whirlpool Injury and Illness records. This would include contractors executing a temporary project at a Whirlpool location that are supervised by their employer.
404-1	Average hours of training per year per employee	See Workforce Development & Engagement, pages 48-49 Training is offered at Whirlpool Corporation to all employees based on development needs and company requirements regardless of race, gender, and ethnicity.
404-2	Programs for upgrading employee skills and transition assistance programs	See Workforce Development & Engagement, pages 48-49 Severance and job placement services and transition assistance are available on an ad hoc basis in the U.S.
404-3	Percentage of employees receiving regular performance and career development reviews	See Everyday Performance Excellence, page 49
405-1	Diversity of governance bodies and employees	See Board of Directors, page 66 See Social Scorecard, page 46
405-2	Ratio of basic salary and remuneration of women to men	See Whirlpool Corporation At-A-Glance, page 5

Disclosure Number	Disclosure Title	Response
406-1	Incidents of discrimination and corrective actions taken	We had 67 internal incidents of which 28 were substantiated and we took corrective actions. We also had 21 external cases opened, of which nine closed. 100% of incidents are reviewed by Whirlpool Corporation's legal and employee relations teams as a part of our standard process. No findings of wrongdoing have been determined for the remaining incidents.
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Whirlpool Corporation respects the rights of its employees to associate with whom they choose. When employees properly elect a trade union, we bargain in good faith with that union. We do not believe that either violations or significant risks exist at any operation, regardless of country or geographic region. The Company employs experts who understand compliance with laws related to association and collective bargaining. Those experts work within the business to ensure compliance, including providing periodic training.
408-1 and 409-1	Operations and suppliers at significant risk for incidents of child labor, forced or compulsory labour	See We Believe in Global Human Rights, page 73 See Global Ethics & Compliance, page 68
412-1	Operations that have been subject to human rights reviews or impact assessments	See We Believe in Global Human Rights, page 73
412-2	Employee training on human rights policies or procedures	See Our Integrity Manual, page 69 Whirlpool Corporation expects all employees to respect human rights across the globe and offers appropriate training tailored to specific locations and local laws and regulations.
413-1	Operations with local community engagement, impact assessments and development programs	See Local Communities, page 57
414-1	New suppliers that were screened using social criteria	See We Expect Our Suppliers to Conduct Business Ethically, page 75
414-2	Negative social impacts in the supply chain and actions taken	See We Expect Our Suppliers to Conduct Business Ethically, page 75
415-1	Political contributions	In 2019, \$154,000 in political contributions were made. No in-kind political contributions were made in 2019. https://www.whirlpoolcorp.com/us-political-contributions/
416-1	Assessment of the health and safety impacts of product and service categories	See We Design and Manufacture Safe and High-Quality Products, page 72
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	We have not identified any non-compliances based on internal search conducted.
419-1	Non-compliance with laws and regulations in the social and economic area	Form 10-K , pages 69 and 70

Sustainability Accounting Standards Board

The Sustainability Accounting Standards Board (SASB) connects businesses and investors on the financial impacts of sustainability. Our 2019 Sustainability Report marks the first time that Whirlpool has reported to the SASB framework against the Consumer Goods Sector—Appliances Manufacturing Standards.

SASB—SUSTAINABILITY ACCOUNTING STANDARDS BOARD

Consumer Goods Sector—Appliance Manufacturing

Sustainability Disclosure Topics & Accounting Metrics:

Topic	Accounting Metric	Category	Unit of Measure	Code	Response
Product Safety	Number of (1) recalls issued and (2) total units recalled	Quantitative	Number	CG-AM-250a.1	2 voluntary recalls issued in 2019, with a total of 565k units that were subject to these recalls. No involuntary recalls were issued.
	Discussion of progress to identify and manage safety risks associated with the use of its products	Discussion and Analysis	n/a	CG-AM-250a.2	Product Safety and Quality
	Total amount of monetary losses as a result of legal proceedings associated with product safety	Quantitative	Reporting currency	CG-AM-250a.3	\$5.6M
Product Life Cycle Environmental Impacts	Percentage of eligible products by revenue certified to the Energy Star program	Quantitative	Percentage (%) by revenue	CG-AM-410a.1	44% (United States only) (Excludes licensed products and products without an Energy Star label)
	Percentage of eligible products by revenue certified to an Association of Home Appliance Manufacturers (AHAM) sustainability standard	Quantitative	Percentage (%) by revenue	CG-AM-410a.2	0% in 2019, due to competing retailer sustainability labels and lack of usage in market.
	Description of efforts to manage products' end-of-life impacts	Discussion and Analysis	n/a	CG-AM-410a.3	Product Life Cycle and End of Life
—	Annual production	Quantitative	Number of units	CG-AM-000.A	67,405 (in thousands)

Additional Financial Information

Forward-Looking Statements

The Private Securities Litigation Reform Act of 1995 provides a safe harbor for forward-looking statements made by us or on our behalf. Certain statements contained in this report, and other written and oral statements made from time to time by us or on our behalf do not relate strictly to historical or current facts and may contain forward-looking statements that reflect our current views with respect to future events and financial performance. As such, they are considered “forward-looking statements” which provide current expectations or forecasts of future events. Such statements can be identified by the use of terminology such as “may,” “could,” “will,” “should,” “possible,” “plan,” “predict,” “forecast,” “potential,” “anticipate,” “estimate,” “expect,” “project,” “intend,” “believe,” “may impact,” “on track,” and similar words or expressions. This document contains forward-looking statements about Whirlpool Corporation and its consolidated subsidiaries (“Whirlpool”) that speak only as of this date. Whirlpool disclaims any obligation to update these statements. Forward-looking statements in this document may include, but are not limited to, statements regarding Whirlpool Corporation’s emissions, energy consumption, water consumption, and other environmental targets, external ESG commitments, and operational strategies. Many risks, contingencies and uncertainties could cause actual results to differ materially from Whirlpool Corporation’s forward-looking statements. Among these factors are: (1) intense competition in the home appliance industry reflecting the impact of both new and established global competitors, including Asian and European manufacturers, and the impact of the changing retail environment, including direct-to-consumer sales; (2) Whirlpool Corporation’s ability to maintain or increase sales to significant trade customers and the ability of these trade customers to maintain or increase market share; (3) Whirlpool Corporation’s ability to maintain its reputation and brand image; (4) the ability of Whirlpool to achieve its business plans, productivity improvements, and cost control objectives, and to leverage its global operating platform, and accelerate the rate of innovation; (5) Whirlpool Corporation’s ability to obtain and protect intellectual property rights; (6) acquisition and investment-related risks, including risks associated with our past acquisitions, and risks associated with our increased presence in emerging markets; (7) risks related to our international operations, including changes in foreign regulations, regulatory compliance and disruptions arising from political, legal and economic instability; (8) information technology system failures, data security breaches, data privacy compliance, network disruptions, and cybersecurity attacks; (9) product liability and product recall costs; (10) the ability of suppliers of critical parts, components and manufacturing equipment to deliver sufficient quantities to Whirlpool in a timely and cost-effective manner; (11) our ability to attract, develop and retain executives and other qualified employees; (12) the impact of labor relations; (13) fluctuations in the cost of key materials (including steel, resins, copper and aluminum) and components and the ability of Whirlpool to offset cost increases; (14) Whirlpool Corporation’s ability to manage foreign currency fluctuations; (15) impacts from goodwill impairment and related charges; (16) triggering events or circumstances impacting the carrying value of our long-lived assets; (17) inventory and other asset risk; (18) the uncertain global economy and changes in economic conditions which affect demand for our products; (19) health care cost trends, regulatory changes and variations between results and estimates that could increase future funding obligations for pension and postretirement benefit plans; (20) changes in LIBOR, or replacement of LIBOR with an alternative reference rate; (21) litigation, tax, and legal compliance risk and costs, especially if materially different from the amount we expect to incur or have accrued for, and any disruptions caused by the same; (22) the effects and costs of governmental investigations or related actions by third parties; and (23) changes in the legal and regulatory environment including environmental, health and safety regulations, and taxes and tariffs. We undertake no obligation to update any forward-looking statement, and investors are advised to review disclosures in our filings with the SEC. It is not possible to foresee or identify all factors that could cause actual results to differ from expected or historic results. Therefore, investors should not consider the foregoing factors to be an exhaustive statement of all risks, uncertainties, or factors that could potentially cause actual results to differ from forward-looking statements.