

Questions or Concerns?

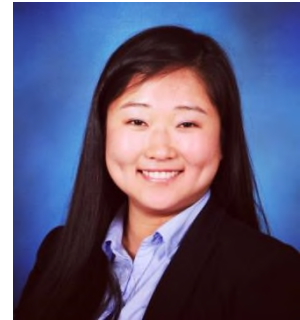
We're listening.



Lois Petzold
Ombudsman



Steven Cordery
Ombudsman



Lily Xu
Ombudsman

ONLINE SUBMITTAL: **ombudsman.confidential.utc.com**

PHONE: **800 871 9065**

AT&T Direct access codes for international calls: www.business.att.com/bt/access.jsp

The UTC Ombudsman Program: Independent, Neutral, Confidential, Informal

Discuss and evaluate options for resolving a problem or a concern.
Get guidance on how to use formal communication channels more effectively
Discover a different perspective on a situation
Find the appropriate resource to resolve a concern
Obtain clarification on company policies, or your responsibilities as a UTC employee

Communication with an Ombudsman does not put UTC on notice



United Technologies

For more information on UTC Ombudsman program, visit:
<http://www.utc.com>