



Ombuds Program

A confidential, informal, neutral
and independent resource

What is an ombuds?

The Ombuds Program is a confidential, informal, neutral and independent resource that provides assistance in exploring options to resolve problems, complaints and conflicts when normal processes and procedures have not worked satisfactorily.

This assistance is an alternate to formal administrative channels, supplementing but not replacing them. The Ombuds Program also serves as a resource for those who seek guidance on policies, procedures and regulations. The ombuds can refer individuals to persons able to resolve problems or handle issues at the lowest possible level. Where appropriate, the ombuds can also facilitate communication between parties who find themselves in a dispute.

What is an ombuds's role?

The ombuds strives to foster equitable treatment of all employees and provides an independent, neutral point of view in an informal and confidential environment. The Ombuds Program is not part of any administrative structure at Raytheon Technologies, and refrains from making policy or administrative decisions or conducting formal investigations.

Confidential

Private, confidential discussions can be arranged at your convenience. All communications are treated with strict confidentiality. The ombuds will not identify you or discuss your personal concerns with anyone else unless, within the course of your conversations, you and the ombuds both deem it appropriate to do so. The ombuds does not keep records. The *only* exception to confidentiality is when the ombuds determines that there is risk of imminent harm.

Because matters discussed with the ombuds are considered confidential and "off the record," they do not constitute formal notice of any claims to Raytheon Technologies. The Ombuds Program is made available with the express understanding that it provides users with a confidential, independent, neutral and alternate channel of communication.

Independent, fair and impartial

The ombuds works toward resolutions based on principles of fairness. The ombuds is not an advocate for employees or managers, but is an advocate of fair processes.

When might I want to talk to an ombuds?

The Ombuds Program is available to all employees and managers who:

- Have a problem or concern relating to Raytheon Technologies and need guidance in resolving the issue
- Need information about policies or procedures at Raytheon Technologies
- Feel they may be a victim of harassment or discrimination
- Are unsure about which Raytheon Technologies policies, procedures or regulations apply to certain situations
- Have a problem that cannot be resolved by following regular Raytheon Technologies procedures
- Believe that they have been unfairly or inequitably treated
- Have a problem that requires someone to help negotiate a solution or facilitate communication between parties
- Believe that a Raytheon Technologies policy, procedure or regulation has been applied unfairly or erroneously

What can an ombuds do?

- Listen with an open mind
- Remain impartial and neutral
- Help clarify an issue, policies or procedures
- Help identify and evaluate options for resolving an issue
- Refer you to another helpful resource at Raytheon Technologies
- Facilitate discussion between individuals
- Provide coaching
- Assist in surfacing concerns
- Act as an early warning system by sharing general trends with management
- Act as a change agent by helping to rectify or prevent problematic systemic issues
- Maintain strict confidentiality unless there is an imminent risk of serious harm

What can an ombuds not do?

- Conduct formal investigations
- Make binding decisions
- Replace or supersede formal resources (e.g., Office of General Counsel, Ethics & Compliance or Human Resources)
- Serve as formal notice to Raytheon Technologies regarding any claim
- Serve as an advocate for anyone
- Maintain detailed records
- Provide legal advice

Who are the current ombuds?



Lois Petzold
Washington D.C.,
United States



Steven Cordery
London,
United Kingdom



Lily Xu
Shanghai,
China

How can I contact an ombuds?

You may reach a Raytheon Technologies ombuds by telephone or online.

Confidential phone call

1+ 800-871-9065

<https://www.business.att.com/collateral/access.html> (AT&T toll-free)

Translation services available

Confidential online

<https://ombuds.confidential.rtx.com>

Log back in to the system to retrieve ombuds responses with a user-created temporary ID and tracking number.

Translation services available.