



Johnson Controls – Additional Customer Information regarding response to COVID-19

Johnson Controls is committed to the health and safety of all employees, customers, partners and the communities we serve. As the situation around COVID-19 (Coronavirus) continues to evolve it is important that we are prepared to manage the impact of the virus.

Johnson Controls is actively implementing local and regional contingency plans across the globe to ensure that our teams are available to support and meet the needs of our customers and other stakeholders, while ensuring our employees' health and safety remains a priority.

We are continuing to monitor the situation and are prepared to respond promptly as the situation changes, and therefore the plans outlined in this document will be continually reviewed and updated as needed.

Travel

Johnson Controls has decided as a proactive and precautionary measure to restrict all non-customer critical and non-business critical air travel, international and domestic, for our employees. This proactive decision has been made to ensure that we follow WHO guidance on travel to restricted countries, remain focused on Zero Harm to minimize any unnecessary risk to our employees in the course of their daily work, and extends our support for public health efforts to contain the virus.

Business Continuity Planning

Business Continuity Planning teams have been activated regionally for all Johnson Controls businesses and offices. We continue to keep the safety and well-being of our employees paramount, and our EHS, Security and HR teams are proactively monitoring regional changes regarding COVID-19. In each of our Business Units and regions escalation plans have been put in place to protect our employees, customers and visitors as part of our standard business continuity plans and ensure that appropriate precautionary measures are being taken.

Containment

Employees who have potentially been exposed, regardless of where or how, are requested to report so immediately, and we have provided subsequent guidance to all of our leaders, HR teams and employees on the process. The potentially exposed employee is expected to seek medical advice, so they can be appropriately screened / tested for COVID-19 infection. Control measures to prevent further spreading will include, as appropriate: thorough workplace disinfection, preventive quarantining and notification of all internal and external contacts (incl. recent customer contacts).

Visitors to our facilities

We have implemented new requirements for all visitors at Johnson Controls sites to ensure we have greater visibility of potential risks. If a person has visited a region that has experienced an outbreak of COVID-19 (for example China or Italy) or has been in close proximity to an individual that could be infected by the virus, they should not visit a Johnson Controls site for a period of at least 14 days after leaving the region affected, or the last contact with the individual that could be a carrier of the virus. Visitors to a Johnson Controls site may be asked to confirm compliance with these requirements prior to being granted access to the location.

Johnson Controls, Inc
507 E Michigan St
53202
Milwaukee, WI
United States



Hygiene and Sanitization

To meet our commitment to the health and safety of employees, we have implemented guidance for all global employees on the preventative actions they can take to minimise the risk of infection. This guidance includes hand washing, respiratory hygiene and cough etiquette to avoid transmission of a contagious virus.

As a further prevention action, the frequency of cleaning and sanitization activities at our facilities globally is being increased to minimise the risk of exposure as the situation evolves.

You should also be aware that Johnson Controls sites within or close to regions that have experienced an outbreak of COVID-19 may have additional controls or restrictions in place to minimize any unnecessary risk to our employees in the course of their daily work, and extend our support for public health efforts to contain the virus.

Thank you for your continued support.