



March 27, 2020

Dear Valued Johnson Controls Supplier:

As a member of the global community working together to address the COVID-19 pandemic, the Johnson Controls family of companies are committed to the health and safety of all of our suppliers, subcontractors, partners, customers, employees and all of our communities in which we serve. As a provider of products, services and personnel essential to our customers' operations, we are highly cognizant of the role we play in helping our customers and communities to minimize the impact of the virus within the communities we serve.

Our products and services are critical to our customers' operations – in installing and maintaining their fire detection, fire prevention, fire suppression, security, alarm monitoring, facility access and visitor control, heating, ventilation, air conditioning and other building climate controls systems.

Our customers performing vital community services like hospitals, nursing homes, supermarkets, food processors, pharmacies, data centers, state and local government offices, police stations, fire stations, local government offices, and many others supporting critical infrastructure which citizens depend on during the COVID-19 pandemic, rely on the equipment and infrastructure we provide so they can perform their jobs, help save lives and protect our communities.

We know we do not do this alone. Our suppliers, subcontractors and their personnel are in the frontlines with us delivering work critical to public health, well-being and safety. Your work is essential for us to be able to continue to provide these essential goods and services.

Many geographic areas have enacted shelter-in-place mandates; however, they have recognized the need for essential businesses to continue providing essential goods and services by allowing for exemptions from the mandate. We have been closely reviewing the mandates as they evolve to confirm that our businesses meets the exemptions within the affected geographic regions.

Your company has been identified as providing essential goods and/or services in support of Johnson Controls' operations and as such should remain open to help support our customers and communities.

If your company is impacted by shelter-in-place or other similar government mandates, please follow this link to complete our COVID-19 supplier continuity survey:

<https://www.surveymonkey.com/r/X9TGTZ7>

We appreciate your cooperation to help us ensure we are able to continue to provide our essential products and services to our customers and communities during this unprecedented time.

To provide any information regarding impacts to your operations that may affect our orders or any questions you may have, please email BTS-Global-Supply-Continuity@jci.com.

Thank you again for your continued partnership in this challenging time.

Best regards,

Terry Nadeau
VP & Chief Procurement Officer
Johnson Controls, Inc.