

The power behind **your mission**



March 18, 2020

Dear valued Customers,

The impact the COVID-19 pandemic is having on our communities is astounding. The bravery and tenacity of our global healthcare workers who show up every day to care for our communities cannot be overstated. For those with family or colleagues who have fallen ill from the virus, our organization sends you strength and hope for a full recovery.

During this difficult time, I wanted to share how Johnson Controls is working as a community in order to serve you while keeping our employees' health and safety a top priority:

- **We are ensuring that our teams are available to support and meet the needs of our customers** by implementing local and regional contingency plans across the globe.
- **Our offices, branches and manufacturing facilities remain open** and operate business as usual with increased sanitation practices and restricted visitor policies except where prohibited by law.
- **We restricted all unnecessary travel** that isn't business or customer-critical to minimize risk to our employees in the course of their daily work and in support for public health efforts to contain the virus.
- **We activated an Enterprise Command Team** that monitors the situation 24/7 to ensure we have a real-time assessment of developing events and mitigates any potential impact.
- **We have encouraged our office-based employees to work from home** to minimize risk of exposure and disruption. While this is a change for many employees, I'm encouraged by examples I've seen of incredible virtual collaboration and productivity for customers amongst our distributed colleagues.

We advance the safety, comfort and intelligence of your buildings to help you achieve your mission—and our commitment to that is stronger than ever. While COVID-19 is an unprecedented situation, I am inspired and incredibly proud of our employees who continue to serve our customers and communities. On behalf of our employees, we are more committed than ever to supporting you during this difficult time. We will continue to monitor the situation and are prepared to respond promptly as it changes.

We wish for your continued health and safety and appreciate the ability to serve you.

Sincerely,

George Oliver

Chairman and Chief Executive Officer