

Updates to the Global Supplier Performance Standards Manual

Dear Valued Suppliers,

I'm pleased to share Johnson Controls has made updates to the [Global Supplier Performance Standards Manual](#) (GSPSM), one of the essential ways we communicate company requirements with you. A guide that also details the expectations and procedures for conducting business with us, this version of the GSPSM is effective Friday, March 1 and includes several key changes:

We've added a new section about data security requirements for suppliers. This section outlines the security protocols that suppliers must have in place and follow. In addition to securing all confidential information/data and personal data using industry standard physical and technical organization measures, suppliers must comply with all applicable data processing laws.

We've updated our standard payment terms to 120 days, next payment run for material and service suppliers. This change aligns us with benchmarks and competitors, allowing us to maintain our competitive position in the industry and grow our business with you.

We've updated our packaging guidance to include new label standards and packing list requirements. This will help us ensure the accuracy and integrity of information related to inventory records, enterprise resource planning/supplier schedules and invoice payments.

It's critically important all our suppliers comply with the GSPSM and adhere to its requirements. By working together, we can continue to drive value for our businesses, collaborate on key metrics, improve the efficiency of our supply chain, reduce risk and create better outcomes for all. Should you have questions about the GSPSM and the scope of the improvements we've made, please contact your category manager or primary Johnson Controls liaison.

Thank you for your continued partnership.

Best regards,

Duane Maier
Chief Procurement Officer
Johnson Controls