

George R. Oliver  
Chairman and Chief Executive Officer  
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March 20, 2020

Dear Mayor:

We at Johnson Controls are very pleased that during these challenging times we are able and anxious to support our customers, colleagues and partners. Johnson Controls provides residential and commercial building life-safety and HVAC-R products and services that are vital to the uninterrupted operations of hospitals, supermarkets, food processors, pharmacies, data centers, state and local government offices, police stations, fire stations, United States military operations around the world and other critical infrastructure your citizens depend on during the COVID-19 pandemic.

Johnson Controls is a Critical Manufacturer as recognized by the U.S. Department of Homeland Security <https://www.cisa.gov/critical-infrastructure-sectors>. In addition, Johnson Controls' products and services are covered in the Communication, Commercial Facilities, Chemical, Critical Manufacturing, Defense Industrial Base, Emergency Services, Energy, Financial Services, Healthcare and Public Health, Information Technology Sectors and Food and Agriculture since the products and services we manufacture, install and service are essential to those critical sectors.

To maintain these critical operations, I am writing to request that our **security, life safety and HVAC-R** services and products be designated as **essential** in the event you issue restrictions on business activity. The rationale for this request is below.

- HVAC – Not only are our products and services essential to hospitals and operating theaters, but they are necessary to continue to run almost all of the Critical Infrastructure Sectors recognized by the Department of Homeland Security. Poorly ventilated buildings affect air quality and can contribute to the spread of disease and secondary infection. The World Health Organization has issued guidance that validates this point: <https://www.who.int/sustainable-development/health-sector/health-risks/airborne-diseases/en/>. It is essential to maintain these systems and keep them in service where people continue to live and work.
- Industrial Refrigeration – This equipment is essential in many industries, from food and beverage processing to the petrochemical industries, both recognized as Critical Infrastructure Sectors.
- Security – It is even more critical now that we ensure essential facilities are safe and secure. Security cameras, alarm monitoring, access control and other security systems

are vital to protect people, infrastructure and inventory.

- Fire and Life Safety – Our fire and life safety systems and services must be maintained to keep people and property safe, from fire detection products, alarm monitoring services, water and mechanical fire suppression systems and portable fire extinguishing equipment

Below are excerpts of recent directives from the Department of Homeland Security, and the governors of New York and Pennsylvania that cite the essential businesses we provide to meet your citizens' needs.

**Department of Homeland Security** has issued guidance on “essential operations and services,” which includes life-safety and HVAC:

- ...” Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators.”

#### **New York**

- *“Any essential business or entity providing essential services or functions shall not be subject to the in-person restrictions. This includes...essential infrastructure...essential manufacturing...construction; vendors of essential services necessary to maintain the safety and welfare of the public...vendors that provide essential services or products, including logistics and technology support...”*

#### **Pennsylvania**

- *“Life sustaining businesses may remain open.”*
  - **Manufacturing Allowed:**  
*Ventilation, Heating, Air-Conditioning, and Commercial Refrigeration Equipment*
  - **Professional and Business Services Allowed:**  
*Other Professional, Scientific, and Technical Services to Buildings and Dwellings*

We look forward to your support to ensure we are able to continue providing emergency and lifesaving essential goods and services as we work through the COVID-19 pandemic together.

Thank you for considering this urgent request.

We will follow up with your office to discuss.

Sincerely,



George R. Oliver  
Chairman & Chief Executive Officer  
Johnson Controls