

GLOBAL WORKPLACE SOLUTIONS

# My guide to Johnson Controls



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# Welcome

Dear Colleague,

On behalf of the whole team, congratulations on your new appointment and welcome to Johnson Controls, Global WorkPlace Solutions. I am delighted to be leading our global relationship with GlaxoSmithKline, in support of GSK's strategic priority to 'Simplify the Operating Model'.

Over the last three months, I have had the opportunity to meet and work with a number of you, and have been genuinely impressed by the dedication and commitment you have shown throughout this challenging time. At Johnson Controls we attribute our success to the large number of passionate, performance driven people who work for our company. I am extremely pleased that you are now part of this team, and look forward to working with you to continue to grow our business.

We have very clear goals ahead of us – to deliver services that are responsive to the changes in GSK's business, highly cost effective and more efficient globally.

As you will know, Johnson Controls is fully committed to working with GSK's other service providers to deliver seamless facilities management. *Johnson Controls* is responsible for providing 'hard services', such as engineering and technical maintenance to GSK's R&D sites. *Sodexo* will be providing 'soft services' such as catering, reception services, retail shops and travel arrangements, while *G4S* will be responsible for providing security services. This joint consortium and service delivery will be known by GSK as '*Global Facilities Management*'.



So how can you support our vision for GSK? Firstly, we ask that you take the time to learn about Johnson Controls and to understand your role in the team and organisation. You'll recognise that our Corporate Values are very similar to GSK's values, and we expect you to continue living these on a daily basis. To help you to do this we have designed this booklet. We hope it includes everything you might want to know: from what you can expect during your employment, to the 'jargon' you will hear and work with on a daily basis. After this, we ask that you are always on the look-out for better ways of doing your job and let us know your ideas.

Throughout all the activity in the coming months and years I would also ask you to always keep one thing at the front of your mind: *service excellence and customer focus*. With your help, we will support GSK in its mission to 'Simplify the Operating Model'.

Again, congratulations on your appointment! We look forward to a long and enjoyable working relationship.

A handwritten signature in black ink, appearing to read 'Kevin Westcott'.

Kevin Westcott  
Global Account Leader – GlaxoSmithKline  
Johnson Controls, Global WorkPlace Solutions



# Working for Johnson Controls

A Fortune 58 company, Johnson Controls Inc (JCI) is a highly successful, global company that blends financial stability with an entrepreneurial spirit. Johnson Controls has 130,000 employees in more than 1,300 locations serving customers in more than 130 countries. Founded in 1885, with headquarters in Milwaukee, Wisconsin; Johnson Controls has three main business divisions.

GSK will be working with *Global WorkPlace Solutions*, which is part of *Building Efficiency*.



## Global WorkPlace Solutions

Our Global WorkPlace Solutions (GWS) business has more than 17,000 people serving customers in over 90 countries, managing over 1.5 billion square feet of corporate real estate globally for some of the world's largest companies.

At Global WorkPlace Solutions we are committed to attracting and retaining the best people in our industry through our methods of recruitment, reward, motivation and development. We offer a competitive salary and comprehensive benefits together with genuine opportunities for you to develop your skills and build on your career. Over 70% of Johnson Controls Global WorkPlace Solutions employees have transferred from our clients or from suppliers, and we work hard to retain the best talent available.

At Johnson Controls Global WorkPlace Solutions, we are committed to:

- Attracting and retaining talent to fuel the growth of our business
- Positively embracing the development and progression of talent within our business
- Delivering innovative learning and development programmes
- Encouraging structured career advancement
- Enhancing employee engagement
- Retaining our 'Investors in People' accreditation

## GWS: An expert in Life Sciences

Life Sciences businesses demand facilities that are highly regulated with precise environmental control. At Global WorkPlace Solutions, we know and understand the varying regulatory requirements of the Life Sciences sector globally and are experts in supporting demanding scientific and technical environments that are safe, ethical, secure and sustainable. When you join Global WorkPlace Solutions, you will be joining an organisation that is an expert in the provision of facilities management to the Life Sciences industry. We are constantly looking for talented, knowledgeable and qualified people to help drive the Life Sciences area of our business – and there are significant career opportunities in this area of GWS.



## Our Values



### Integrity

Honesty, fairness, respect, and safety are of the utmost importance.



### Customer Satisfaction

Our future depends on us helping to make our customers successful.

We are proactive and easy to do business with. We offer expert knowledge and practical solutions, and we deliver on our promises.



### Employee Engagement

We foster a culture that promotes excellent performance, teamwork, inclusion, leadership and growth.



### Innovation

We believe there is always a better way. We encourage change and seek the opportunity it brings.



### Sustainability

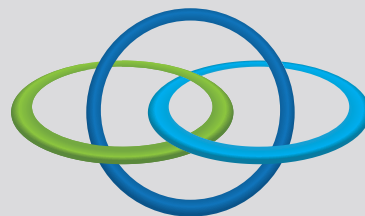
Through our products, services, operations and community involvement, we promote the efficient use of resources to benefit all people and the world.

## What is Global Facilities Management

Global Facilities Management is the name given to the new partnership between GSK, Johnson Controls, Sodexo and G4S. The main objective of the cross-supplier Global Facilities Management team is to enhance the delivery of facilities management services for GSK throughout the world.

You will find that your uniform, the uniforms of your Sodexo and G4S colleagues, the new global GSK Help Desk, as well as announcements and information to building users all use the Global Facilities Management logo.

You are now part of the Global Facilities Management team, working for Johnson Controls Global WorkPlace Solutions on the GlaxoSmithKline account.



**Global Facilities  
Management**

Enabling your workplace

# My remuneration

## Pay date and pay slips

The pay date is 25th of each month and is paid directly into your nominated bank account. Should the 25th fall on a weekend or bank holiday, your pay will go into your bank account on the Friday before. Pay slips are sent to your home address.

## Overtime

The overtime period runs from Saturday to Sunday. Any overtime payments you may be entitled to are recorded electronically on Piski. Access to Piski is through the 'My Johnson Controls' portal. You can enter overtime yourself or, if you have limited access to a computer, the site administrator can enter it on your behalf. Approved overtime is paid monthly with your salary, your overtime rates will be stated in your employment contract. The cut off for overtime is normally around the 4th of each month. Please seek your Line Manager's approval before commencing any overtime.

## Expenses

Processed at the Briars office and inputted through Piski, expenses are paid directly into your bank account. Expenses are paid fortnightly after your receipts and mileage have been received at the Briars. You can access Piski remotely through the 'My Johnson Controls' portal. Further information on the expense policy can be found on the Electronic Data Management System, EDMS, Section 14, Accounting & Finance, Employee Expenses. Your Line Manager has a list of cut-off dates for entering expenses.

## Financial year

At Johnson Controls our financial year runs from 1st October to 30th September.

|           |                               |
|-----------|-------------------------------|
| Quarter 1 | October / November / December |
| Quarter 2 | January / February / March    |
| Quarter 3 | April / May/ June             |
| Quarter 4 | July / August / September     |

## Annual leave

During the transfer your previous terms for annual leave will apply, as detailed in your contract. At a later date in line with Johnson Controls financial year your leave entitlement will run from October through to September each year. Your leave entitlement is detailed in your employment contract. Annual Leave should be requested well in advance using the holiday request form.

Please note:

- Any single leave period longer than 2 weeks must be approved by the Customer Business Director on the account.
- We require you to take your leave during the course of the year, however, we recognise that from time to time this is not possible and will permit no more than five days to be carried over into the next holiday year. This carried over leave must be approved by your Line Manager and taken within three months otherwise it will be forfeited.
- Holiday request forms and record cards can be found on the Electronic Data Management System (EDMS) or through your Line Manager.

### Sick leave

Your health is of the utmost importance to Johnson Controls. Your individual sick leave entitlement will be detailed in your employment contract. In the unfortunate event of you being absent from work due to health reasons, you are requested to follow the Johnson Controls Sickness Policy. Please ensure you:

- Notify your Manager of absence prior to your start time on the first day of sickness.
- Keep in regular contact with your Manager through prolonged periods of absence.
- If absent from work for more than 8 consecutive days, a medical certificate must be obtained and submitted to your Manager.

Details on the Johnson Controls Sickness Policy can be found on EDMS (Electronic Data Management System), Section 11, Human Resource Management, Compensation and Benefits. Further information about how to access this can be found on page 12 of this booklet.

Please be aware that a text message or email is not an appropriate way to inform your Line Manager that you will not be attending work.

### Family friendly policies

Information on these policies such as Maternity, Paternity and Adoption Leave can be found on EDMS, Section 11, Human Resource Management, Compensation and Benefits. Your Employee Handbook has all the information on these policies and your entitlement.



# My development, learning and performance

Johnson Controls provide all its people with the right environment and opportunities to develop their careers. The annual appraisal process is one opportunity for you to discuss your personal development and review progress from the previous year.

Our Learning and Development Team, based at the head office in Aldershot, produce an annual Learning and Development Portfolio, detailing all the courses that are available (your Manager will have a copy) through the portfolio you will be able to view the following:

- The Course Booking Process – how to book a course using the Learning Network located on the Johnson Controls portal
- What's Available on the GWS Portal
- Click2Train – our eLearning offering
- Onboarding - Welcome to Johnson Controls – Induction Courses
- Mandatory Courses for Line Managers
- Career Development
- Management and Leadership
- Professional Skills
- Health and Safety
- Technical
- IT Skills
- Click2Train

An on-line learning tool is available to all Johnson Controls employees. Click2Train can be accessed via any PC/Laptop with an internet connection. Click2Train offers in excess of 900 computer based training courses focussing on business skills through to IT skills. To access Click2Train follow the link through the Employee Portal or using the following link: <https://click2train.skillport.com>.

## Corporate onboarding (Induction)

All new employees will attend, dependant on their role, either the Company Onboarding Course or the Onboarding for Senior Managers Course. You will be advised of your appropriate course and date. These courses are either held at our Head Office, Tower 1 in the Royal Pavilion in Aldershot or locally at your site.

## Management and leadership development

Team Members with line management responsibility are required to attend a series of courses over an 18 month period. These courses can be found in the Learning and Development Portfolio.

## Further education policy

At Johnson Controls we encourage team members to take further qualifications that can improve your performance and in turn, the service we provide. If you wish to pursue further education you should speak to your Line Manager in the first instance, to ensure that they will support your application for sponsorship.

## Job description

Every team member receives a job description when starting employment with Johnson Controls or when the role is changed. Should you have questions about this document, please speak to your Line Manager.



# www.myjohnsoncontrols.com

## Employee Portal

For information about Johnson Controls you should visit the Johnson Controls 'Employee Portal', which is at [www.myjohnsoncontrols.com](http://www.myjohnsoncontrols.com). The Johnson Controls portal includes a lot of useful information that you will need to do your job. Please remember that the portal covers all three Johnson Controls business divisions, so it can sometimes take a while to find the information you are looking for. We have copied directions to the UK pages below, where you can find information about how to claim your expenses, book desks and rooms in the Johnson Controls offices.

[www.myjohnsoncontrols.com/welcomegsk](http://www.myjohnsoncontrols.com/welcomegsk)



After entering your User ID and Password (you'll be advised) you will access the Johnson Controls portal 'Home Page'. To access the EMEA portal page select 'Regional Information' from the 'Organization' menu.



Select 'Global WorkPlace Solutions EMEA' and you are now on the 'GWS EMEA' portal page.



To access the 'UK' page scroll to the bottom of the portal page and select 'UK and Ireland'. From here you are able to access systems and information such as: Piski, the internal vacancies list, processes, forms and Click2Train.



# What our Values mean to you



Honesty, fairness, respect and safety are of the utmost importance to Johnson Controls.

## LEM – Leader Expectation Model

Our Leader Expectation Model is a reflection of the Johnson Controls vision, mission, values and objectives. It includes 11 core behaviours that Johnson Controls expect all employees to demonstrate. It forms the foundation of all our management recruitment and development programmes and initiatives from the Advanced Management Programme through to our graduate recruitment assessment centre. Details can be found on the Johnson Controls employee portal.

|  |  |
|--|--|
| <p><b>Leader Expectations Model</b><br/><i>Behaviors that are valued and expected of high performing Johnson Controls employees to support our Vision, values and 10-year marker.</i></p> <p><b>Our Vision</b><br/>A more comfortable, safe and sustainable world</p> <p><b>Our Values</b><br/>Integrity<br/>Customer Satisfaction<br/>Employee Engagement<br/>Innovation<br/>Sustainability</p> <p><b>10-year marker Objectives</b><br/>Integrity<br/>Global Growth<br/>Employee Engagement and Leader Development<br/>Customer Satisfaction<br/>Continuous Improvement<br/>Innovation<br/>Sustainability<br/>Shareholder Value</p>  | <p><b>Leading Self</b><br/><i>Behaviors required of all employees for excellent performance and to deliver our values</i></p> <p>Demonstrates Integrity<br/>Shows Respect for Others<br/>Communicates and Influences<br/>Focuses on Customer<br/>Drives for Results<br/>Thinks Analytically<br/>Demonstrates Professional Expertise</p> <p><b>Leading People</b><br/><i>Behaviors to engage, motivate and develop our employees</i></p> <p>Drives Accountability<br/>Develops Employees<br/>Encourages Excellence<br/>Enables Teamwork and Involvement<br/>Fosters Open Communication</p> <p><b>Leading Globally</b><br/><i>Behaviors to deliver a global strategy</i></p> <p>Thinks Strategically<br/>Impacts Across Cultures</p> |
|--|--|

## Health and Safety

Health and Safety is paramount in our business, protecting all employees, customers and third parties. As a Johnson Controls employee you will be required to take a SafeStart course. Further information about SafeStart training courses will be provided to you shortly.

## CHESS – Corporate Health, Environment Safety System

CHESS is the monthly reporting tool for Health, Safety and Environment on all Johnson Controls accounts. You will receive training on how to use and complete these reports.

## Johnson Controls work wear

Depending on your position you will be entitled to work wear provided by Johnson Controls, and where necessary Personal Protective Equipment. Arco provide both the technical and corporate work wear for Johnson Controls. Once you receive your work wear you will be required to complete the Work Wear Policy eForm which covers your terms of use.

## Customer Satisfaction

Our future depends on us helping to make our customers successful. We are proactive and easy to do business with. We offer expert knowledge and practical solutions, and we deliver on our promises. One of the key ways we communicate with our client is through the Global Scorecard.

The Global Scorecard is a monthly report that provides GSK with key information. The Scorecard enables GSK to assess Johnson Controls' service provision. It is based around Key Performance Indicators (KPIs) in the following areas:

- Quality & Completeness
- Safety & Compliance
- CSR & People
- Total Satisfaction

## Professional Subscriptions

All employees are encouraged to be members of an appropriate Professional Institute. Johnson Controls may reimburse your subscription and fees. The request for reimbursement must in the first instance be made through your Line Manager, if approved it can then follow the expenses policy.

## Employee Engagement

We foster a culture that promotes excellent performance, teamwork, inclusion, leadership and growth.

### Global employee survey

Employee engagement is vital to your success and the success of our business. Engagement represents how you feel about various areas of your employment. Each year the company sends an anonymous survey to each employee across the whole business. The survey is your opportunity to feedback on what you like and what you would like to improve within our company. Johnson Controls is dedicated to listening to, and acting on your feedback. For more information speak to your HR Business Partner.

### One to One (1-2-1's)

All Global WorkPlace Solutions team members will have a one-to-one discussion with their Line Manager at least every six months. One-to-ones can happen at any time as all GWS Managers operate an 'open door policy'. You may also request a one-to-one meeting with your Line Manager if you wish to discuss personal or private matters.

### Team meetings

You will take part in a number of structured team meetings, depending on your role, from Global Team Meetings through to site meetings. There will be 'ad-hoc' or 'as necessary' meetings scheduled when appropriate. Each quarter a 'Managers Meeting Tool' PowerPoint presentation is issued to Managers, which will provide you with an update of key projects and initiatives that are happening with the Global WorkPlace Solutions business. This is a great way to stay up-to-date with the wider business you work for.

## Team Talk

Team Talk is a quarterly communication providing Global WorkPlace Solutions employees with relevant news about their particular area of the business. This starts at the highest level with our Vice President and General Manager for Europe, the Middle East and Africa, and cascades down to local account information. You should have received a monthly version of this through transition. Following 'Go Live' this will be issued on a quarterly basis.

## Notice boards

All Global WorkPlace Solutions locations will have notice boards which will incorporate important local information, Health and Safety bulletins as well as communications such as the weekly Internal Vacancy list. You will also find Johnson Controls insurance documents and policies on these notice boards.

## Employee handbook

The handbook covers all the policies and procedures that apply to your terms and conditions of employment. These include:

- Benefits that are available to you
- Johnson Controls responsibilities and expectations

A copy of the handbook is kept by your Line Manager and can also be found on [www.myjohnsoncontrols.com](http://www.myjohnsoncontrols.com)

## Recognition

There are numerous company led initiatives in place to recognise top performing people within our business. Some of the Johnson Controls Award Programmes include Merit Awards and Gold Star Awards. Further information on Johnson Controls Award Programmes can be found in your Employee Handbook or the People & Recognition section of [www.myjohnsoncontrols.com](http://www.myjohnsoncontrols.com).

## GPAS – Goals and Performance Appraisal System

All employees will have performance and development goals that are reviewed at a minimum every six months and appraised annually. Employees are required to document their goals and development areas either via GPAS or paper based forms. You will be notified by your Manager which format is applicable for you.

## Johnson Controls internal vacancy list

The Johnson Controls internal vacancy list is sent out every Friday to Managers. Opportunities are open to all Johnson Controls employees as we actively encourage career development and are committed to fostering the talent within our business. In the first instance discuss career development with your Line Manager.

You are also able to view the internal vacancy list at any time by going through the Johnson Controls portal, at [www.myjohnsoncontrols.com](http://www.myjohnsoncontrols.com).





## Innovation

We believe there is always a better way. We encourage positive change and seek the opportunity it brings.

### Great ideas

Johnson Controls recognises new employees bring a wealth of experience and ideas that can benefit our customers and our company. If you feel you have an idea that represents our company values you can submit them via the Employee Portal ([www.myjohnsoncontrols.com](http://www.myjohnsoncontrols.com)) at Ideas@Work, or via your Line Manager.

### Refer a friend scheme

As Johnson Controls continues to enjoy a period of rapid growth we are actively recruiting for a wide range of vacancies throughout EMEA. We are constantly looking for people who can bring new ideas to our business.

We encourage our current employees to contribute to the success of our business by introducing family and friends to the appropriate vacancies at Johnson Controls.

We are looking to encourage candidates in the following disciplines:

- Management and leadership opportunities
- Technical positions at all levels.
- A variety of support function roles, such as HR, Finance and Sourcing

Payments of up to £1,500 will be made to the employee for each successful appointment and retention of referred candidates.

To be eligible for a referral fee, please complete a candidate referral form and give this to the recruiting Manager with a copy to your HR representative.

For further information on qualifying candidates and full terms and conditions, contact your HR representative.



## Sustainability

Through our products, service, operations and community involvement, we promote the efficient use of the resources to benefit all people and the world. You will find that in all our Johnson Controls offices we promote and encourage sustainable behaviour such as recycling and energy efficiency.

### Blue Sky Involve

Blue Sky Involve is a global employee driven programme, encouraging employees to form volunteer groups that work with local organisations supporting environmental and leadership development projects. Financial assistance via a grant is given by Johnson Controls. Some great work has been completed across the globe through this initiative and in Financial Year 2009, 650 projects were run globally, each receiving a grant of \$1,000. These 650 projects, involved 12,500 of our employees and over 105,000 volunteer hours.

### Charities

Johnson Controls (UK) supports a number of charities at client site level. The GWS EMEA charity for 2010 is Voluntary Service Overseas.

# My technology and applications

## Piski

The Johnson Controls tool for capturing and recording both time and expenses is called Piski. You can access Piski through the UK page of the employee portal [www.myjohnsoncontrols.com](http://www.myjohnsoncontrols.com).

An example of the Expense Booking page has been copied. You will receive specific training on Piski during your first two weeks of employment or you can ask your Line Manager for a 'Quick Guide to Piski'.



## EDMS - Electronic Data Management System

EDMS is an on-line application for storing all Johnson Controls 'Business Operating Systems' (BOS) documents including all policies and procedures. You are able to access EDMS via Lotus Notes if it has been made available to you. Documents stored on EDMS can be viewed or printed, it is advisable not to save documents to your Desktop as the system is continually being updated and reviewed.

## BOS – Business Operating Systems

BOS is one common, business-wide standard for documenting, sharing and managing Johnson Controls policies, processes and procedures.

This enables Johnson Controls to:

- Operate the business consistently and effectively
- Remain compliant with business controls, regulations and internal / external audits



## Maximo

Maximo is Johnson Controls' CMMS (Computerised Management Maintenance System) tool for managing the maintenance of assets, service request and work management.

## EWA – External Workflow Application

If your position requires you to approve purchase orders, you will need access to the EWA system. More detail on this process will become available during local training sessions.

## Global Workplace Sourcing

Global Workplace Sourcing is the department responsible for the procurement of goods and services on behalf of Johnson Controls. For a list of approved Johnson Controls suppliers, email: [suppliersearch.cguk@jci.com](mailto:suppliersearch.cguk@jci.com). For more information on Global WorkPlace Sourcing contact: [centralpurchasingfm@jci.com](mailto:centralpurchasingfm@jci.com).

# My contacts



**Kevin Westcott**  
Global Account Lead  
Tel. 07031 377 217  
kevin.westcott@jci.com



**Charles Thorndyke**  
Global Operations Director  
Tel. 07966 563 716  
charles.thorndyke@jci.com



**Martin Boden**  
EMEA / APAC Account Lead  
Tel. 07966 563 701  
martin.boden@jci.com



**Helen Harley**  
HR Business Partner  
Tel. 07966 563 987  
helen.a.harley@jci.com



**John Willis**  
Technical Transition Manager  
Tel. 07747 473 243  
john.willis@jci.com



**Kelvin Findlay**  
Deployment Support Specialist  
Tel. 07973 309 294  
kelvin.findlay@jci.com

|  |               |
|--|---------------|
| Global Facilities Management Help Desk | 0800 111 4845 |
| EHS Help Desk                          | 02080 470 111 |
| Johnson Controls IT Help Desk          | 0207 984 7538 |
| GSK IT Service Desk                    | 0800 587 3600 |
| HR Shared Service Centre               | 02392 239 230 |
| Payroll                                | 02392 239 202 |
| Pension Enquiries                      | 02392 239 286 |
| Expenses Enquiries                     | 02392 239 285 |
| Purchasing                             | 02392 239 212 |
| Talent Acquisition & Recruitment       | 01252 346 450 |
| Learning & Development (Training)      | 01252 346 391 |
| Click2Train (On-line Learning)         | 07976 196 489 |

## Johnson Controls Headquarters

Tower 1, Royal Pavilion, Wellesley Road  
Aldershot, Hampshire. GU11 1PZ

Tel. 01252 346 300

## The Briars / Business Operating Centre (BOC)

2, The Briars, Waterberry Drive  
Waterlooville, Hampshire. PO7 7YH

Tel. 02392 230 500

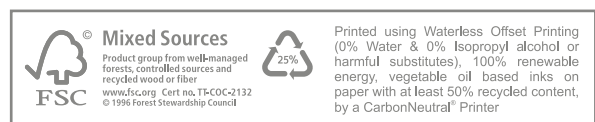
(Payroll, Expenses, Procurement, Human Resources  
Shared Service Centre)

## TAX Office

Portsmouth 1 TSO, Lynx House, 1 Northern Road  
Cosham, Portsmouth. PO6 3XA.

Reference Number: 581/P41

Tel. 0845 3000 628





[www.johnsoncontrols.com/welcomegsk](http://www.johnsoncontrols.com/welcomegsk)