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PURPOSE

- The purpose of the Global Supplier Standards Manual is to communicate Johnson Controls Inc. requirements to the suppliers in our Building Efficiency Division and Corporate Worldwide Headquarters building. It is the expectation of Johnson Controls Inc. that all suppliers of Direct Materials comply with all of the requirements and expectations documented in this manual.
- Johnson Controls Inc. expects this manual to provide the foundation for our working relationship with our **Suppliers**. We will strive for excellence through continuous improvement in the products and services we receive through close working relationships with our suppliers.

SCOPE

Geographic Applicability-

- This policy applies globally to all JCI Building Efficiency (BE) Manufacturing and Parts Distributions locations that are involved in the purchase of products and services for use internally or resale.
- This policy applies regionally to North America Corporate Worldwide Headquarters building located at 5757 N. Green Bay Avenue, Glendale, WI involved in the purchase of goods and services.

STANDARD PRACTICES

- The Global Supplier Standards Manual was developed to present a minimum set of requirements to current and potential suppliers.
- The manual is divided into six specific areas
 1. General Expectations
 2. Global Terms & Conditions
 3. Social & Environmental Responsibility
 4. Quality Expectations
 5. Delivery Standards, Including Materials and Supply Chain Management
 6. Supplier Scorecard

GLOBAL SUPPLIER STANDARDS MANUAL

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1. GENERAL EXPECTATIONS

1.1 Management Standards

Johnson Controls Inc. expects our suppliers to demonstrate their commitment to quality and the environment. Key to this commitment is the implementation of appropriate quality and environmental management standards.

The following table indicates Johnson Controls minimum expectations. Additional requirements may be found in the Business and Region specific sections of the Manual.

Global Requirements

	Quality System Registration	Environmental Management Registration
Direct Material Suppliers	ISO 9001:2008	ISO14001
Indirect Material Suppliers - General	ISO 9001:2008	ISO14001

1.2 Supplier Development

Johnson Controls Inc. will collaborate with our suppliers to establish development plans to ensure compliance and continuous improvement with respect to the requirements established in this manual. The methods for executing the supplier development activities are established by each business and region as appropriate. Please use the links contained in the manual to access the particular business and region.

2. GLOBAL TERMS AND CONDITIONS

2.1 Access to Global Terms and Conditions

Terms and Conditions may be reviewed by accessing:

- Building Efficiency- http://www.johnsoncontrols.com/content/us/en/suppliers/building_efficiency/Terms_and_Conditions.html
- Corporate HQ- http://www.johnsoncontrols.com/publish/us/en/suppliers/corporate/Terms_and_Conditions.html

If a supplier is unable to locate these documents please contact your Johnson Controls Supply Chain Contact.

3. SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

3.1 Responsibilities

The senior manager for each business and location that procures materials and services is ultimately responsible for implementing appropriate processes and systems to ensure their suppliers comply with the Johnson Controls Ethics Policy or equivalent policy. Procurement personnel will oversee suppliers to ensure compliance. Personnel from other functional areas (e.g., Quality, Environmental, and Safety) will support Procurement as requested to assess supplier compliance.

Johnson Controls' Standards of Responsibility recognizes the health and safety of our employees, as well as that of our suppliers throughout the world is of utmost importance. Our work processes and policies are designed to minimize risk. We all must routinely review and improve workplace conditions to ensure a safe and healthful workplace and must report unsafe working conditions anywhere in the world to supervisors and management.

We respect the needs and concerns of the communities in which we live and work. This is exemplified in the company's long tradition of caring about the quality of the environment. Our products, services, and manufacturing methods reflect this concern and our belief that what is good

for the environment is good for Johnson Controls. In the same respect we are committed to provide a workplace that is free of harassment or any other behavior that diminishes a person's integrity and self-esteem. Neither physical nor mental harassment, nor abuse will be tolerated. Additional information related to Johnson Control's commitment to sustainability may be found at: http://www.johnsoncontrols.com/publish/us/en/suppliers/building_efficiency/sustainability.html

3.2 General Expectations

Johnson Controls expects its suppliers to conduct their operations in a socially and environmentally responsible manner. The goal is to work collaboratively with suppliers to encourage the following:

- Compliance with applicable laws and regulations.
- Integration of environmental, occupational health and safety, and human rights and labor policies into the decision-making process based on a sound management system.
- Clear, accurate and appropriate reporting to Johnson Controls upon request.

3.3 Labor Requirements

Suppliers should treat workers with dignity and:

- Prohibit the use of forced, bonded, indentured or involuntary prison labor.
- Allow workers to leave employment upon reasonable notice and not require workers to hand over government-issued identification; passports or work permits as a condition of employment.
- Employ workers who are at least 16 years old. Youth (between 16 to 18 years) should enjoy all the benefits of a nurturing workplace such as training and development programs. Workers under the age of 18 should not perform hazardous work and may be restricted from night work with consideration given to educational needs.
- Set work hours to comply with local law. Limit a workweek to 60 hours or less, including overtime, except in emergency or unusual situations.
- Comply with applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits. Employees receive at least the minimum wage required by law or the prevailing industry wages whichever is higher. Workers receive full details regarding deductions for taxes, benefits, etc. Wages are not deducted for disciplinary purposes and are paid in cash, check form or by direct deposit.
- Maintain workplaces free of physical or mental harassment, abuse, or any other behavior that diminishes a person's integrity and self-esteem. This includes harsh and inhumane treatment, including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion, verbal abuse of workers.
- Maintain workplaces free of unlawful discrimination and harassment in all of its forms, including that related to color, race, gender, sexual preference, age, pregnancy, caste, disability, union membership, ethnicity, and religious beliefs. This applies to hiring, salary, benefits, advancement, discipline, termination, and retirement.
- Respect voluntary freedom of association, including the right to organize and bargain collectively in a manner that is legally compliant. Workers' representatives are not subject to discrimination and have access to workplaces necessary to carry out their respective functions. Where worker representation and collective bargaining are restricted by law, efforts should be made to facilitate open communication and direct engagement between workers and management as alternative ways of ensuring that workers' rights, needs and views are considered and acted upon appropriately and in good faith.

3.4 Health and Safety

Suppliers should practice the following:

- Control worker exposure to potential safety hazards (e.g., electrical and other energy sources, fire, heat, vehicles, and fall hazards) through proper design, engineering and administrative controls, preventive maintenance and safe work procedures (including lockout/ tag-out). Where hazards cannot be adequately controlled by these means, provide workers at no cost as appropriate the proper personal protective equipment and ensure proper maintenance of the equipment. Workers are not be disciplined for raising safety concerns.
- Maintain appropriate emergency plans and response procedures, including: emergency reporting, employee notification and evacuation procedures, worker training and drills, appropriate fire detection and suppression equipment, adequate exit facilities and recovery plans.
- Manage, track and report occupational injuries and illnesses, including provisions to: a) encourage worker reporting; b) classify and record injury and illness cases; c) provide necessary medical treatment; d) investigate and implement corrective actions to eliminate their causes; and d) facilitate return of workers to work.
- Identify, evaluate and control worker exposure to chemical, biological, radiological and physical agents as well as physically demanding tasks. Provide appropriate personal protective equipment, when hazards cannot be otherwise controlled.
- Provide and properly maintain machine safeguards, interlocks and barriers.
- Provide clean toilet facilities, access to potable water and sanitary food preparation and storage facilities. Worker dormitories provided by the vendor or a labor agent are to be clean, safe, and provide emergency egress, adequate ventilation and reasonable personal space.

3.5 Environmental

Adverse effects on the community, environment and natural resources are to be minimized while safeguarding the health and safety of the public as well as ensure the following:

- Obtain, keep current and follow required environmental permits (e.g. discharge monitoring) and registrations.
- Implement programs to conserve water and energy and reduce waste.
- Identify and manage the materials posing a hazard if released to the environment are to ensure safe handling, movement, storage, recycling or reuse and disposal.
- Monitor, treat and control air emissions, wastewater and waste as required prior to discharge or disposal.
- Adhere to applicable laws and contract requirements regarding prohibition or restriction of specific substances, materials and waste.

3.6 Sustainability

Suppliers should recognized, belief in, and practice the principles of a sustainable business woven into the fabric of how they will conduct themselves. Elements which suppliers will consider include:

- Supporting the Global Reporting Initiative (GRI – <http://www.globalreporting.org/>), including development of a Sustainability Report in alignment with GRI reporting guidelines.
- Our commitment to sustainability includes being a leader in promoting diversity in the supplier base. Johnson Controls recognizes the benefits of purchasing goods and services from Minority / Women Business enterprises certified as MBE Minority Business Enterprise by the National Minority Supplier Development Council (NMSDC – <http://www.nmsdc.org>) or WBENC Women Business Enterprise Council. Partnering with organizations like NMSDC, our customers and innovative diverse suppliers is not only good business; it's a smart approach to advancing our global competitiveness in an increasingly diverse marketplace of new ideas. Additional information regarding our Supplier Diversity Business Development initiatives can be found at http://www.johnsoncontrols.com/content/us/en/about/our_diversity/supplier_diversity.html.
- Taking voluntary initiatives to reduce environmental impacts. These include efforts to improve energy efficiency, control greenhouse gas emissions, recycle materials, curtail or phase out

use of toxic substances, minimize waste, conduct life-cycle assessments of products, and promote “greening of the supply chain.”

- Supporting safe, healthful workplaces and communities, hiring and promoting employees without discrimination, paying competitive wages and benefits, and being responsible citizens in communities where the parties operate.
- Participating in the Carbon Disclosure Project (cdproject.net) reporting requirements as requested by Johnson Controls.
- Johnson Controls has released an on-line supplier sustainability rating. The on-line survey allows suppliers to complete the questionnaire at their convenience. The questionnaire contains questions related to human rights, working conditions employee safety and energy management. The sustainability rating will be a method for measuring sustainability activity and compliance with our supply base. Suppliers are required to participate in our on-line survey at <http://johnsoncontrols.inquisiteasp.com/cgi-bin/qwebcorporate.dll?idx=H92XN3>
- Additional information regarding Supplier Sustainability can be found at http://www.johnsoncontrols.com/publish/us/en/suppliers/building_efficiency/sustainability.html
- The Suppliers Financial, Environmental, Health & Safety programs can be reviewed via PAPSO onsite visits or through self-assessment using the Direct Material Supplier Assessment Survey or the Indirect Material Supplier Assessment Survey located at: K:\BE_SCM-POS\PUBLISHING\13-18.606.BEHQ_Indirect_Supplier_Assessment_Survey\ENG_Global_Indirect_Supplier_Assessment_Survey_Form_13_18.606.BEHQ.xlsx

3.7 Management Systems

Suppliers should adopt a management system compliant with and to registered to ISO 9001:2008 and or ISO 16949:2002 and ISO 14001 or equivalent as approved by Procurement that promotes continuous improvement and compliance with applicable laws, regulations and contract requirements.

3.8 Ethics

Johnson Controls Ethics Policy provides guidance to help suppliers meet the environmental and social obligations. The Johnson Controls Ethics Policy may be viewed at: <http://www.johnsoncontrols.com/ethics>

Suppliers are expected to uphold the highest ethical standards to include:

- Prohibit corruption, extortion and embezzlement, bribery, or other means of obtaining undue or improper advantage and to ensure fair business, advertising and competition.
- Properly disclose and protect business information, customer information, and intellectual property rights in accordance with applicable requirements and prevailing industry practices.
- Protect supplier and employee whistleblower confidentiality.

3.9 Implementation

Basic Principles – Johnson Controls will encourage improvement when appropriate. However, termination of a contract will be considered when the supplier fails to comply with the spirit and intent of our Ethics Policy, has significant social and environmental performance issues that cannot be resolved in a timely or cooperative manner or could result in significant repercussions for Johnson Controls or our customers.

Supplier Selection Criteria – In addition to cost and quality, social and environmental performance will be used to select and retain suppliers. Acceptance of a Purchase Order means the supplier agrees to abide by the Ethics Policy or equivalent. No Purchase Orders will be awarded to suppliers that refuse to abide by the Ethics Policy or equivalent within a reasonable amount of time; or have significant environmental or social performance issues that cannot be resolved in a timely manner.

Validation of Supplier Performance – Procurement personnel may require validation of the supplier's performance. This may include background checks, site visits, third party audits/data, and internal discussions with personnel from other internal (i.e., environmental, safety, human resources and quality) and external organizations (i.e., industry peers, regulatory agencies, investment analysts, and non-government organizations.)

Each business group will establish criteria for auditing key suppliers, especially those posing the greatest risks to Johnson Controls and its customers (i.e., raw material extraction, chemical processing, manufacturing associated with high labor demands, etc.). Audit results should be tracked to ensure corrective actions are implemented and shared across the business.

3.10 Records and Logs

Suppliers are expected to maintain audit results, records, and performance measures to share with Johnson Controls as appropriate.

3.11 References

Universal Declaration of Human Rights (UDHR), Social Accountability International (SAI) and the Ethical Trading Initiative (ETI), OHSAS 18001 and ILO Guidelines.

4. QUALITY EXPECTATIONS

4.1 Introduction

The purpose of this section is to communicate our Quality Expectations to our suppliers.

Johnson Controls expects to receive only defect free, competitive products and services delivered on time to our manufacturing, service, and parts distribution centers.

This Zero-Defects approach in conjunction with a close working relationship with suppliers will enable both to exceed our customer's expectations while continuously improving our operations.

4.2 Quality Expectations Introductions

A solid systems approach to quality management is essential to achieve the level of quality integrity required by today's demanding customers. Such an approach yields many benefits:

- A common platform for quality management
- Improved communication due to shared systems
- Common format for training
- Systematic change control
- Improved Product Launch Performance
- Faster deployment of innovations to our customers and markets
- Increased Customer Satisfaction
- Clear measurable metrics for monitoring Quality Improvement

We require all suppliers of material and services to have achieved or be in the process of achieving the appropriate Management and Quality System Registration as identified in the Registration Sections of this manual. Johnson Controls will recognize and accept only certification bodies which are accredited by members of the IAF (International Accreditation Forum) according the Multilateral Recognition Arrangement (MLA). All national members are listed in www.iaf.nu.

It is required that a copy of the most recent evaluation, corrective action plan and registration certificate be provided to Johnson Controls as requested.

4.3 Process and Product Approval

The Product Approval Process Sign-Off (PAPSO) defines generic requirements for production part approval, including production of discrete parts and materials in bulk. The purpose of a PAPSO is to determine if all Johnson Control's and/or Supplier Engineering design record and specification requirements are properly understood and implemented by the supplier and that the process has the potential to produce product consistently meeting those requirements during an actual production run at the quoted production rate.

A PAPSO shall apply to suppliers of production materials, and production parts. A supplier of standard catalogue production or service parts shall comply with the PAPSO process unless a formal request for waiver is submitted to, and approved by Johnson Controls. The request should be in business letter form and appear on the supplier's letterhead, unless an alternate form is provided and approved by the receiving Johnson Controls entity.

A PAPSO shall be submitted to Johnson Controls for approval prior to delivery of production parts or material unless otherwise directed by Johnson Controls.

4.4 Advanced Quality Planning (ADQP)

The PAPSO process provides a framework for the minimum elements required to develop an adequate Advanced Quality Plan.

Key elements in the Advanced Quality Planning Process include:

- Design FMEA (Failure Mode Effects Analysis)
- Process Flow Charts
- Process FMEA
- Control Plans
- MSA (Measurement Systems Analysis)
- Capability Studies
- Statistical Process Control
- POKE-YOKE (Mistake-Proofing)
- Product traceability plans
- Dimensional and Material verification

Johnson Controls may require EDI (Electronic Data Interchange) with direct suppliers. Indirect suppliers will be contacted regarding EDI implementation as business conditions dictate. Document transmissions can include forecasts, shipping schedules, and advanced ship notices (ASN). Any updates or system changes will be communicated by the Johnson Controls Supply Chain Management, Information Technology and/or Purchasing organizations.

All suppliers must develop a contingency plan for their primary EDI system. This allows us to keep both product and information flowing if the primary system fails for any reason. If a supplier is not technically capable of transmitting EDI they must contact their purchasing agent or materials manager for further discussion on available options.

4.5 Process Review

An in depth review of all processing facets associated with the manufacture of products purchased by Johnson Controls is necessary for both the supplier and Johnson Controls to facilitate flawless, on-time product introductions. This Process Review is a cross functional evaluation of a supplier's readiness to produce products at the specified volume prior to the physical launch of the product at Johnson Controls.

4.6 Process Review Expectations

The Process Review portion of the PAPSO covers Process Planning, Process Documentation, Training, and actual Process Operation. By establishing the documentation as evidence of the intended process and then reviewing the actual process running at the production rate, Johnson Controls will have a first-hand understanding of the partner supplier's production readiness. Johnson Controls will use a variety of tools to assure ourselves and our customers that suppliers have met all requirements necessary for a successful product launch.

Key elements of adequate Process Planning include:

- Plant Layout completed
- Tooling, Equipment, and Fixtures identified

- Preventive Maintenance plans established
- Operators Trained and Instructions available
- Product Safety Manufacturing Certification reviewed and complete
- Parts Handling Plans available
- Parts Packaging/Shipping/Branding Specifications available
- Purchased Part Readiness / Sub-supplier Submissions complete
- Materials Readiness demonstrated
- Containment Plans available
- Supplier line speed and capacity verified
- Supplier Key Quality Systems Demonstrated

Johnson Controls has developed and utilized specific Process Templates to be implemented when processes are used to produce Safety/Critical parts. These Templates should be implemented by Suppliers in order to ensure the most economical control of Safety related processes. Suppliers should request access to this technical information through the Supply Chain, Engineering, or Quality contact related to the specific commodity or project.

It is Johnson Controls intent to provide products that meet or exceed all applicable Safety Standards and Requirements.

4.7 Measurement System Analysis (MSA)

AIAG's Measurement System Analysis - MSA (as well as the VDA 5) manual describes the methodology for ascertaining if the measurement techniques and equipment used are capable of collecting accurate data to drive improvements.

- Measurement System Analysis Studies include gage R&R, bias, linearity, and stability studies when applicable.
- Gage R&R (Variable) must be based on a minimum of ten (10) parts, two (2) operators, and two (2) trials. Total Gage R&R should be expressed in both % of total variation and % of Tolerance
- Gage R&R (Attribute) must be based on a minimum of thirty (30) parts, two (2) operators, and two (2) trials
- Acceptance criteria for gage R&R (variable) is based on the following (% of Tolerance)

< or = 10%	Acceptable in most cases
11%to 30%	May be acceptable based on importance
>30%	Rejected in most cases

4.8 Statistical Methods

Johnson Controls suppliers are required to use statistical methods (i.e.: Design of Experiments, Capability Studies, Hypothesis tests, etc.) to understand product and process variation in order to proactively prevent non-conformance. The supplier's control plan will be used to define the control method and means of control for process and product Quality Characteristics prior to and during volume production. Suppliers are encouraged to use variable data where possible. For guidance refer to AIAG QS900 SPC MANUAL or VDA 4.

4.9 Control of Significant and Critical Characteristics

In general, those suppliers who produce a component, a subsystem, or a complete system are responsible for the delivered quality of the product and for creating and retaining the required documentation. Suppliers are obliged to follow Customer Specific Procedures where identified by Johnson Control's Customers. In absence the default system should be defined by ISO TS16949, AIAG QS900 SPC MANUAL, or VDA 4.








Johnson Controls suppliers are expected to establish the appropriate Process Controls for all Significant / Critical characteristic(s) identified during the APQP process and document these controls in the Control Plan.

For products where Johnson Controls is the design authority, Significant and Critical Characteristics will be identified on the part drawing, in test specifications, and other applicable design records.

In cases where the Supplier is the Design Authority, the Suppliers Design Records will identify these characteristics. If the Design Records are proprietary, protected information, then the Suppliers Control Plan shall identify the Characteristics, Control Method, Gages used, and Frequency of Sampling.

Johnson Controls in conjunction with our Customers may require specific symbols to be used for these designations. The default identification scheme is defined in Table 1:

Table 1

	Designates critical characteristic to be monitored per Control Plan.
	Designates critical characteristic to be monitored per Control Plan using attribute-gauging methods.
	Designates critical characteristic to be monitored per Control Plan using variable measurement or gauging method.
	Designates significant characteristic to be monitored per Control Plan.
	Designates significant characteristic to be monitored per Control Plan using attribute-gauging methods.
	Designates significant characteristic to be monitored per Control Plan using variable measurement or gauging method.
	Designates characteristic to be checked at initial / subsequent customer part submission.

Variable Data Characteristics

When a Significant / Critical Characteristic is required, an acceptable level of process capability must be determined by the supplier prior to submission to Johnson Controls. While Significant / Critical Characteristics do not necessarily require the use of on-going statistical process control, capability must exceed the following:

Variable Data Characteristics:

- PpK > 1.67 (short-term)
- CpK > 1.33 (long-term)

Attribute Data Characteristics

The acceptance criterion is zero defects. Reliability and Confidence (R/C) must meet the following requirements.

- Inspection: Must have zero defects out of a minimum sample of 300 units. In unique cases where 300 units are not available, the Supplier and Johnson Controls' Quality Engineer will agree on an appropriate sample size. In all cases the sample must contain zero defects.
- Minimum Reliability and Confidence must meet (99% R / 95% C).
- Sampling: The Johnson Controls Quality Engineer / Contact must agree on the sampling method, frequency and sample size based upon the appropriate level of Reliability and Confidence. The Supplier shall document this information on the Control Plan. Refer to Table 2 for minimum sample sizes.

Table 2

		Min. Reliability		
		99%	95%	90%
Confidence	99%	465	NA	NA
	95%	300	60	NA
	90%	240	45	25

Specific Customers of Johnson Controls may require unique capability indices with different minimum requirements. In these cases the Johnson Control's customer requirements will be the standard.

It is expected that the supplier will continue to monitor Significant / Critical characteristics with Statistical Process Controls, or other means as identified in the Control Plan until a revised Control Plan is submitted and approved by Johnson Controls.

Where the Characteristic is a defined Material test; i.e. Welding, Flammability, Surface treatment, etc, then the method and frequency of testing should be clearly defined in the Supplier's Control Plan and frequency of re-testing clearly stated.

All Control Plans referencing Significant / Critical Characteristics must be approved by Johnson Controls as part of a complete Product Approval and Process Sign-off Submission.

Critical Characteristics must be clearly identified in all documentation using the appropriate symbol as used on the Design Records.

- Documentation requiring this identification includes, but is not limited to:
- Design FMEA
- Process FMEA
- Control Plan
- Process Flow
- Dimensional, Materials & Testing Reports
- Drawings
- Work Instructions

Summary

- Significant and Critical Characteristics are to be controlled as per the Control Plan.
- The Control Plan must be approved by Johnson Controls personnel prior to Start of Production.
- The Control Plan must be strictly adhered to for all production.
- Failure to carry out defined controls for Critical Characteristics can lead to serious consequences for both Johnson Controls and the Supplier.
- Wherever possible the Critical Characteristic should be controlled by Mistake proofing / Poka Yoke to ensure 100% inspection.
- Critical Characteristics should have proven Process capability as referred to in this manual and documents referenced for the specific Johnson Controls Division.

4.10 Product Approval Process

Johnson Controls requires all suppliers to notify their appropriate Johnson Controls Quality Engineer and Buyer or Sourcing Manager prior to implementing product or process changes. This notification should be provided as the supplier begins planning the process change in order to allow Johnson Controls and the Supplier ample time to evaluate the risk to our operations and our customers.

In many cases Johnson Controls customers require us to notify and gain their approval for changes in the production process. In these cases Johnson Controls will review and approve supplier changes prior to the implementation of the change at the supplier.

Approval to proceed will initiate the Product Approval and Process Sign-Off Process whenever any of the following occur:

New Part

- A new part or product (i.e. a specific part material or color not previously supplied to Johnson Controls)
- Correction of a discrepancy on a previously submitted part

Part Change

- Product modified by an engineering change to design records, specification or materials.
- *NOTE: Supplier must notify Johnson Controls and submit a PAPSO for approval prior to the first production shipment unless the supplier requests and Johnson Controls grants a waiver of formal submission. A waiver of submission requirement does not relieve the supplier of the responsibility to comply with the PAPSO requirements. It simply indicates a formal submission to Johnson Controls is not required prior to first production shipment. All items in the PAPSO file must be reviewed and updated, as necessary to reflect the revised process or product. The PAPSO file must contain the name of the person and the responsible part approval activity granting the waiver and the date.*
- Use of another optional construction or material other than what was used in the previously approved part.

Process Change

- Production from new or modified tools (except perishable tools), dies, molds, patterns, etc., including additional or replacement tooling
- Production following refurbishment or rearrangement of existing tooling or equipment
- Production following any change in the process or method of manufacture
- Following a Johnson Controls request to suspend shipment due to a supplier quality concern
- Production re-released after the tooling has been inactive for volume production for twelve months or more

Location Change

- Production from tooling and equipment transferred to a different plant location or from an additional plant location
- Change of source for subcontractor parts, materials, or services (i.e. heat treating, plating)

4.11 Product Approval and Process Sign-Off Submission

General submission requirements are reflected here in the Supplier Standards Manual and contained on the purchase order issued to the supplier. The Building Efficiency Division of Johnson Controls has unique instructions and forms (PAPSO) to facilitate the successful completion of the Submission Package. Documentation required for each sample submission is based on the reason for the submission and the degree to which the product or process change affect fit, form, and function of the final product. Your Quality Contact/Product team/Buyer will communicate these requirements. It is the supplier Responsibility to indicate expected elemental requirements and planning dates on the PAPSO form and submit to the Johnson Controls receiving entity for initial PAPSO plan approval.

General Submission Requirements:

- The Submission package must be neatly organized in a manner that is easy to understand and allows for efficient customer review. This includes a clear correlation between all drawing requirements and the dimensional and material/performance test results.
- An updated Control Plan should be submitted with ALL PAPSO submissions. Process Flow Diagrams (PFD), Process Failure Mode and Effects Analysis (PFMEA), and Control Plans (CP) must flow smoothly from one to the next and should be consistent. They must all have the same process numbers or steps identified on each.
- Documentation MUST reflect the specific information (i.e. part/drawing numbers, part/drawing revisions, supplier code, etc.). A copy of the part drawing or design record (matching the latest revision requested) must be submitted or available for review. This drawing must be ballooned, that is all dimensions, specifications, notes, etc. must be labeled or numbered in an orderly fashion and correspond to the Dimensional/Material/Performance Results. When the design records are in electronic format, the supplier shall submit this information in place of the normal "paper" drawing. This includes all notes and specification pages.
- Supplier must verify compliance to ALL drawing requirements. This includes ALL dimensions, tolerances, notes, material/performance specifications, etc. The correct way to do this is to number (or label) ALL print requirements and then correlate the numbers to the actual data (dimensional or material/performance data) that proves compliance. This must be completed for each unique cavity, tool, machine, production line/process, mold, etc. For new parts or tooling, the supplier shall perform a full dimensional layout on at least one (1) part from each cavity if multiple cavity tooling exists. For changed parts or tooling, the supplier shall perform a dimensional layout on at least one (1) part of all dimensions affected by changes.
- Any authorized engineering changes that have not been recorded in the design record but incorporated in the product, part, or tooling must be included. If specified by Johnson Controls, the supplier shall have evidence of engineering approval.
- The Submission must be signed by the supplier. Contact information including Address, Telephone Number and Email Address should be provided.

In addition to these general requirements Johnson Controls or its customers may elect to implement additional requirements for selected products or processes. The Buyer and Supplier Quality Contact will communicate these requirements as necessary.

4.12 Supplier Notification of Nonconforming Material

Suppliers are notified of non-conforming material or service through a documented rejection notice. This document is issued whenever purchased material or service is identified which does not conform to quality requirements. The purpose of this section is to identify expectations regarding non-conforming material received by Johnson Controls.

Non-conforming material may be identified during incoming inspection, assembly, processing, audit, Customer notification, Warranty, or reliability testing.

Rejection Documents will be maintained in different forms as Johnson Controls transitions into an automated system. Suppliers should notify their Johnson Controls Supplier Quality contact if they receive a notice of nonconforming product and are unsure of the response required.

The Rejection Document and/or electronic notification can be used for several purposes, including:

- Accounting Debit Memo
- Packing Slip for Returning Material
- Quality Record for Generating PPM
- Supplier Response Request (4D/8D)
- Communication of Issues to purchasing
- Record to Support Adjustment of Suppliers Cumulative Shipment History.

An administrative fee may be assessed for each Rejection Document to capture Johnson Control's cost for managing supplier nonconforming material.

A Return Material Authorization number (RMA#) will be requested from the supplier for debit authorization for on-site scrap, rework, sort or return of material.

Suppliers must send their appropriate Johnson Controls Supplier Quality contact a written interim containment plan within 24 hours of problem notification using the 4D/8D methodology unless an alternate response time is requested by the Johnson Controls Supplier Quality contact.

When requested, within seven to thirty calendar days, as identified by the appropriate Johnson Controls Supplier Quality contact, the supplier is expected to communicate in writing the problem solving results utilizing the 8D approach. If the supplier is unable to resolve the quality issue within the identified time period, a weekly updated 8D must be provided to Johnson Controls until problem resolution is achieved, unless otherwise specified.

Johnson Controls has developed and implemented a comprehensive, automated system to communicate quality and delivery performance to our suppliers and monitor the Corrective Action process. The Issue Resolution Information System (IRIS) communicates directly with designated supplier contacts through e-mail systems. As Johnson Controls Building Efficiency transitions to this a single business process Suppliers will be expected to respond to the following documents:

SMRR (Supplier Material Rejection Report)

- SMRR's are used to document product quality or performance issues to the supplier.

DMR (Discrepant Material Report)

- DMR's are used to document delivery related issues to the supplier

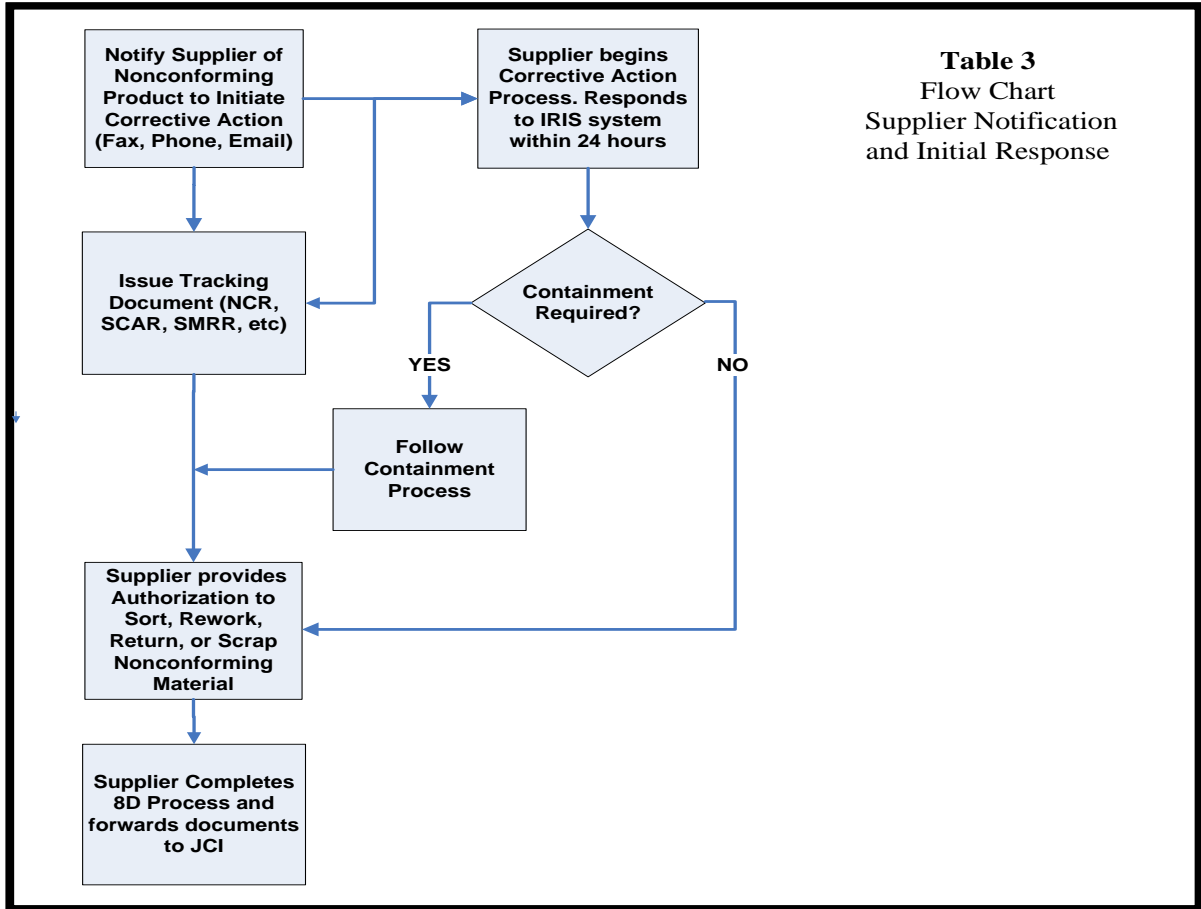
SCB (Supplier Chargeback)

- SCB's are used to accumulate extraordinary and/or administrative cost associated with SMRR's & DMR's

Suppliers who are involved in the I.R.I.S process must:

- Provide and maintain an email address for initial notification.
- Utilize IRIS specific forms for documentation of the Corrective Actions Process.
- Use the 8d approach for Problem Solving.
- Forward all documentation via return email on the appropriate forma and within the identified timeframe.

- The Supplier Notification and Initial Response process is summarized in Table 3 below:



4.13 Parts Per Million (PPM)

One of the measurements of Quality Performance of suppliers is defective Parts Per Million (PPM). The expectation for supplier performance is 0 PPM (zero defects).

4.14 Parts Per Million Definitions

Product received into JOHNSON CONTROLS facilities that does not conform to the drawing, specifications and/or agreed upon standards will be counted against a supplier's PPM record. Quantities will be reported in the units of measure in which they are purchased. This applies to production parts / saleable units.

The following are PPM assignable:

- Production Parts which do not meet drawing specifications or dimensional, functional, or appearance standards as called out in the specifications or from an agreed-upon boundary sample.
- Out-of-spec parts that require rework/repair in order to be used.
- Production Parts damaged from inadequate packaging or transportation for which the supplier is responsible.
- In cases where the supplier may be shipping prior to PPAP with an approved customer deviation, any defects outside of the boundaries defined by the deviation.
- Out-of-spec parts shipped prior to PPAP approval without an approved customer deviation.
- Shipments that are received with mixed parts or parts that are the wrong revision level after the break point has been established. PPM is assigned for the quantity of incorrect parts only.
- Shipments that are received with mislabeled containers are considered PPM assignable. The reject quantity shall reflect the total number of containers with incorrect labels. In cases where each individual part requires identification, the total number of incorrectly labeled parts will be counted toward PPM. If mislabeled products are used incorrectly in production operations, the total number of incorrect assemblies will be counted against the supplier's reject quantity.

The following are NOT PPM assignable:

- Parts that meet all drawing specifications and/or boundary sample requirements, but are not useable.
- Parts that meet all specifications and/or standards but have been rejected by a JOHNSON CONTROLS customer.
- Parts that have not been released and approved for production and/or have no released drawing (i.e. launch parts, sample/trial parts, DOE parts, pre-productions parts, etc.).
- Parts that are outside the production system will be addressed through prototype quality measures.
- Parts that have an approved deviation for an out-of-spec condition cannot be assigned PPM for rejects associated with the deviated characteristic.
- Parts that have been received with a delivery-related issue: part information errors, delivery errors, foreign stock, and quantity errors should be rejected as a Delivery Performance issues rather than product quality.

- In any of the above situations, it may be appropriate for an 8D to be requested, an MQR to be scheduled, and/or additional containment actions to be initiated.

Parts may be sorted at the appropriate location (Supplier or JOHNSON CONTROLS site). Parts received at the JOHNSON CONTROLS location or other JOHNSON CONTROLS ship-to point that are rejected by the sort may stay on the supplier's PPM record.

If sampling has predicted a % defective and resulted in the entire lot being rejected then the PPM will be adjusted after the sort is complete. This also applies to parts on containment.

If suspect parts are removed from Johnson Controls Operations and sorted with no disruption of Johnson Controls Manufacturing or delivery the supplier has ten (10) business days to report the actual reject totals identified during the sort to the affected Johnson Controls Facility. If reject data is not provided within that time, the entire quantity of parts identified for sorting can be subject to PPM assignment. Johnson Controls and the supplier must identify appropriate sorting locations and methods to insure no disruption to on-going operations.

If the supplier identifies, communicates, and takes appropriate action to contain and correct a potential problem before the problem is identified or the parts are used at a Johnson Controls site, then the parts will not be counted against PPM. If the problem is identified or used at Johnson Controls prior to contact from the supplier, the PPM count will be incurred.

Parts which are out-of-spec may be used "as is" with an approved deviation if required to maintain production and not disrupt the end customer. In these cases, PPM may be assigned as determined by the receiving JOHNSON CONTROLS plant. Cases such as these will be reviewed and determined based on the severity of the issue.

The JOHNSON CONTROLS Supplier Quality Engineer at the receiving plant location is responsible for the accurate application of PPM. In some cases, extenuating circumstances may lead to an adjustment in the amount of PPM charged to a supplier. Adjustments to a supplier reported PPM should be requested using the appropriate document. Contact the originator of the rejection to obtain the appropriate document.

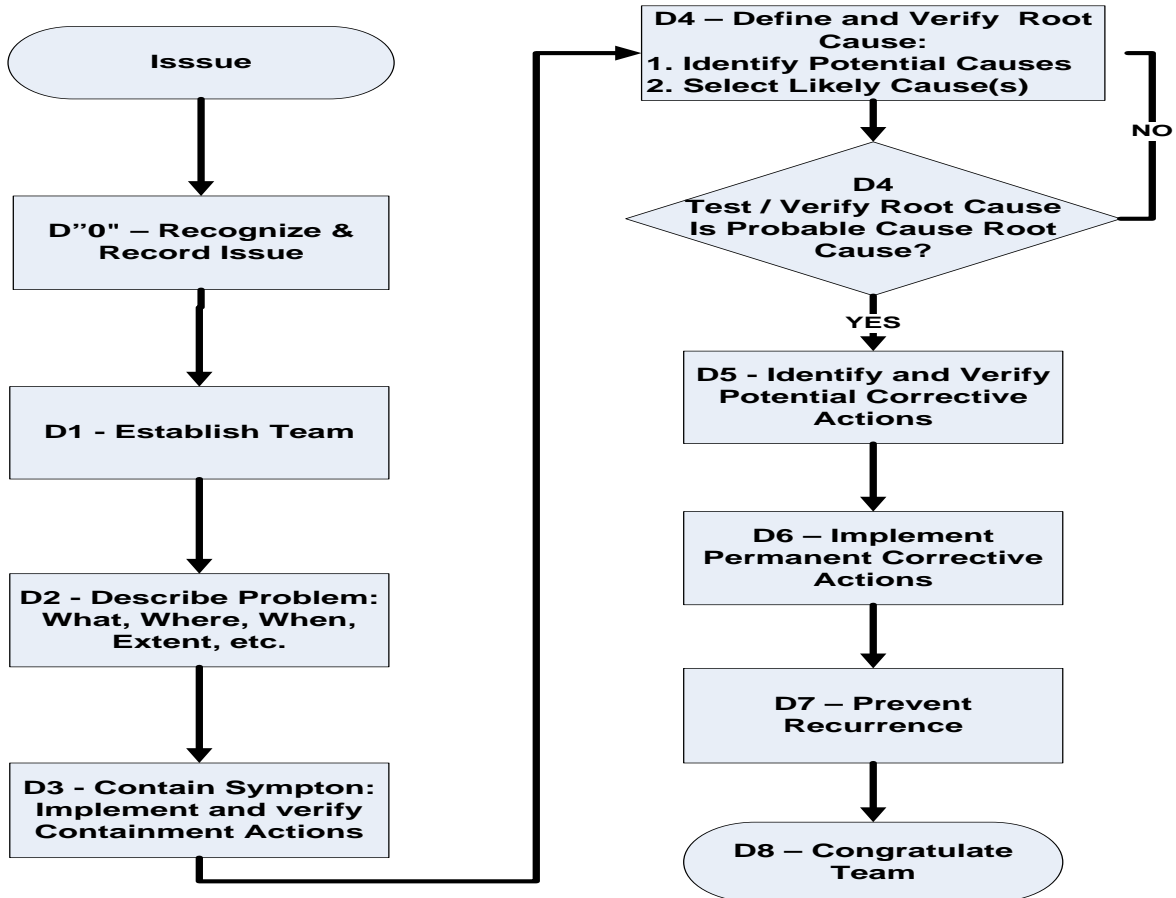
4.15 Problem Solving: 8 Disciplines Problem Analysis System (8D)

The 8D Problem Analysis Report is the Johnson Controls preferred problem solving format for use by all Johnson Controls Facilities and Suppliers.

Each Supplier is responsible for appropriate and timely application of the 8D, and for the knowledge and skill level of their organization to solve problems.

The 8D Problem Analysis Report provides a means for the definition and resolution of issues through problem solving.

The Eight Disciplines Problem Analysis System is illustrated below:



4.16 Management Quality Review (MQR) Introduction

Management Quality Review meetings are held to analyze and review current problem situations (quality, delivery, or other problems). Supplier accountability and response will be the focus.

A MQR may be arranged if a supplier is considered responsible for an issue that results in:

- Product Safety characteristic as defined on the print does not meet PpK, CpK requirements.
- Production suspended due to supplier's product quality or part shortage.
- A sort or rework at Johnson Controls and / or customer completed due to supplier's product quality.
- One of the poorest performing suppliers during a given period
- Poor delivery performance affecting Johnson Controls Operations

The purpose of an MQR is to emphasize and prioritize high-risk problems. A supplier will be notified by Johnson Controls when an MQR is required. The intent of the meeting is to bring additional focus to the top issues facing the organization in order to bring about the necessary improvement.

Suppliers are expected to:

- Confirm attendance of Supplier Plant Manager, Quality Manager, and Account Manager as a minimum. Additional resources may attend if necessary.
- Present the following:
 1. Most recent supplier rating report (if available).
 2. Be prepared to explain any deficiencies in any area of supplier performance relative to the Supplier Scorecard. Common areas of focus include PPM, Corrective Action Timeliness, and Delivery Performance.
 3. Be prepared to present an 8D that addresses your company's efforts to improve the systems, which affected your performance in a given area.

Note: This meeting is not meant to be a "brainstorming session." All documentation required is expected to be completed and forwarded to your Buyer 72 hours prior to the meeting.

Current critical incidents and critical trends for supplied products and services will be evaluated with appropriate team members relative to the risk to our customers and operations. Accordingly, actions will be initiated utilizing an appropriate escalation process. Johnson Controls expects the highest level of cooperation from suppliers in escalating issues to the appropriate level within the Supplier organization.

4.17 Quality Roadmap

Suppliers are expected to maintain a quality roadmap documenting current quality performance at Johnson Controls and action plans to improve performance. Action plans should include:

- Clear statements of the actions to be implemented.
- Identification of the resource or resources to complete the actions.
- Detailed completion timing for the identified actions.
- The expected improvement in performance as a result of the action.

A PPM Roadmap has been developed as an electronic file to assist Supplier's in this task. This file is available from your local Johnson Controls Supplier Quality Contact or by Contacting Global Supplier Quality.

4.18 Containment Introduction

Containment is accomplished through deployment of additional controls in the supplier's manufacturing process to identify a known or potential non-conformance and to prevent it from being shipped to Johnson Controls.

Additional controls can include, but are not limited to: inspection audits, dimensional measurements, SPC requirements, appearance checks, part functionality checks, label verification systems, check fixtures and gages, and poka yokes.

The goal of containment is to protect Johnson Controls from defective material escapes during the initial product and process startup (pre-production), throughout production, and in reaction to a

supplier quality issue identified at Johnson Controls. The following sections detail Johnson Controls' expectations for each of these phases.

4.19 Containment Expectations

Pre-production containment applies to any parts produced for prototype; pilot or saleable unit builds at Johnson Controls prior to full production. Pre-production containment activities are a requirement of the Supplier AQP and must be documented on the control plan.

The Control Plan is a comprehensive document of product and process characteristics, process controls, tests, and measurements systems that occur during production. The control plan is typically developed from the process FMEA and follows the process flowchart order, including evidence of incoming inspection, manufacturing process and controls, finished parts audit and containment activities.

The Containment Plan includes increased frequencies and additional tests over and above the production Control Plan to ensure heightened product and process quality until the supplier's production process is validated. The sample sizes and frequencies for in-process checks are based on historical experience with the process and prototype builds. During pre-production, the sample size or frequency of product re-inspection is typically 100% and does not replace the final part audit.

The Johnson Controls Advance Quality Engineer will review the Containment Plan as part of the PAPSO process. Open issues from process reviews will drive deployment of additional controls and documentation in the Control Plan. On-site representation may be required at start of production depending on the criticality of the part and, or process.

At production start-up, Johnson Controls' Launch or Plant Quality will continue to monitor Containment activities until exit criteria is met. Issues that remain unresolved after start of production will be subject to additional containment activities.

Criteria for exiting Containment will be determined by Johnson Controls. To exit required containment, the supplier must achieve a pre-determined quality level. The supplier is responsible to have documentation as proof of adherence to their established containment plan. Quality tools, such as trend/pareto/paynter chart, are expected to verify containment effectiveness.

5. DELIVERY

5.1 Purpose

This section describes the delivery standards that suppliers of materials to Johnson Controls Building Efficiency locations are expected to meet.

5.2 Standard Practices

Below are the standards related to material delivery that suppliers to Johnson Controls Building Efficiency are expected to meet.

5.3 Supply Chain Management Expectations Introduction

The Johnson Controls Building Efficiency (BE) supply chain organization contributes to manufacturing excellence in quality, cost, and delivery to the customer. In particular, the supply chain function assures the on-time delivery of component material and shipment of finished goods at the lowest cost.

Continued improvement in our global supply chain systems is and will continue to be a competitive advantage for Johnson Controls. To truly leverage the potential of these innovative systems and processes, the knowledge and capabilities of our extended enterprise must be flexible and capable of meeting our replenishment requirements.

Total Supply Chain Management is achieved through the execution of comprehensive, yet common business processes and systems such as:

- BE Materials Management System (MMS)
- Johnson Controls (JCI) Business Operating System (BOS)
- Communicating electronically between suppliers and customers
- Implementing Lean Manufacturing practices
- Understanding and reacting to schedule forecast variation week to week.
- Comparing demand to capacity
- Proactive communication through the supply chain when there are potential issues in meeting demand requirements
- Shipping according to the transportation routing instructions
- Responding to the Customer (JCI) specified replenishment method(s) and establish replenishment processes to assure on-time delivery from the extended supply chain
- Responding to "issue communication" tools (DMR, MQR, etc.)
- Development of the team members which focuses on: process knowledge, technical capability, problem solving skills, and leadership ability
- Implementation of repeatable processes that minimize human intervention, and audit them to assure conformance
- Identification and measurement of key metrics on a monthly basis

The delivery sections of this document provide expectations for supplier performance in order that, together, we may create a supply chain that executes flawlessly each and every time.

5.4 Electronic Commerce

Johnson Controls prefers EDI (Electronic Data Interchange) to be utilized by all suppliers throughout the Supply Chain and is working to make this a standard expectation for all direct suppliers by October 2010. Our suppliers must have the capability to interface with us in one or more of the following options:

- Traditional EDI package
- Alternative Method (Third Party Services)

Any updates, new releases, system changes, etc. will be communicated to our partner suppliers by the Johnson Controls Supply Chain Management and Purchasing organizations.

All suppliers must develop a contingency plan for their primary EDI system. This allows us to keep both product and information flowing if the primary system fails for any reason. To inquire about the specific details of using EDI with Johnson Controls, please contact your Materials organization at the Plant.

5.5 Advanced Shipping Notice (ASN)

An ASN is the electronic transfer of shipment data from a supplier to a customer. Johnson Controls BE is working to make ASN a standard expectation by October 2010. The customer plant utilizes the information contained within the ASN in two ways:

- Determine and confirm goods in transit.
- Verification against the shipment as product is received.

Accuracy is imperative in order to maintain the integrity of information related to inventory records, MRP/supplier schedules, and invoice payments. ASN timeliness is critical to information accuracy and functionality.

When an ASN is used, then the ASN must be created upon finalization of the shipment and be received by Johnson Controls BE within one hour from the time the shipment leaves the supplier's shipping location and prior to its arrival at the Johnson Controls (JCI) plant.

All shifts in a facility must be capable of sending the ASN to meet these requirements. Confirmation of ASN receipt is available to suppliers (contact the JCI plant for availability). In order for the ASN to be successfully transmitted to the Johnson Controls plant, the ASN must contain all of the SPECIFIED INFORMATION listed below. ASN's received without a Bill of Lading (BOL) number fail our rules and is not received, and a Discrepant Material Report (DMR) is issued for failure to send an ASN:

1. BOL Number (Bill of Lading)
2. Shipment date/time
3. Gross weight of shipment
4. Net weight of shipment
5. Total Bill of Lading quantity (e.g. # of cartons)
6. Standard Carrier Alpha Code (SCAC)
7. Mode code (e.g. "E" for Expedite, "A" for Air, etc.)
8. Pool point location (if applicable)
9. Trailer number (or air bill if it's an air shipment)
10. Packing slip number(s)
11. Ship from location (our supplier code or supplier DUNS Code)
12. Ship to location(s) (our plant code(s) including dock code(s)) or DUNS Code
13. Part number
14. Engineering change level (Part)
15. Quantity shipped
16. Unit of measure
17. Purchase order number
18. Number of cartons shipped of each part
19. Quantity per carton EDI SPECIFICATIONS

5.6 International Shipping

The purpose of this section is to provide suppliers of Johnson Controls, Inc. with a better understanding of their responsibilities as exporters and suppliers. Our goal is to ensure that suppliers are aligned with the procedures of Johnson Controls, Inc. as we as a supply chain strive to adhere to Customs Regulations.

This section contains information regarding:

- Shipment requirements for exports to Johnson Controls (JCI)
- Warehouse & inventory requirements for international shipments
- Documentation requirements

Each supplier to Johnson Controls, Inc. is responsible for complying with all customs laws and regulations as it relates to their activity with Johnson Controls, Inc. This includes, but is not limited to, the items outlined in this procedures manual.

Note: Trade Agreement reporting is found in the section on Supply Chain Management NAFTA and Trade Agreements.

5.6.1 INCO Terms

Johnson Controls BE (Buyer) prefers INCO terms in which freight costs and risk are managed by the Buyer. Regardless of INCO terms, title passes to the Buyer only upon acceptance by Buyer at Buyer's facility where the supplies are to be used. Johnson Controls (JCI) uses one of two INCO terms for international shipments, with the preference of FCA:

5.6.1.1 **FCA** (free carrier) (Point of Discharge), where the named place is;

- a shipping port, for a full container shipment
- an airport, for an air shipment
- a warehouse within the country of origin, if less than a container or part of a shipment consolidation process

This means the seller / supplier will be responsible for:

- loading material onto transport vehicle
- providing all necessary paperwork such as export licenses, documentation
- securing required authorizations
- checking that the quantity and quality of the goods are in conformance with the submitted documentation
- provide appropriate packaging and markings

Johnson Controls (JCI) assumes all risk of loss or damage from the time the material has been delivered to our carrier and assumes insurance responsibilities.

5.6.1.2 **DDP** (delivered duty paid), where the named place is the Johnson Controls (JCI) receiving location. The seller / supplier will be responsible for all items listed in #1 above; inclusive of inland freight and any duties/fees payable for import until it reaches the destination. The seller / supplier is also responsible for;

- cost & management of movement from manufacturing facility to regional warehouse, including any duties/fees payable for import until it reaches the warehouse.
- obtaining all import licenses, documentation and authorizations required to be the importer of record
- assume all risk of loss or damage from time material has been delivered to carrier until title at destination where goods will be used
- Insurance

If your shipments will be utilizing a different INCO term, you will be notified by the buyer, materials manager or logistics analyst.

5.6.2 Warehouse and Inventory Requirements

In order to minimize the risk of an inventory stock-out and to support lean manufacturing, JCI strategy is to utilize a regional warehouse/domestic pick-up point to manage and retain buffer stock inventory for certain international supply chains and will notify the supplier to implement these requirements.

A supplier may manufacture overseas, but they are maintaining an inventory at a U.S. warehouse or distribution center. Johnson Controls (JCI) will then pick up the freight at the named domestic facility as determined by the in-bond terms.

If a supplier does not have a domestic presence, Johnson Controls (JCI) will be the importer and will recommend the third party warehouse provider with whom the supplier should hire to manage the buffer stock. Johnson Controls (JCI) will determine on a case-by-case basis when this requirement is necessary.

5.6.3 Custom Brokers

Johnson Controls, Inc. has designated Customs Brokers to clear shipments on our behalf. Suppliers must use the designated broker as per the routing instructions set forth by Johnson Control's corporate offices.

5.6.4 International Shipment Documentation

Suppliers are responsible for providing complete and accurate documentation for all international shipments. Documents must be sent with each cross border shipment and also faxed to the broker that will be clearing the product through customs. Documents include, but are not limited to, the Bill of Lading, Packing List, Commercial or Pro-Forma Invoice, and a Certificate of Origin (NAFTA) where applicable. Incomplete or inaccurate documents may delay the timely delivery of product to a Johnson Control's facility; therefore, failure to supply complete and accurate documentation will result in a supplier DMR and a debit for the cost incurred in a delayed shipment.

5.6.5 Valuation of Merchandise

Suppliers are responsible for stating the proper value of the product being shipped per the terms and conditions of your contract with Johnson Controls. Failure to do so may result in a DMR and subsequent DMR debit charge.

5.6.6 Harmonized Tariff Schedules usage (HTSUS)

All suppliers are required to show the proper tariff classification on the commercial or pro forma invoice.

5.6.6.1 Commercial or Pro-Forma Invoice. A commercial or pro forma invoice shall accompany each export to a Johnson Controls facility (see attached). Contents of invoices and general requirements:

1. Port of entry to which the merchandise is destined.
2. Complete name and address of consignee, along with the plant 10 # (see Transportation/Billing Requirements section, Facilities Listing link of this manual).
3. Complete name and address of shipper, including tax 10#.
4. Complete name and address of the customs broker
5. Ship date
6. A detailed description of the merchandise, including the Johnson Controls part number. It is very important that the Johnson Controls part number is listed so that Johnson Controls, as the importer, can apply proper HS Classification and NAFTA eligibility. Do not modify the Johnson Controls (JCI) part number (e.g. add a suffix or prefix). If shipment involves equipment, the invoice must also include the serial # and make & model #.
7. Quantities, weights and unit of measures of the merchandise shipped. (e.g. liters, gallons, Kilograms, lbs,)
8. The purchase price in the currency of purchase.
9. Value of each item in the currency in which the transactions are usually made.
10. Type of currency.
11. All charges upon the merchandise itemized by name/category and amount.

12. All rebates, drawbacks, bounties, separately itemized, allowed upon the exportation of the merchandise.
13. Country of origin.
14. Assists, dies, molds, tools, engineering work and cost associated.
15. Tariff classification number.
16. INCO terms see section on INCO terms
17. Invoice #
18. Declaration of truth

Invoice and all attachments must be in the language appropriate for the country of importation. When the above contents are excluded from the invoice, the customs clearance of the shipment is delayed. Often times a shipment is flagged for examination by customs due to the absence of values, description, and country of origin.

Special Notes:

- Equipment has to be invoiced separately from Raw Material
- Equipment has to be separated on different skids from Raw Material inside the cargo
- Invoices must be sent at the time of dispatch of the shipment from origin with an ETA report (Estimated Time of Arrival), specifying the following:
 - Trailer Number
 - Quantity of bundles or skid Time of estimated arrival

5.6.7 Country of Origin Marking

Every article of foreign origin (or its container) shall be marked in accordance with the regulations of the importing country.

5.6.8 International Shipment Checklist

1. Completed Bill of Lading with the name and address of the shipper, the consignee, and the broker. This must be the same BOL # as on the ASN
2. Completed Packing List
3. Completed Commercial or Pro-Forma Invoice per guidelines listed above
4. Completed Certificate of Origin or NAFTA certificate
5. Completed Annex 18 & Certificate of Manufacturer for suppliers shipping metal sheets, steel piping, and textiles (fabrics, zippers, heaters, leather) to Mexico
6. Completed Shipper's Export Declaration for shipments to Mexico or an authorization for the Mexican Customs Broker allowing them to complete the form
7. Completed Textile Declaration for shipments into the US only of rolled goods or cloth

5.7 Shipping and Replenishment Performance

The standard for Johnson Controls (JCI) suppliers is 100% on-time arrival of all parts required by the JCI manufacturing site. This means shipping the correct quantity of the correct product to the correct location according to the designated replenishment method, and to contact the plant if the release schedule cannot be met.

The supplier shall have a process in place to ensure that any potential problems that could impact the Johnson Controls (JCI) BE operations are communicated as soon as they are identified. Differences shall be resolved with appropriate customer contact prior to shipment time.

JCI (BE) will be expecting suppliers to receive forecasts and releases electronically, and to process them without manual entry. This is the strategic direction, and will be expected by the end of 2011.

5.8 Forecast Expectations

Suppliers are expected to review new forecast transmission to determine whether any capacity or material constraints are violated. Any violations that cannot be resolved must be communicated to JCI in a proactive and timely manner.

The forecast grants fabrication and raw material authorizations as specified in the commercial terms between Johnson Controls (JCI) Purchasing and the supplier.

5.9 Replenishment

Authorization to ship specific product will be communicated to the supplier through Johnson Controls (JCI) plant designated replenishment method (MRP, KanBan, min/max, sequence).

A "Delivery signal" will show either a ship date or a delivery date. A delivery date defines when the goods are to be ultimately received by Johnson Controls (JCI). A ship date indicates the date which the supplier should ship the goods. In this context the delivery date does NOT mean delivery to carrier. The supplier is expected to understand transit time and have product ready for shipment in order to meet the delivery date on the schedule, inclusive of transit time. Contact the Johnson Controls plant if you have any questions as to which date is being transmitted.

1. Supplier is required to take ownership for all parts manufactured for Johnson Controls BE.
2. Control its processes to assure that the physical shipments correspond with the Johnson Controls (JCI) demand.
3. Have the ability to meet an agreed upon percentage week to week net schedule fluctuations over the period authorized. This does not apply once the supplier has been notified of a phase In- Phase Out.
4. Contact Johnson Controls plant Materials Representative(s) if supplier is unable to meet the delivery schedule, and supply the following information:
 - a) Date the parts will be available.
 - b) Suppliers plan to get back on schedule. Assign the necessary resources to resolve any delivery issues.
 - c) If an established delivery schedule is missed or release schedule cannot be met, contact your JCI plant representative for agreement on necessity of expedites.
 - d) Obtain approval from Johnson Controls for the mode & carrier chosen. Every effort must be expended to reach agreement on the expedited freight responsibility at the time of shipment. If the supplier is responsible, the freight must be shipped "PREPAID" and the supplier may choose their logistics company; however it is strongly recommended that supplier contact Trans International.

A supplier will be held responsible for downtime and other associated costs (i.e., Premium freight or charter costs) due to their inability to meet delivery requirements, in accordance to the purchasing terms and conditions.

5.10 Packaging Requirements

The supplier is responsible for ensuring that all materials are packaged to arrive safely, securely, and without damage to the Johnson Controls facility. Johnson Controls is committed to sustainable practices including efforts to reduce packaging, use returnable packaging, and maximize recycling of packaging materials in order to minimize packaging waste and expects suppliers to share these commitments.

Packaging must be compliant to all applicable legal requirements and guidelines. Wood used in packaging must be correctly treated. Additional specific packaging requirements are communicated by the purchasing entity.

5.11 Labeling Requirements

The adherence to these labeling requirements, as well as the packaging requirements also stated within the Johnson Controls Global Supplier Standards manual, is mandatory and will be continuously monitored. Non-compliance to these instructions will be brought to your attention through the issuance of a DMR (Discrepant Material Report) by our receiving plant.

Suppliers must ensure that all materials shipped to Johnson Controls Building Efficiency are correctly labeled and that the labels are properly attached. Whenever possible the label printing should be a bold black type with at least 25mm high letters. No more than one part number is to be packaged in a container.

Supplier owned packaging with "Return to" labels must be located in a clearly visible area that does not interfere with the production identification labels.

Label protection against moisture, weathering, abrasion, etc., may be required in harsh environments and is encouraged wherever practical. Care must be taken to assure that labels meet reflectivity and contrast requirements and can be scanned with contact & non-contact devices.

It is the supplier's responsibility to remove labels on returnable containers and affix a new label prior to shipment, unless prior arrangements have been made with the Johnson Controls (JCI) receiving plant.

5.11.1 Part Shipping Labeling

All labels affixed to a container must contain the following information:

1. Johnson Controls Part Number
2. Quantity
3. Johnson Controls Supplier ID Number
4. Label Serial Number
5. Part Description
6. MFG Date (manufacturing date)
7. Part Revision Level
8. Lot Number
9. International Build Statement (i.e. Made in Mexico)
10. Manufacturing Address (Actual address of suppliers final assembly plant - name should Mirror Johnson Controls (JCI) scorecard plant location description to the fullest extent possible)

All containers must have the final Johnson Controls destination information affixed either as a master label on the skid or within their standard label format affixed to each container. Data required includes JCI site name, JCI site number (when known), address, city, state and postal code.

5.11.2 Mixed Load Labeling

When release quantities require cartons of mixed material on one pallet, a special "Mixed Load" label must be used in addition to being labeled per Johnson Controls Labeling Specifications. All containers must be loaded to cubic capacity in order to maintain load density, package integrity, and obtain optimum transport utilization. The following criteria must be observed when shipping mixed loads to a Johnson Controls plant:

1. Cartons must be uniform in size to maintain load stability.
2. Avoid shipping less than a full layer whenever possible.

Johnson Controls should be contacted to establish load quantities into their releases. For unit load packaging that is shrink wrapped, the master label and mix load labels must be applied to the outside. When individual containers are palletized and made into a unit load for mechanical handling, the master label shall be attached to two adjacent sides of the unit load.

5.11.3 International Shipment Labeling

Shipments to or from countries (e.g., Mexico, U.S., Canada, European Union) may require special labeling, other than the Odette standard. Johnson Controls should be contacted to assist in obtaining the proper labels required if needed.

5.11.4 Sample Shipment Labeling

When shipping sample parts for Johnson Controls (JCI) review or new revision level, a "Sample Part" label is utilized containing the name of the site requestor and/or the person expecting to receive the container.

5.12 Discrepant Material Reports (DMR's)

This section defines the process Johnson Controls Building Efficiency uses to communicate issues and monitor supplier performance with regards to delivery.

5.12.1 DMR Requirements

A DMR is issued when a shipment is received with one or more issues in the following categories; issues could occur at the header level, line item level or both. The standard for Johnson Controls suppliers is 100% on time arrival of all parts required by Johnson Controls, Inc. This means shipping the correct quantity of the correct product to the correct location at the designated time via the designated carrier according to the designated replenishment method, and to contact the plant if the release schedule cannot be met (proactive measures). There are 4 tactical areas where DMR's will be used to address Johnson Controls supplier delivery issues:

1. Delivery
2. Lead time accuracy
3. Expedites
4. MOQ (minimum order quantity)

5.12.2 DMR Initiation

The Johnson Controls' Receiving Material Analyst or other designated person identifies delivery shipment errors as close to the time of the receipt as possible and creates a DMR within Johnson Controls' internal IRIS system.

The Material Analyst (or other designated person) reviews the shipment documentation and evidence of the error and determines whether the DMR is valid.

When the Supplier Scheduler approves the issue, an e-mail notification is automatically sent to the affected supplier and any additional people the Supplier Scheduler has entered into the issue.

5.12.3 DMR Supplier Response Expectations

Upon receipt of a DMR, the supplier is required to complete a 4D within 24hrs, and if required an 8D (See below for 8D instructions). The supplier will be issued a \$250 (debit) SCB chargeback to cover the administrative fee of processing the DMR.

If the supplier believes that the DMR is inaccurate or unsubstantiated, the supplier may dispute the issue, which then prompts the Supplier Scheduler to either agree with the

dispute, reject the dispute and return the DMR to the supplier, or override the dispute in order to allow the 4D to progress through the system.

The supplier is expected to assign an internal champion (his/her name, phone number is communicated to the related plant) to work with the manufacturing site (who is also expected to name an internal champion) to address all DMR related issues and to provide timely and accurate responses to the issues that have been identified via the DMR.

The supplier's DMR champion must track the suppliers DMR performance, drive corrective action for all DMR's and communicate improvement plans (through the DMR supplier action tracker process) to the manufacturing site, and any additional supply chain management personnel. This will be a month-to-month, YOY (year over year) reporting process.

5.12.4 DMR 8D Supplier Response Expectations

Provide the requesting Johnson Controls facility an initial 8D complete through the first 4 steps within one business day. This should include identification of all potential causes of the problem, how the problem was communicated to the scheduler, and immediate containment actions.

Provide the completed 8D to Johnson Controls within 5 business days of the DMR. Repetitive errors or chronic problems with information accuracy will result in the DMR issue being escalated to Level I - Supplier Development Manager and, if not resolved, would next escalate to Level II - LOB (line of business) Commodity Managers.

5.12.5 DMR 8-D Material Analyst Responsibility

If the Material Analyst approves the dispute, the DMR is removed from the supplier's record and considered closed. The related DMR quantity does not count in the DMR score calculation.

If supplier's response (either dispute or 4D) is not obtained within one business day of issuance, Johnson Controls considers the DMR acknowledged and close the DMR as accepted. The quantity will count against the supplier's rating for that month, and it will be noted that the supplier did not respond or dispute.

5.12.6 Identify/Containment

Unless a dispute is accepted, the supplier will perform the appropriate intervention to eliminate any opportunity for manufacturing site interruptions. The Material Analyst reviews and tracks the corrective action submitted by the supplier for each DMR issued. The Material Analyst determines if the corrective action is effective and will close the DMR. Once a DMR is closed, it cannot be disputed, cancelled or reversed.

If corrective action is not effective, the Material Analyst issues an Management Quality Review (MQR) in accordance with the Management Quality Review Procedure.

Effective October 26, 2009, supplier delivery performance will be measured in PPM's and percent (for on-time delivery metric). Performance will be documented via the Supplier Scorecard. Johnson Controls has 4 tactical areas in delivery that will be measured:

1. Delivery
2. Lead time
3. Expedite
4. MOQ

DMR score = [total pieces late, discrepant] / [total pieces shipped] * 1,000,000 = PPM

Once a DMR is approved, the metric is automatically moved from Johnson Controls internal IRIS system to the Supplier Scorecard Application. Receipt information is added each month regardless of DMR activity, so if a supplier has no DMR's in a given month, the DMR Score would be zero for that month. The supplier score would be reported for the quarter and year during manufacturing sites' Operations Reviews.

Suppliers will be debited \$250 US dollars or 100 Euros for every closed DMR issued. A DMR Debit Memo is issued to process the charges. The original is sent to Accounts Receivable and copies are forwarded to the site Controller and Buyer. The Debit Memo will be processed within five days of its receipt.

5.13 Logistics Requirements

Logistics requirements Johnson Controls BE will determine carrier selection and routing instructions in order to effectively manage inbound freight through the careful consideration of these factors:

- Supplier location
- Product volume
- Packaging
- Transportation costs

Johnson Controls (JCI) BE expects our suppliers to share in the ownership of the shipping process to ensure products are received in a timely and cost effective manner - essentially, at the right time, in the right container, at the right shipping price, to the right location. Below you will find supplier responsibilities necessary in order to fulfill our transportation requirements.

5.13.1 Logistics Requirements Communication

All shipments must be accompanied by appropriate documentation. Documentation may include, but not limited to, packing slip, bill of lading, NAFTA certificates, commercial invoices and hazardous materials information.

The supplier is responsible for contacting the appropriate carrier, freight forwarder and JCI BE materials personnel to ensure timely pick-up and delivery. It is the supplier's responsibility to set shipping window times in conjunction with Johnson Controls Inc. plant materials personnel and the carrier to ensure delivery at the JCI facility by the delivery date shown on the release.

Please note that JCI BE plans to move to Advanced Shipment Notification (ASN) in October of 2010 for all shipments to our manufacturing facilities. Please be prepared to support ASN's at that time.

5.13.2 Packing Slip Requirement

Johnson Controls (JCI) requires all suppliers to prepare their packing slip(s) in a standard format. The standard format can be found below, as well as within the forms section of the Standards Manual website.

Failure to comply with this requirement as of March 1, 2010 will result in a DMR for the shipment per the DMR procedure. Items required in a specific location include:

1. Packing Slip #

2. Sold To Info
3. Supplier Production Plant
4. Ship To
5. BOL #
6. Customer Part #
7. Description
8. Supplier Part #
9. Quantity Shipped
10. PO#
11. Footer which includes page number and repeats the Packing Slip #

5.13.3 Bill of Lading Requirements

The following information instructs a Johnson Controls (JCI) Supplier on how to properly complete a bill of lading (BOL) form for shipments that are sent collect into Johnson Controls. Non-compliance to these requirements that result in excess freight charges to JCI will be debited back to the Supplier.

A separate bill of lading must be created for each ship-to location, even when shipping on the same carrier. Each BOL must contain a unique BOL #.

Consignee and Destination: the consignee should be shown as: Johnson Controls, and Plant name. The Destination must include: Street address, city, state, and zip. Some Johnson Controls (JCI) facilities may require a variation to this.

Example 1: Standard Plant Consolidation

Johnson Controls, Inc.- Reynosa (Pharr, TX) Consolidation
 c/o Johnson Controls, Inc.
 4620 Olympic Blvd
 Erlanger, KY 41018

Example 2: Shipping through a Broker to a plant in Mexico

Johnson Controls BE Manufactura Mexico, S. De R.L. De C.V – Apodaca, NL Mexico
 c/o Laser Forwarding
13209 S Unitec Dr
Laredo, TX 78045

1. Number of Packages and/or Handling Units - If packages are consolidated on a skid, provide both package count and skid count on the bill of lading.
2. Description of shipment - Enter the description of each line item. Please note the type of package (carton, tote, barrel, etc.) and the quantity per package. Each line item must include the correct National Motor Freight Classification (NMFC) Item # and Class. This information is critical to ensure correct rating so as to avoid excessive charges.
3. Weight - Enter the total gross weight, in pounds, for each line item. Include the weights of pallets, skids or any secondary container.
4. Freight Terms - Indicate 'FOB Origin, Freight Collect' terms if Johnson Controls (JCI) is responsible to pay for the shipment. All freight shipped to JCI facilities must be shipped

freight collect unless Purchase Order states otherwise or shipment is a Supplier paid expedite or routing deviation.

5.13.4 Routing Instructions

Where Johnson Controls BE is responsible for paying freight charges, a routing instruction will be provided to the supplier. The routing instruction will include at least one primary carrier and an expedited carrier, and is issued by each Johnson Controls receiving location.

Information on routing instructions can be found at:

<http://www.ticominc.com/index.php?page=routing-guides-and-online-routing&inc=1>

Password: 0209858[PC1]

Please use the location specific routing instructions. If there is no specific routing instruction for the location you are shipping to; then utilize the NA General Routing Instructions.

A copy of the routing instruction must be signed and returned to the Johnson Controls plant materials contact.

Plant approval must be obtained from the receiving plant materials personnel for any routing instruction deviation. Any deviation from these routing instructions without plant approval may result in a supplier debit to compensate for excess freight charges and/or administrative fees.

5.13.5 Premium Freight/Expedites

Any premium freight which results from a supplier event will be managed and paid for by the supplier. Johnson Controls (JCI) will not take responsibility for the set-up, management, tracking or payment of a supplier-caused premium freight event. The supplier will communicate to the plant all expedite information and provide milestone updates to keep the plant informed on the arrival of the expedited components. JCI reserves the right to take-over the management of the premium freight event if the supplier fails to communicate and effectively manage the event themselves, and supplier may be charged for JCI's time.

When expediting freight at Johnson Controls (JCI) expense, authorization must be obtained from the appropriate JCI receiving plant materials personnel. Unauthorized expedited freight may result in debit to the supplier to compensate for excess freight charges and, or administrative fees.

5.14 Replenishment Methodology Requirements

In order to standardize supply chains, optimize inventory levels and minimize freight expense, Johnson Controls has defined four replenishment methods to order material from our supply chain partners.

Our goal is three-fold:

- Optimize turns, truck utilization, and prevent premium freight by using one of 4 standard methods per discrete supply chain; minimize use of other methods
- Maximize internal & external visibility of component parts
- Appropriate use of technology & electronic commerce to communicate replenishment signals

This means that a supplier could receive different replenishment signals from different Johnson Controls receiving plants, and a single Johnson Controls plant could use different signals for different supplier material/parts.

The determination of which method is used is based on many components, but to simplify this explanation, it depends on the following:

- Lean manufacturing strategy – or where the Johnson Controls plant is at in their journey to lean manufacturing.
- Characteristics of the market --- or production strategy required to meet customer needs as Building Efficiency spans range from stocked product to engineered-to- order product
- Supply Chain footprint – or how close the shipping point is to the end destination.

To determine the optimal replenishment method to use for each component, Johnson Controls plants follow a standardized processes annually, or when operational or supply chain conditions shift. Johnson Controls will communicate these changes to the supplier as soon as possible.

The four standard methods are:

- **MRP** – Discrete purchase order or a release signal for a purchase order, which could be communicated through standard 830 and 862 EDI signal, to specify required shipment quantities.
- **Kanban** - Kanban may be communicated via e-mail, a visibility tool, or other trigger. Kanban provides a shipment signal, enabling the supplier to ship previously agreed quantities.
- **Min/Max** - Min/Max provides a range of acceptable inventory levels along with current inventory levels to the supplier. The supplier must monitor and calculate their required shipment quantities.
- **Sequence** - Replenishment data that is sent to suppliers to optimize truckload utilization and/or prioritize shipments. This method is commonly used when varying models/configurations of the same part type from a supplier are received and can be immediately staged for production.

Supplier consignment arrangements are desired in appropriate circumstances.

Alternative methods will be evaluated for conversion to standard. If a specific situation warrants pursuing a non-standard method, the Johnson Controls will confer with the supplier.

Manual replenishment signals may be used in cases of system unavailability or malfunction, or in cases of other extraordinary event.

5.15 Security

Johnson Controls BE is committed to ensuring the security of its supply chain. Security measures are set in place with the primary goal of preserving the safety of our employees, protecting the physical property from loss or damage, safeguarding the integrity of our intellectual property and preventing interruptions in the manufacturing process. We expect the same approach to be taken by the supplier with whom we conduct business and partner, which is to make a commitment toward the common goal of creating a more secure and efficient supply chain.

5.15.1 Security Procedure Requirements

Suppliers should develop and implement a comprehensive plan to enhance security procedures throughout their operations and supply chain. The recommendations below have been outlined by U.S. Customs & Border Protection as part o Customs-Trade Partnership Against Terrorism (C-TPAT), a program in which Johnson Controls BE is actively pursuing involvement. The company should have written security procedures in place that address the following (updated per updated release of requirements by US CBP):

5.15.1.1 Business Partner Requirements: Importers must have written and verifiable processes for the selection of business partners including manufacturers, product suppliers and vendors.

5.15.1.2 Security Procedures: For those business partners eligible for C-TPAT certification (carriers, U.S. ports, terminals, brokers, consolidators, etc.) the importer

must have documentation (e.g., C-TPAT certificate, SVI number, etc.) indicating whether these business partners are or are not C-TPAT certified. For those business partners not eligible for C-TPAT certification, importers must require business partners to demonstrate that they are meeting C-TPAT security criteria via written/electronic confirmation (e.g., contractual obligations via a letter from a senior business partner officer attesting to compliance; a written statement from the business partner demonstrating their compliance with C-TPAT security criteria or an equivalent WCO accredited security program administered by a foreign customs authority; or by providing a completed importer security questionnaire). Based upon a documented risk assessment process, non-C-TPAT eligible business partners must be subject to verification of compliance with C-TPAT security criteria by the importer.

5.15.1.3 Point of Origin: Importers must ensure business partners develop security processes and procedures consistent with the C-TPAT security criteria to enhance the integrity of the shipment at point of origin. Periodic reviews of business partners' processes and facilities should be conducted based on risk, and should maintain the security standards required by the importer.

5.15.1.4 Participation / Certification in Foreign Customs Administrations Supply Chain Security Programs: Current or prospective business partners who have obtained a certification in a supply chain security program being administered by foreign Customs administration should be required to indicate their status of participation to the importer.

5.15.1.5 Other internal criteria for selection: Internal requirements, such as financial soundness, capability of meeting contractual security requirements, and the ability to identify and correct security deficiencies as needed, should be addressed by the importer. Internal requirements should be assessed against a risk-based process as determined by an internal management team.

5.15.1.6 Container Security: Container integrity must be maintained to protect against the introduction of unauthorized material and/or persons. At point of stuffing, procedures must be in place to properly seal and maintain the integrity of the shipping containers. A high security seal must be affixed to all loaded containers bound for the United States. All seals must meet or exceed the current PAS ISO 17712 standards for high security seals.

5.15.1.7 Container Inspection: Procedures must be in place to verify the physical integrity of the container structure prior to stuffing, to include the reliability of the locking mechanisms of the doors. A 7-point inspection process is recommended for all containers:

- Front wall
- Left side
- Right side
- Floor
- Ceiling/Roof
- Inside/outside doors
- Outside/Undercarriage

5.15.1.8 Container Seals: Written procedures must stipulate how seals are to be controlled and affixed to loaded containers to include procedures for recognizing and reporting compromised seals and/or containers to U.S. Customs and Border Protection or the appropriate foreign authority. Only designated employees should distribute container seals for integrity purposes.

5.15.1.9 **Container Storage:** Containers must be stored in a secure area to prevent unauthorized access and/or manipulation. Procedures must be in place for reporting and neutralizing unauthorized entry into containers or container storage areas.

5.15.1.10 **Physical Access:** Controls Access controls prevent unauthorized entry to facilities, maintain control of employees and visitors, and protect company assets. Access controls must include the positive identification of all employees, visitors, and vendors at all points of entry.

5.15.1.11 **Employees:** An employee identification system must be in place for positive identification and access control purposes. Employees should only be given access to those secure areas needed for the performance of their duties. Company management or security personnel must adequately control the issuance and removal of employee, visitor and vendor identification badges. Procedures for the issuance, removal and changing of access devices (e.g. keys, key cards, etc.) must be documented.

5.15.1.12 **Visitors Controls:** Visitors must present photo identification for documentation purposes upon arrival. All visitors should be escorted and visibly display temporary identification.

5.15.1.13 **Deliveries** (including mail): Proper vendor identification (I D) and/or photo identification must be presented for documentation purposes upon arrival by all vendors. Arriving packages and mail should be periodically screened before being disseminated.

5.15.1.14 **Challenging and Removing Unauthorized Persons:** Procedures must be in place to identify, challenge and address unauthorized/unidentified persons.

5.15.1.15 **Personnel Security:** Processes must be in place to screen prospective employees and to periodically check current employees. Application information, such as employment history and references must be verified prior to employment.

5.15.1.16 **Background checks / investigations:** Consistent with foreign, federal, state, and local regulations, background checks and investigations should be conducted for prospective employees. Once employed, periodic checks and reinvestigations should be performed based on cause, and/or the sensitivity of the employee's position.

5.15.1.17 **Personnel Termination Procedures:** Companies must have procedures in place to remove identification, facility, and system access for terminated employees.

5.15.1.18 **Procedural Security:** Security measures must be in place to ensure the integrity and security of processes relevant to the transportation, handling, and storage of cargo in the supply chain.

5.15.1.19 **Documentation Processing:** Procedures must be in place to ensure that all information used in the clearing of merchandise/cargo, is legible, complete, accurate, and protected against the exchange, loss or introduction of erroneous information. Documentation control must include safeguarding computer access and information.

5.15.1.20 **Manifesting Procedures:** To help ensure the integrity of cargo received from abroad, procedures must be in place to ensure that the information received from business partners is reported in an accurately and timely manner.

5.15.1.21 **Shipping & Receiving:** Arriving cargo should be reconciled against information on the cargo manifest. The cargo should be accurately described, and the weights, labels, marks and piece count indicated and verified. Departing cargo should be verified against purchase or delivery orders. Drivers delivering or receiving cargo must be positively identified before cargo is received or released.

5.15.1.22 **Cargo Discrepancies:** All shortages, overages, and other significant discrepancies or anomalies must be resolved and/or investigated appropriately. CBP and/or other appropriate law enforcement agencies must be notified if illegal or suspicious activities are detected, as appropriate.

5.15.1.23 Security Training and Threat Awareness: A threat awareness program should be established and maintained by security personnel to recognize and foster awareness of the threat posed by terrorists at each point in the supply chain. Employees must be made aware of the procedures the company has in place to address a situation and how to report it.

Training should be provided to employees in the shipping and receiving areas, as well as those receiving and opening mail. Specific training should be offered to assist employees in maintaining cargo integrity, recognizing internal conspiracies, and protecting access controls. These programs should offer incentives for active employee participation.

5.15.1.24 Physical Security: Cargo handling and storage facilities in domestic and foreign locations must have physical barriers and deterrents that guard against unauthorized access. Importers should incorporate the following C-TPAT physical security criteria throughout their supply chains as applicable.

5.15.1.25 Fencing: Perimeter fencing should enclose the areas around cargo handling and storage facilities. Interior fencing within a cargo handling structure should be used to segregate domestic, international, high value, and hazardous cargo. All fencing must be regularly inspected for integrity and damage.

5.15.1.26 Gates and Gate Houses: Gates through which vehicles and/or personnel enter or exit must be manned and/or monitored. The number of gates should be kept to the minimum necessary for proper access and safety.

5.15.1.27 Parking: Private passenger vehicles should be prohibited from parking in or adjacent to cargo handling and storage areas.

5.15.1.28 Building Structure: Buildings must be constructed of materials that resist unlawful entry. The integrity of structures must be maintained by periodic inspection and repair.

5.15.1.29 Locking Devices and Key Controls: All external and internal windows, gates and fences must be secured with locking devices. Management or security personnel must control the issuance of all locks and keys.

5.15.1.30 Lighting: Adequate lighting must be provided inside and outside the facility including the following areas: entrances and exits, cargo handling and storage areas, fence lines and parking areas.

5.15.1.31 Alarms Systems & Video Surveillance Cameras: Alarm systems and video surveillance cameras should be utilized to monitor premises and prevent unauthorized access to cargo handling and storage areas.

5.15.1.32 Information Technology Security - Password Protection: Automated systems must use individually assigned accounts that require a periodic change of password. Information technology (IT) security policies, procedures and standards must be in place and provided to employees in the form of training.

5.15.1.33 Information Technology Security - Accountability: A system must be in place to identify the abuse of information technology (IT) including improper access, tampering or the altering of business data. All system violators must be subject to appropriate disciplinary actions for abuse.

5.16 NAFTA and Trade Agreements: (JCI & Related companies North America sites only)

All suppliers of Johnson Controls, Inc. have responsibilities relative to NAFTA and other Trade Agreements whether or not supplier's ship products cross border. Our goal is to ensure that suppliers are aligned with the procedures of Johnson Controls, Inc. as we as a supply chain strive to adhere to Customs Regulations. As put forth in our global terms and conditions, each supplier to Johnson Controls, Inc. is responsible for complying with all customs laws and regulations as it relates to their

activity with Johnson Controls, Inc. This includes, but is not limited to, the items outlined in this standards manual.

5.16.1 Certification Requirements

NAFTA, Export Control Classification Number (ECCN), Buy American Certificates, and Manufacturer's Affidavit (for US origin products only) must be provided annually for ALL production parts and follow the criteria listed below:

5.16.1.1 Each calendar year certificates must be received no later than December 1st of the preceding year. e.g. Certificates for calendar year 2010 must be received no later than December 1st, 2009.

5.16.1.2 Certificates for parts that are launched during the calendar year must be provided immediately.

5.16.2 Suppliers doing business from North America

Any supplier with a North American address to whom a purchase order is given, regardless of where the parts are manufactured, has the responsibility to provide a NAFTA certificate of origin for each part that it supplies to Johnson Controls, Inc.

If Johnson Controls incurs duties/fees during importation and/or has to solicit the supplier for documentation because the supplier failed to meet the requirements listed in 5.16.1, the supplier will be debited either a standard \$500.00 per month per supplier number, or the sum of all fees & duties paid as a result of not having a proper certification on file, whichever is greater.

Responses must be complete and accurate, including the Johnson Controls (JCI part number and the supplier number as shown on purchase orders. In addition to direct financial penalties, suppliers that fail to comply will not be eligible for a Supplier award, and at risk would be a supplier's ability to quote on new business.

North American suppliers are responsible for submitting the following information:

NAFTA Certificate of Origin

A NAFTA Certificate of Origin that includes each part that is supplied to Johnson Controls Inc., and all related companies must be completed and signed. The header and signature fields must be completed (including the number of pages in field 11). Field #1 must be completed. "Various" is not acceptable in this field. Field #3 may read "Provided to Customs Upon Request". Field #4 must state "Various" since the certificate may be applied to multiple Johnson Controls' facilities.

Part numbers on the certificate must be the Johnson Controls part numbers and should match those printed on your commercial invoice to ensure JCI can apply the NAFTA preference. Do not modify the JCI part number (e.g. add a suffix or prefix). The item level information must be provided on a continuation page(s) that follows the format in the NAFTA Continuation form.

If the list of parts on a certificate covers parts produced at more than one supplier manufacturing location, suppliers must provide and list each individual site on an attachment (see Additional Plant / Shipping Location Form in 5.16.2.2 below).

If Johnson Controls Inc. purchases a component from within the NAFTA territory and the supplier cannot certify the part as NAFTA eligible, the supplier is still required to identify the country of origin of the part. The preferred method is to show "NE" (Not Eligible) in field 7 of

the continuation page, lining out or leaving blank fields 8 and 9, and showing the country of origin in field 10. (Note that an ineligible good may contain "traced value", which is to be identified in traced value field of the NAFTA certificate continuation page).

5.16.2.1 Exhibit: North American Free Trade Agreement – Certificate of Origin

DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection

**NORTH AMERICAN FREE TRADE AGREEMENT
CERTIFICATE OF ORIGIN**

Please type or print 19 CFR 181.11, 181.22

1. EXPORTER NAME AND ADDRESS	2. BLANKET PERIOD (MM/DD/YY) FROM TO				
TAX IDENTIFICATION NUMBER: 3. PRODUCER NAME AND ADDRESS	4. IMPORTER NAME AND ADDRESS VARIOUS				
TAX IDENTIFICATION NUMBER:	TAX IDENTIFICATION NUMBER:				
5 Description of Good(s)	6 HS Tariff Classification Number	7 Preference Criteria	8 Producer	9 Net Cost	10 Country of Origin

I CERTIFY THAT:
 *THE INFORMATION ON THIS DOCUMENT IS TRUE AND ACCURATE AND I ASSUME THE RESPONSIBILITY FOR PROVING SUCH PRESENTATIONS. I UNDERSTAND THAT I AM LIABLE FOR ANY FALSE STATEMENTS OR MATERIAL OMISSIONS MADE ON OR IN CONNECTION WITH THIS DOCUMENT.
 *I AGREE TO MAINTAIN, AND PRESENT UPON REQUEST, DOCUMENTATION NECESSARY TO SUPPORT THIS CERTIFICATE, AND TO INFORM, IN WRITING, ALL PERSONS TO WHOM THE CERTIFICATE WAS GIVEN OF ANY CHANGES THAT COULD AFFECT THE ACCURACY OR VALIDITY OF THIS CERTIFICATE.
 * THE GOODS ORIGINATED IN THE TERRITORY OF ONE OR MORE OF THE PARTIES, AND COMPLY WITH THE ORIGIN REQUIREMENTS SPECIFIED FOR THOSE GOODS IN THE NORTH AMERICAN FREE TRADE AGREEMENT AND UNLESS SPECIFICALLY EXEMPTED IN ARTICLE 411 OR ANNEX 401, THERE HAS BEEN NO FURTHER PRODUCTION OR ANY OTHER OPERATION OUTSIDE THE TERRITORIES OF THE PARTIES, AND

11. * THIS CERTIFICATE CONSISTS OF PAGES, INCLUDING ALL ATTACHMENTS

11a. AUTHORIZED SIGNATURE	11b. COMPANY	
11c. NAME (Print or Type)	11d. TITLE	
11e. DATE (MM/DD/YYYY)	11f. <input type="checkbox"/> (Voice) TELEPHONE	<input type="checkbox"/> (Facsimile)

CBP Form 434

5.16.2.2 Exhibit: North American Free Trade Agreement - Certificate of Origin/ Country of Origin Affidavit/ Manufacturer's Affidavit – Additional Plant / Shipping Location Form

**Certificate of Origin / Country of Origin Affidavit/ Manufacturer's Affidavit
Additional Plant / Shipping Location Form**

Johnson Controls associates your NAFTA Certificate of Origin or Country of Origin Affidavit / Manufacturer's Affidavit document to the parts' corresponding purchase order information. For this reason, different parts in the JCI database could be associated with different locations of the same parent supplier, i.e. a corporate address, a sales office location, a manufacturing location, etc. If you wish to use one document to certify parts that are produced across more than one location, list those additional locations below, then sign and date this form. Your document will be applied to the locations you list below as well as the location on the cover page of the certificate. Please note: This information will be used until it is rescinded or revised by the supplier.

Exporter Name and Address:

Vendor #:
Name: Address:
State/Province #:
Tax ID #:

Exporter Name and Address:

Vendor #:
Name:
Address:
State/Province #:
Tax ID #:

Exporter Name and Address:

Vendor #:
Name: Address:
State/Province #:
Tax ID #:

Exporter Name and Address:

Vendor #:
Name: Address:
State/Province #:
Tax ID #:

This Additional Plant/Shipping Location Form covers all parts relating to the Exporter Name and Address for all locations for all documents issued.

Signature: X _____ Date: X _____

5.16.3 Supplier Responsibility outside North America

Any supplier with a foreign address to whom a purchase order is given has the responsibility to provide a Country of Origin Declaration for all parts provided. The Country of Origin Declaration Form must be faxed directly to your purchasing contact at Johnson Controls since this information is required to complete the purchase order set up process.

5.16.3.1 Exhibit: Certificate of Origin

Certificate of Origin

EXPORTER'S NAME AND ADDRESS:		FROM:	
TAX I.D. NO.:		TO:	
PRODUCER'S NAME AND ADDRESS:		IMPORTER'S NAME AND ADDRESS:	
		Various	
TAX I.D. NO.:		TAX I.D. NO.:	
DESCRIPTION OF GOODS		HS TARIFF NUMBER	COUNTRY OF ORIGIN
<p>I CERTIFY THAT:</p> <p>THE INFORMATION ON THIS DOCUMENT IS TRUE AND ACCURATE AND I ASSUME THE RESPONSIBILITY FOR PROVING SUCH REPRESENTATIONS. I UNDERSTAND THAT I AM LIABLE FOR ANY FALSE STATEMENTS OR MATERIAL OMISSIONS MADE ON OR IN CONNECTION WITH THIS DOCUMENT.</p> <p>1. I AGREE TO MAINTAIN, AND PRESENT UPON REQUEST, DOCUMENTATION NECESSARY TO SUPPORT THIS CERTIFICATE, AND TO INFORM IN WRITING ALL PERSONS TO WHOM THE CERTIFICATE WAS GIVEN OF ANY CHANGES THAT WOULD AFFECT THE ACCURACY OR VALIDITY OF THE CERTIFICATE.</p> <p>2. THIS CERTIFICATE CONSISTS OF _____ PAGE(S), INCLUDING ATTACHMENTS.</p>			
AUTHORIZED SIGNATURE:		COMPANY:	
NAME:		TITLE:	
DATE:	TELEPHONE:	FAX:	

5.16.4 Export Control Classification Number (ECCN) Certificates

The ECCN Certificate is required to indicate whether or not your parts are regulated by the Bureau of Industry and Security. A complete explanation of the ECCN and why it is required can be found on the Bureau of Industry and Security, U.S. Department of Commerce' web site: <http://www.bis.doc.gov/licensing/exportingbasics.htm>

Please also note on this form if any products are subject to International Traffic in Arms Regulations (ITAR).

If you are unable to determine the ECCN for your product, you may request a classification ruling from BIS. Response time is 30 days from receipt and is submitted electronically. Please see the BIS web site for additional information.

5.16.4.1 Exhibit: Export Control Classification Number



EXPORT CONTROL CLASSIFICATION NUMBER

The Bureau of Industry and Security (BIS) regulates all products exported from the United States and all products with U. S. content re-exported from other countries. These regulations are defined in the Export Administration Regulations (EAR). Just because an item may fall under certain export controls doesn't mean it cannot be exported. The U. S. government may restrict export only to certain countries or may require a license prior to exporting your product.

Since Johnson Controls Co. may export your products from the United States we are requiring our suppliers to provide the ECCN. Please also note on this form if your product(s) are subject to International Traffic in Arms Regulations (ITAR). All ITAR items require an export license if exported anywhere outside of the United States, including Canada.

J.C.I. Item number and description	ECCN	License Information	CCATS

Seller/Company Name: _____

Name: _____ Title: _____

Authorized Signature: _____ Date: _____

Telephone Number: _____ Fax Number: _____

Blanket Period From Date: _____ Through Date: _____

5.16.5 Buy American Certificates

The Buy American Certificate is required to indicate whether or not your products comply with the Buy American Act of Federal Acquisition Regulations under 48 CFR. A description of each clause is provided on the certificates along with a list of qualifying countries. If your products qualify under the Act, they may be eligible for use in US government construction and supply contracts. No need to list the percentage. Just put an "X" in the Qualifying column and the correct clause in Qualifying Clause column. If the product does not qualify under the Act, then type an "X" under Non-Qualifying.

5.16.5.1 Exhibit: Buy American Act/Trade Agreements Act Certificate



Buy American Act/Trade Agreements Act Certificate

Please indicate below whether products being sold to Johnson Controls/York International comply with any of the below contract clauses. Under column 5- "Qualifying Clause," indicate the strictest clause with which your product complies, with A being the strictest and C being the most liberal. As this certification is valid for one year, you must notify JCI of any change in compliance status. By signing below, you are certifying that the products listed comply with the designated

A.) Federal Acquisition Regulation clause 52.225-9 (Feb. 2009), when included in a government construction contract, requires the use of "domestic construction materials." Such a product must be manufactured in the United States AND the cost of United States origin components in the product must exceed 50% of the cost of all components. Note that a product need not satisfy the second part of the test (the component test) if it qualifies as a "commercially available off-the-shelf item." These are products that are customarily used by the general public, sold in substantial quantities in the commercial marketplace, and sold to JCI without modification and in the same form as in the commercial marketplace.

B.) Federal Acquisition Regulation clause 52.225-11 Alt. 1 (Mar. 2009), when included in a government construction contract, requires the use of "domestic construction materials," as defined in part A. It also allows the use of certain "designated country construction materials." These are products that have been "substantially transformed" in one of the countries listed on page 2. "Substantial transformation" means a relatively complex manufacturing or assembly process through which the finished product takes on a new identity. Note that products "substantially transformed" in Mexico and Bahrain DO NOT qualify under this clause.

C.) Federal Acquisition Regulation clause no. 52.225-11 (Mar. 2009), when used in a government construction contract, requires the use of "domestic construction materials" (as defined in part A) or "designated country construction materials" (as defined in part B). Note that products "substantially transformed" in Mexico and Bahrain DO qualify under this clause.

1. J.C.I. Item number and description	2. Country of Origin	3. Qualifying	4. Non Qualifying	5. Qualifying Clause
See Attached Continuation Page(s)				

Seller certifies that each product designated above as a qualifying product, as delivered to Buyer, complies with the indicated Federal Acquisition Regulation clause, if delivered directly to the construction site.

Seller/Company Name: _____

Name: _____ Title: _____

Authorized Signature: _____ Date: _____

Telephone Number: _____ Fax Number: _____

Blanket Period From Date: _____ Through Date: _____

5.16.6 Manufacturer's Affidavit

A Manufacturer's Affidavit is required for all US origin products. In the event your product has been exported and is returned to the United States, this document allows for duty free treatment upon importation. The manufacturing location must be provided. The party signing the certificate must be an officer of the company or hold a valid power of attorney.

If you have completed the NAFTA Certificate of Origin and are the manufacturer of the product (indicated by a YES in the Producer Field), the product noted is excluded from this requirement. If you have purchased this product, the document must be completed by the manufacturer.

5.16.6.1 Exhibit: Manufacturer's Affidavit of Origin

Manufacturer's Affidavit of Origin

I, _____, certify that the part number(s) noted below are sold to _____ from January 1, 20__ through December 31, 20__ are manufactured by _____ in _____ at the address listed below:

Date

Signature

Manufacturing Address

** Title/Capacity

Part Number	Description	HS Code	Country of Manufacture
-------------	-------------	---------	------------------------

**** Note:** This document must be signed by an officer of the company or an individual with a Power of Attorney.

5.16.7 Submitting your certificates:

2010 Certificates for Johnson Controls & all related accounts can be submitted in any of the following ways:

- Mail: Fax: E-mail
- International Customs Services, Inc.
- N64 W24801 Main Street Suite 121
- Sussex, WI 53089
- Fax: 262-802-2727
- E-mail: compliance@icsbroker.com

ICS will review the documentation received for completeness against the parts database provided by Johnson Controls Inc. ICS will also identify any obvious flaws in documents (such as fields improperly left blank, or invalid responses) and contact the supplier to request corrections.

Suppliers should note that in signing the NAFTA certificate of origin they undertake to advise Johnson Controls Inc. or its related accounts of any changes that would affect the accuracy or validity of the certificate. This notification must be in the form of an amended certificate of origin forwarded to the contacts as stated above.

For further assistance on submitting or completing your documentation, please contact International Customs Services.

NAFTA training is strongly recommended for all suppliers. Please contact International Customs Services for training recommendations.

6. GLOBAL SUPPLIER SCORECARD

Johnson Control's Global Purchasing Council (GPC) directed a team consisting of representatives from each division and region to consolidate our activities and communize our system of evaluating supplier performance. This team identified five key categories of supplier performance. Each category of performance has been identified as a key success factor for Johnson Controls. The collection and monitoring of these metrics across the supply chain will have a significant social, environmental and financial impact.

6.1 Performance Areas Monitored

The areas of performance that are monitored are:

- Quality
- Commercial
- Supply Chain Management
- Social and Environmental Sustainability
- Service and General Expectations

The Scorecard has been based on a familiar 100 point scale. Each of these categories has a maximum value for the organization and provides Johnson Controls the ability to successfully assign a score across all of our divisions and regions. The value rating of each of these categories has been defined globally as:

- Quality = 30
- Commercial = 30
- Supply Chain Management = 20
- Social and Environment Sustainability = 15
- Service and General Expectations = 10 plus 5 addition bonus

6.2 Definitions

While each of the above categories has some specific nuances identified by each division and region, broad definitions for the entire organization are as follows:

6.2.1 Quality Section

The Quality section of the scorecard collects data regarding the quality of material used to produce goods (direct materials) year over year quality improvement, and performance regarding warranty claims and corrective action responsiveness.

6.2.2 Commercial Section

The Commercial section collects information regarding cost advantage and compliance with our Terms and Conditions. This area also tracks Innovation with inventory reduction and consignment.

6.2.3 The Supply Chain Management Section

The Supply Chain Management section focuses its data collection on accuracy and timeliness of material delivery, compliance with local trade requirements, and certifications regarding implementation of supply chain methodology and systems.

6.2.4 Environmental Performance and Sustainability Section

Environmental Performance and Sustainability information is gathered through the Johnson Controls Environmental Performance and Sustainability Survey, the Supplier Assessment Survey, and other means. Any supplier supplying direct material to Johnson Controls is expected to complete a self-survey this survey and is expected to insure major areas are in compliance with local, state, federal and country laws. This area is assessed by the responses gained in this survey. The Direct Material Supplier Assessment Survey and the indirect supplier assessment surveys are located on the JCI Employee Portal under Organization>Departments>Purchasing> Purchasing Operating System

The Service and General Expectations section gathers data that is intended to be a basic requirement of conducting business with Johnson Controls. Social awareness is a prime metric collected in this category and diversity spend is a cornerstone of this group. Third party certification of processes and methods execution is an important part of this group and ensures that our supply base strives to create repeatable and documented process. Continuous Improvement and Responsiveness is also a metric that is collected which identifies whether and organization is improving over time and is responsive to Johnson Controls and its customers.

Each of the above categories is a critical key measure to Johnson Controls and is intended to support our global processes and procedure.

Methods to insure accurate collection of the required data and distribution of the Scorecard to selected suppliers are being developed. Please contact you Supply Chain Representative to gain access to your particular scorecard.

6.3 Supplier Consolidated DPPM Scorecard

The Global Scorecard is a separate document from the Supplier DPPM Scorecard. The Supplier DPPM Scorecard is a manual effort driven by Global Supplier Quality to provide key suppliers with critical Defect rate information consolidated from our manufacturing locations.

This document consists of a Trend, Pareto, and Painter Chart detailing the activities of a selected Parent supplier over the applicable scope of our manufacturing operations.

An example of the DPPM Scorecard appears below:

QUANTITY REJECTED / REPPED Supplier		Oct-09		Nov-09		Dec-09		Jan-10		Feb-10		Mar-10		Apr-10		May-10		Jun-10		Jul-10		Aug-10		Sept-10		T1D Totals					
		Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec	Rejects	Rec				
Supplier A Division	Location, Operating unit: 1	Source One	0	1692	0	411	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,606		
Supplier A Division	Location, Operating unit: 2	Montreal 2 (Siva)	0	748	0	868	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,628		
Supplier A Division	Location, Operating unit: 3	Sao Paulo	0	26	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	56		
Supplier A Division	Location, Operating unit: 4	Guangzhou	1	1230	3	2638	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,971			
Supplier A Division	Location, Operating unit: 5	Source One	0	10	0	34	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44		
Supplier A Division	Location, Operating unit: 6	Norman	0	2640	0	4437	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7,077			
Supplier A Division	Location, Operating unit: 7	Sabadell	0	275	0	772	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,047		
Supplier A Division	Location, Operating unit: 8	Montreal 1	0	1285	1	1729	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3,014			
Supplier A Division	Location, Operating unit: 9	Montreal 2 (Siva)	0	1839	18	2176	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,855			
Supplier A Division	Location, Operating unit: 10	Source One	0	875	0	341	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,216		
Supplier A Division	Location, Operating unit: 11	Ribeira	0	4000	0	1298	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5,298		
Supplier A Division	Location, Operating unit: 12	Sabadell	0	300	0	113	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	413		
Supplier A Division	Location, Operating unit: 13	Wichita	13	3270	13	2788	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	481	26	65,583	
Supplier A Division	Location, Operating unit: 14	Source One	0	1151	0	1600	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,751		
Supplier A Division	Location, Operating unit: 15	Montreal 2 (Siva)	1	141	0	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,62		
Supplier A Division	Location, Operating unit: 16	Source One	0	242	0	123	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	365	
Supplier A Division	Location, Operating unit: 17	Wichita	0	1640	0	5250	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11,890	
Supplier A Division	Location, Operating unit: 18	Norman	0	156	0	678	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	834	
Supplier A Division	Location, Operating unit: 19	Norman	0	2109	0	1466	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3,575	
Supplier A Division	Location, Operating unit: 20	Hatfield	0	2	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	
Supplier A Division	Location, Operating unit: 21	Source One	0	1795	0	1242	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3,037	
Supplier A Division	Location, Operating unit: 22	Norman	77	1447	0	15192	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,587	77	26,759
Supplier A Division	Location, Operating unit: 23	Alhambra	0	262	0	313	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	575
Supplier A Division	Location, Operating unit: 24	East York	7	300	3	359	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	660	
Supplier A Division	Location, Operating unit: 25	Source One	0	364	0	996	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4,954	
Supplier A Division	Location, Operating unit: 26	Source One	0	364	0	996	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4,954	
Supplier A Division	Location, Operating unit: 27	Wichita	0	4215	0	2622	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6,837		
Supplier A Division	Location, Operating unit: 28	Norman	0	1660	0	428	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,868	
Supplier A Division	Location, Operating unit: 29	Hatfield	0	0	0	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	35	
Total Rejects =			99	81,273	38	73,032	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	129		
Total Recs =																														153,306	
Monthly SDRPM =			1,165		411																								816		

