

COVID-19 Update-Matamoros Temporary Shut Down

Date: April 20th, 2020

To: Intrusion Security Products Customers

Dear Valued Partners,

In compliance with the decisions of the Mexican authorities, our plants in Matamoros have been temporarily closed as a measure of prevention and protection against the spread of the COVID-19 pandemic that has affected more than 180 countries in the world.

Despite the fact the products we manufacture are installed at critical buildings such as hospitals, universities, airports and health system support buildings, not only in Mexico but around the world, and they provide significant support in the fight against COVID-19, we must abide by these orders and act in accordance with the directives of the authorities.

We work together with governments around the world to defend our manufacturing, installation and technical support services as part of the essential services in the countries where we operate and to continue contributing to our customers' mission. Most Johnson Controls plants around the world are operating normally, and we are reviewing our case with the Mexican government, presenting concrete facts to demonstrate the importance of our products and services.

We have requested a response from authorities as soon as possible in order to resume operations under all the safety standards we have implemented since the beginning of this pandemic.

In the meantime, we have activated our business continuity plans and are in the process of shifting production to Canada. This effort began April 17th. Our manufacturing teams have done an incredible job initiating a transition that we expect will allow us to support your ongoing needs with the minimal disruption possible. We expect to complete the transportation, set up, and testing this week to enable our Security Products supply chain to begin shipping products again within the week. We appreciate your patience as we manage the process necessary to restart operations as quickly as possible.

Our teams will keep you informed regarding the progress of re-establishing operations in our Canadian location. Thank you for your partnership as we all work through these difficult circumstances.



Rob Davis
General Manager, Intrusion
Security Products