



February 27, 2020

Valued Customer,

Thank you for your inquiry. Allegion is closely monitoring and proactively assessing potential impacts of the 2019 novel coronavirus (COVID-19) outbreak, which continues to evolve. **Meeting our customers' needs remains a top priority, alongside employee health and safety.**

Like most large manufacturers, our supply chain is integrated globally and is impacted by events around the world. For that reason, we have preparedness plans that allow us to respond responsibly and diligently to changing environments and economic conditions, such as those related to COVID-19.

We are adhering to the following principles, in full alignment with our company values and preparedness plans:

- Provide safe and healthy working environments for Allegion employees;
- Support customer needs;
- Communicate early and often with our supply chain and logistics partners as well as materials teams; and
- Abide by government regulations and public health guidelines.

With that in mind, Allegion's Supply Chain Continuity Team is dedicated to minimizing impact on our valued customer base, taking all possible actions. Those include:

- Utilizing safety stocks and inventories that were intentionally prepared prior to Chinese New Year to support customer needs;
- Clearly communicating Allegion prioritizations with our suppliers;
- Leveraging dual and alternate sources, as well as processes;
- Sharing components across Allegion's facilities and regions; and
- Expediting logistics to support delivery requirements, as needed.

Your business is very important to us. I can assure you we will work to mitigate any potential business impacts related to COVID-19. We will update you, if your orders will be affected.

As you know, this has proven to be a dynamic situation and conditions could change. We will be flexible and adapt appropriately.

Sincerely,

A handwritten signature in black ink that reads "Chris Muhlenkamp".

Chris Muhlenkamp
Senior Vice President of Global Operations and Integrated Supply Chain

The content of this letter should not be construed as warranties, representations or other commitments; it does not modify or affect any agreements in place between the parties.