

NEWSLETTER

LATEST NEWS FROM JOHNSON CONTROLS DENMARK - MARCH 2010



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Welcome to Global Container Efficiency

For more than 20 years Johnson Controls Denmark has been recognized as the industry leader in remote communication of reefer containers. Our solutions are installed on more than 500,000 reefer containers and on more than 2,000 container ships and container terminals, and the majority of major container shipping lines have benefitted from our remote monitoring solutions. Today the interest in our solutions and the benefit they offer, is stronger than ever. While the world trade in general has suffered a significant downturn due to the financial crisis, we have seen a healthy increase in the interest in our solutions during 2009 and even more container operators have decided to add Johnson Controls' solutions to their containers, ships and terminals.

The main reason is that the struggle to earn money includes a struggle to save cost. And to save cost is essentially what we offer to the container operators. Our products and systems are aimed at automating manual operations, reducing errors and ensuring quality in the transport chain – all with the purpose of saving costs. Such solutions are in fact even more important

in a situation where earnings are threatened and every dollar or euro is important. With additional benefits such as increased customer satisfaction and reduced environmental impact, it is no surprise that our solutions are attractive to the container operators.

To meet the new market situation we have launched two major initiatives: We have created a new container efficiency solution called the myREEFER solution and we have changed our organization to strengthen our focus on solutions within container efficiency.

The myREEFER solution is the consolidation of all our container efficiency products and systems into one integrated solution. By adding communication products, enhanced features and back office systems, we have designed and implemented a solution which offers ultimate benefits in remote monitoring, tracking and automation. In our solution we have access to more than 700.000 reefer containers through our Global Monitoring Server and are able to offer all kinds of data presentation, integration and analysis to

achieve full monitoring and automation of such reefer containers.

In a similar way we have changed our organization and integrated all functions related to our container business. The new organization has been given the name Global Container Efficiency, to emphasize the global nature of our business and to send the message that container efficiency is the core of our market approach. The benefits of the new integrated organization are a coherent team and a holistic approach. An organization where everybody is aiming at the same goal: to provide the most innovative and beneficial solutions possible. With more than 25 years of legacy within the container industry our Global Container Efficiency organization is the most experienced, most ingenious and most customer focused team in the industry.

As Director and General Manager for the new organization I am happy to welcome you to **Global Container Efficiency.**

"The Global Container Efficiency organization enables us to keep a more consistent focus and approach towards the container market. Furthermore we encourage our employees to be actively involved in understanding our customer needs and market"

Palle Jørgensen, Director of Global Container Efficiency

Our Mission – Global Container Efficiency

Our mission is to understand, inspire and enable our customers to achieve efficient reefer container operations through innovative technical, commercial, logistical and environmental solutions.

We will continue to be the preferred partner in controls and remote interaction for the global reefer container market.

We add value through industry-leading quality and competences, full accountability and strong relations based on profound market understanding.

New myREEFER concept - successfully in global RMM+ trial with Hamburg Süd

The myREEFER concept is a new concept from Johnson Controls Denmark offering unmatched end-to-end container communication. The myREEFER solution is based on a new RMM+ unit, which combines industry standard ISO10368 communication with new wireless technologies for fast data transfer, long distance communication and tracking.

For the last six months, ten reefer containers from Hamburg Süd have been equipped with the new RMM+ unit. The installation was made both on existing and new build reefer containers and took place respectively in Hamburg and China.

The RMM+ fits into the existing slot for remote monitoring modems and uses the same

connections as normally used for a classic RMM, the only additional installation work was the placement of a flush-mount external antenna.

The RMM+ enables the reefer containers not only to communicate with existing Reefer Container Monitoring Systems, such as the REFCON system, but furthermore to send exception

based events, such as reefer container alarms and power on/off events, over air via the world wide GSM network, when a local monitoring system is not available. At the same time the full information such as setpoint, supply, return, cargo sensors, humidity, O2 and CO2 measurements are stored in the Global Monitoring Server, which is an Internet accessible database server.

"The trial with the new RMM+ has so far been very exciting and has given us a deep insight in the reefer operation, which would normally only have been possible by a traditional log-retrieval process. The idea of having instant access to data from our reefer containers opens up a lot of possibilities for offering our customers even better services and at the same time reduces the cost and risk, which are always involved in the operation of reefer containers"

Marc Staroschinski, Logistics Technology, Hamburg Süd



Tracking made easy - with the all new RMM+

The purpose of the trial has been two-fold. First of all the trial should reveal any weaknesses in the electronic construction itself and also provide a better understanding of how well a GSM coverage could be anticipated in the typical routes for a reefer container around the world. The result of this part of the trial has been very positive, with practically no technical flaws and a very good GSM coverage on the route of the reefer containers. The reefer containers have been communicating from many locations such as Chile, Germany, China, France, USA and Brazil, just to mention a few.

Secondly the trial should give further insight to how such end-to-end container communication can lead to business enhancements, which can help Hamburg Süd to meet their commercial, technical, logistical and environmental challenges involved with reefer container operations.

The trial units are in continued operation with Hamburg Süd and new trials have been started with other shipping lines, allowing a first hand experience and evaluation of the business improvement opportunities offered by the exciting new myREEFER concept from Johnson Controls Denmark.



Ensuring goods to 300 million consumers

The MSC Home Terminal in Antwerp, Belgium, is the most important European hub for the Mediterranean Shipping Company (MSC), the world's second largest shipping company. MSC Home Terminal has a total surface area of 1.6 million m² and a quay length extending to almost 3 km.

The terminal is a 50/50 joint venture between MSC and PSA (Port of Singapore Authorities) and has three dedicated areas for reefer containers with a total slot capacity of 1,728. With 300 million of the world's richest consumers living within 700 km of the docks of Antwerp it is important that MSC Home's work routines ensure an efficient passage of goods through the terminal; especially when MSC transports 4.1 million TEU through the MSC Home terminal every year.

Making reefer monitoring efficient

When MSC decided to install the Remote Monitoring Modems (RMM) from Johnson Controls in their reefer containers, it made good sense for

MSC Home Terminal to implement the Remote Monitoring System, REFCON, in order to support MSC's business and get full advantage of the benefits gained from automatic and reliable real-time monitoring data from each reefer.

"The reefer cargo is often valuable and demands constant supervision, as a small change in the conditions of the reefer can spoil the goods. To make sure the goods are well-preserved, we have implemented REFCON to automatically monitor the more than 1,700 reefers in our terminal. This gives us certainty for the conditions in the stored reefers and saves us money, as we do not need personnel to manually check every reefer."

Jan Meynen, Terminal Manager at MSC Home Terminal

Duplex advantages

MSC Home Terminal's investment in REFCON is a sound decision in relation to their customer's need for certainty and documentation of the reefer handling, but also in relation to MSC Home Terminal's own business does REFCON offer advantages and cost savings as the monitoring system saves resources and increases cargo safety.

Flexible system

The REFCON system is compatible with MSC Home's Terminal Operation System (TOS), making it easy to extract and use the logged data provided from the reefers. MSC Home Terminal also uses the REFCON system to monitor tank containers containing warm liquids for the food and beverage industry.

Documentation

One of the major benefits in REFCON is the

reliable real-time data, which in the link between terminal and shipping line serves as documentation for the handling of the reefer while at the terminal. Furthermore, this data is part of the shipping line's documentation towards their customers, as the logged data gives a historical overview of the conditions in the reefer containers on the entire journey from producer to final destination.

"REFCON communicates on the existing power cables feeding the reefer containers. Fully documented and supported by Johnson Controls, REFCON resembles a plug and play implementation. As the roll-out progressed, the remaining reefer stacks were almost blindly commissioned."

Beny Schollaert, Project Coordinator ICT Infrastructure at MSC HT

New REFCON 6 in operation

The REFCON system has during the years continuously been updated with new functions and support for new controller types when such were launched by reefer manufacturers. The net result is a system constantly performing as a highly functional tool in the daily reefer operation. We are however now proud to announce the new REFCON 6 version, which is not just another incremental release of the current software, but an entirely new software platform based on the newest and most modern development tools.



The new REFCON 6 has been developed in close cooperation with lead users from major shipping lines and strong focus has been put into how the REFCON program can support the daily reefer operation in all the important tasks to ensure the best possible cargo protection and handling.

The user will benefit from a more modern user interface, where the most commonly used operations are easy to access. The user interface is greatly improved in regards to ease of use and flexibility, such as the ability to design filters to

monitor containers of special interest, e.g. hot-stuffed, cold-treatment, high-value, controlled atmosphere or super freezer containers.

The REFCON 6 software was recently installed as a beta version at Royal Arctic Line (RAL) in Aalborg, Denmark and the response from the reefer electricians has been very positive. The port has in average 300 number of reefer containers, which are constantly monitored via REFCON. Outside the port working hours the REFCON

system forwards reefer container alarms via its built-in E-mail alarm forwarding module. The REFCON system differs between wrong set point alarms and machinery alarms which are sent to the appropriate responsible desk to ensure immediate actions.

Jens Nielsen, Workshop Manager, RAL, elaborates: *"The new REFCON 6 system has been running flawlessly since the installation. The improved user interface makes the system easy to work with, but even better it has already led to improved working processes in regards to updating controller software on the reefer containers. The new REFCON 6 also appears more transparent in relation to communication with the containers. One example is the new "Refresh" functionality, where we are able to refresh the data from a specific container, which we think is very important after a repair or software update"*

More beta installations have been carried out on terminals and vessels in order to ensure the highly valued input from end-users is implemented before the full commercial release, which is planned for 2010.



DP World's Jebel Ali Port completes REFCON project

The completion of this REFCON project marks another major achievement where DP World has adapted state-of-the-art technology to serve customer needs and to assure the highest possible standards of operation. The REFCON system, manufactured by Johnson Controls, enables authorized reefer operators to track refrigerated containers ("reefers") throughout their journey, via remote access. Data is processed through the REFCON Global Monitoring System (GMS) server at the manufacturer's facility in Denmark. Work began on the REFCON project at Jebel Ali Port's Container Terminal 1 in May 2007, and at Terminal 2 in April 2008. Installation at both terminals was completed in 2009. The REFCON reefer container

monitoring system is fully compatible with the ISO 10368 Standard, which sets data-logging formats and message protocols governing remote reefer monitoring systems. REFCON enables operators to respond quickly to emergencies and reduces or eliminates downtime. Any temperature or other irregularity within the container unit triggers an alarm in the reefer control office, which dispatches a mechanic to investigate the problem. DP World, UAE Region's investment in REFCON has already shown positive results, both in monitoring live reefer containers and ensuring consistency and accuracy of records.

"The completion of the REFCON project is a proud moment for DP World, UAE Region. What was once a time consuming, multi-handed job has now become a one-man, one station operation. The establishment of this system is yet another step towards meeting our customers' needs. I congratulate the DP World team and Johnson Controls experts for the successful completion of this project."

Mohammed Al Muallem, Senior Vice President and Managing Director of DP World, UAE Region



COSCO Container Lines joined the “RMM Club” in 2009

As the world’s sixth largest container shipping company, COSCO Container Lines owns a fleet of about 500,000 TEU capacity. With the extensive shipping network covering over 140 ports across the world, COSCO faithfully provides a stable and convenient transport service for their global customers.

High quality handling is also in focus for COSCO reefer container transport service.

“Remote monitoring is a great way for us to secure reefer handling quality and at the same time to protect both ship crew and environment.”

Mr. Chen Jian, Reefer container specialist, COSCO Container Lines

On vessels the latest REFCON technology is in use and as of 2009 all new reefers are equipped with RMM modems for constant monitoring of the COSCO reefer containers at sea.

Adhering to the values of “Facilitated, Credible, Harmonious, Outstanding”, COSCO Container Lines not only guarantees service quality, but also ensures occupational health, safety and environmental protection.

“For the power-line monitoring technology according to the ISO 10368 standard, we see this agreement as a great breakthrough on the Chinese market. COSCO’s decision to utilize the RMM technology is an important step in the global standardization of reefer containers.”

Peter Lindhart Heisenberg, Sales Manager, Johnson Controls

The value of partnership

The value of partnership

As the founder of transport refrigeration, Thermo King has always been committed to engineering products and technologies to new levels, providing efficiencies and performance capabilities for customers across the globe. When the company introduced the MAGNUM®

reefer in 2002, new science was introduced and energy consumption was reduced by 28%, compared to the then-leading reefer system, without compromising cargo care.

The obvious advantages of MAGNUM caused a challenge for Thermo King. How could it be topped? The appropriate encore seemed to lie in

taking the industry-leading – and proven – technology and making it better. Next generation of MAGNUM – ‘more of the same.’

The MAGNUM PLUS®

MAGNUM PLUS simply looks after the cargo,

with the lowest energy consumption possible.

It does not have any cargo limitations. It can be used on cold treatment, controlled atmosphere, modified atmosphere, de-humidification, dairy, meat, bananas or whatever load is being carried. There is no special software mode to be invoked (or disabled!) for certain cargo categories. In addition the pull-down time, unit weight, simplified design and overall reefer performance have been further improved, leading the industry in every category.

The MAGNUM PLUS is the result of Thermo King's commitment to engineering Products and Technologies to new levels. Every detail is carefully evaluated and new innovative solutions are employed where benefits are identified.

Partnership in action

One such solution is the all new MP-4000 Controller, which is developed in a close partnership between Thermo King Engineering and Johnson Controls.

The close cooperation between Thermo King and Johnson Controls goes long time back. It covers all levels of the two organisations. From Engineering, Sales & Marketing, Service and Aftermarket to the Ingersoll Rand production facilities for reefer equipment. Frequent contact and support of events, conferences and seminars is the mutual benefit and the key to our success.

The foundation of the partnership is a profound and thorough knowledge of the reefer and marine market on both sides combined with a very good chemistry between the key employees. Knowing and respecting the individual strong and weak sides, together with a team spirit to follow our common goals, results in an almost explosive mixture of innovation, commitment and hard work in order to reach the common goal of being a technology and market leader in the industry.

From left to right:

Ole Thøgersen, Allan Dyrmoose and Wilson Dong from Thermo King & Dan Vad Steffensen and Claus Eifer from Johnson Controls



Global Container Efficiency Service & Support

Who are we?

Our Service & Support department is ready to support you with the following tasks:

- Support of customers/agents
- Commissioning vessels and terminals
- Training of customers and agents
- Testing new products and software
- Fulfilling service contracts
- Claim handling
- Spare parts

We have Service engineers ready to support you at strategic locations in the following countries: Singapore, Korea, Taiwan, Japan, China, Germany and Poland.

In our main office in Denmark we have several people that can assist you with service requests:



Claus Schandorff, Manager Systems, Service & Support

Claus is responsible for the Systems, Service & Support department which includes the general administration, service and support of REFCON vessel and terminal systems, delivery of REFCON vessel and terminal systems and commissioning of REFCON vessel and terminal systems. Claus has been working with REFCON since 2005.



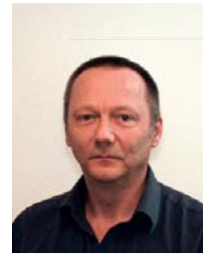
Hanne Alstrup, Project Manager

Hanne's primary working area is managing ship projects from the beginning of planning on the yard to the commissioned system handed over to the customer. That includes planning reefer layouts together with the customer, planning the electrical and system layout, making the documentation, coordinating the commissioning and handing it all over to the customer. Hanne has been a part of the REFCON team since 1996.



Anders Mikolajewicz, Claim Manager

Anders's primary working area is support for terminals and container vessels. Anders is taking care of planning service jobs for all agents worldwide and claim handling. Anders furthermore deals with spare parts and service contracts. Anders has 3,5 years of experience with REFCON.



Finn Andersen, Marine Superintendent

Finn has worked with REFCON since 1990. Finn's primary working area is container vessels, which includes service and commissioning of REFCON systems, handling claims and spare parts, product testing and lastly training and education of customers and agents. Finn has already collected more than 25 years experience with electronics and computer based control systems at Johnson Controls.



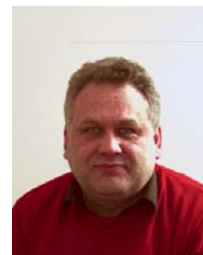
Eigil Rosenhøj, Software Engineer

Eigil has been a part of REFCON since 1990. Eigil is primarily managing ship and terminal projects regarding the software applications and as such, Eigil works with setting up systems and testing REFCON software products. That includes working with software configurations for terminals and vessels, performing software tests of new applications and performing tests regarding claim solving. Eigil has been in the company for more than 25 years.



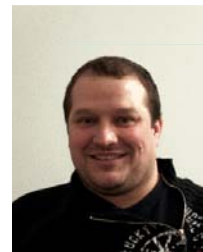
Hans Skjerning, Service Manager

Hans is working as Service Manager for electronic products. As such, Hans is a specialist for Thermo King reefer controllers, Thermo King generator controllers and Remote Monitoring Modems (RMM). Hans is furthermore working with SEA 1100 modules and IP2 based controls systems. Lastly, Hans is also responsible for service and commissioning of REFCON systems. Hans has more than 25 years experience with electronics and computer based control systems at Johnson Controls.



Richard Ulfarsson, Head of Technology & Design

Richard's primary working areas are managing the system technology and designing the REFCON systems. That includes creating design standards and rules, performance measurements as well as analysis and developing tools for performance analysis on GMS (Global Monitoring Server). He is furthermore an expert in the field of communication protocols. Richard is a part of the REFCON team since 2005.



Henrik Stakston, Integration Test Engineer

Henrik is primarily testing REFCON software and hardware products. Henrik's work area includes performing platform tests on different software releases, performing software tests handheld devices (RDC/LogMan II), performing software tests on GMS (Global Monitoring Server), performing hardware tests on REFCON components and lastly performing tests regarding claim solving. Henrik has been a part of the REFCON team for the last 3 years.

REFCON Premium Support agreement

Our Service & Support department offers you the best support with this agreement.

If you have a REFCON Premium Support Package, this allows you to have free upgrades of your REFCON system with the newest software including new features.

We also conduct free exchange of malfunctioning REFCON hardware components during the agreement.

We offer service visits on-site, where we will analyze the current condition and performance of your REFCON system.

We will also be able to provide training during the service visit. Furthermore we will answer your questions on operational and technical issues.

We have listed the benefits of an upgrade to the right highlighting the advantages you can get.

Training program for REFCON

We are offering training programs for reefer personnel like electricians, terminal planners and managers. The training programs will take place at our facilities in Denmark, China, Japan or at our customers' site; depending on how many participants there are for a training session.

The training program will include all functions that you need as an operator, electrician, terminal planner or manager of reefer containers.

The training program is scheduled for two days and we are offering four training sessions through 2010.

Everyone with an interest to get to know the REFCON system and its benefits can participate.

All training programs will be held in English.

The training courses are free of charge, with travel & accommodation costs to be covered by the participants.

If you have any questions, please do not hesitate to contact us.

Course number	Date	Place	Price
REF 5313	04.05.-05.05.2010	Aarhus	Free
REF 5314	02.06.-03.06.2010	Hamburg	Free
REF 5315	17.08.-18.08.2010	Shanghai	Free
REF 5316	15.09.-16.09.2010	Singapore	Free

Up-To-Date REFCON Benefits

Upgrading your system will enhance the performance of your Reefer Monitoring System.

The newest software package offers you:

- Ability to communicate with the latest version of controllers, from Daikin, Carrier, Thermo King, Star Cool and Mitsubishi
- Ability to see all firmware versions of all controllers. Valuable in order to identify reefers that require a firmware update
- Support of all alarms from the controllers, including any new alarms
- Support of the new handheld unit RDC mk.II
- New functions in the online interface towards your Terminal Planner
- New improved lists for supervision and error corrections of malfunctioned containers
- Always updated to the latest technology
- Improved user functionality on www.reefers-online.com

Premium Support Services

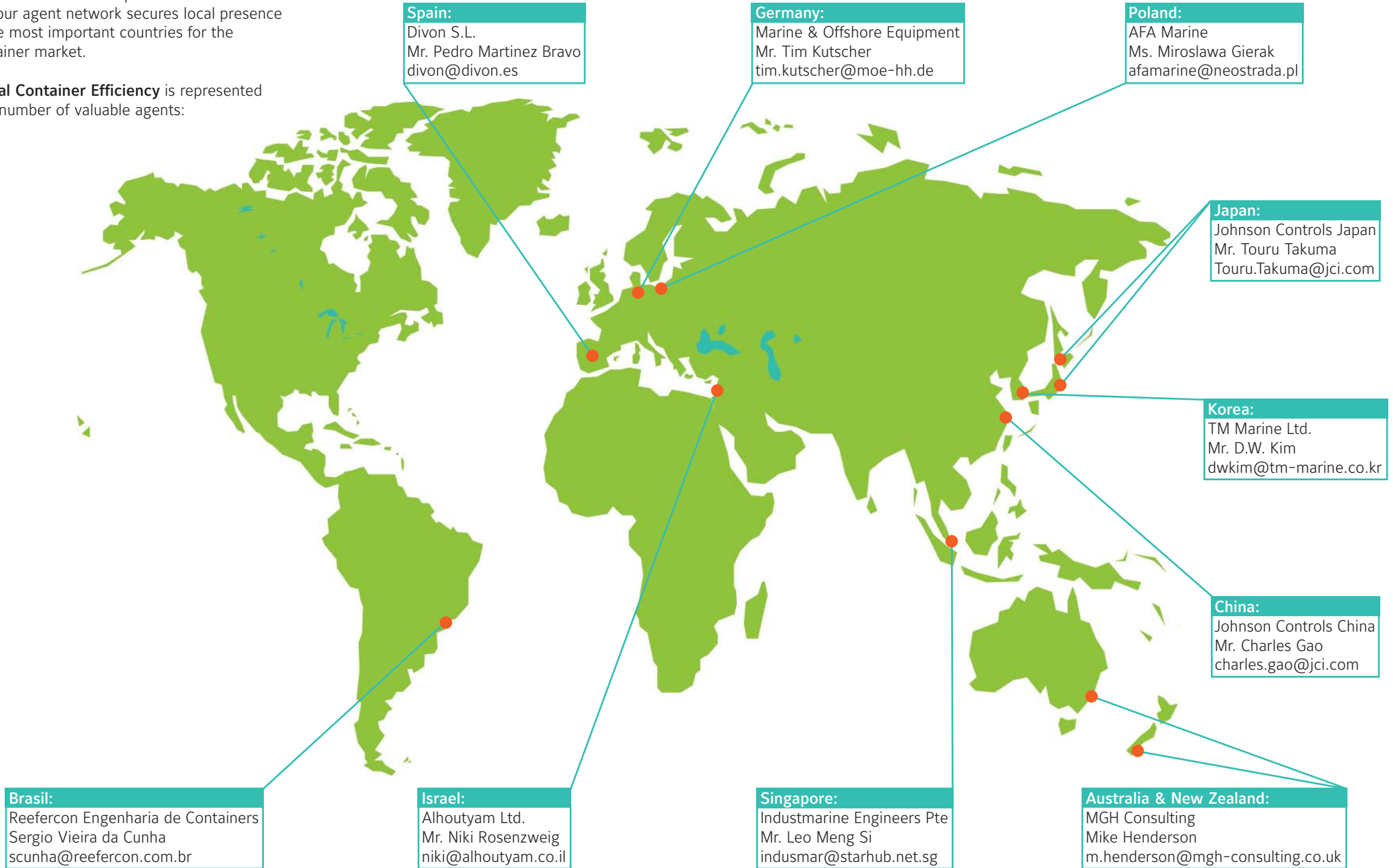
As part of your agreement there are the following services that you can use free of charge:

- Full support for the REFCON system, customers can get in contact with the Service & Support engineers by email, phone or fax
- Remote software support for technical assistance and troubleshooting the system
- Free exchange of hardware in case of a malfunctioning
- Access to documentation on www.myREFCON.com
- Access to the Global Monitoring Server, where you can see the conditions and statistics of your reefers: www.reefers-online.com
- Access to the Project Management Portal (PMP), where you can get the latest software and project information with your initial settings for your system

Our agent network

Johnson Controls is represented world-wide and our agent network secures local presence in the most important countries for the container market.

Global Container Efficiency is represented by a number of valuable agents:



Continued focus on health and engagement creates success for employees and the company

At Johnson Controls we believe that good health and employee engagement are key factors that drive business results. Furthermore these two elements improve employee morale and retention, strengthen individual and team performance and subsequently lead to higher customer satisfaction.

One of the many activities at Global Container Efficiency is a full year activity program made by the employees. The program embraces various activities such as running, biking, spinning, volleyball, golf, rowing and lunch walks.

The activities are not only supported but also widely utilized by the employees as well as the management team and at the end of the day it is a win-win situation for both.

Taking the bike to work instead of the car or public transportation contributes to keeping a good health and a clean environment. Therefore the "bikefluenza" is the only virus we aim to spread in the company by different kinds of initiatives such as afternoon cycle training, discount agreements with bike sellers, selling of JCI branded cycle helmets at a reasonable price, and access to bathing and changing facilities at the workplace.

At the roofed bike sheds the cyclists find an air compressor for pumping of the tyres. Our next project is the establishment of a small workshop for patching or servicing the bike to keep our cyclists in the saddle.

Every year we see engaged employees with

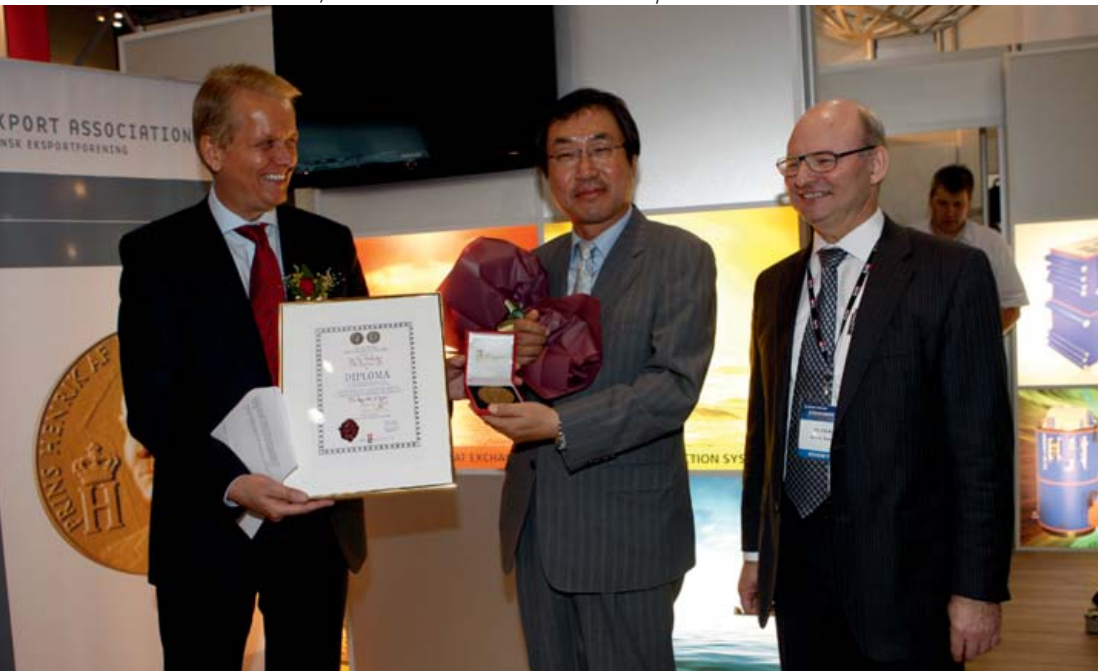
Johnson Controls logo on their cycle shirts participating in several bicycle races all over the country and as an annual recurring event we participate in the campaign "We cycle to work".

The campaign "We cycle to work" promotes bicycling for commuting and everyday transportation.

The purpose of the campaign is to encourage more people to use their bike for commuting and everyday transportation, hence improving their physical and mental health and reducing the environmental impact. By this strong commitment, Johnson Controls Denmark has achieved to be the first Danish company certified as a "Bicycle Friendly Working Place".



*From left to right:
Poul Hoiness, Danish Ambassador in Korea; Dae Wook Kim, Managing Director at TM Marine Ltd.;
Jens Hammer Soerensen, Vice President of the Danish Export Association*



Recognition to Mr. Dae Wook Kim, TM Marine Ltd.

His Royal Highness Prince Henrik's Medal of Honour and the Diploma of the Danish Export Association were presented to our Korean agent Mr. Dae Wook Kim, TM Marine Ltd. at Kormarine in Korea on 21 November 2009.

It was with great pleasure that we learned that our agent Mr. Dae Wook Kim, owner and Managing Director of TM Marine Ltd., was awarded the Medal of Honour as a recognition of his excellent effort in marketing and promoting Danish products and services in South Korea. The medal and the diploma were handed over by Poul Hoiness, the Danish ambassador in Korea and Jens Hammer Soerensen, Vice President of the Danish Export Association.

Mr. Dae Wook Kim has for more than 20 years and with great success been the representative

of numerous Danish as well as Nordic companies in Korea. Especially within the last 5 years Mr. Dae Wook Kim has been a major contributor to generating export revenue for Danish marine companies like Aalborg Industries and Johnson Controls. This achievement is remarkable in a period and market affected by a financial crisis.

The prestigious award was founded in 1982 and gained its present name in 2004. The decision on awarding the Medal and Diploma is made by a judging committee chaired by His Royal Highness, Prince Henrik, four representatives appointed by the Executive Committee of the Danish Export Association and a representative of the Ministry of Foreign Affairs.

