January 19, 2024

Attention: TRIUMPH Suppliers

Subject: Supplier Control of Special Requirements (Frozen Planning Violations – Unapproved Rework

**TRIUMPH** is committed to providing consistent quality products to our end customers. Our suppliers play a vital role in maintaining the highest quality standards and minimizing non-conformances. It is our collective responsibility to ensure that all suppliers understand and follow these guidelines, as non-compliance can have significant consequences.

Recently, a significant issue was identified regarding a supplier performing unapproved rework operations. Upon detail review, additional non-conformances were discovered as the unapproved rework created out of tolerance dimensions. Further investigation revealed that this non-compliance issue stemmed from the supplier's failure to adhere to our Frozen Planning requirements for rework plans.

Note: Frozen Planning refers to the established and approved instructions, specifications and drawings for each part or component being manufactured and certified as conforming.

**Suppliers** must comply with the frozen planning requirements when specified on their Purchase Order (PO). This includes adhering to the agreed-upon processing methods, providing advance notification of any changes or deviations from the plan, and ensuring that materials, components, and services are of the highest quality and meet the required specifications. Failure to comply with our frozen planning requirements can result in significant consequences for suppliers. This may include delays in the delivery of products or services, non-conformance with quality standards, and a loss of trust in the supplier's ability to deliver conforming product.

It is important for suppliers to understand the importance we place on adhering to these requirements and to take the necessary steps to ensure compliance.

**Supplier Action Request:** TRIUMPH ask that suppliers use your Quality Management System Controls to assess and determine if there are any risks to current frozen plans and alert us of any concerns. If the requirements and expectations for processing the parts are not clearly stated in the purchase order, suppliers are encouraged to reach out to your TRIUMPH Supply Chain and/or Quality contact for clarification and guidance.

We appreciate your cooperation and commitment in adhering to our Frozen Planning requirements. Together, we can continue to deliver high-quality products to our customers and maintain our reputation as a trusted supplier.

Thank you for your attention to this critical issue.

Sincerely,

Sabrina Richmond

Vice President, Quality