

TI Fluid Systems plc

Product Safety Update 2024

Our product safety controls start with identifying all emerging requirements, including statutory, regulatory and customer requirements. Our Customer Safety or Critical Concern Process (CSCC) provides clear direction regarding concerns that could be classified as safety or critical in nature and that could impact the performance of saleable products.

In the event that a performance concern is suspected, internally or externally, our teams initiate the CSCC process, triggering a structured approach to analyse, classify and communicate the issue within the organisation. Potential critical or safety concerns are automatically logged, escalated and monitored via our portal to conclusion by senior staff members working with team members on appropriate resolution of the issue.

Key product quality metrics that we are tracking include both customer satisfaction and product safety. In addition to the information published as part of our sustainability report, we have published the below data update to highlight additional metrics that are being tracked across the organisation.

2023 Product Quality Metrics		
Customer Satisfaction	Quality Performance Recognition Awards (number)	15
	Customer Quality (PPM)	7.7
Product Safety	Product Safety Involuntary Recalls (number)	0
	Product Safety Voluntary Recalls (number)	2
	Units Recalled (number)	480