

Subject: Notification: Transition from IRIS to PLEX QMS in Johnson Controls

Dear Valued Supplier,

This notice serves to formally advise you that Johnson Controls (“JCI”) will transition from its legacy Supplier Quality tool, **IRIS (Issue Resolution Information System)**, to the **PLEX Quality Management System (PLEX QMS)** during calendar year **2026**. This transition is part of JCI’s continuous improvement program and is applicable to all suppliers supporting JCI worldwide.

1) Scope and System of Record

As each JCI Plant, Distribution Center and/or Field Business (“JCI Location”) goes live on PLEX QMS, **PLEX QMS will become the system of record** for supplier quality-related communications, actions, and documentation for that JCI Location. The scope includes, without limitation:

- Product and service **Non-Conformances** (including investigation, containment, corrective action, and verification),
- **Cost Recoveries** and related financial documentation,
- **Supplier PPAP** submissions and approvals,
- Any **additional QMS functionalities** deployed by JCI as part of the rollout.

2) Supplier Obligations

Effective upon the transition of the JCI Location(s) you support to PLEX QMS, you are required to:

- **Monitor** your email for assigned tasks and **respond within the timelines** specified by JCI;
- **Provide complete, accurate, and timely** documentation and responses, including evidence for corrective actions and PPAP elements;
- **Adhere to JCI procedures and instructions** issued via PLEX QMS, including any revisions communicated during and after the transition period.
- **Service level expectations:** Corrective action responses to non-conformances must be submitted within the time deadline set by the JCI Issue Champion which is visible both within the PLEX QMS and the associated email notifications, and should be aligned with the requirements outlined in the JCI Global Supplier Standards Manual. This ‘Responsiveness’ is measured and tracked as part of the Quality metrics on the Supplier Scorecards.

3) Transition Timing and Change Management

- JCI Locations will migrate to PLEX QMS on a **staggered schedule throughout 2026**.
- During the transition period, you may be required to use **both IRIS and PLEX QMS** for different JCI Locations until those Locations are fully live on PLEX QMS and all issues have been closed on IRIS. Once a Location is live on PLEX QMS, **all new tasks for that Site will be issued exclusively through PLEX QMS**.

4) Training and Enablement

JCI will provide **supplier training sessions throughout 2026** to support onboarding and effective use of PLEX QMS. Participation in applicable training is a **mandatory prerequisite** to demonstrate system readiness and compliance. Please remain engaged with your JCI **Supplier Quality, Procurement, and Category Management** contacts to ensure you are aligned to the transition plan(s) for the location(s) you support.

5) Data Accuracy, Confidentiality, and Security

Suppliers remain responsible for the **accuracy and completeness** of information entered in PLEX QMS. Access to, use of, and handling of data within PLEX QMS must comply with:

- Confidentiality obligations under your existing agreement(s) with JCI;
- Applicable **data protection and information security** requirements; and
- Any **platform terms of use** or instructions communicated by JCI.

6) Communications and Point of Contact

For transition timing, enrolment, and training logistics, please coordinate with your existing JCI contacts in **Supplier Quality, Procurement, or Category Management**. If you are unsure whom to contact, reply to this notice and we will direct your inquiry appropriately.

We appreciate your cooperation and partnership as we enhance our quality management capabilities. Your proactive engagement will help ensure a smooth, compliant transition.

Sincerely,

Ryan Lane

Director, Supplier Development & Performance, Johnson Controls