

QUALITY POLICY AND ETHICAL CODE

WHO WE ARE

Our goal is that Technoprobe should be a company in the microelectronic market, leader in the sector of probe cards, with the largest semiconductor manufacturers in the world as clients

- Enthusiasm and desire has characterized Technoprobe from the very start in 1995.
- We have two cornerstones: customer satisfaction and "the ability of doing", which is our proprietary technology

We have made our goal satisfying the specific of each customer by developing flexible and customizable technologies

- We consider the involvement with clients, large and challenging, a unique opportunity for growth
- We are aware of the value of intellectual property, which we protect strongly
- When suppliers have not been able to meet our demands for performance, quality and timing, the choice has always been to invest in internal development based on original ideas

OUR QUALITY

Customer satisfaction and product quality are cornerstones of Technoprobe's values and its business strategy

- Technoprobe is committed to meet a high level of product development
- Technoprobe listens to customer needs and strives to predict their expectations; it makes decisions regarding the quality of the product by sharing them in advance
- All Technoprobe sites are linked by the same international quality standards

For Technoprobe quality has an all-encompassing meaning, which in a nut shell is customer satisfaction

- Everyone in the company has a customer to satisfy; every business process must be finalized toward this end

Quality is not a structure but a culture: quality is made by those who work

- Each function is responsible for the quality of its work, everyone must have in mind the receiver of their output
- Everyone must measure their work: we need to talk about facts and data with a statistical approach
- It is necessary to identify the root causes of defects
- Quality cannot be compromised; the exemption process must be under control

OUR ETHICS

- Technoprobe pursues the compliance of its activities with all laws and regulations on which it never compromises.
- All employees are required to strictly avoid any conflict between their own interests and those of the company, always favoring the latter
- Technoprobe requires its employees to behave honestly; no gift should be accepted or offered in connection with the business
- All company information that is not in the public domain is considered confidential; all employees are required to pledge to confidentiality.
 - Similarly Technoprobe considers the information of third parties, of whatever nature they are, of which it becomes aware in the course of business, as confidential
- Technoprobe conducts its business based on fair competition

OUR PEOPLE

Technoprobe considers the people who work the key to its success

- Technoprobe supervises training and staff participation, by promoting anyone who makes an active contribution at whatever level is placed
- The pol star is "development of the ability of doing and the pursuit of perfection"

Technoprobe requires of all managers a proactive behavior

- To manage, control and improve their own process;
- To identify problems and anomalies, to seek their cause and to propose corrective actions
- To involve and encourage the participation of all employees

Technoprobe respects the dignity, privacy and personal rights of each individual, fighting all forms of discrimination on the basis of origin, nationality, religion, race, gender, age and sexual orientation

- A corresponding behavior is requested from all employees
- Each worker can find in the HR function an appropriate reference with which to compare their needs
- Technoprobe promotes the free association and the free exchange of ideas and opinions about the workplace
- The personal data of each worker is regarded as strictly confidential

Health and physical and psychological safety are considered fundamental and are object of attention and continuous improvement

OUR RESPONSIBILITIES

Technoprobe manages its organization and monitors its processes to consistently identify inefficiencies and plan improvements

- Special attention is devoted to the analysis of NC, especially when it comes from claims of the customers.

Technoprobe believes that business responsibility also means respect, protection and improvement of the environment in which it operates

- The manufacturing processes and facilities are constantly revised to identify all possible improvements that would reduce environmental impact

Technoprobe recognizes the importance of its role in the community and hence is committed to development of charitable projects

The same vision and responsibility of quality, ethics, people, environment and community, formally expressed in the Code of Business Conduct, is required of all the partners in the business, starting from suppliers

- All employees are required to explicitly agree to internal regulations, that summarizes the main points of the Code