

# KAGA FEI EUROPE GmbH

## Quality Handbook

KAGA FEI EUROPE GmbH has used reasonable care in preparing the information included in this document. All information is current as of the date this document is issued. Information is subject to change without any prior notice.

## 1.0 This Quality Handbook

With this documentation, KAGA FEI EUROPE GmbH, also named KFEU as the case may be, provides an abstract and summary overview of its mission, vision and strategy for its Quality Management System.

The Management of KFEU commits itself to its Quality Management System. It is the Managements goal to provide services and products in line with our quality expectation, processes and rules. In acting so, Quality is a fixed topic in the management agenda and the necessary resources to foster and promote Quality Management within KFEU are provided at all times. In all activities, the Management commits itself to lead by example and act in line with the corporate quality guidelines as well as in promoting the corporate quality objective.

A fruitful Quality Management System also requires that it is applied throughout the whole organization. While the Management commits itself to the quality objective of KFEU, likewise every employee of KFEU has the responsibility through his/her daily work for our products and services to ensure the satisfaction of our main stakeholders, being our customer, employees, vendor and shareholder. The annual company goals decided by the Presidency in cooperation with the Senior Management reflect our desire to improve the Quality of products and services as well as our goal to mirror all of our stakeholder's requirements.

The Management System KFEU targets is understood as an Integrated Management System (IMS), comprising methods and instruments to comply with the requirements from multiple disciplines like Quality Assurance, Environmental Protection and Work-Place Safety but also internal Corporate Governance Rules. The IMS is tailored around the proposals and guidelines of the international standard DIN EN ISO 9001:2015 as well as and our group corporate guidelines and policies. Even though we do not have a certified environmental management system, we strive to fulfill the requirements of DIN EN ISO 14001:2009 in our planning and actions as far as possible.

All employees in all offices and at all hierarchical levels shall comply with all internal guidelines and work instructions and applies to all of our European offices as well as to our warehouse. Frequent, repeating training on our corporate quality requirements is a cornerstone to develop our organization, as it stimulates awareness of this responsibility.

## 2.0 Introduction and context of KAGA FEI EUROPE GmbH

KAGA FEI Europe GmbH (KFEU) is a wholly owned sales, marketing and distribution subsidiary of KAGA FEI Inc., Japan. Mainly European customers are served by KFEU's offices in Germany and Italy. Supply of products is made from our warehouse in Langen (Germany), while we also offer drop shipments where needed and feasible. Founded and served for more than 30 years as part of the Fujitsu Semiconductor business, since 2015 KFEU has developed from the European distribution channel of the Japanese manufacturer Fujitsu Semiconductor to an independent electronics distributor with special competencies in the global supply chain management who has the ability to handle customer demands from very small volumes up to billions of parts shipped per month.

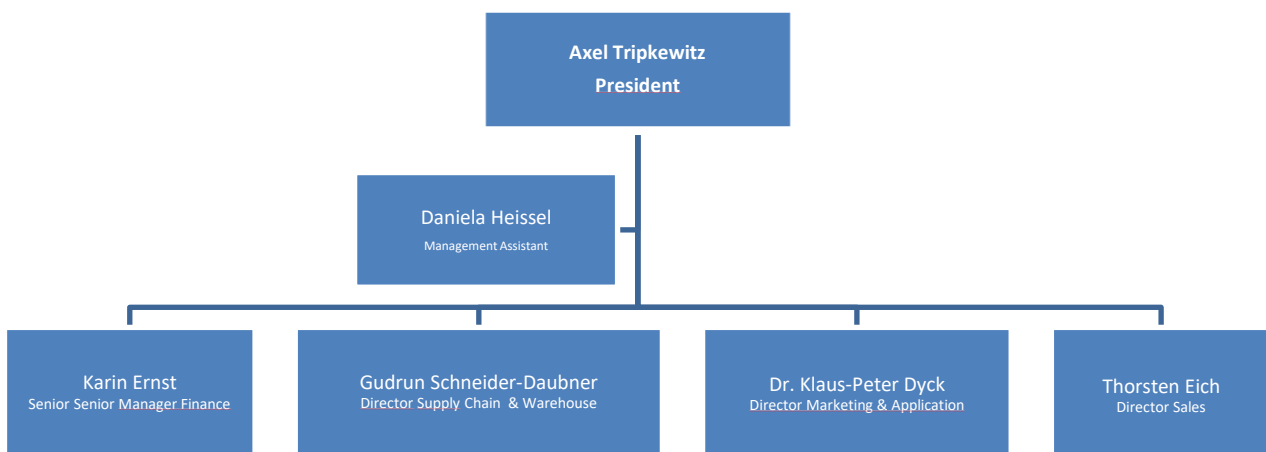
KFEU strives to identify and match the dedicated customer demand with the competencies of its vendors and partners of supply. Accordingly, KFEU understands itself as mid-size global value add distributor with a sufficiently broad product portfolio to respond to all customer needs, providing a high flexibility and a dedicated logistics offering.

In addition to the supply of electronics products, KFEU is able to provide high class competitive Electronic Manufacturing Services together with its ultimate corporate parent KAGA Electronics Co., Ltd.

The KFEU General Management is locally directed by Mr. Axel Tripkewitz being the General Manager (German *Geschäftsführer*) and President of KFEU. Further General Managers (resident in Japan) are Mr. Yoshitomo Abe, Mr. Fuminobu Miyake and Mrs. Kazumi Mukae.

The Quality Management falls into the responsibility of the KFEU President, who delegated to the Finance & Corporate Service Department the task to monitor, development and report on the Quality Management System.

The following table shows the corporate structure of KFEU on Senior Management Level.



### 3.0 The KAGA Electronics Group Management Policy

The KAGA Electronics Co. Ltd., main shareholder of KFEU's corporate parent KAGA FEI Inc., has a long history of acting according to high-aiming corporate values, active citizenship and compliance with applicable laws and regulations, altogether summarized in the KAGA Electronics Group Management Policy.

As part of the global KAGA group, the KAGA Electronics Group Management Policy is fully applicable to our company and forms the fundamentals of all our activities and corporate philosophy. The KAGA Electronics Group Management Policy comprises inter alia the following core elements:

**i. Sound Business Activities**

The Kaga Electronics Group conducts sound and fair business activities, following international rules, relevant laws and regulations, and internal rules. We maintain healthy relationships with governments and administrations and prohibit any relationship with antisocial forces and groups that threaten the order and safety of society.

**ii. Contributing to Society**

The Kaga Electronics Group actively contributes to society to help make it better.

**iii. Environmental Protection**

The Kaga Electronics Group constantly monitors the future of electronics and endeavors to protect and improve the natural environment.

**iv. Respecting Human Rights**

The Kaga Electronics Group respects each person's individuality and basic human rights, and treats all people fairly, without discrimination. We provide a healthy workplace where people can work safely. We eliminate forced labor and child labor, and respect basic human rights and the basic rights of workers.

**v. Information Disclosure**

The Kaga Electronics Group manages corporate information appropriately and discloses it in a fair and prompt manner. It additionally practices reliable financial reporting based on accurate accounting.

The KAGA Electronics Group Management Policy together with the Medium Term Management Plan, CSR and Disclosure Policy - to which we are obliged out of conviction - with all details are accessible via the internet at the corporate website under [www.taxan.co.jp](http://www.taxan.co.jp)

The KAGA Electronics Group Management Policy is completed by a comprehensive set of internal rules such as a i.a. the General Compliance Rule, the KAGA values, Information Systems Security Policy and many more.

#### 4.0 KAGA FEI Europe GmbH Quality Policy

The main targets of KFEU's Quality Management System are:

- Products offered shall be delivered at best quality available with competitive market prices while realizing reasonable margins. In this way, a sustainable long-term economic supply and healthy business relationship to customers and suppliers can be assured and maintained.
- We aim to motivate our employees to always strive for higher quality and customer satisfaction every day and to integrate this attitude into their day-to-day work to personally identify with the aims of the Quality Management System. The KAGA principle "Everything we do is for our customer" is the cornerstone of all our actions.

Quality and reliability are the responsibility of all our employees, and it is our goal that those elements increasingly become a part of our corporate DNA.

The quality policy is closely derived from to the overall company strategy and reflects the company's key goals and objectives.



These objectives are indispensable not only for quality but are also good business practice. It is the responsibility of the Management Team to create an atmosphere which makes such improvements possible.

Exemplary top-down behavior and leading by example by all Management Levels will emphasize the credibility of our intentions.

## 5.0 Environmental Policy

### Philosophy

We recognize that environmental protection is a business issue of vital importance. The principles for ecological action are specified in the following Environmental Principles.

### Principles

- We strive to reduce the environmental impact of our products throughout the product lifecycle.
- We are committed to conserving energy and natural resources and continuously monitor and measure energy consumption to continuously improve.
- We seek to reduce risks to human health and the environment from the use of harmful chemical substances or waste.
- We disclose environment-related information on our business activities, products and services, and we utilize the resulting feedback to critique ourselves in order to further improve our environmental programs.

- We encourage our employees to work to improve the environment, bearing in mind the impact of their business activities and their civic responsibilities.
- Our Company is committed to comply with existing environmental laws and regulations as well as to comply with respective agreements entered. We also expect such compliance from our third-party Partners.
- By providing relevant information we want to ensure the confidence of the public, our neighborhood, our customers and suppliers by informing them about our Environmental Policy.
- The environmental awareness of employees of all levels shall be fostered by corresponding training measures.
- Our target is to continuously improve the environmental protection.
- All necessary steps will be taken to avoid emergency cases by ensuring all employees' attentiveness.
- We are pursuing activities to realize a sustainable management that fulfills our corporate social responsibilities and satisfies the expectations of all our stakeholders.

## 6.0 Safety Policy and Risk Assessment

We have developed a set of safety policies to provide a guideline for all those affected in foreseeable crisis situations. The following crisis situations are targeted: Case of fire and natural disasters, pandemics, invasion, burglary and similar threats. In case of new threats, the Senior Management is defining countermeasures as well as able to develop respective policies to react appropriately. The Senior Management is constantly assessing all risks associated to the business operations and is keeping track of such on a monthly basis.

All internal policies as communicated to and accessible for all KFEU employees are to be closely observed.

## 7.0 Communication & Review

The goals, objectives, and key elements of the IMS are integral part of ongoing employee training, communication and meetings on an on-going basis. Periodically, the management reviews the policies and key system elements to ensure appropriateness, effectiveness and continued suitability to the organization are being made.

## 8.0 Management Responsibility

The General Management bears overall responsibility for the quality of products and services supplied by KFEU, as well as for protection of the environment. To this purpose, the General Management together with the Senior Management team takes decisions regarding adjustments and improvements, makes available financial resources and creates acceptable framework conditions.

For ensuring that quality and environmental expectations and the requirements arising from the Handbook are met, the President nominated a representative for the Environmental Management as well as the Quality Management, being responsible for:

- Ensuring the requirements of the ISO 9001 Standards are understood, implemented, and maintained throughout the organization.

- Ensuring corrective actions are implemented to resolve issues identified in internal assessments and external audits.
- Conducting process assessments and audits as required by the ISO 9001 standards
- Reporting to the executive staff on the effectiveness of the IMS including a review of pertinent product, process and customer data.

## 9.0 Legal and Compliance

Compliance with applicable legal requirements is a core tenet of KFEU and is a logical result of KFEU's Corporate Values, Principles and Code of Conduct. Unlawful acts such as bribery, anti-trust offences, export control or capital market offences and others are not accepted and tolerated at KFEU. Compliance with applicable legal requirements is mandatory for all KFEU employees, required from all our counsels and suppliers and expected from our customers.

Legal compliance risks are constantly assessed and evaluated. Based on detected training needs, legal and compliance trainings are provided on a regular basis to all KFEU employees in consideration of their individual training demand. In case of legal compliance discrepancies, countermeasures are defined with the Management and executed.

At KFEU, prior to signing, contracts and customer specific requirements are legally reviewed and must be approved by the legal department as part of the contract development and approval process. Signatories have to comply with the respective regulations and are frequently trained. Review and approval are recorded and documented electronically.

## 10.0 Control of Documents and Records

Processes establish control of internal / external documents and data, including records. This control assures conformance with the appropriate standards and the needs of the organization while standardizing document control across KFEU. This includes the handling of regulatory permits to ensure that all operating units have valid documents and procedures for compliance with all relevant requirements and regulations. Additionally, KFEU's IMS assures that records are maintained and retained for the required retention time in a secure and accessible manner.

## 11.0 Continuous improvement

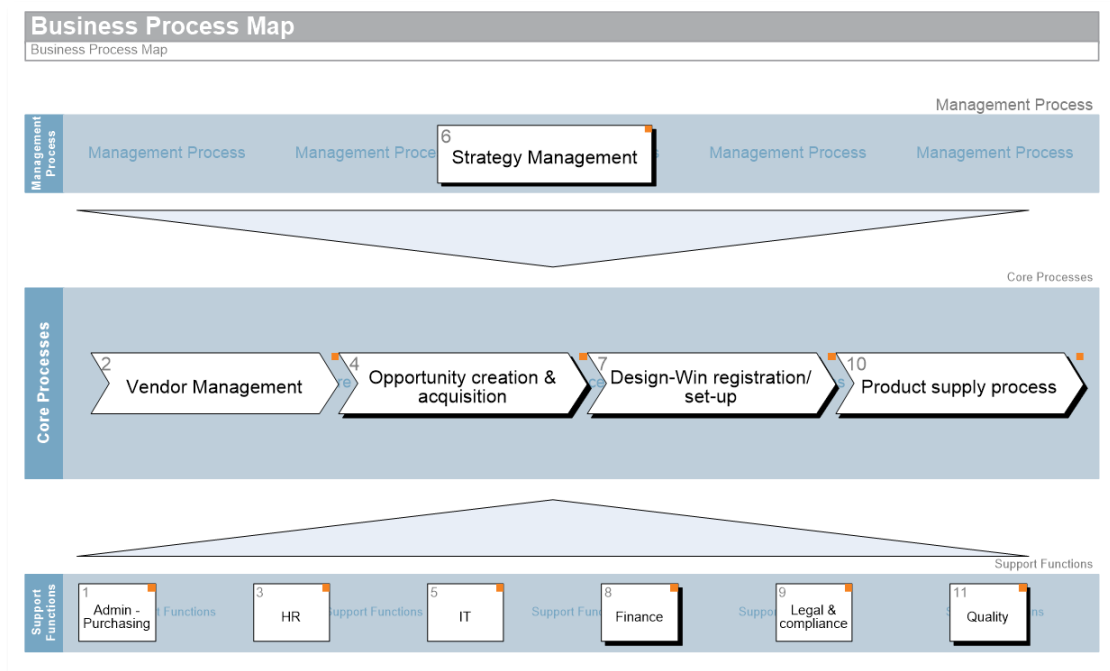
In order to maintain continuous improvement in all areas of business, we measure the outcome of our activities against our target plans and provide feedback. Processes and inspection reports, supplier suggestions, internal and external assessments and customer feedback are constantly reviewed for continuous improvement opportunities. KFEU applies the PDCA cycle concept on the IMS.

The implementation and further development of the IMS targets to ensure, that

- customer satisfaction its constantly monitored, as this is a key for the success of our company
- customer requirements are always met through the processes defined
- the efficiency of the processes is regularly assessed and continuously improved.

### 13.0 KAGA FEI Europe Process Database

The KFEU Process Database is an interactive tool every employee can access for review, allowing not only to search processes but also their individual involvement in processes. In addition, this Database is designed as a knowledge base for all work instructions and growingly serves as such.



Core Processes relate to the sale of products and are driven by our desire to fulfill both, customer and vendor satisfactions.

KFEU continually works to improve its responsiveness to its customers, to anticipate customer requirements and to provide world class products and services. KFEU Management directs the overall strategy and processes to achieve the best results for all parties involved. Through the execution of plans and analyses, the definition of objectives and their implementation, leadership processes ensure the continuous improvement of the IMS.

Support Processes are value providing processes, improving the efficiency of core and management processes.

Changes are controlled and released in accordance with the Process Control of documents.

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September 2021

KAGA FEI EUROPE GmbH

Axel Tripkewitz  
Geschäftsführer, President



## Revision History

Version	Date	Editor	Changes
1.0	2008-04-17	Heinz Neppach	<ul style="list-style-type: none"> <li>Initial creation</li> </ul>
History in between has been deleted to reduce complexity			
2.0	2013-01-08	Luana Wichmann	<ul style="list-style-type: none"> <li>Edited chapter 6 "Legal and Compliance"</li> </ul>
2.1	2013-09-13	Luana Wichmann	<ul style="list-style-type: none"> <li>Edited the scope (deleted remote offices in Milan and Massy)</li> </ul>
2.2	2013-01-29	Luana Wichmann	<ul style="list-style-type: none"> <li>Updated Organization Charts</li> <li>Reflected new structure</li> </ul>
3	2015.08.12	A. Genz, T. Könyves-Toth	<ul style="list-style-type: none"> <li>Full revision in light of new company</li> <li>condensed structure</li> </ul>
3.1	2016.09.21	Genz	<ul style="list-style-type: none"> <li>update organization, business process map</li> </ul>
4	August 2017	Genz	<ul style="list-style-type: none"> <li>Update with view at ISO 2015</li> </ul>
5	Sept. 2018	GENZ	<ul style="list-style-type: none"> <li>Wording clarifications, update on people and structure</li> </ul>
5.1	06.2020	AGENZ	<ul style="list-style-type: none"> <li>Adoption to organization and personal changes in the company structure, wording adoptions</li> </ul>
6.0	01.2021	AGENZ	<ul style="list-style-type: none"> <li>Reflecting name change, wording improvement</li> </ul>
6.1	09.2021	AGENZ	<ul style="list-style-type: none"> <li>Change reflecting new corporate structure</li> </ul>