Bittele Electronics Inc.

Code of Business Conduct

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# Table of Contents

1. **Introduction** ................................................................................................................. 3  
   1.1 About Our Company........................................................................................................ 3  
   1.2 About This Code of Business Conduct......................................................................... 3  
2. **Compliance with Laws, Rules and Regulations** ....................................................... 3  
3. **Safety and Health** ........................................................................................................ 3  
4. **Conflict of Interest** ...................................................................................................... 3  
5. **Gifts, Entertainment, and Other Business Courtesies** ............................................. 4  
6. **Confidential information** ............................................................................................. 4  
7. **Use of Company Property** ........................................................................................ 4  
8. **Fair purchasing** ........................................................................................................... 4  
9. **Dealing with Customers** ............................................................................................. 5  
10. **Code Violation** .......................................................................................................... 7
1. INTRODUCTION

1.1 ABOUT OUR COMPANY

Founded in 2003, Bittele Electronics provides High Quality, Global Turnkey PCB Assembly services such as Design for Manufacturing Check so customers can seamlessly transition from circuit design to production. To do this, we have established a people culture that supports our team members, so we can deliver a superior customer service experience at a competitive price.

1.2 ABOUT THIS CODE OF BUSINESS CONDUCT

The achievement of the success is dependent on an environment free of behaviours which can undermine the important missions of our institution. An atmosphere of mutual respect, collegiality, fairness, and trust is essential. Bittele Electronics Inc. is committed to establishing and implementing a standard of excellence in every aspect of our business, while promoting and ensuring the ethical and responsible conduct in all of our operations, with the utmost respect for the rights of all individuals and for the environment.

We expect these same commitments to be shared by all Bittele Electronics Inc. employees as well as other organizations that Bittele Electronics Inc. is in business with.

2. COMPLIANCE WITH LAWS, RULES AND REGULATIONS

Bittele Electronics Inc. will comply with all applicable laws and regulations, including local and provincial codes, rules and regulations, applicable treaties and industry standards. Additionally, employees shall adhere to internal rules and regulations as they apply in a given situation. The internal rules are specific to the Company and may go beyond what is required by the law.

3. SAFETY AND HEALTH

Conditions in all work and residential facilities provided by the manufacturer must be safe, clean and consistent with all applicable laws and regulations, ensuring reasonable access to clean, potable water and sanitary facilities, fire safety and adequate ventilation. Bittele Electronics Inc. will also ensure that the same standards of health and safety are applied in any housing that they provide for employees.

4. CONFLICT OF INTEREST

A Conflict of Interest occurs when personal interests of an employee, their spouse, siblings, children, other immediate family members or the interests of a third party compete with the interests of Bittele Electronics Inc. or our clients. In such a situation, it can be difficult for the employee to act fully in the best interests of Company. We make business decisions based on the best interest of our Company and our clients and not for personal gain or benefit. We require all employees to disclose actual or perceived conflicts of interest proactively and promptly to their manager and Human Resources.
5. Gifts, Entertainment, and Other Business Courtesies

Employees should not give or accept any cash, gifts, entertainment, hospitality, or other items of value from customers, suppliers or vendors which could raise concerns regarding the Company’s integrity and independence.

Gifts (excludes cash) of nominal values ($75 CDN or less) or entertainment may be given or accepted only where appropriate and where there is no risk of creating the perception of influencing business decisions.

Customary activities include modest forms of hospitality, such as lunches or dinners and occasional gifts of minimal value ($75 CDN or less), which do not influence business decisions. If you are offered anything that is more than nominal in value (more than $75 CDN), you must consult with your manager or Human Resources.

6. Confidential Information

Confidential information consists of any information that is not or not yet public information. It includes trade secrets, business, marketing and service plans, client information, designs, databases, records, salary information and any non-published financial or other data.

Unless required by law or authorized by their management, employees shall not disclose confidential information. This obligation continues beyond the termination of employment. Furthermore, employees must use best efforts to avoid unintentional disclosure by applying special care when storing or transmitting confidential information.

7. Use of Company Property

Although the Company strives to ensure that each employee has access to the resources needed to perform his/her job, the Company also expects all employees to understand that use of those resources is limited to the performance of their jobs. Employees are responsible for locking their computers in their desks when they are not in use. Also, employees are responsible for all the equipment whenever they take it out of the office. Any unauthorized use, retention or disclosure of any Company resources or property will be regarded as theft warranting disciplinary action up to and including termination and may prompt various civil and/or criminal legal actions. Employees are responsible for protecting the key fobs, desk keys and locker keys. Please report to HR immediately if the keys are lost.

8. Fair Purchasing

Any business must be conducted in an honest and straightforward manner to protect the integrity and reputation of the Company. We will be respectful to suppliers, and conduct the dealings with suppliers in a fair, just, and sincere manner. We will evaluate and select suppliers fairly based on such rational standards as quality, price, delivery performance, steady supply.
9. Dealing with Customers

Improving customer service is an important goal of Bittele. The customer code of conduct applies to all employees of Bittele and should be used as a guide in providing superior customer service. The customer must always come first. One happy customer may tell a few people about their service experience; however, an unhappy customer will tell everyone in their circles.

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Our Commitment to Customers

We are committed to providing a high standard of customer service to all customers of Bittele Electronics. Our customers expect efficient and accurate service, the sort of service we would expect to receive as customers ourselves. We are committed to providing high quality services and delivering high standards of customer service.

Customers of Bittele Electronics have the right to be treated fairly and considerately when using any of our services whether in person, by phone, in writing or by e-mail. When dealing with all customers, we will:

- Be welcoming, friendly, responsive, and courteous in the delivery of customer service
- Understand our customer’s needs
- Be professional, well informed and take pride in what we do
- Meet customer expectations wherever possible and explain when we cannot
- Let customers know what we can provide and what you should expect to receive.
- Treat customers as we would expect to be treated ourselves
- Respect confidentiality
- Respond effectively to all your complaints’ and use the feedback to continually improve
- Provide a quality service and work continually to improve this service
- Aim to answer telephone calls within 4 rings
- Acknowledge customer emails within a reasonable time, within 24 hours

Client Complaints

At Bittele Electronics we value our clients and what they have to say about the service they receive. We take all complaints seriously as they assist us to improve our products, services, and client service. We are committed to consistent, fair, and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all clients making a complaint equally.

Accessibility

We shall make sure that our Customer complaint system is available to all our customers. A customer wishing to make a complaint may do so by emailing: complain@7pcb.com. This email contact should also be included in employees email signatures.

Responsiveness

If you receive a complaint by phone or face-to-face, you shall:

- Request the customer to provide clarification and additional information if the complaint is not fully understood.
• Clearly record the nature of the complaint, the complainant’s name and their contact details.
• Document the complaint and send to complain@7pcb.com as soon as possible.

**Informing Clients of Progress**

Written complaints will be acknowledged promptly. We strive to resolve all complaints within 10 business days; however, clients will be given an approximate timeframe of resolution at the time that they make their complaint. They will also be informed of the progress of their complaint on a regular basis, especially if there are any delays or changes to what has been agreed. We will ensure that clients are informed of any changes to our products or services because of their complaint. Where appropriate, clients who had a complaint resolved may be contacted to see if they are happy with how their complaint was handled.

**Objectivity**

Bittele is committed to address each complaint received in an equitable, objective and unbiased manner.

• Bittele shall maintain openness to both employees and the complainants and make the complaint handling process accessible and understood to both.
• While dealing with complaints, Bittele shall be impartial and shall avoid any bias in dealing with the complaint or complainant. We are committed to solving the problem and not to assign blame to any parties involved.
• A reasonable amount of confidentiality will be considered to protect the identity of the complainant, until and unless Bittele employee need the identity to communicate for further clarifications and assist in resolving the problem. Under such circumstance, utmost care will be taken that Bittele employee do not discriminate the complainant.
• Bittele is committed toward giving equal treatment to all people and shall consider each case on its merits and pay due care to individuals difference and needs.

**Confidentiality**

The identity of the customer and the information provided will be shared only on a need-to-know basis with those responsible for addressing and resolving the concern.

**Accuracy**

We understand that all our customers expect accurate information and accurate delivery. Bittele shall do all it can to collect, rely and process customer request and complaint accurately. We shall ensure all correspondence is easy to understand, professional and accurate.

**Accountability**

Bittele has realized that accountability is one of the fundamentals of great customer service and puts it at the forefront of its customer service culture. Accountability in Bittele's customer service practices ensures to develop a strong sense of personal accountability among all its employees. Our employees are committed to own a customer request or a complaint received, and they are responsible for finding answers and getting the issue resolved. If the employee cannot solve the problem themself, they are expected to find someone who can and follow up until the issue is resolved. Periodically, the management shall review all the complaints, action taken to resolve the complaint including the customer experience with this customer service code of conduct.
Maintain Positive Attitude

Even with difficult customers, employees are reminded to keep a positive attitude. The tone of your voice and email can make a difference. Even if their experience is perfect, they probably will not comment on it, because they expect perfection. Customers attitudes will change over time so remember that what was once good enough may become unsatisfactory if they encounter something better.

Continual Improvement

Bittele employees need to be committed to improve our customer service by regularly asking our customers for feedback about our customer service so we can use this feedback to help shape the services we deliver. All employees should be committed to any training made available so that they are competent to deliver our services.

10. CODE VIOLATION

When one of our employees fails to follow our Code, Company policy or the law, we will act to address the problem and prevent future occurrences. Depending on the circumstances, corrective and preventive steps might include training, counseling and disciplinary actions up to and including suspension without pay, loss of annual incentives, and termination of employment.