

SUSTAINABILITY REPORT

CARE FOR OUR ENVIRONMENT
MINIMIZE FOOTPRINT

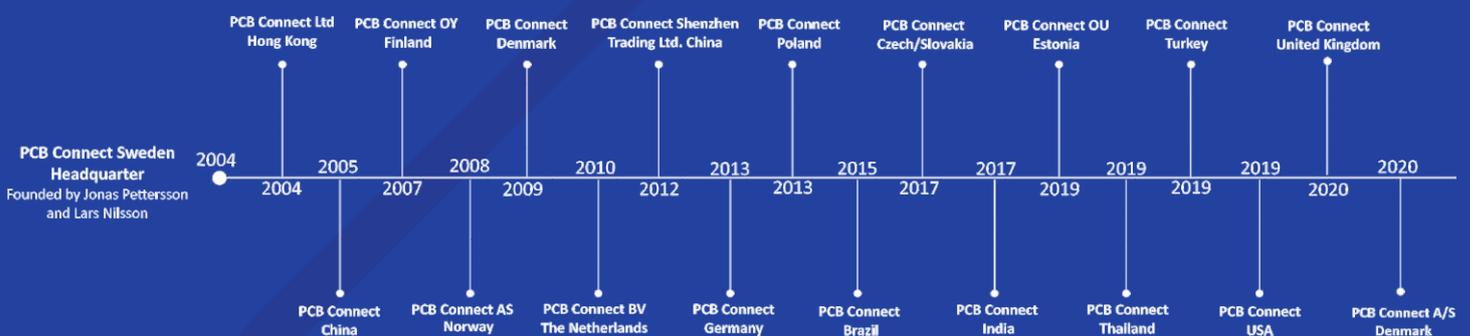


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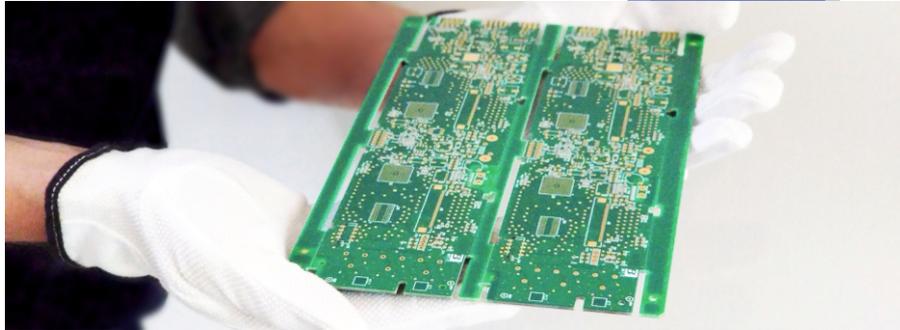


PCB Connect Group has **10 operating companies** across **17 locations** worldwide as printed circuit boards manufacturer



WHO WE ARE

PCB Connect was founded in 2004 in Stockholm by Jonas Pettersson and Lars Nilsson. Since then, PCB Connect has organically grown and has become one of the leading suppliers of Printed Circuit Boards.



We have taken a stance in policy and decided that we will, with the scope of our work, do what we can in social development.

As a first step we've developed our code of conduct. As a second step we have started to implement this process for supplier evaluation, collaboration and follow up.

We are people and our policies define not only what we are, who we are and how we act, it also defines what we shall achieve and what is expected from us within PCB Connect, our partners, in order to deliver the best support to our customers.

“PCB Connect is a company with worldwide business, different cultures, laws, and opinions are part of our day. Through our business we have been given a great position to be part of and able to make a difference.”

Jonas Pettersson, CEO



WHO WE ARE

Moving on to our talent, creativity and peace of mind, we are working hard to find new ways to manage positive impacts in the world. We know that we are a part of the greatest inventions today.

What moves us?

Know that through something simple it can become something big.

We help companies to be more competitive and more valuable on their market.

The talent, diversity and commitment of our employees are essential to our innovation and our success. Our global team works together in a spirit of cooperation and trust to lead the world in its basic principles to deliver a better service and full quality.



99,4% QUALITY PERFORMANCE	100% SUSTAINABILITY AUDIT
82 CUSTOMER SATISFACTION	99,3% PROUD EMPLOYEES
108 EMPLOYEES	17 DIFFERENT COUNTRIES
+1700 HAPPY CUSTOMERS	10 OPERATING COMPANIES

OUR VISION

Our Vision is simple, we shall be our customers obvious choice when selecting the right partners for their printed circuit board supply.

OUR MISSION

PCB Connect should, through our long experience and knowledge help companies to be more competitive and more valuable on their market.

By refined logistics and handling of both customer information as well as printed circuit boards we secure our customers production and keep a long-term collaboration in focus. PCB Connect contributes to a quick and cost-efficient flow.

OUR VALUES

Services – Make a difference

Understanding and meeting our customer expectations, we take ownership, act quickly and effectively allowing us to make a difference to your PCB supply chain.

Flexibility – Your needs, our solution

We adapt to changing needs, find and present solutions, not limitations. Your needs - our solution

Availability – Global partner with local presence

Customers shall, supported by PCB Connect feel that they are close and have access to the best, most reliable and most effective PCB solutions in the world.

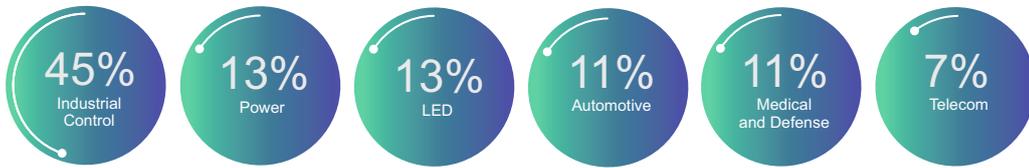
Transparency – Crossborder communication

We strive to provide the most transparent PCB purchasing process, allowing you to focus on what is important to your organization, safe in the assurance that our secure processes are always working for you.

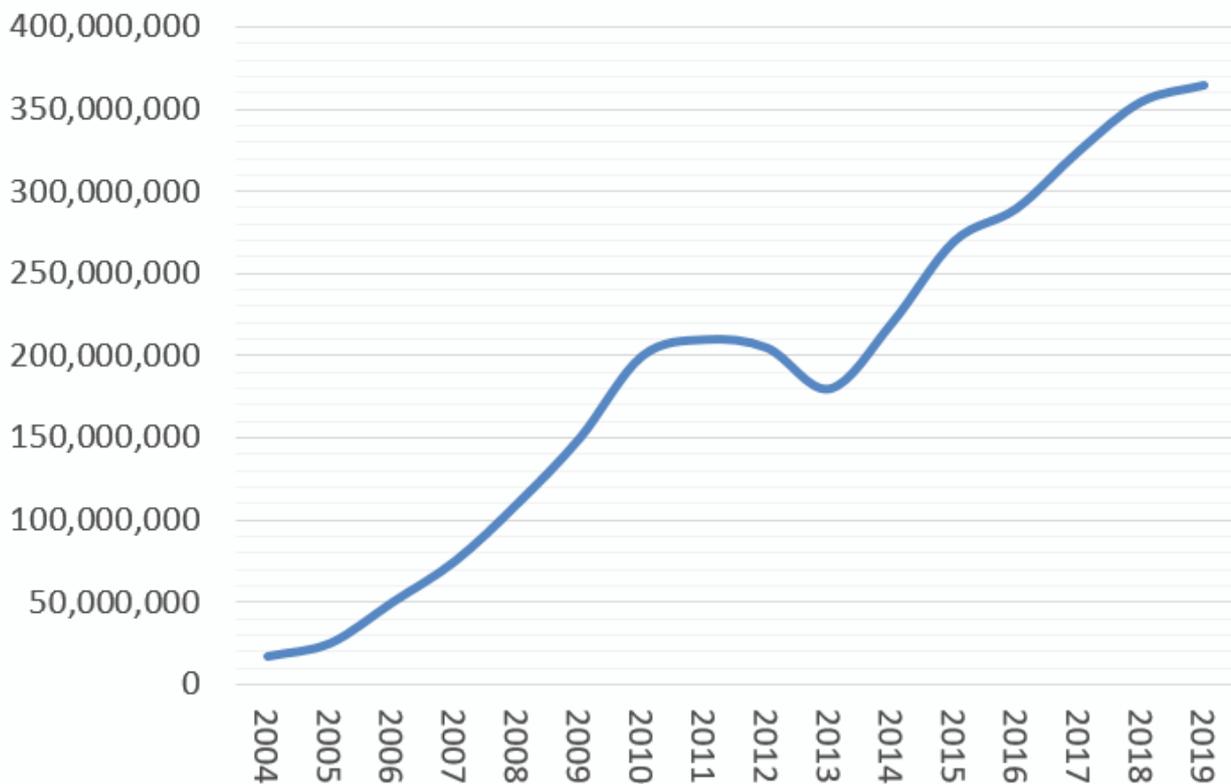
Stability – Long term focus

We believe that a long term focus is the key to build stable and high quality solutions and enable possibilities to drive continuous improvements. Our long term focus is prioritized not only internally but also for our cooperations, relations and organizational structure.

BUSINESS OVERVIEW



TURNOVER (in SEK)





SOME WORDS FROM JONAS PETTERSSON

FOUNDER & CEO - PCB CONNECT GROUP

“In the 17 years since the PCB Connect Group started its PCB journey, our business and industry have faced cyclical challenges, some economic, some cultural, and some technological, but the one thing that has remained constant is our desire to put a human-centric philosophy at the heart of our organizations, even if that sometimes didn't match with our growth aspirations.

We rejected the traditional notion of the supply chain and value chain, in the belief that chains are only as strong as their weakest links, instead choosing to build a seamless supply ecosystem, whereby our actions would advocate and influence a belief system that puts the environment, and the shared benefits to everyone involved internal and external at the heart of our operations.

It is only in recent years it has been truly understood that building resilience and sustainability into a product or process can have a significant impact beyond the early measures of sustainability, driving innovative thinking, operational efficiency, creating customer value and loyalty, and improving employee and supplier relations.

When all those elements are put to work, it generates a self-sustaining momentum that creates value for everyone, not least of which is the shared world that sustains us all.

‘Like any responsible business, we have targets for improving energy consumption, reducing our carbon footprint, upholding the highest ethical standards, and ensuring that all materials used in the manufacturing process are conflict-free and sustainably sourced, however, these targets are not a means to an end.’

We will continue to push our sustainability and resilience programs in areas where we can make the most positive contribution to society, and continuing to recognize the reason we started the business back in 2004, to create a human-centric business that always strives to give back more to our environment than we take out.”



PCB Connect in Finland receive the Diamond AAA, certification that assure credit and high quality



PCB Connect in The Netherlands nominated to the Dutch Industrial Suppliers & Customer Awards 2020



PCB Connect is recertified according to ISO 9001 and ISO 14001 in 2020

“The year 2020 was a challenging year, but the PCB Connect Group had great achievements in different areas.”



“HOW SUSTAINABILITY IS PART OF OUR BUSINESS”

WORDS FROM WIM OP'T VELD - QUALITY MANAGER AT PCB CONNECT GROUP

“In the past, for many years, I was responsible for Quality, Environment, Health and Safety. In this way I was already active for sustainability. Everything we do counts, even small activities.

Sustainability is recognized as environmental and social responsible on all levels in the supply chain. As conflict minerals, 3 TG is mainly supported by the most company, many companies are not aware of that cobalt is also a conflict mineral use in the PCB industry.

For environment we also support our suppliers to implement a substance database to be sure they can comply with the environmental law in customer countries and make safety instructions for all substances to guaranty safe use of materials. We specially trained a supplier support engineer to help our suppliers to comply with all kinds of report.

Code of conduct is part of our supplier manual, which means that all supplier who want to be in business with PCB Connect are sign an agreement with our code of conduct and all different kinds of environmental reports. Before we are in business we have audited and approved the suppliers as part of our release process and checked if they follow the signed agreements.

We do annual audits on quality, environment, health and safety and implemented the sustainability audit for the main suppliers.

All our own employees have signed our internal code of conduct and are audited if they understand what this code of conduct means for their job. They really understand very well!

For customers we are supporting with green materials and more sustainable transportation. In case we are time limited we make sure we can do shipments consolidated to use as less as possible flight shipments.”



SUSTAINABILITY APPROACH

Production

We are working close together with our suppliers to make sure they are following the signed agreements for code of conduct, all different environmental reports, conflict minerals. Further we want the suppliers to introduce a substance database including safety instructions.

Transport and distribution

To reduce emissions we offer sea shipments and in case of short lead times or small order sizes we can do consolidated shipments. We can also provide different delivery methods like Kanban or consignment stock or store volumes in our own warehouse.

Waste recycling

Its important to reuse material as much as possible but also to protect the employees who are recycling to different substances, like metals. During this recycling process, employees shall not be in contact with dangerous substances. Informing customers about substances used is very important.

Product use

PCB are in various devices and equipment and need to be reliable. PCB Connect will do additional reliability test and inspections to assure reliability.



SUSTAINABLE PROJECT DEVELOPMENT

Sustainable product development

PCB Connect will produce printed circuit boards according to customer specification and design. The influence on the design is limited however, where we can have influence, we can offer halogen free base materials and solder mask. In case a customer request the surface finish

HASL PbSn we will inform the customer as we have to do so. We build together with our suppliers a substance database including safety instructions, so the supplier can easily see if he is still compliant according the updated regulation. Each single material they start using will be registered in their database and they can see immediately if these new materials are compliant with the applicable

Continuous Quality improvement

Continuous quality improvement starts at the beginning when we are releasing a factory to our approved vendors list (AVL). We're evaluating the current situation at the supplier and start up a training plan to comply with PCB Connect quality level. This evaluation contains a self-assessment, applicable samples, environmental and quality information, deep release audit. We start up samples where we approve them for. We will not approve a supplier for all items he can do according to his presentation. When we release the supplier for production we also start implementing our own FQC checking the PCB before shipping.



All FQC are certified IPC specialists (CIS) and are trained by our own certified IPC trainers. There is direct contact with the FQC supervisor of the factory in case of order rejection. This situation reduces the time between finding and solving the root cause but also secures other PCB from having the same rejection and flowing out. Monthly we review the results of our FQC and feedback is organised from our FQC supervisor. All other KPIs are also monthly monitored and discussed with all quality managers in the group. Each office has his own dedicated quality manager. Follow up on these monthly results will be done by our quality team in our China office. Quarterly we will check the results of the KPI again and see if the improvements are effective. An action plan is requested if KPI are not on target and will be judged and

followed up. Every year we will conduct deep quality and environmental audits at our AVL suppliers. Biennially we will perform a sustainability audit at our main suppliers. We measure CLIP and RLIP as delivery performance on both standard production and QTA orders to customer and suppliers. We measure also the % delayed and the amount of delay days. Claim performance to customer and supplier in order lines, in qty and PPM level. FQC performance in order lines and in qty. We measure partial deliveries. For all these KPI and PI we agree on the target for next year based on the results of last year. All measurements are done year to date (YTD), 12 months, 6 months, 3 months and last month.

SUSTAINABILITY GOVERNANCE

STRATEGY & GOALS

PCB Connect sustainability goals:

We used ISO 26000 as guidance document to check on gaps for sustainability in our procedures and instruction. We evaluate it on 3 levels, customer, PCB Connect and suppliers. We selected 9 main goals, good health and well-being, quality education, gender equality, clean water and sanitation, decent work and economic growth, industry innovation and infra structure, responsible consumption and production, climate action, partnership for the goals.



Responsibility:

The responsibility for the results of the goals lay with the quality team.

The responsibility of our sustainability approach lay with the management team. The quality team will ensure that the requirements on all levels are known, implemented and controlled. We have our internal and external code of conduct implemented and signed by participants. Annual audits at suppliers and annual internal audits are performed to check compliance with our quality and

environment system.

Principles of social responsibility and considerations:

Internally PCB Connect reviews the employee satisfaction periodically in surveys. The outcome of this survey is discussed in the management team and actions will be mapped out for improvement. Externally it will be reviewed during the sustainability audits.

Human rights:

Human rights is integrated in our job interview, where all subjects are discussed according agenda points. Items are education level, salary, tasks and several other subjects. Further, human rights also specified in our code of conduct. No discrimination, no child labour, no punishment etc, as all employees are treated with respect. Externally it will be part of our sustainability audits.

Organizational governance:

Sustainability is the responsibility of all our employees. We are all responsible to leave the world in a good if not better condition for our children and protect our employees when performing their job. Our sustainability strategy is governed by PCB Connect management team. The due diligence is performed by our quality team who is performing internal and external audits.

The results are presented to each process owner. Risks will be added to the Process FMEA to make sure improvement will be followed up. For risks at a higher level, our management team will add them in the SWOT analyse and follow up 2 times a year to make sure improvements are performed. PCB Connect is certified ISO 9001 and ISO14001 to make sure that our approach on all processes are structural and continuously improved.

Labour practices:

Each employee starting at PCB Connect receives a training kit for new employees. This means all necessary hardware and training how to use procedures and instructions. The policies are part of the training to be sure we all follow the same view. Compensation for the work is according to national law and the agreements between employee and employer of each office. Each task is clearly defined and can be marked as decent work. Each office has a work environment and safety report to improve the work environment quality.

Fair operating practices

For social responsibility we created the external code of conduct for our suppliers. The supplier will sign the document and PCB Connect will perform audits to control if the suppliers are respecting the code of conduct. In any

The environment health and safety

Internal PCB Connect:

- PCB Connect is ISO14001 certified with number 556792-3551 and valid till 2023-10-31.
- We make our annual environmental report to the latest requirements of ISO 14001
- For safety we have our safety report, which is annual updated by all offices.

External, suppliers:

- It's a PCB Connect requirement that suppliers are certified ISO9001 and ISO14001.
- After a release procedure we are performing annual audits at all approved suppliers.
- All suppliers can provide several environmental reports including conflict minerals 3TG and Cobalt.
- All suppliers are trained how to prove compliance with all environmental request by setting up a substance database including safety instructions for their own employees. This substance database is part of the release procedure for suppliers. As extra advantage the supplier will add the safety instruction to this database.

case of non-conform situation we will request actions to cover and will do a follow-up to be sure it's improved.

Consumer issues

By following the environmental regulation we make our PCB safe for use. We support our suppliers to make sure that they are compliant with the different regulations. We secure that compliance documents are not just signed but really prove that dangerous substances are not used in the PCB.

Community involvement and development

We support the Swedish childhood cancer fund. Also other charity activities will be supported. We are also available as official training center "SBO/ECABO" for trainees. Last subject was customer satisfaction survey.



AUDIT RESULTS AND FOLLOW UP

In 2020 PCB Connect created the checklist for Sustainability and social responsibility according ISO26000. We performed the first audits at our AVL suppliers to see how far they meet the compliance. The audits are focused on:

- Ethics;
- Workers' rights;
- Health and safety;
- Environment;
- Management system compliance with ISO26000.

Ethics:

Areas of assessment. Business integrity, disclosure of information, Intellectual property, protection of identity, fair business, advertising and competition and finally our PCB Connect code of conduct.

Positive:

We found policies and procedures and a signed and implemented code of conduct. Further we found a good system for protection of identity in a suggestion box.

Opportunity/challenge:

The anti-bribery is part of the audit routine and there was found no evidence of such action within the

factories and employees

Workers' Rights:

Areas of assessment. Child labour, young workers but also female workers, forced bonded or compulsory labour, freedom of association & rights to collective bargaining, insurance and employee contracts, working hours, remuneration/compensation, discrimination, disciplinary practices.

Positive:

We found procedures to avoid child labour and protection of vulnerable employees. Employee contracts and insurances are paid according national regulations. We checked some employees identity, but didn't find any younger than 18 years old.

Opportunity/challenge:

Disciplinary actions due to claims or others we will take as serious subject for improvement, there are no documents to support.

Category	Score
1. Ethics	96.67%
2. Worker's Rights	93.33%
3. Health and Safety	100%
4. Environment	100%
5. Management Systems	94.29%

TOTAL SCORE: 96.86%

Health and Safety:

Areas of assessment. General work facility, emergency preparedness, occupational injury and illness, occupational safety, physically demanding work, machine safety, instructions and training, industrial hygiene, dormitory, canteen, sanitation and pregnant women protection.

Positive:

Protection system for vulnerable employees, waste water treatment and a good safety and health education system.

Opportunity/challenge:

Taps of the emergency shower need to be open and the system need to flow for at least 1 minute, weekly. We will follow up to avoid that legionella bacteria will grow in the system.

Machine safety, we found not all suppliers mark the X-ray machines with a warning label. Risk for radiation is not recognized very well.

Environment:

Areas of assessment. Environmental permits and reporting, risk assessment and risk management, pollution prevention and resource reduction, hazardous substances, consumption of organic solvents, waste

water and solid waste, product and process content restrictions.

Positive:

All approved suppliers are setting up a substances database as we recommended. Also all suppliers have their own waste water treatment.

Opportunity/challenge:

In some cases the permits can be close to the expire date, so PCB Connect is pushing at least 1 month in advance of the due date.

Management system:

Areas of assessment. Company commitment, management accountability and responsibility, legal and customer requirements, audits and assessments, improvement targets, measurements and results, workers feedback and participation, control of suppliers /subcontractors and sub-suppliers.

Positive:

There is a clear environmental policy and a good internal audit system guided by procedures. They have a good supplier management control system too.

Opportunity/challenge:

There are law lists available and the responsibility should be clearly defined.



COMPLIANCE CHECK SUSTAINABILITY

Training

Desk research

- Self-assessment;
- Document request;
- Document and self-assessment review.

Audit

- Meeting the audit team;
- Questions desk research results;
- Reviewing other documents;
- Shopfloor review including worker questions;
- Review of the audit findings;
- Send the audit findings in the next few days ;
- Review the corrective action taken;
- Follow up in quarterly meeting at location.

Training: Expectations of the supplier

A part of the release process of our suppliers is the training different kinds.

- UL (this part is always underestimated and not implemented well).
- Supplier manual (many requirement will be checked like Q-items, Code of conduct, packing, technical issues).
- CAM (When we start with a new supplier this is always weak and can go easy wrong).
- Environmental reports (compliance prove, our expectations).
- Substance database (help to prove compliance and support to the safety system) .
- Standards need to be trained too. A certificate is only the start, then it begins.

Desk research

We send the supplier a self-assessment with questions for sustainability and quality. In the same time we request documents for review. We will review the documents provided and the self-assessment report. Making notes to discuss during the audit.

28 Environment				
28.3	When does your environmental license expire? Is there a risk that in the near future you can't get a license again?			2021.10.8, relatively low risk in renewal the licence
28.4	Can you provide Conflict minerals reports?			Yes
28.5	Can you provide RoHS reports?			Yes
28.6	Can you provide REACH reports?			Yes
28.7	Do you have your own data base for substances?			Yes, own data base.

Real audit evaluation 2020



Document request

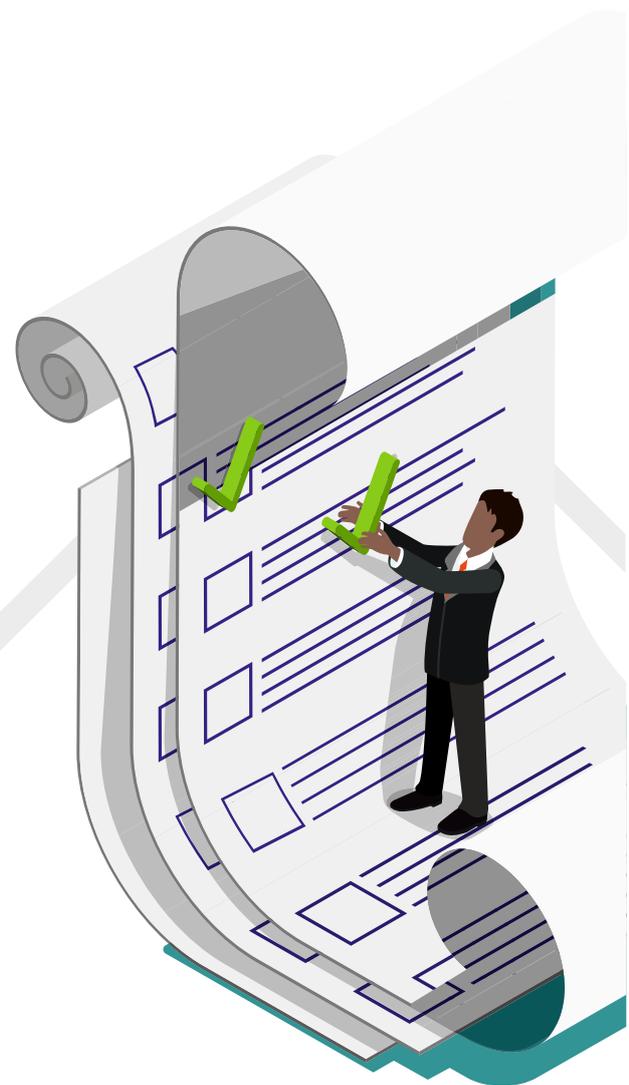
- Business license.
- Workshop layout design of plant.
- Employee roster and personal file.
- Government documents on local minimum wage .
- Salary payment voucher in the past 12 months(including active employees and resignation employees), including active employees and resignation employees.
- Timecards or attendance records (Last 12 months).
- Leave Application Form, Resignation Application Form with Approval (Last 12 months).
- Social Insurance Receipts (Last 12 months) for employees, Name List, Social Insurance.
- Enterprise Regulation or Employee Handbook (Including but not limit to, recruitment, discrimination, forced labour, working hours, compensation & benefit, disciplinary procedure, working conditions, health and safety).
- And several more.

Document and self-assessment review

Reviewing the self-assessment and the received document and remark questions for deviations. These questions will be part of the audit and need to be answered.

Audit:

- It starts meeting the audit team. Knowing who is involved.
- The review of the self-assessment and the documents will be checked together with the team. In some case the supplier can better show in the meeting room then sending out the information.
- Other open documents will be reviewed, some documents can't be send out because of personal data protection.
- During the shopfloor tour we will check also how environment, health and safety is implemented. Are safety instruction on the shopfloor available. Are they trained to the employees who are using the dangerous substances and is protection at the right place and available. We are asking the questions to employees to be sure they know how to protect and what they should do in case of emergency. We add a little stress in this question because in case of emergency there is no time to lose. We are checking if there are no too young employees working and if we have doubts we ask for their ID. We are explain a lot why we ask this question, what is the danger!
- Finally we go back to the meeting room for review of the audit. All non-conform situation, improvements but also the good points will be mentioned to the audit team and managers/directors.
- The audit report will be send in a few days after including the results of the audit, see below.
- Within 2 weeks after receiving the report the supplier will respond, we will review the answers and in the next q-meeting we will follow up if actions are implemented.



The UN Sustainable Development Goals (SDGs)



Appropriate health and safety information shall be provided to the employees. We care in providing a safe working environment.



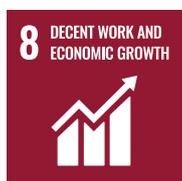
Quality education to our suppliers, like training and technical support, such as audits.



At PCB Connect, employees with the same qualifications, experience and who live up to same performance shall receive equal pay for equal work.



All suppliers are verified if they are ISO 14001 certified and have a water purification system. PCB Connect expects all to use environmental resources with great respect.



A safe and healthy work environment is expected for all lines of work. We verify, during audits, if the supplier has an acceptable work environment.



PCB Connect is consistently training the suppliers in many different ways, like environment, quality and new technologies. PCB Design is optimized and new green materials are used.



PCB Connect follow internal rules for transportation and other environmental rules



We require from our suppliers to be ISO14001 certified. During audits we check if the work environment is suitable. PCB Connect organized combined transportation to avoid emissions.



We require from our supplier to sign our supplier manual which includes our goals.



**SUSTAINABLE
DEVELOPMENT
GOALS**

The UN Sustainable Development Goals (SDGs)



	PCB Suppliers	Employees	Customers
Long Term Goal	<ul style="list-style-type: none"> - Environmental - Full compliance 	<ul style="list-style-type: none"> - Take the best out of our employees 	<ul style="list-style-type: none"> - The obvious choice
Focus Area	<ul style="list-style-type: none"> - Human rights and social conditions - Supplier support environmental full compliance, developing substance data base - Conflict minerals - Work environment 	<ul style="list-style-type: none"> - Equal opportunities - Employee satisfaction - Anti-discrimination - Environmental work 	<ul style="list-style-type: none"> - Products produced under sustainable conditions - Different transportation choices - Communicating sustainable performance - Available sustainable materials
Match Our Global Goals	<ul style="list-style-type: none"> - Safety instructions - Environmental compliance - Conflict minerals compliance - Safe work environment 	<ul style="list-style-type: none"> - Good work environment - Human Development 	<ul style="list-style-type: none"> - Access to essential services
Measurable Goals	<ul style="list-style-type: none"> - Supplier Satisfaction 	<ul style="list-style-type: none"> - High score employee satisfaction 	<ul style="list-style-type: none"> - High customer satisfaction
Results	<p>Satisfaction on all levels, sustainable business, profit for all.</p>		

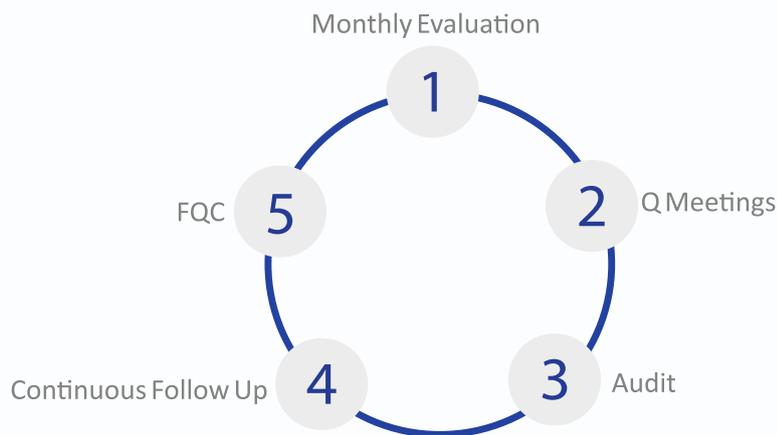
CUSTOMERS

Factories Under Control

PCB Connect takes pride in having an extensive portfolio of factory partners. All of these partners have passed our own PCB Connect audit consisting of areas such as, quality, environment, material handling, maintenance and calibration, traceability and more.

If a need for a new partner arises, for any reason, they will undergo the same audit process.

Having undergone this process the factory is approved and entered into our AVL (Approved Vendor List). In this stage the factory is followed up in periodic intervals in an ongoing process as below:



The range of factories we approve and use fulfills the technology and business needs for our customers. To create redundancy we strive to have a minimum of two factories approved in each segment.

controlled and approved by PCB Connect before being sent to the customer. This secures quality, secure deliveries and enables flexibility based on specific customer requirements.

Through our own employees in factory and our FQC (Final Quality Control) Process, all orders will be quality

All of the above results in the true meaning of having factories under control.



FACTORIES UNDER CONTROL

- ✓ Visual Inspection
- ✓ Compliance Measurements
- ✓ Reliability tests

PCB Connect collaborates with the medical field during the pandemic



When we say that we want to be part of the most important technologies in the world, we are talking about changes, progress and the future.

PCB Connect does not just produce printed circuit boards, we allow great discoveries, connect people, and most important: contribute to save lives.

The world is facing an unexpected strain due the COVID-19 situation. Some countries are recovering and others are still experiencing this difficult time. As a result, the increased demand for orders for medical equipment has led us to a new challenge: to attend and deliver, with high priority and quality, orders in the health area. Our quality teams constantly works to secure that all PCBs

are produced according to and comply with all related requirements, standards and regulations.

Today we have several major customers that use our technology to produce their medical equipment, such as respirators, x-ray machines (MRT or ordinary), analysis machines for blood analysis, sample analysis of cancer and other samples, control units for room ventilation, EKG machines and other types of monitoring displays.

In a hospital, today, you are surrounded by new technologies and all kinds of electronical devices that allow people to keep breathing and surviving. PCB Connect is proud to be part of delivering printed circuit boards to keep the medical area growing and improving their equipment with high tech to keep saving lives.



PCB Connect in safety participation in one of the largest exhibitions in China

Our team in China participated in Electronica China in Shanghai, one of the largest innovative electronics manufacturing exhibitions in the world.

According to the exhibition's sponsor, this year saw almost 82000 visitors. The world is in a different place at the moment due to the Covid-19 pandemic and the whole team were prepared to meet visitors with all safety measures in place. "Everyone, visitors included, were required to show a green QR code to prove their health status, ID cards and body temperature were checked when entering the hall. During the exhibition we all wore face masks and kept a safe distance apart", said Clare Zhang, Sales at PCB Connect China.



WE MAKE A DIFFERENCE

Independent full solution supplier
Service and advice in multiple languages
Technical support
QTA prototypes up to price efficient volumes



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