



Number 1 WFE Subsystems Supplier


TechInsights Customer Satisfaction Survey 2022





Edwards Awarded 10 BEST Supplier

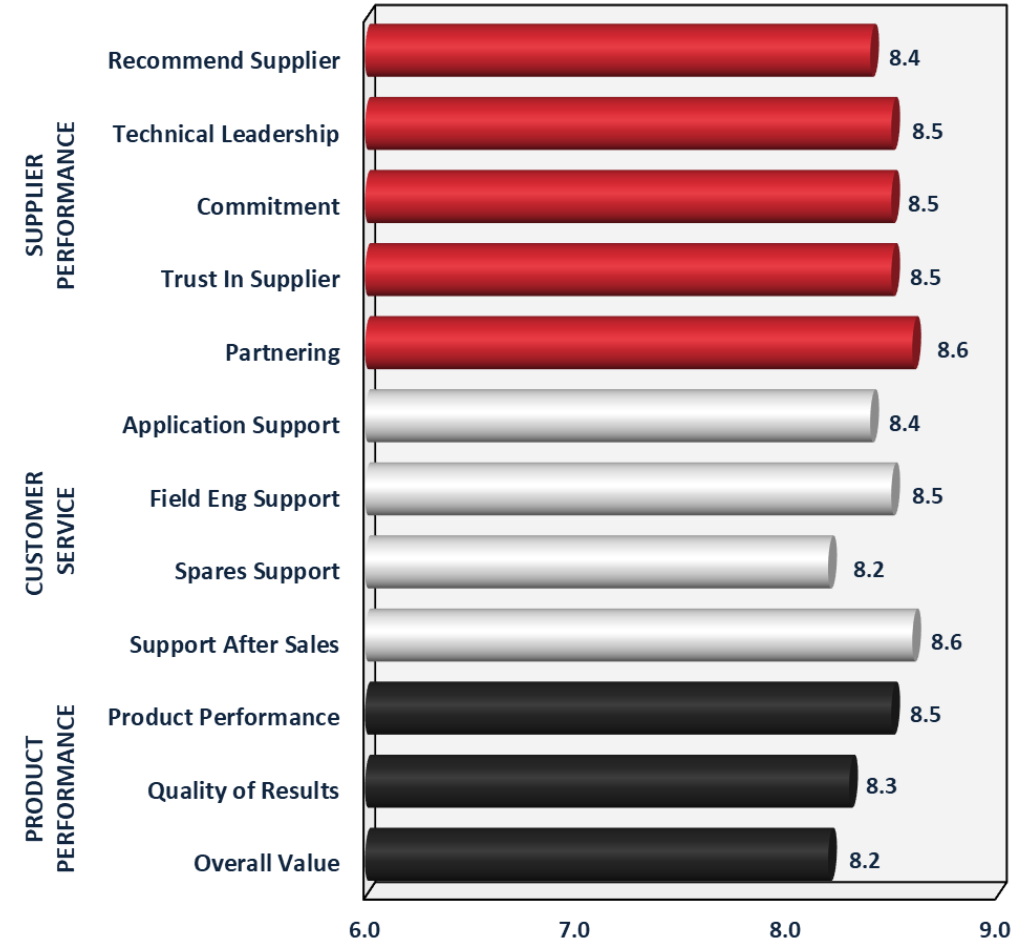
- Edwards, a leading developer of vacuum products and abatement solutions, awarded 4 Stars in the 2022 10 BEST *Large Suppliers of Chip Making Equipment*
 - with an outstanding score of 8.45
- 89% of customers said they will return to Edwards for their vacuum and abatement needs
- Edwards focus on optimum performance ensures excellent global customers success

LARGE SUPPLIERS OF CHIP MAKING EQUIPMENT	Rating	TechInsights Stars
Advantest	9.48	★★★★★
ASML	9.37	★★★★★
ASM Pacific Technology	8.84	★★★★★
	8.45	★★★★
Teradyne	8.15	★★★★
Kokusai Electric	7.94	★★★★
Lam Research	7.88	★★★★
Tokyo Electron	7.73	★★★★
Applied Materials	7.70	★★★★
Hitachi High-Tech	7.63	★★★★
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How Customers Perceive Edwards

- Customers honor Edwards with an average rating of 8.5 in *Supplier Performance*, 8.4 in *Customer Service*, and 8.3 in *Product Performance*
- Improves its rating in *overall value* by 10 basis points
- Highest scores*
 - *Partnering*
 - *Support After Sales*
 - *Technical Leadership*
 - *Commitment*
 - *Trust In Supplier*
 - *Field Engineering Support*
 - *Product Performance*
 - *Recommend Supplier*
 - *Application Support*

*Listed in order of score, highest to lowest



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More Perceptions from Customers

- **Rapid response to customers** and **superior technology** compared to other companies.
- **Excellent sales** and **after-sales service**.
- **Long-term cooperative supplier**.
- Edwards is **our 1st supplier** because of **their trust and achievement**.
- **Prompt response, technology, and kindness**.
- As an end user using Edwards Pump, **the performance is superior to other makers**.
- **Excellent sales support** and **knowledge**. **Customer focused**.
- **Product reliability, performance, and service time**.
- **Good partner**.
- Edwards is **very committed in delivering their quality pumps to customers**.
- **Stable product quality**. **Excellent post sales** and **24/7 onsite field service**.
- **Reliable product**.

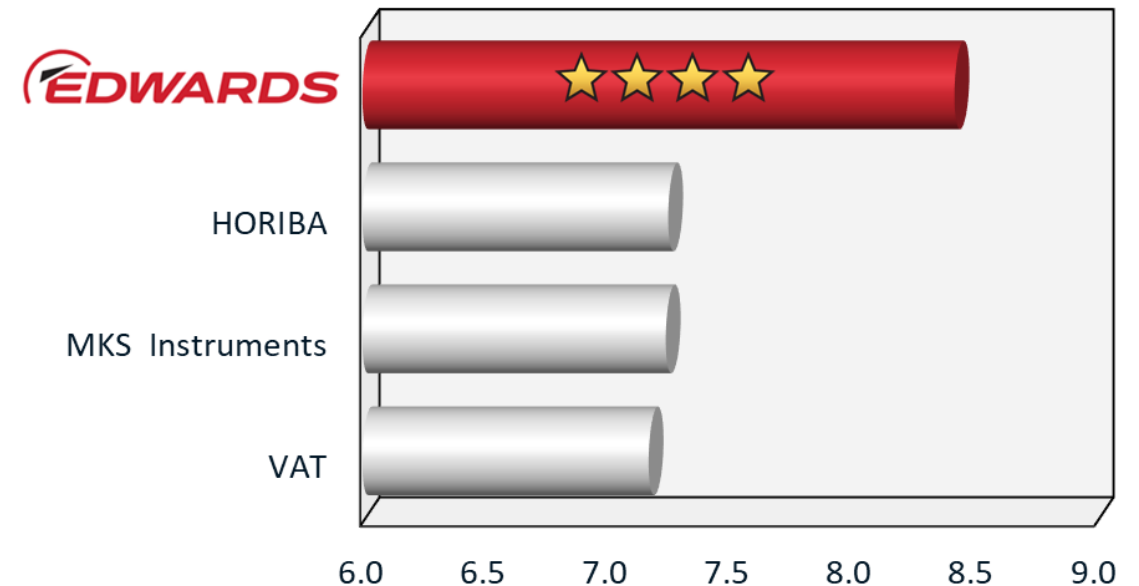


Edwards Performance Among Peers



- Edwards earns RANKED 1st in THE BEST WFE Subsystems Suppliers
 - receives 4 Stars by customers with a strong 8.42
- Takes highest ratings among all THE BEST *WFE Subsystems Suppliers* in all 12 categories
 - earning its highest scores in *partnering* and *support after sales*
- Customer satisfaction leadership is delivered by continuously providing quality and value to customers

THE BEST WFE Subsystems Suppliers



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Edwards' Approach to Customer Satisfaction

- Edwards is a global leader of vacuum products and abatement solutions
 - pushing the boundaries of science to deliver innovative products
- Global Partner
 - working closely with tens of thousands of customers and continually setting new standards in critical applications
 - maintaining their competitive advantage and operational excellence
 - understanding customer challenges as well as their vacuum and environmental requirements
- Edwards leading the way
 - from medicines to mobile phones, from computer to coffee beans, to cars and chemicals
 - diverse sectors like generation of power, production of steel, challenging environments of space simulation, and high energy physics research



About Edwards

Edwards is the leading developer and manufacturer of sophisticated vacuum products, exhaust management systems and related value-added services. These are integral to manufacturing processes for semiconductors, flat panel displays, LEDs and solar cells; are used within an increasingly diverse range of industrial processes including power, glass and other coating applications, steel and other metallurgy, pharmaceutical and chemical; and for both scientific instruments and a wide range of R&D applications. Edwards has around 7,000 employees worldwide engaged in the design, manufacture and support of high technology vacuum and exhaust management equipment and has state-of-the-art manufacturing facilities in Europe, Asia and North America. Edwards is part of the Atlas Copco Group (NASDAQ OMX Stockholm: ATCO A, ATCO B), a Sweden-based provider of industrial productivity solutions.

www.edwardsvacuum.com

About TechInsights

TechInsights is the most trusted source of semiconductor technology and market analysis, providing content and services to the world's most successful companies.

For over 30 years we have existed to support a fair marketplace where semiconductor and electronics intellectual property can be innovated and monetized. By revealing the innovation others cannot inside the broadest range of advanced technology products, we enable business leaders to make the best technology investment decisions and prove patent value with fact-based information.

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About the 2022 TechInsights Customer Satisfaction Survey

TechInsights received feedback from more than 63% of the semiconductor equipment market and 80% of subsystems customers for this year's survey. The survey spans two and half months and covers five languages. Worldwide participants were asked to rate equipment suppliers among fourteen categories based on three key factors: supplier performance, customer service, and product performance. 1,316 surveys were returned, resulting in 17,546 total responses.

The TechInsights annual Customer Satisfaction Survey is the only publicly available opportunity since 1988 for customers to provide feedback for suppliers of semiconductor equipment and subsystems. The 10 BEST, THE BEST, and RANKED 1st awards provide special recognition to suppliers that are rated highest by their customers.

10 BEST awards recognize each *semiconductor equipment supplier* as a whole, regardless of product type:

- Fab, Test, Assembly, and WFE Subsystems equipment ratings are grouped together for an overall rating for each supplier
- Each supplier is then listed in one of two categories based on a three-year average of total revenues for all its market segments: **Large** and **Focused**

THE BEST awards recognize the more detailed markets:

- **Fab Equipment, Test Equipment, Assembly Equipment, WFE to Foundation Chip Makers, WFE to Specialty Chip Makers, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

RANKED 1st awards place special distinction on suppliers that achieve the highest rating from customers in any survey category, including:

- **10 BEST** and **THE BEST**
- Specialized areas such as: **CMP, Deposition, Etch & Clean, Implant, Lithography, Process Diagnostics, Specialty Fab, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

The TechInsights Stars rating scale:

★★★★★ 9 to 10 ★★★★★★ 8.5 to <9 ★★★★★ 8 to <8.5 ★★★★★★ 7.5 to <8 ★★★★★ 7 to <7.5

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