Texas Instruments Incorporated
12500 TI Blvd.
Dallas, TX 75243

Dear Customer,

At TI, we operate with a passion to create a better world by making electronics more innovative and affordable through semiconductors. We live out this passion by designing and manufacturing analog and embedded chips and helping our nearly 100,000 customers as they are developing new applications. Because TI serves such a broad, international customer base, we must be a responsible and reliable business partner throughout the world. We're providing this letter to you in order to share the practices and policies that form the foundation for our approach to business:

1. **Responsible Business Practices**. For years, TI's business practices have focused on being the type of company that our customers, communities, business partners and employees trust and want to continue partnering and doing business with or working for. In TI's Corporate Citizenship Report, you can read more about these practices, including:

    a. **Supply Chain Responsibility**: Building a great company requires a special culture to thrive for the long term. TI buys – materials for fabrication processes, factory equipment, maintenance, logistics services, and nonproduction supplies and services – from companies globally of various types and sizes. We have had a long-standing commitment to responsible, sustainable manufacturing in a socially thoughtful and environmentally responsible manner. Therefore, we seek suppliers that will create long-term shareholder value by scaling growth; reducing total costs and waste; improving efficiencies; and delivering innovative services, solutions and support. And we expect suppliers to operate in alignment with our values and demonstrate environmental, social and governance responsibility in all areas of their operations. TI is a member of the Responsible Business Alliance (RBA), an industry coalition dedicated to environmental, social and governance responsibility in global supply chains, which we also expect our suppliers to demonstrate in their operations.

    b. **Environment & Social Responsibility**: We believe that all employees and our supplier's employees should be treated with respect and dignity. We pledge to uphold human rights, ethical practices and a safe environment at all our operations, regardless of location, and expect our suppliers and their suppliers to be committed to the same principles. TI's comprehensive approach to environmental and product stewardship includes all aspects of its operations.

    c. **Conflict Minerals**: TI has processes to ensure that its products do not contain minerals derived from sources that finance or benefit armed groups in the Democratic Republic of Congo or adjoining countries. These minerals include tin, tantalum, tungsten and gold (3TG). TI has started taking steps to disclose the use of cobalt in its supply chain. We work diligently with our supply chain, including subcontracted manufacturers, to identify and eliminate non-compliant material sources. Read more on our Conflict Minerals site.

    d. **Ethics and Values**: It is our policy that every person at TI has a personal responsibility for upholding our company's ambitions, values, code of conduct and policies, as outlined in Living our values – TI's Ambitions, Values and Code of Conduct, including compliance with anti-corruption and anti-bribery laws in all of the countries where we operate.

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2. **Reliable Partner**. Reliability means manufacturing quality products, and standing behind those products, but it also means consistently delivering those products, even under challenging circumstances or unanticipated disruptions, and providing security for our customers' information and our products.

   a. **Product Assurance**: TI stands behind its products by offering an product warranty and intellectual property indemnity coverage. TI's terms and processes are designed be fair, balanced, and predictable to meet the needs of our customers worldwide. TI regularly benchmarks its Terms of Sale to ensure that we stay competitive. TI is proud of the way we do business, and makes its terms available to all customers on TI.com.

   b. **Quality**: TI is dedicated to designing, manufacturing, marketing, and supplying high-quality products that serve the needs of our customer base. TI strives to comply with a variety of quality specifications, which are outlined in TI's General Quality Guidelines (GQG). TI's Quality website contains additional resources on other quality-related topics which are available to download, including qualification summaries, material content declarations, product lifecycle information, reliability and certifications/standards.

   c. **Business Continuity**: TI continuously monitors, plans and trains for both unanticipated and emerging operational risks, such as cyberattacks, natural disasters, extreme weather events, pandemics, geopolitical issues, social unrest, terrorism, or supply-chain or product-distribution delays. Our internally owned and regionally diverse manufacturing footprint includes 12 wafer fabrication plants, seven assembly and test sites, and multiple bump and probe facilities across 15 sites worldwide. In addition to our internal capacity, we have strong partnerships with external foundries and subcontractors to offer supply continuity. Read more in TI's Corporate Citizenship Report.

   d. **Corporate Cybersecurity**: TI works continuously to identify and eliminate potential threats to its employees, customers, IT infrastructure, proprietary technologies and confidential information. This protection is key to business growth and profitability, and maintaining compliance with relevant regulations. Our cybersecurity risk-management process is based on best practice management and governance frameworks, such as the International Organization for Standardization (ISO), the National Institute of Standards and Technology (NIST) and the Center for Internet Security (CIS) Controls. Read more in TI's Corporate Citizenship Report.

   e. **Product Security**: At TI, we set a high priority on the security of our products. TI wants to learn about any potential security issues impacting our products so that we can take the necessary steps to promptly address them. TI's Product Security Incident Response Team (PSIRT) oversees the process of accepting and responding to reports of potential security vulnerabilities involving TI semiconductor products, including hardware, software and documentation.

To learn more about our business model, geographic footprint, end markets and financial performance, please review "TI at a glance." Additional information is contained in TI's earnings releases, SEC filings, and annual reports.

The latest version of this document is located on TI.com at www.ti.com/lit/sszo081.

Kind regards,

Mark Roberts

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