

The background of the entire image is a panoramic view of a city skyline at dusk. The sky is a mix of blue and orange, with some clouds. In the foreground, there is a large green park with a pond and a road with a train track. The city buildings are lit up, and the lights from the street and buildings are visible.

Winning with Customers through sustainable solutions

HENRIK EHRNROOTH, PRESIDENT AND CEO
KONE CORPORATION

More than 100 years in business



A typical day at KONE

~1.3 million
units in service

> 600
orders booked

> 500 units
delivered

~ 70,000
maintenance
visits

> 450,000
customers

Operations in
> 60 countries

We move
> 1 billion
people per day



Urbanization

Drives growth



Technological disruption

Creates new opportunities

Our customers' needs and expectations are fundamentally changing



Changing use of buildings
Flexibility and adaptability
play a key role



Ease & Convenience
Seamless experience increasingly
important for building users



Speed
Speed and efficiency during
construction time key KPI for
customers

MEGATRENDS

URBANIZATION

TECHNOLOGICAL
DISRUPTION

OUR MISSION
IS TO IMPROVE
THE FLOW OF
URBAN LIFE

VISION

KONE DELIVERS THE BEST
PEOPLE FLOW® EXPERIENCE

STRATEGIC TARGETS

Most loyal
customers

Great place
to work

Faster than
market growth

Best financial
development

Leader in
sustainability

WAYS TO WIN

CULTURE

WINNING WITH CUSTOMERS

Collaborative innovation
and new competencies

Customer-centric
solutions and services

True service
mindset

Fast and smart
execution

KONE
WAY

SAFETY

QUALITY

VALUES

Delighting the
customer

Energy for
renewal

Passion for
performance

Winning
together

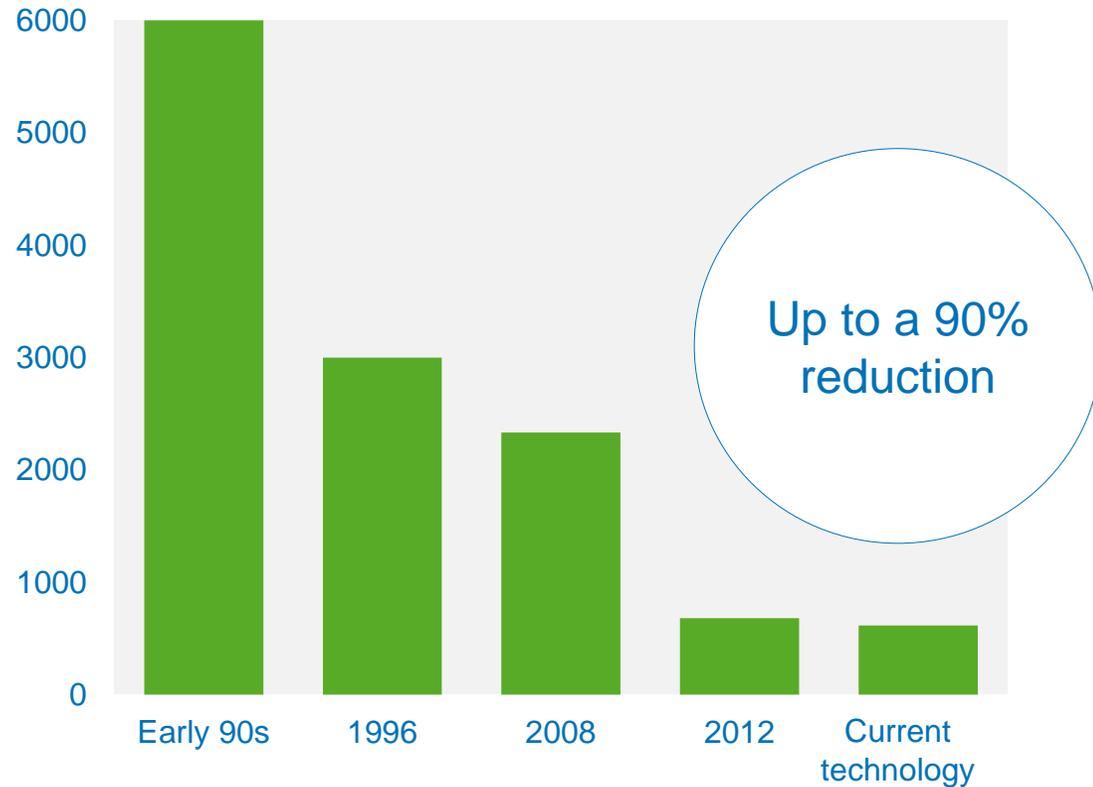
Sustainable solutions for smart cities and buildings

We continue to pioneer the development of eco-efficient solutions to support our customers needs



KONE MonoSpace® 500

Annual energy consumption, kWh/year



Our machine-room-less elevator, KONE MonoSpace® 500, is up to 90% more energy efficient than our elevators from the 1990s.

2018 was a good year in terms of our sustainability performance



Among top climate change performers according to CDP with A or A- score for the sixth consecutive year



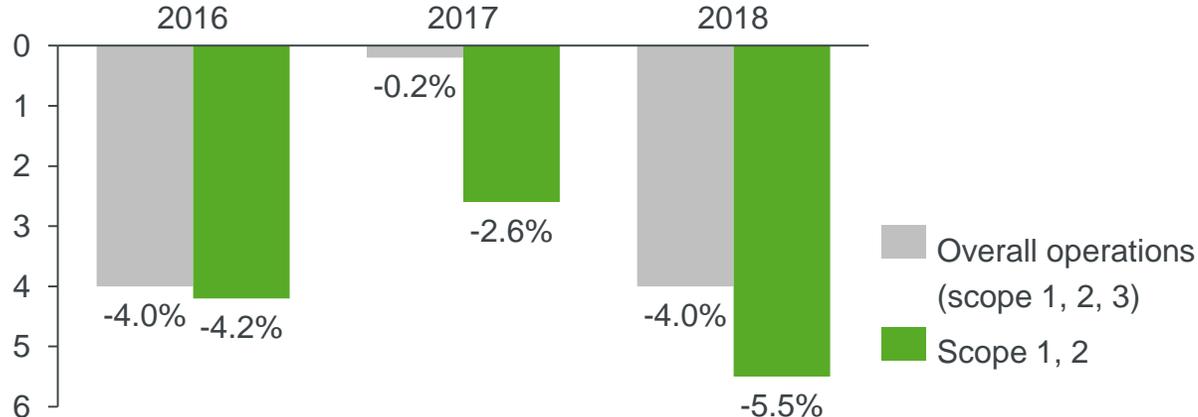
Ranked as one of the world's most innovative companies and best employers by Forbes



Included in the FTSE4Good Index Series again

We exceeded our target of a 3% annual reduction relative to net sales*

Relative operational carbon footprint trend



Data assured externally
* Calculated at comparable exchange rates

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Elevator models and three escalator models with best in class ISO 25745 energy efficiency ratings

At the beginning of 2019, ranked among the **Global 100 Most Sustainable Corporations in the World** by Corporate Knights as the only elevator and escalator company on the list

We continue investing for a digital future across our entire business



CONNECTED CUSTOMERS

Increased business value through better communication and productivity



CONNECTED USERS

New, personalized experiences for users in residential and commercial



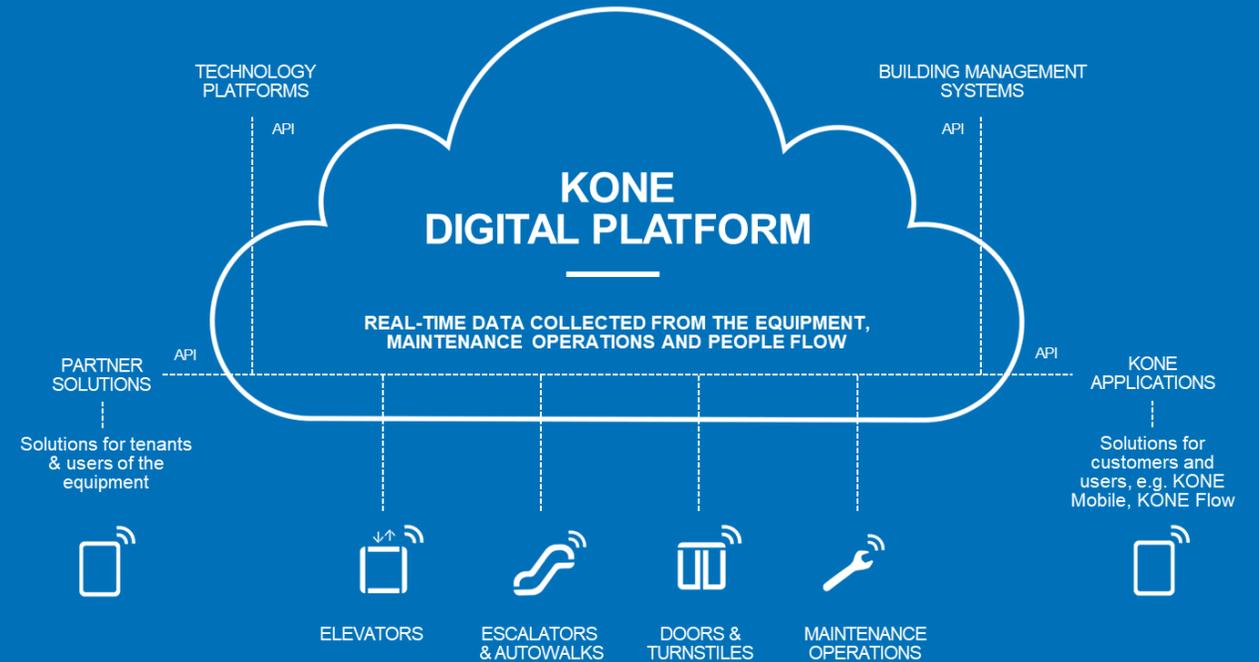
CONNECTED EQUIPMENT

Connecting >1 million units to the cloud

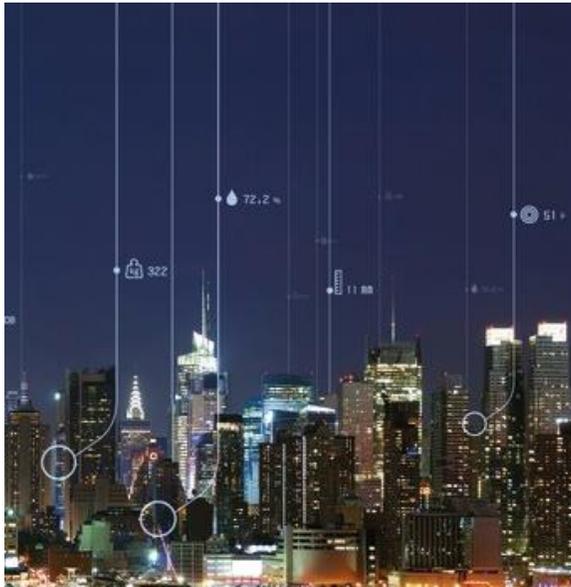


CONNECTED EMPLOYEES

Supporting the collaboration and efficiency of our people and new mobile tools



Digital services help our customers' buildings adapt over time



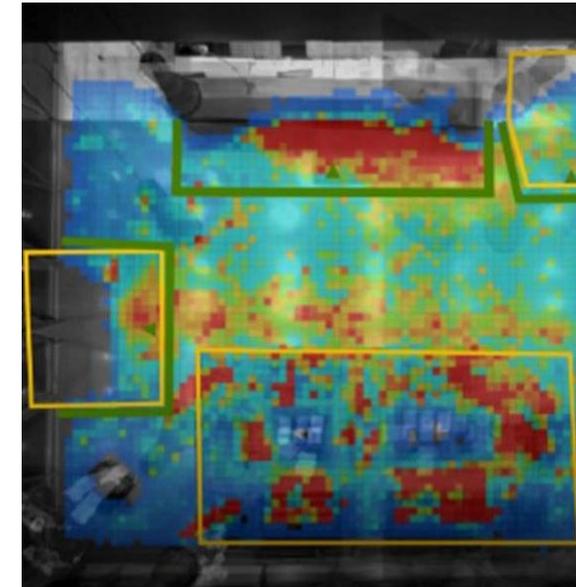
KONE 24/7 CONNECTED SERVICES

Predictability, safety and transparency through connectivity and intelligence



RESIDENTIAL FLOW

Simpler homecomings, visitor access control and information sharing



PEOPLE FLOW PLANNING AND CONSULTING

Making buildings more functional and adaptable by analyzing people flow patterns and suggesting solutions

Bloomberg European Headquarters for BREEAM

LONDON, UK

Ranked as one of the most sustainably designed office developments in the world, with a final BREEAM score of 98.5% the highest ever for a major office development.



Kunming Changshui International Airport

YUNNAN PROVINCE, CHINA

More than 45 million passengers a year and the first “Green Airport” in China.

Received LEED (Leadership in Energy and Environmental Design) certification.

KONE needed to meet LEED-mandated environmental benchmarks for all equipment.



JM Finland is the first in Finland to offer Swan-labeled apartment buildings

The Swan mark is a distinguishing factor for sales and residents, but also on the construction site.

The Nordic Ecolabel Swan mark is awarded to a completed house once the building has been identified as being in accordance with the criteria.





We use technology to create solutions & experiences to help customers succeed in their business



KONE

Dedicated to People Flow™

KONE