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

~ 70,000 maintenance visits

> 450,000 customers

> 1 billion people per day

> 500 units delivered

> 600 orders booked

Operations in > 60 countries
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
OUR MISSION IS TO IMPROVE THE FLOW OF URBAN LIFE

KONE DELIVERS THE BEST PEOPLE FLOW® EXPERIENCE

VISION

STRATEGIC TARGETS
Most loyal customers Great place to work Faster than market growth Best financial development Leader in sustainability

WAYS TO WIN

WINNING WITH CUSTOMERS

KONE WAY

Collaborative innovation and new competencies Customer-centric solutions and services

True service mindset Fast and smart execution

VALUES

SAFETY

Quality

Delighting the customer Energy for renewal Passion for performance Winning together

CULTURE
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

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall operations (scope 1, 2, 3)</th>
<th>Scope 1, 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>-4.0%</td>
<td>-4.2%</td>
</tr>
<tr>
<td>2017</td>
<td>-0.2%</td>
<td>-2.6%</td>
</tr>
<tr>
<td>2018</td>
<td>-5.5%</td>
<td>-4.0%</td>
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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

Data assured externally

* Calculated at comparable exchange rates

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

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KONE DIGITAL PLATFORM

REAL-TIME DATA COLLECTED FROM THE EQUIPMENT: MAINTENANCE, OPERATIONS AND PEOPLE FLOW

KONE APPLICATIONS
Solutions for customers and partners: KONE Mobile, KONE How
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