

Dear Supplier,

The coronavirus disease (COVID-19) has rapidly spread around the world, causing countries to close their borders and impose restrictions on people's everyday lives. These actions are needed to slow the spread of the disease and thus save human lives.

For Konecranes, health and safety come first in everything we do. We promptly incorporate the latest COVID-19 guidance from global and national health officials and are a leader in implementing these measures globally in the locations and countries where we operate. We hope and request that you, as a Konecranes supplier, are also acting in line with these rules; they are for the common good.

The disease and the countermeasures taken have affected virtually all companies and businesses globally. We are committed to ensuring that Konecranes continues to operate successfully in this rapidly and constantly changing environment and providing business continuity for our customers – and as always, we need our suppliers' support make this happen.

In times like these, we want to emphasize and promote prompt communication and information sharing between suppliers and Konecranes so we can react in a timely manner in case our orders or customer deliveries are jeopardized. We are asking you to pay attention to the following matters as of now and until the COVID-19 situation has improved:

- As a standard, Konecranes expects you to perform, deliver and provide goods and services at the same level as before the COVID-19 period.
- In case you see difficulties in delivering goods or services on time to their agreed location, please inform your Konecranes contact person(s) immediately.
- In case there are changes to regional laws or regulations that restrict your business operations and impact Konecranes directly or indirectly, we ask you to keep your Konecranes contact person(s) updated.
- In case you are about to face financial issues, e.g. a critical liquidity problem, we ask you to contact your Konecranes contact person(s) immediately.
- If your business starts to worsen, we are ready to support you to prioritize our orders.

Your commitment to promptly inform us about possible business issues and concerns like the ones above will help reduce the number and frequency of status update requests you receive from Konecranes.

And, of course, this approach works in the other direction as well: Konecranes, through its procurement representatives, is committed to prompt updates to its suppliers about possible changes in its operations or demand fluctuations. It is only through cooperation that we can successfully emerge from the COVID-19 crisis. We will do this together.

Yours sincerely,

Kimmo Kemppinen
Chief Procurement Officer, Konecranes
14th April 2020