

The background of the image shows a city skyline at night. Several tall skyscrapers are illuminated with warm yellow and white lights, contrasting against a dark, twilight sky. In the foreground, there is a lush green park with a paved path. A few people are seen walking and cycling on the path, their figures slightly blurred, suggesting movement. A modern street lamp with a circular light fixture stands on the left side of the path. The overall scene conveys a sense of a sustainable and vibrant urban environment.

WHAT IS CARBON NEUTRAL MAINTENANCE?

CARBON NEUTRAL MAINTENANCE EXPLAINED

Maintenance is essential to keep elevators performing reliably and safely, helping our customer's equipment enjoy a long life. Our expert team of service technicians play a vital role in creating and maintaining a great user experience. A key element with KONE Care™ DX is the compensation of all carbon emissions caused by maintenance activities.

Carbon neutral means balancing out carbon dioxide emissions with a combination of **a)** actions that reduce carbon emissions, such as using energy sources that produce less greenhouse gases and **b)** calculating carbon emissions, and then removing carbon from

the atmosphere with various programmes and activities.

With KONE Care DX, we are offsetting CO2 emissions caused by direct and indirect maintenance activities. All KONE Care DX maintenance activities will be carbon neutral through a combination of actions already in place, and our carbon offsetting programs. It is the first carbon neutral maintenance offering in the industry.

Our aim is to compensate KONE Care DX maintenance carbon emissions on a quarterly basis. The calculations are based on the number of maintenance visits, average fuel

consumption; estimated embedded carbon emissions from the spare parts used; included are also maintenance-linked carbon emissions from KONE facilities, IT servers, and IT solutions.

Carbon offset projects

We are currently working with South Pole, an industry leader in climate action. We have chosen to support recognized and certified carbon offsetting projects to offset emissions. The diverse range of selected projects include forestry, renewables and community based emission reduction initiatives.



INTRODUCING KONE CARE™ DX

KONE Care DX is a new maintenance service for our DX class elevator. KONE has already launched the smartest elevator series in the world with the DX Class, and now we're

introducing the smartest and most sustainable service in the industry. The service offering in terms of carbon compensated service may vary from country to country.

KONE DX Elevators

KONE DX Class Elevators are the world's first digital elevator series, combining built-in connectivity and easy to activate services. They serve as a path into smart buildings, with the option to connect to other building management systems. What this means is customers can upgrade and adapt to their needs accordingly. Whether it's improving People Flow or adding new API-based services, we can take our customer's businesses to the next level

Sustainability at KONE

At KONE, our objective is to be a leader in sustainability, in our own industry and beyond.

With our strategy, Sustainable success with customers, we strive to be the most trusted partner for our customers throughout their building life cycle and help them achieve their sustainability objectives, creating better urban environments in the process.

Sustainable success can mean making better environmental choices, taking a stand for diversity, inclusion and equity, or driving positive social and economic change. Success in a post-pandemic world will be about seizing the opportunities to improve lives, as well as operating more sustainably.

We are committed to ambitious greenhouse gas reduction targets, which are validated against

the latest climate science by the Science Based Targets initiative. Our targets drive towards limiting global warming to 1.5°C.

KONE has committed to a 50% cut in the emissions from its own operations (scope 1 and 2 emissions) by 2030, compared to a 2018 baseline. In addition, we target a 40% reduction in the emissions related to our product materials and lifetime energy use (scope 3 emissions) over the same target period, relative to orders received.

We have also pledged to have carbon neutral operations and we have plans to move to 100% renewable electricity in our own operations by 2030.

Actions we are taking towards greener maintenance



Smart and predictive maintenance

- >40% fewer call outs
- First fix rate
- Equipment lifetime



Optimised and green fleet operations

- Waste management
- Optimized travel
- Low emission car fleet



Innovative digital services

- Electronic communications
- People flow insights



Smart spare part changes

- Reduced waste
- Digital upgrades
- Energy-efficiency

KONE CARE DX



The remaining carbon emissions will be compensated

KONE has set ambitious climate targets and aims to be carbon neutral by 2030.

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