



DATE: 04/08/2020

Important Information for all our Customers

Dear Valued KONI Customer,

On behalf of everyone at our KONI family, we hope this communication finds you and your loved ones in good health. These are unprecedented times, yet we truly believe that we will get through this and once it is over, we will be even stronger.

COVID-19 or more commonly referred to as the Coronavirus, continues to spread at a fast rate around the world resulting in governments and countries taking extreme measures, such as full lockdowns. The health and safety of our colleagues and those of our customers, suppliers, and service providers are of the highest priority and one of KONI's core values.

We are working tirelessly to ensure that all KONI sites worldwide are virus free using preventive measures according to government regulations and best practices learned by our colleagues at KONI China who overcame the virus. We are happy to report that for now all 800+ KONI employees around the world are virus free.

Our customers are the core of our existence and we have been working very hard to ensure full business continuity and to deliver a premiere customer experience. This remains a challenge that we embrace. At the moment, all KONI locations and manufacturing sites are operating as normal. Specifically, at our North America location in Hebron, Kentucky, both our warehouse and production activities remain open while our office staff is "smart working" from home.

We continue to work with our suppliers and manufacturing sites to ensure the supply of shocks is uninterrupted. The worldwide pandemic continues to change daily and we will adapt and take required actions in alignment with our top two priorities: to protect the health our colleagues and to protect our precious customers.

Please stay safe, healthy, and optimistic that we are in this together and WE will overcome it! For any needs or questions, please contact your KONI account manager directly, or refer to our website at www.koni.com for further assistance

Best Regards,

Davide Barbone
Vice President and General Manager
KONI and Axtone companies – part of ITT Inc

