



# KONE Q3 2020

Interim Report for January-September



# KONE's January–September 2020 review:

## Earnings growth in a challenging operating environment

### July–September 2020

- Orders received declined by 3.8% to EUR 1,931.7 (7–9/2019: 2,007.3) million. At comparable exchange rates, orders grew by 0.4%.
- Sales grew by 1.1% to EUR 2,587.0 (2,557.6) million. At comparable exchange rates, sales grew by 4.9%.
- Operating income (EBIT) was EUR 333.1 (314.2) million or 12.9% (12.3%) of sales. The adjusted EBIT was EUR 339.8 (321.9) million or 13.1% (12.6%) of sales.\*
- Cash flow from operations (before financing items and taxes) was EUR 600.2 (462.9) million.

### January–September 2020

- Orders received declined by 4.6% to EUR 6,116.4 (1–9/2019: 6,411.5) million. At comparable exchange rates, orders declined by 3.2%.
- Sales grew by 0.3% to EUR 7,317.3 (7,297.2) million. At comparable exchange rates, sales grew by 1.7%.
- Operating income (EBIT) was EUR 845.8 (836.1) million or 11.6% (11.5%) of sales. The adjusted EBIT was EUR 869.9 (869.9) million or 11.9% (11.9%) of sales.\*
- Cash flow from operations (before financing items and taxes) was EUR 1,539.4 (1,163.9) million.

### Business outlook for 2020 (unchanged)

In 2020, KONE's sales growth is estimated to be in the range of -1% to 2% at comparable exchange rates as compared to 2019. The adjusted EBIT margin is expected to be in the range of 12.1% to 12.7%. Assuming that foreign exchange rates would remain at the October 2020 level, foreign exchange rates are estimated to impact the adjusted EBIT negatively by around EUR 40 million.

\* KONE presents adjusted EBIT as an alternative performance measure to enhance comparability of the business performance between reporting periods during the Accelerate program. Restructuring costs related to the Accelerate program are excluded from the calculation of the adjusted EBIT.

## KEY FIGURES

		7-9/2020	7-9/2019	Change	1-9/2020	1-9/2019	Change	1-12/2019
Orders received	MEUR	1,931.7	2,007.3	-3.8%	6,116.4	6,411.5	-4.6%	8,399.8
Order book	MEUR				7,914.4	8,399.8	-5.8%	8,051.5
Sales	MEUR	2,587.0	2,557.6	1.1%	7,317.3	7,297.2	0.3%	9,981.8
Operating income	MEUR	333.1	314.2	6.0%	845.8	836.1	1.2%	1,192.5
Operating income margin	%	12.9	12.3		11.6	11.5		11.9
Adjusted EBIT*	MEUR	339.8	321.9	5.5%	869.9	869.9	0.0%	1,237.4
Adjusted EBIT margin*	%	13.1	12.6		11.9	11.9		12.4
Income before tax	MEUR	339.2	320.9	5.7%	851.8	851.5	0.0%	1,217.5
Net income	MEUR	262.9	247.1	6.4%	660.1	655.7	0.7%	938.6
Basic earnings per share	EUR	0.50	0.48	5.3%	1.27	1.26	0.5%	1.80
Cash flow from operations (before financing items and taxes)	MEUR	600.2	462.9		1,539.4	1,163.9		1,549.6
Interest-bearing net debt	MEUR				-1,732.7	-1,276.9		-1,552.9
Equity ratio	%				42.2	44.1		46.5
Return on equity	%				28.8	29.1		30.1
Net working capital (including financing items and taxes)	MEUR				-1,200.3	-871.5		-856.0
Gearing	%				-59.4	-43.3		-48.6

\* KONE presents adjusted EBIT as an alternative performance measure to enhance comparability of the business performance between reporting periods during the Accelerate program. Restructuring costs related to the Accelerate program are excluded from the calculation of the adjusted EBIT.

## Henrik Ehrnrooth, President and CEO:

**“We continued our strong performance in a challenging and unpredictable environment.** Throughout this year, the commitment and efforts by the entire KONE team have been outstanding. I could not be prouder of our people. I am also very grateful for the trust our customers have shown us and in developing new opportunities in this environment.

**Our third quarter results were overall strong although mixed across the different regions and businesses.** China developed extremely well both in terms of sales and orders. Other parts of the world saw improved momentum, but continued to be impacted by the COVID-19 pandemic with increasing uncertainty again towards the end of the quarter. The clear highlights of the quarter were the improvement in our adjusted EBIT margin and the exceptionally strong cash flow.

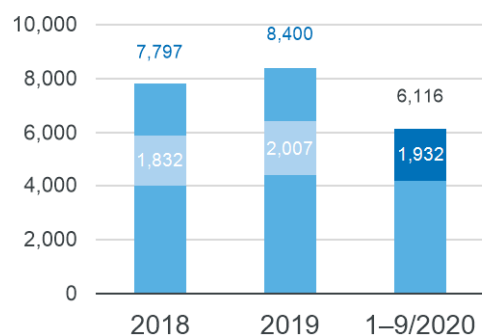
**Our customer loyalty has trended positively, giving us confidence in our strategic direction.** In the recent customer survey, our net promoter score improved. Our aim is to become an even more impactful partner for our customers, and we have been developing our capabilities and offering with this in mind. This year we have rolled out our new future-proof DX Class elevators both for new equipment and modernization with good results. We continued to see improving momentum in our intelligent 24/7 Connected Services and we have introduced a new add-on to the service, 24/7 Planner for facility managers.

**We are also raising our ambitions in sustainability.** Being the leader in sustainability has already for many years been one of KONE’s strategic targets. Over the years, we have significantly improved the energy efficiency of our elevators and reduced the carbon footprint of our own operations. Tackling climate change is one of the most important challenges of our time, and we have a role in making urbanization more sustainable. We have now set more ambitious, Science Based Targets to reduce our GHG emissions and pledged to have carbon neutral operations by 2030. Setting ambitious climate targets is the right thing to do and it provides attractive additional growth opportunities.

**We expect solid results in 2020 despite the high level of uncertainty.** The year has posed plenty of challenges, but the business outlook for 2020 is currently better than what we expected a quarter ago. I am confident that we can navigate the worsening COVID-19 situation in many parts of the world and deliver a solid result for the full year. Although the market outlook remains uncertain, we are in a strong position going into 2021.”

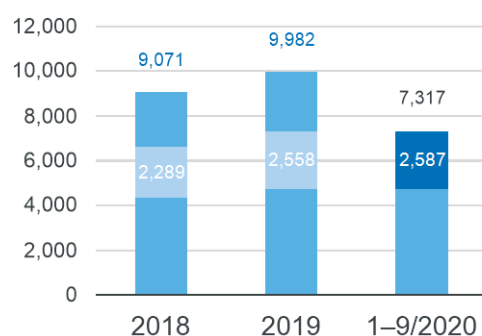
## Key Figures

### Orders received (MEUR)



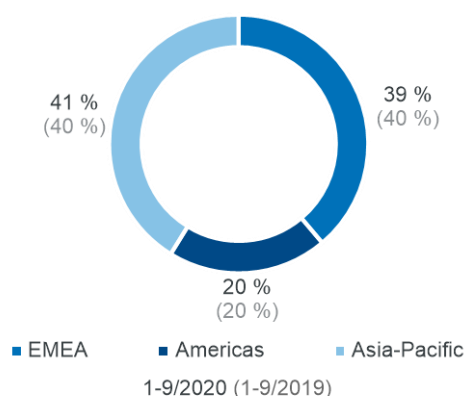
- **In July–September 2020**, orders received declined by 3.8% (at comparable exchange rates, orders received grew by 0.4%).
- At comparable rates, new equipment orders received grew slightly with significant growth in the volume business and significant decline in major projects. In modernization, orders received declined clearly with clear decline in the volume business and significant decline in major projects.
- The margin of orders received was stable excluding the positive mix impact from China. China's share of orders received has recently increased significantly.
- **In January–September 2020**, orders received declined by 4.6% (at comparable exchange rates, orders received declined by 3.2%).

### Sales (MEUR)

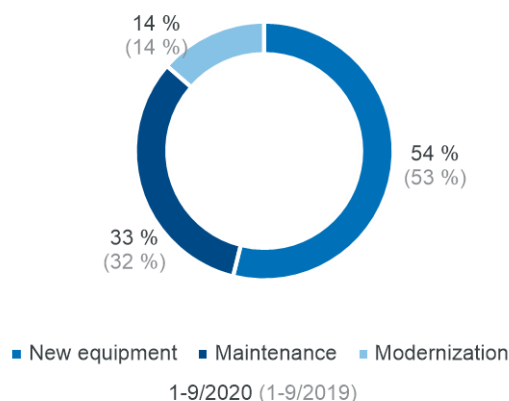


- **In July–September 2020**, sales grew by 1.1% (grew by 4.9% at comparable exchange rates). Sales growth was driven by high activity in China. Momentum improved also in other regions, despite restrictions and low building utilization continuing to impact the business.
- New equipment sales grew by 3.1% (grew by 7.5% at comparable exchange rates). Service (maintenance and modernization) sales declined by 1.2% (grew by 1.8% at comparable rates). Maintenance sales declined by 0.9% (grew by 2.1% at comparable rates) and modernization sales declined by 2.0% (grew by 1.3% at comparable rates).
- Sales in the EMEA region declined by 0.2% (grew by 1.4% at comparable rates). In the Americas region, sales declined by 7.5% (declined by 1.1% at comparable rates). In the Asia-Pacific region, sales grew by 6.6% (grew by 11.1% at comparable rates).
- **In January–September 2020**, sales grew by 0.3% (grew by 1.7% at comparable exchange rates)

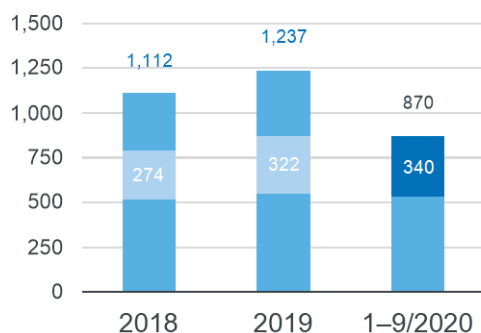
### Sales by region



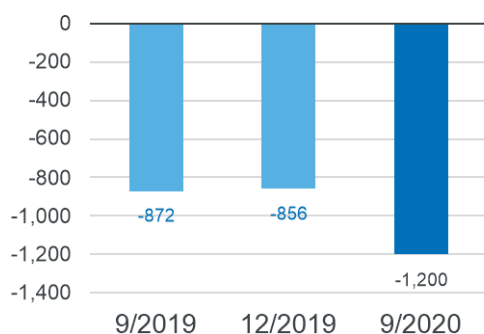
### Sales by business



## Adjusted EBIT (MEUR)

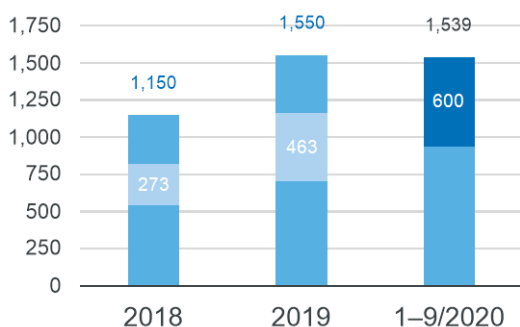


- **In July–September 2020**, operating income was 12.9% of sales (7–9/2019: 12.3%). The adjusted EBIT margin was 13.1% (12.6%).
- Going into this year we had an overall positive outlook for our margins. Despite the uncertain environment, profitability improved in the third quarter. This was a result of earlier improved margin of orders and lower discretionary spend offsetting the negative impacts of the COVID-19 pandemic.
- Translation exchange rates had a negative impact of 8.9 million on the operating income.
- Restructuring costs related to the Accelerate program were EUR 6.7 million and are excluded from the calculation of the adjusted EBIT.
- **In January–September 2020**, operating income was 11.6% of sales (1–9/2019: 11.5%). The adjusted EBIT margin was 11.9% (11.9%).

Net working capital<sup>1)</sup> (MEUR)

- **At the end of September 2020**, net working capital was at an improved level compared to the beginning of the year.
- The improvement was driven by an increase in accounts payable due to strong growth in China as well as some countries extending payment terms for, for example, VAT payments (impact of around MEUR -50). In addition, advances received developed positively.

<sup>1)</sup> Including financing items and taxes

Cash flow<sup>2)</sup> (MEUR)

- **In July–September 2020**, cash flow was exceptionally strong at EUR 600.2 million. Net working capital continued to develop positively in the third quarter due to strong working capital management.
- **In January–September 2020**, cash flow was EUR 1,539.4 million.

<sup>2)</sup> Cash flow from operations before financing items and taxes

# KONE's January–September 2020 review

## KONE's operating environment

### Operating environment by region

	New equipment market in units		Maintenance market in units		Modernization market	
	7–9/2020	1–9/2020	7–9/2020	1–9/2020	7–9/2020	1–9/2020
<b>Total market</b>	Stable	–	+	+	--	--
<b>EMEA</b>	--	--	+	+	---	--
Central and North Europe	-	-	+	+	---	--
South Europe	---	--	Stable	Stable	---	--
Middle East	--	-	+	+	---	-
<b>North America</b>	---	--	Stable	Stable	---	--
<b>Asia-Pacific</b>	++	+	++	++	-	+
China	+++	++	++	++	+	+
Rest of Asia-Pacific	---	---	+	+	-	Stable

-- Significant decline (>10%), -- Clear decline (5–10%), - Slight decline (<5%), Stable,  
+ Slight growth (<5%), ++ Clear growth (5–10%), +++ Significant growth (>10%)

### July–September 2020

In the third quarter of 2020, the global elevator and escalator market continued to be impacted by the COVID-19 pandemic. Governments across the world continued to take measures to contain the outbreak by restricting the movement of people. In most countries, maintenance has been deemed an essential service which has been allowed with some limitations even during lockdowns. During the third quarter, COVID-19 had the biggest impacts in Asia-Pacific outside China and in North America.

As a result of the increased uncertainty related to the COVID-19 pandemic, **demand in the new equipment market** decreased in most parts of the world. **In Asia-Pacific**, the new equipment volumes grew clearly as a result of high level of activity **in China**. **In the rest of Asia-Pacific**, the new equipment markets declined significantly. **In the EMEA region**, the new equipment market declined clearly. The new equipment market in Central and North Europe declined slightly while in South Europe, the market declined significantly. In the Middle East, the market declined clearly. **In North America**, the market declined significantly.

**Global maintenance market** was relatively resilient. The increased uncertainty had a significant impact on the **modernization markets**, which declined in all regions outside China.

Intensifying competition affected the **pricing environment** adversely in July–September.

### January–September 2020

During January–September, the global elevator and escalator market was impacted by the COVID-19 pandemic. Governments across the world were taking significant measures to contain the outbreak by restricting the movement of people. In many places, this resulted in actions such as closing down construction sites and limiting manufacturing operations. In most countries, maintenance has been deemed an essential service which was allowed with some limitations even during lockdowns.

In the new equipment market, demand decreased in most parts of the world. **In Asia-Pacific**, the new equipment volumes grew slightly as a result of high level of activity **in China** after the challenging first quarter. **In the rest of Asia-Pacific**, the new equipment markets declined significantly. **In the EMEA region**, the new equipment market declined clearly. The new equipment market in Central and North Europe declined slightly, whereas in South Europe, the market declined clearly. In the Middle East, the market declined slightly. **In North America**, the new equipment market declined clearly.

**Global maintenance market** was relatively resilient. The increased uncertainty had a bigger impact on the **modernization markets**, which declined in all areas outside Asia-Pacific.

Intensifying competition affected **pricing environment** adversely in January–September.

## Orders received and order book

### Orders received

MEUR	7-9/2020	7-9/2019	Change	Comparable change <sup>1)</sup>	1-9/2020	1-9/2019	Change	Comparable change <sup>1)</sup>	1-12/2019
Orders received	1,931.7	2,007.3	-3.8%	0.4%	6,116.4	6,411.5	-4.6%	-3.2%	8,399.8

<sup>1)</sup> Change at comparable foreign exchange rates

Orders received consist predominantly of new equipment and modernization orders. Maintenance contracts are not included in orders received, but the figure includes orders related to the maintenance business, such as repairs.

### July–September 2020

Orders received declined by 3.8% as compared to July–September 2019 and totaled EUR 1,931.7 million. At comparable exchange rates, KONE's orders received grew by 0.4%.

At comparable rates, new equipment orders received grew slightly with significant growth in the volume business and significant decline in major projects. In modernization, orders received declined clearly with clear decline in the volume business and significant decline in major projects.

The margin of orders received was stable excluding the positive mix impact from China. China's share of orders received has recently increased significantly.

**Orders received in the EMEA region** declined clearly at comparable exchange rates as compared to July–September 2019. New equipment orders declined significantly and modernization orders declined clearly.

**In the Americas region**, orders received declined significantly at comparable rates as compared to July–September 2019. New equipment orders declined significantly and modernization orders declined significantly.

**Orders received in the Asia-Pacific region** grew significantly at comparable rates as compared to July–September 2019. In China, new equipment orders grew by over 20% in both units and in monetary value. Like-for-like prices were slightly higher than in the comparison period and mix contributed also positively. In the rest of Asia-Pacific, new equipment orders received declined significantly. Modernization orders received grew significantly in China and grew slightly in the rest of Asia-Pacific.

### January–September 2020

Orders received declined by 4.6% as compared to January–September 2019 and totaled EUR 6,116.4 million. At comparable exchange rates, KONE's orders received declined by 3.2%.

At comparable rates, new equipment orders received declined slightly with slight growth development in the volume business and significant decline in major projects. In modernization, orders received declined clearly with slight decline development in the volume business and significant decline in major projects.

The relative margin of orders received improved slightly compared to the comparison period. This was a result of solid pricing supported by new product and service launches and easing cost pressures.

**Orders received in the EMEA region** declined clearly at comparable exchange rates as compared to January–September 2019. New equipment orders declined significantly and modernization orders declined clearly.

**In the Americas region**, orders received declined significantly at comparable rates as compared to January–September 2019. New equipment orders declined significantly and modernization orders declined significantly.

**Orders received in the Asia-Pacific region** grew clearly at comparable rates as compared to January–September 2019. In China, new equipment orders grew significantly in units and grew significantly in monetary value. Like-for-like prices were slightly higher than in the comparison period and mix contributed also positively. In the rest of Asia-Pacific, new equipment orders received declined significantly. Modernization orders received grew significantly in China and grew slightly in the rest of Asia-Pacific.

Terminology: Slight <5%, clear 5–10%, significant >10%



## Order book

MEUR	Sep 30, 2020	Sep 30, 2019	Change	Comparable change <sup>1)</sup>	Dec 31, 2019
Order book	7,914.4	8,399.8	-5.8%	-1.4%	8,051.5

<sup>1)</sup> Change at comparable foreign exchange rates

The order book declined clearly compared to the end of September 2019 but stood at a strong level of EUR 7,914.4 million at the end of the reporting period.

The order book margin remained at a healthy level. Customer cancellations remained at a low level.

## Sales

## By region

MEUR	7-9/2020	7-9/2019	Change	Comparable change <sup>1)</sup>	1-9/2020	1-9/2019	Change	Comparable change <sup>1)</sup>	1-12/2019
EMEA	977.3	979.0	-0.2%	1.4%	2,842.4	2,918.0	-2.6%	-2.0%	4,045.4
Americas	475.7	514.5	-7.5%	-1.1%	1,460.3	1,485.2	-1.7%	-0.6%	2,046.7
Asia-Pacific	1,134.0	1,064.1	6.6%	11.1%	3,014.7	2,894.1	4.2%	6.6%	3,889.7
<b>Total</b>	<b>2,587.0</b>	<b>2,557.6</b>	<b>1.1%</b>	<b>4.9%</b>	<b>7,317.3</b>	<b>7,297.2</b>	<b>0.3%</b>	<b>1.7%</b>	<b>9,981.8</b>

<sup>1)</sup> Change at comparable foreign exchange rates

## By business

MEUR	7-9/2020	7-9/2019	Change	Comparable change <sup>1)</sup>	1-9/2020	1-9/2019	Change	Comparable change <sup>1)</sup>	1-12/2019
New equipment	1,445.7	1,402.4	3.1%	7.5%	3,942.4	3,895.8	1.2%	3.0%	5,318.8
Services	1,141.3	1,155.3	-1.2%	1.8%	3,374.9	3,401.4	-0.8%	0.1%	4,663.0
Maintenance	791.5	798.4	-0.9%	2.1%	2,382.0	2,353.1	1.2%	2.1%	3,192.0
Modernization	349.8	356.9	-2.0%	1.3%	992.9	1,048.3	-5.3%	-4.4%	1,471.0
<b>Total</b>	<b>2,587.0</b>	<b>2,557.6</b>	<b>1.1%</b>	<b>4.9%</b>	<b>7,317.3</b>	<b>7,297.2</b>	<b>0.3%</b>	<b>1.7%</b>	<b>9,981.8</b>

<sup>1)</sup> Change at comparable foreign exchange rates

## July–September 2020

KONE's sales grew by 1.1% as compared to July–September 2019, and totaled EUR 2,587.0 million. At comparable exchange rates, KONE's sales grew by 4.9%. Sales growth was driven by high activity in China. Momentum improved also in other regions, despite restrictions and low building utilization continuing to impact the business. New equipment sales grew by 7.5% at comparable exchange rates driven by very strong growth in China and more stable development in the EMEA region and North America. Maintenance sales grew by 2.1% at comparable exchange rates with resilient contract sales but lower discretionary spend by customers, such as repairs. Modernization sales recovered from the decline in the previous quarter and grew by 1.3% at comparable exchange rates.

**Sales in the EMEA region** declined by 0.2% and totaled EUR 977.3 million. At comparable exchange rates, sales grew by 1.4%. New equipment sales were stable, maintenance sales grew slightly and modernization sales declined slightly in the region.

**In the Americas**, sales declined by 7.5% and totaled EUR 475.7 million. At comparable exchange rates, sales declined by 1.1%. New equipment sales were stable, maintenance sales declined slightly and modernization sales were stable in the region.

**In Asia-Pacific**, sales grew by 6.6% and totaled EUR 1,134.0 million. At comparable exchange rates, sales grew by 11.1%. New equipment sales grew significantly, maintenance sales grew clearly and modernization sales grew significantly in the region.

## January–September 2020

KONE's sales grew by 0.3% as compared to January–September 2019, and totaled EUR 7,317.3 million. At comparable exchange rates, KONE's sales grew by 1.7%. Sales were impacted by the COVID-19 related restrictions in many markets. New equipment sales grew by 3.0% at comparable exchange rates as a result of the growth in China offsetting the decline in activity in many other areas. Maintenance sales grew by 2.1% at comparable exchange rates with resilient contract sales but lower discretionary spend by customers. Modernization sales were more impacted by the restrictions and declined by 4.4% at comparable exchange rates.

**Sales in the EMEA region** declined by 2.6% and totaled 2,842.4 million. At comparable exchange rates, sales declined by 2.0%. New equipment sales declined slightly, maintenance sales grew slightly and modernization sales declined clearly in the region.

**In the Americas**, sales declined by 1.7% and totaled EUR 1,460.3 million. At comparable exchange rates, sales declined by 0.6%. New equipment sales grew slightly,

maintenance sales declined slightly and modernization sales declined slightly in the region.

**In Asia-Pacific**, sales grew by 4.2% and totaled EUR 3,014.7 million. At comparable exchange rates, sales grew

by 6.6%. New equipment sales grew clearly, maintenance sales grew clearly and modernization sales grew slightly in the region.

Terminology: Slight <5%, clear 5–10%, significant >10%

## Financial result

### Financial result

	7-9/2020	7-9/2019	Change	1-9/2020	1-9/2019	Change	1-12/2019
Operating income, MEUR	333.1	314.2	6.0%	845.8	836.1	1.2%	1,192.5
Operating income margin, %	12.9	12.3		11.6	11.5		11.9
Adjusted EBIT, MEUR	339.8	321.9	5.5%	869.9	869.9	0.0%	1,237.4
Adjusted EBIT margin, %	13.1	12.6		11.9	11.9		12.4
Income before taxes, MEUR	339.2	320.9	5.7%	851.8	851.5	0.0%	1,217.5
Net income, MEUR	262.9	247.1	6.4%	660.1	655.7	0.7%	938.6
Basic earnings per share, EUR	0.50	0.48	5.3%	1.27	1.26	0.5%	1.80

### July–September 2020

KONE's operating income (EBIT) was EUR 333.1 million or 12.9% of sales. The adjusted EBIT, which excludes restructuring costs related to the Accelerate program, was EUR 339.8 million or 13.1% of sales.

Going into this year we had an overall positive outlook for our margins. Despite the uncertain environment, profitability improved in the third quarter. This was a result of earlier improved margin of orders and lower discretionary spend offsetting the negative impacts of the COVID-19 pandemic.

Translation exchange rates had a negative impact of 8.9 million on the operating income, and the restructuring costs related to the Accelerate program were EUR 6.7 million.

Basic earnings per share was EUR 0.50.

### January–September 2020

KONE's operating income (EBIT) was EUR 845.8 million or 11.6% of sales. The adjusted EBIT, which excludes restructuring costs related to the Accelerate program, was EUR 869.9 million or 11.9% of sales.

Profitability was stable in January–September as the negative impacts of the COVID-19 crisis offset the otherwise positive profitability drivers for the year.

Translation exchange rates had a negative impact of 10.4 million on the operating income, and the restructuring costs related to the Accelerate program were EUR 24.1 million.

KONE's income before taxes was EUR 851.8 million. Taxes totaled EUR 191.7 (195.8) million. This represents an effective tax rate of 22.5% for the full financial year. Net income for the period was EUR 660.1 million.

Basic earnings per share was EUR 1.27.

## Cash flow and financial position

### Cash flow and financial position

	7-9/2020	7-9/2019	1-9/2020	1-9/2019	1-12/2019
Cash flow from operations (before financing items and taxes), MEUR	600.2	462.9	1,539.4	1,163.9	1,549.6
Net working capital (including financing items and taxes), MEUR			-1,200.3	-871.5	-856.0
Interest-bearing net debt, MEUR			-1,732.7	-1,276.9	-1,552.9
Gearing, %			-59.4	-43.3	-48.6
Equity ratio, %			42.2	44.1	46.5
Equity per share, EUR			5.58	5.66	6.13

KONE's financial position was very strong at the end of September 2020.

Cash flow from operations (before financing items and taxes) during January–September 2020 was exceptionally strong at EUR 1,539.4 million.

Net working capital (including financing items and taxes) was EUR -1,200.3 million at the end of September 2020. The improvement was driven by an increase in

accounts payable due to strong growth in China as well as some countries extending payment terms for, for example, VAT payments (impact of around MEUR -50). In addition, advances received developed positively.

Interest-bearing net debt was EUR -1,732.7 million at the end of September 2020. KONE's cash and cash equivalents together with current deposits and loan receivables were EUR 2,404.1 (Dec 31, 2019: 2,252.0)



million at the end of the reporting period. Interest-bearing liabilities were EUR 693.8 (Dec 31, 2019: 721.6) million, including a pension liability of EUR 195.8 (Dec 31, 2019: 172.9) million and leasing liability of EUR 327.6 (Dec 31, 2019: 371.0) million. Additionally, KONE had an asset on

employee benefits, EUR 21.7 (Dec 31, 2019: 21.7) million. Gearing was -59.4% and equity ratio was 42.2% at the end of September 2020.

Equity per share was EUR 5.58.

## Capital expenditure and acquisitions

### Capital expenditure & acquisitions

MEUR	7-9/2020	7-9/2019	1-9/2020	1-9/2019	1-12/2019
On fixed assets	21.3	23.4	57.1	71.1	98.0
On leasing agreements	21.6	30.3	55.7	66.9	102.5
On acquisitions	13.2	23.3	17.2	33.4	36.0
<b>Total</b>	<b>56.1</b>	<b>77.0</b>	<b>130.0</b>	<b>171.4</b>	<b>236.5</b>

KONE's capital expenditure and acquisitions totaled EUR 130.0 million in January–September 2020. Capital expenditure was mainly related to equipment and facilities in R&D, IT, operations and production. Capital expenditure on leases consists mainly of maintenance vehicles and office facilities.

Acquisitions totaled EUR 17.2 million in January–September 2020. KONE completed small acquisitions of maintenance businesses in the EMEA region.

In the Financial Statement Bulletin 2019, KONE mentioned it had been evaluating acquisition opportunities related to the thyssenkrupp Elevator Technology business. On February 17, 2020 KONE published a stock exchange release stating it has withdrawn from these discussions with thyssenkrupp.

## Research and development

### R&D expenditure

	7-9/2020	7-9/2019	Change	1-9/2020	1-9/2019	Change	1-12/2019
R&D expenditure, MEUR	40.5	41.2	-1.7%	128.2	122.9	4.3%	170.9
As percentage of sales, %	1.6	1.6		1.8	1.7		1.7

KONE's vision is to deliver the Best People Flow® experience by providing ease, effectiveness and experiences to its customers and users. In line with its strategy, Winning with Customers, the objective of KONE's solution and service development is to drive differentiation further by putting the needs of customers and users at the center of all development. By closer collaboration with customers and partners, KONE will increase the speed of bringing new services and solutions to the market.

Research and development expenditure totaled EUR 128.2 million, representing 1.8% of sales in January–September 2020. R&D expenditures include the development of new product and service concepts as well as further development of existing solutions and services. At KONE, we find it especially important to continue to invest in research and development in challenging market conditions and have thus accelerated some development programs.

During January–September 2020, KONE launched new solutions as well as updates to its offering.

KONE DX Class elevators were launched in most European countries in the first quarter of 2020. This new elevator series featuring built-in connectivity and an enhanced user experience was introduced in the end of 2019 and will replace the current KONE elevator range across areas. In the second quarter, KONE DX Class elevators won four awards in the renowned Red Dot Award: Product Design 2020 competition. The KONE DX Class elevator interior collection and the KONE DX Class digital experience elevator concept were awarded for their outstanding design features, innovativeness and smart elements. In the third quarter, KONE DX Class elevators were rolled out in the Middle East, Russia and Turkey. Furthermore, the KONE DX Class elevators were made available also for full replacements.

In the second quarter, KONE introduced a range of people flow solutions to help make buildings and cities

safer and healthier places to live, work and commute. These solutions address the challenges of adapting to a new way of life in the face of the current pandemic. The KONE People Flow Planning and Consulting service has been tailored to better support planning a safe return to offices and other buildings. By using data, simulation tools, and expertise from KONE's interior architects and data scientists, customers can quickly see how to reduce crowding and bottlenecks and enable people to move

around safely in buildings. In addition, other new solutions introduced improve air quality in elevators, help disinfect escalator handrails and reduce the need to touch surfaces.

In the third quarter, KONE launched KONE MonoSpace® 300 elevator in the Americas. KONE MonoSpace 300 is a cost-efficient machine room-less elevator offering better ride comfort and improved energy-efficiency for a market segment previously dominated by hydraulic elevators.

## Personnel

### KONE employees

	1-9/2020	1-9/2019	1-12/2019
Number of employees at the end of period	60,592	58,777	59,825
Average number of employees	60,147	57,987	58,369

### Geographical distribution of KONE employees

	1-9/2020	1-9/2019	1-12/2019
EMEA	23,549	23,117	23,306
Americas	7,322	7,508	7,632
Asia-Pacific	29,720	28,151	28,887
<b>Total</b>	<b>60,592</b>	<b>58,777</b>	<b>59,825</b>

The main goals of KONE's personnel strategy are to secure the availability, engagement, motivation and continuous development of the company's personnel. All KONE's activities are guided by ethical principles. Employee rights and responsibilities include the right to a safe and healthy working environment, personal well-being, freedom of association, collective bargaining, non-discrimination and the right to a working environment in which harassment of any kind is not tolerated. We actively encourage diversity at KONE, and our values guide us in upholding an inclusive culture.

One of KONE's strategic targets is to be a great place to work. In the first quarter, we started a process for enhancing KONE's culture to ensure that it supports and aligns with our strategic priorities. First step in this process was a global culture survey in which more than 8,000 employees participated. The findings of the survey indicated that KONE's work environment is healthy and that employees find the direction of the company clear. As a result of the culture process, we have refreshed KONE values together with our employees. The new values are "We care for each other", "We are committed to our customers' success", "We collaborate as one team" and "We perform with courage". During the second quarter, one of the highlights was our Pulse employee engagement survey covering all employees. The response rate for this fully online study was record high at 92% (2018: 91%). Overall, the global survey results took a great leap up and engagement is now at a very strong level. All survey dimensions improved and the vast majority of KONE's global scores were above external high performance benchmarks.

Year 2020 so far has been exceptional due to the COVID-19 outbreak. Especially during the first half of the year, KONE leaders and HR teams around the world focused on ensuring that our vital business operations are

functioning with good level of workforce available and safe working conditions. Field personnel was instructed of safe ways of working on sites and majority of office workers across the world started to work remotely in the

first quarter. In some KONE units, the ability to work on construction and maintenance sites was limited due to national restrictions. In these cases, KONE approach has been to first and foremost agree on flexible working arrangements and the use of accrued holidays and negative time banks to ensure that our employees stay also financially safe. Only in a few limited cases where these measures have not been possible to use and where there have been support mechanisms in place for employees locally, furloughs or temporary layoffs have been used.

The wellbeing and safety of our employees has been our top priority during the COVID-19 crisis. As many of our employees have worked from home and our field employees have faced changed circumstances particularly the mental well-being of our workforce has been in focus. In the second quarter, both global and local well-being resources were introduced to help managers and employees deal with remote work, anxiety and stress. 'Feeling safe' was the well-being theme of this year KONE Safety Week. In general, remote work has worked well even for more challenging positions such call center employees and salespeople. In the end of the second quarter, the focus shifted more towards ensuring safe return to office environment with new safety protocols in place. However, towards the end of the third quarter, there was an alarming increase of the COVID-19 cases in many countries and employees needed to go back to working from home and tighter safety protocols were taken in use again.

In addition to the immediate business contingency and safety actions, KONE has continued to develop the

#### HIGHLIGHTS Q3/2020

- KONE's top priority has been the wellbeing and safety of its employees during the COVID-19 outbreak
- Mid-year performance and individual development discussions were held in all countries during the third quarter

competences of employees. Following the performance discussions in the first quarter, our global annual talent review process for all KONE employees started in the second quarter to support employees with development and career opportunities. During the third quarter, mid-year performance and individual development discussions were held in all countries. The discussions focused on reviewing the progress on goals set for 2020 and on career discussions and related development plans. Due to the COVID-19 circumstances managers were also encouraged to discuss well-being of their team members.

During the reporting period, we had a strong focus on bringing new online learning opportunities for our employees and also on virtualizing our current instructor-led programs using mobile learning, AR games, VR, social learning and Microsoft Teams. In March, we launched a new online learning library with a lot of bite size courses. By the end of the third quarter, the learning library had over 130,000 study completions. New global COVID-19 safe working practices e-learning was launched in May with 32 language versions and with a special focus on our employees serving our customers in the field. Over 22,000 employees had completed the course by the end of the third quarter. Overall, online studies were very actively used during the reporting period and total learning hours increased 40% compared to the same period in 2019. Furthermore, as KONE encouraged salespeople to have virtual customer meetings, they were trained and supported on utilizing virtual tools.

Even though the recruitment volumes were reduced during the reporting period, talent attraction continued with focus on employer branding and building the pipeline for talent. Due to the outbreak and widely spread travel restrictions, KONE canceled the traditional International Trainee Program in the first quarter. KONE's intention is to continue with the program again in 2021.

During the first quarter, we proceeded with our diversity and inclusion roadmap by conducting a review of existing local diversity and inclusion policies and practices. The review included 53 countries and the information collected will be used as input for creating KONE's global diversity and inclusion strategy. During the second and third quarter, the work on the diversity and inclusion strategy continued by involving leaders and employees and deciding on global ambition levels and actions for 2021.

The Accelerate program continued. The aim of the program is to develop our operating model and to create a more efficient and customer-focused way of working on a country, area and global level, across the entire KONE organization. During January-September, we concentrated on continuing the transformations in Finance, Customer Service, KONE Technology & Innovations and Quality functions. Customer Solutions Engineering, Logistics and Sourcing organizations are now actively using new ways of working and have enabled us to react fast during the exceptional market environment caused by COVID-19.



## Environment

In line with KONE's ambition for climate leadership, our environmental targets for 2017–2021 are to be the leading provider of low-carbon People Flow® solutions and to have efficient low-carbon operations. Our Environmental Excellence program supports the transformation of the built environment into smart eco-cities, low-carbon communities, and net zero energy buildings. Improving resource efficiency is one of our top priorities.

During the first quarter of 2020, KONE was recognized as one of the most sustainable companies in the world by Corporate Knights Inc., ranking 32nd in their 2020 Global 100 Most Sustainable Corporations in the World list. KONE improved its position on the list by 11 compared to previous year. KONE was the only elevator and escalator company to make this ranking, and second among its 234 peers in the "Machinery Manufacturing" category. During the first quarter, KONE was also awarded the best A grade in CDP's 2019 Supplier Engagement rating, in addition to the earlier announced place on CDP's prestigious 2019 Climate Change A List. CDP's Supplier Engagement rating demonstrates leadership and best practice in engaging our suppliers on climate change issues. During the third quarter, KONE reached the highest Platinum recognition level in Ecovadis sustainability rating with improved scoring from 2019. This result places KONE among the top 1% performers out of the over 65,000 companies in 160 countries evaluated by EcoVadis.

During the first quarter, we finalized externally assured calculations of our 2019 carbon footprint. KONE's target has been to reduce our operational carbon footprint relative to sales by 3% annually. In 2019, we exceeded this target as our overall operational carbon footprint (Scope 1, 2 and 3) relative to sales decreased by 3.1% compared to 2018, with sales growth calculated at comparable exchange rates. Our Scope 1 and 2 greenhouse gas emissions relative to sales decreased by 5.4%. This positive development was enabled by a 0.5% decrease in our absolute Scope 1 and 2 emissions (with comparable reporting scope) while our business grew strongly. KONE's total 2019 absolute operational carbon footprint (Scope 1, 2, 3) amounted to 327,100 tons of carbon dioxide equivalent (2018: 319,200; figure restated). The most significant impacts of KONE's operational carbon footprint relate to logistics (51%), vehicle fleet (30%), and electricity and district heat consumption at KONE's facilities (10%). Additionally, we have set a long-term target of 0% landfill waste from our manufacturing units by 2030. In 2019, the share of landfill waste from our manufacturing units was 0.9% (2018: 0.6%).

During the third quarter, KONE announced it will be taking stronger action to tackle climate change by committing to science-based greenhouse gas emissions reduction targets and carbon neutral operations by 2030. KONE commits to a 50% cut in the emissions from our own operations (scope 1 and 2 emissions) by 2030,

compared to a 2018 baseline. This target is in line with limiting global warming to 1.5°C, which is currently the most ambitious criteria for setting science-based targets. As another operational target, KONE will increase the sourcing of renewable electricity at its facilities worldwide

to 100% in 2030 (2019: 37%). Related to our solutions, KONE targets a 40% reduction in the emissions related to our products' materials and lifetime energy use (scope 3 emissions) over the same target period, relative to orders received. KONE's targets are the most ambitious in the industry to date, and we are among the first 500 companies globally to have our targets officially validated by the Science Based Targets initiative.

KONE supports sustainable and green building through our energy-efficient and innovative offering,

functional and sustainable materials, as well as transparent documentation. During the reporting period, KONE renewed the Singapore Green Building Product (SGBP) certifications for several of its solutions, KONE TransitMaster™ 140 escalator being the latest one renewed in the third quarter. KONE is the first and only elevator and escalator company to have all of its SGBP product certifications with the highest possible ratings. The SGBP-certified solutions are recommended for Green Mark -certified buildings. KONE has also received approved Byggarubedömningen (BVB) assessments for the KONE TranSys™ elevator and for the TravelMaster™ 120 escalator during the reporting period. BVB is a non-profit organization that evaluates solutions for buildings and drives the use of sustainable building materials.

KONE also had important achievements in transparent communication about the environmental and health impacts of our products. In the third quarter, we published an Environmental Product Declaration (EPD) for the KONE MonoSpace® 300 DX, after four others published earlier during the reporting year. We currently have third-party verified EPDs for altogether seven elevator models and 11 automatic building door models, thus making KONE the people flow company with the most EPDs published to date. Furthermore, in September, we published our sixth Health Product Declaration for the KONE MiniSpace™ DX elevator.

In March, KONE's manufacturing unit in Finland achieved the FSC® (Forest Stewardship Council) Chain of Custody certification, providing credible assurance that elevators manufactured in this unit come with wooden components from environmentally and socially responsible sources. During the third quarter, KONE's subsidiaries in Great Britain and Ireland also achieved the FSC® Chain of Custody certification, meaning that customers can now be provided this assurance for the full delivery chain for elevators installed in those countries. To our knowledge, KONE is the only elevator company to have achieved FSC® certifications. As another accomplishment, our manufacturing unit in Kunshan, China, received the ISO 50001 energy management system certification during the third quarter.

### HIGHLIGHTS Q3/2020

- KONE's climate pledge announced with Science Based Targets for significant reductions in greenhouse gas emissions and a commitment to carbon neutral operations by 2030

## Changes in the Executive Board

In January–September 2020, KONE announced changes in the Executive Board.

Ken Schmid (Master of Business Administration), was appointed Executive Vice President, KONE Americas as of April 1, 2020. In this role, Ken Schmid succeeds Larry Wash who served as Executive Vice President, KONE Americas and member of the Executive Board since July 2012.

Max Alfthan decided to step down from his role as Executive Vice President responsible for Marketing and Communications as of 31 March 2020. Max Alfthan served in this role and as a member of KONE's Executive Board since

November 2014. Susanne Skippari, Executive Vice President, Human Resources, was named interim leader for Marketing and Communications in addition to her current role as of April 2020.

After the reporting period, on October 16, 2020, Tricia Weener, BA (Hons), was appointed Chief Marketing Officer and Executive Vice President, Marketing and Communications, as of January 18, 2021. Current interim EVP of Marketing and Communications, Susanne Skippari will concentrate on her duties as Executive Vice President of Human Resources from January 18, 2021 onwards.

## Other events

In 2007, a decision was issued by the European Commission concerning alleged local anticompetitive practices before early 2004 in Germany, Luxembourg, Belgium and the Netherlands by leading elevator and escalator companies, including KONE's local subsidiaries. Also, the Austrian Cartel Court issued in 2007 a decision concerning anticompetitive practices that had taken place before mid-2004 in local Austrian markets by leading elevator and escalator companies, including KONE's local subsidiary. As announced by KONE earlier, a number of civil damage claims by certain companies and public

entities relating to the two 2007 decisions, are pending in related countries. The claims have been made against various companies concerned by the decisions, including certain KONE companies. All claims are independent and are progressing procedurally at different stages. The total capital amount claimed jointly and severally from all of the defendants together was EUR 151 million at the end of September 2020 (June 30, 2020: EUR 156 million). KONE's position is that the claims are without merit. No provision has been made.

## Most significant risks

KONE is exposed to risks that may arise from its operations or changes in the operating environment. The most significant risk factors described below can potentially have an adverse effect on KONE's business operations and financial position and, as a result, on the value of the company. Other risks, which are currently either unknown or considered immaterial to KONE may, however, become material in the future.

### Strategic risks

Demand for KONE's products and services and the competitive environment are impacted by the general economic cycles and especially the level of activity within the construction industry. As China accounts for close to 30% of KONE's sales, a sustained market decline in the Chinese construction industry, in particular, could have an adverse effect on KONE's growth and profitability. In 2020, many governments across the world have taken significant measures to contain the COVID-19 outbreak by restricting the movement of people and limiting business activities. The level of uncertainty continues to be high and further deterioration of the situation or prolonged restrictions to contain the pandemic could have an adverse impact on the level of construction activity and the level of demand for KONE's services and solutions in the coming quarters.

Geopolitical tensions and protectionism continue to expose KONE to various business risks. In addition to the potential adverse impacts on the general economic activity, geopolitical tensions and protectionism could impact the competitiveness of KONE's supply chain, and lead to increased costs from trade and customs tariffs. A significant portion of KONE's component suppliers and global supply capacity is located in China.

In addition to the level of market demand, competitiveness of KONE's offering is a key driver of the company's growth and profitability. A failure to anticipate or address changes in customer requirements and in competitors' offerings, ecosystems and business models or in the regulatory environment could result in a deterioration of the competitiveness of KONE's offering. Furthermore, recent structural changes in the competitive landscape of the elevator and escalator industry and customer consolidation in China, for example, could affect market dynamics and KONE's market share.

### Operational risks

Engaged employees with relevant competencies and skills are key to the successful execution of our strategy. With the business models and ways of working changing in the elevator and escalator industry, KONE needs new organizational capabilities and new competencies on the individual employee level in the field of, for example, digitalization. At the same time, competition over skilled field workforce is increasing and securing the needed field resources and their competence management is critical. A failure to develop and retain the needed capabilities or obtain them through recruitment could have an adverse impact on KONE's growth and profitability.

The majority of components used in KONE's supply chain are sourced from external suppliers. In addition to this, KONE uses a significant amount of subcontracted

installation resources, has outsourced some business support processes and collaborates with partners in digital services. These expose KONE to component and subcontracted labor availability and cost risk and continuity risk in partnerships. A failure to secure the needed components or resources or quality issues within these could cause business disruptions and cost increases. In the first half of 2020, COVID-19 related government restrictions caused some disruptions to KONE's operations especially in China and in India, and the risk of such disruptions globally remains high, however depending on how the pandemic develops.

As one of the leading companies in the industry, KONE has a strong brand and reputation. Issues that impact the company's reputation or brand could have an effect on KONE's business and financial performance. Such reputational risks could materialize; for example, in the case of an incident, a major delivery issue or a product or service quality issue. Matters concerning product integrity, safety or quality could also have an impact on KONE's financial performance and affect customer operations.

### Hazard, security and incidental risks

KONE's business activities are dependent on the uninterrupted operation, quality and reliability of its manufacturing facilities, sourcing channels, operational service solutions and logistics processes. KONE's, its suppliers' and customers' operation also utilize information technology extensively and KONE's business is dependent on the quality, integrity and availability of information. Thus, KONE is exposed to IT disruptions and cybersecurity risks, as operational information systems and products may be vulnerable to interruption, loss or manipulation of data, or malfunctions which can result in disruptions in processes and equipment availability. Any breach of sensitive employee or customer data may also result in significant penalties as well as reputational damage. Such cyber incidents could be caused by, including but not limited to, cybercrime, cyber-attacks, computer malware, information theft, fraud, misappropriation, or inadvertent actions from our employees and vendors. Also physical damage caused by fire, extreme weather conditions, natural catastrophes or terrorism, among other things, to these operations, could cause business interruption for KONE or its suppliers.

### Financial risks

The majority of KONE's sales and result are denominated in currencies other than the Euro, which exposes KONE to risks arising from foreign exchange-rate fluctuations. KONE is also exposed to counterparty risks related to financial institutions, through the significant amounts of liquid funds deposited with financial institutions, in the form of financial investments and in derivatives. Additionally, KONE is exposed to risks related to the liquidity and payment schedules of its customers, which may impact cash flow or lead to credit losses. Significant changes in local financial or taxation regulation could also have an impact on KONE's financial performance, liquidity and cash flow. For further information on financial risks, please refer to notes 2.4 and 5.3 in the Financial Statements for 2019.

## Risk management

### Risks

### Mitigation actions

Weakening of the economic environment, particularly in China	KONE strives to continuously develop its competitiveness in all regions and businesses. KONE has a wide geographic presence and a balanced business portfolio with a high share of maintenance business.
Geopolitical tensions impacting the competitiveness of KONE's supply chain, leading to increased costs or causing potential disruptions	KONE actively monitors the development of the applicable and relevant regulations, policies and trade rules, and evaluates the competitiveness and viability of KONE's supply chain and sourcing channels. KONE is taking actions to mitigate the impact of tariffs, for example by applying for tariff exemptions when applicable. KONE also applies increased scrutiny over business operations that may be affected by international trade restrictions.
Changes in the competitive or customer landscape, customer requirements or competitors' offerings impacting KONE's competitiveness	KONE aims to be the industry leader by investing in research and development and by taking an open innovation approach. KONE also closely follows emerging industry and market trends and actively monitors opportunities for industry consolidation.
A failure to secure and develop the needed organizational capabilities and competencies	KONE continuously evaluates the skills and competences required for the execution of the selected strategy and develops and/or acquires these from internal talent pools or externally. KONE also has extensive training programs in place to develop and retain critical talents.
Risks related to component and subcontracted labor availability	KONE's sourcing processes aim to identify critical suppliers and supply categories and implement dual sourcing, multi-year agreements, last-buy options and other measures to ensure the availability of the supply. KONE has also developed multinational subcontractor pools to ensure subcontractor capacity on a regional level. Subcontractors competences and capabilities are monitored and developed continuously, similarly as with own employees.
Product integrity, safety or quality issues as well as issues with reputation	To mitigate product risks, KONE has processes in place for product design, supply, manufacturing, installation and maintenance, involving strict quality control. In addition, KONE aims for transparent and reliable communication, to prevent reputational risks and to manage potential incidents. KONE also has stringent corporate governance principles in place.
Interruptions to KONE's or its suppliers' operations	<p>KONE actively develops business continuity management capabilities to reduce the impact and likelihood of disruptions within its supply chain. Furthermore, KONE monitors the operations, business continuity management capabilities, financial strength and cybersecurity of its key suppliers. In addition, KONE aims to secure the availability of alternative sourcing channels for critical components and services. KONE also has a global property damage and business interruption insurance program in place.</p> <p>In the operating environment impacted by COVID-19, KONE's global supply chain helps mitigate the risk of interruptions. KONE has 13 manufacturing facilities in 9 countries, multiple distribution centers and a large supplier network across the globe, which helps to mitigate the challenges and restrictions in individual countries. During the COVID-19 crisis, KONE has also put extra focus on business continuity management.</p>
Quality and reliability of IT systems and cybersecurity risks	KONE's security policies define controls to safeguard information and information systems which are both in development and in operation, in order to detect cybersecurity incidents and to respond and recover in a timely manner. KONE works with third-party security service providers and trusted, well-known technology partners to manage the risks through the control framework. KONE conducts tests, reviews and exercises to identify areas of risk and to ensure the appropriate preparedness. The company continues to invest in its cybersecurity capabilities based on these findings. KONE also has a global cyber insurance program in place.
Financial risks	Centralized risk management in accordance with the KONE Treasury Policy. More information in notes 2.4 and 5.3 of KONE's Financial Statements 2019.



## Decisions of the Annual General Meeting

KONE Corporation's Annual General Meeting was held in Helsinki on February 25, 2020. The meeting approved the financial statements, considered the Remuneration Policy for governing bodies and discharged the responsible parties from liability for the financial period January 1-December 31, 2019.

The number of Members of the Board of Directors was confirmed as nine. Re-elected as Members of the Board were Matti Alahuhta, Anne Brunila, Antti Herlin, Jiri Herlin, Jussi Herlin, Ravi Kant, Juhani Kaskeala and Sirpa Pietikäinen. Susan Duinhoven was elected as a new member to the Board of Directors.

At its meeting held after the General Meeting, the Board of Directors elected from among its members Antti Herlin as its Chairman and Jussi Herlin as Vice Chairman.

Ravi Kant was elected as Chairman and Anne Brunila, Antti Herlin and Jussi Herlin as members of the Audit Committee. Anne Brunila and Ravi Kant are independent of both the company and of significant shareholders.

Antti Herlin was elected as Chairman and Matti Alahuhta, Jussi Herlin and Juhani Kaskeala as members of the Nomination and Compensation Committee. Matti Alahuhta and Juhani Kaskeala are independent of both the company and of significant shareholders.

The General Meeting confirmed an annual compensation of EUR 60,000 for the Chairman of the Board, EUR 50,000 for the Vice Chairman and EUR 45,000 for Board Members. In addition, a compensation of EUR 500 was approved for attendance at Board and Committee meetings but anyhow a fee of EUR 3,000 is paid per Committee meeting for a Chairman of the Committee residing outside of Finland and a fee of EUR 2,000 is paid per Committee meeting for those members residing outside of Finland. Of the annual remuneration,

40 percent will be paid in class B shares of KONE Corporation and the rest in cash.

The General Meeting approved the authorization for the Board of Directors to repurchase KONE's own shares. Altogether no more than 52,930,000 shares may be repurchased, of which no more than 7,620,000 may be class A shares and 45,310,000 class B shares. The authorization will be valid until the conclusion of the following annual general meeting, however, at the latest until 30 June 2021.

Furthermore, the General Meeting authorized the Board of Directors to decide on the issuance of shares as well as the issuance of options and other special rights entitling to shares referred to in chapter 10 section 1 of the Finnish Companies Act. The number of shares to be issued based on this authorization shall not exceed 7,620,000 class A shares and 45,310,000 class B shares. The Board of Directors decides on all the conditions of the issuance of shares and of special rights entitling to shares. The authorization concerns both the issuance of new shares as well as the transfer of treasury shares. The issuance of shares and of special rights entitling to shares may be carried out in deviation from the shareholders' pre-emptive rights (directed issue). The authorization will be valid until the conclusion of the following annual general meeting, however, at the latest until 30 June 2021.

The General Meeting decided to amend the Articles of Association by updating the article concerning the line of business of the company (2 §) and changing the articles concerning the auditing (7§ and 10§).

Authorized public accountants PricewaterhouseCoopers Oy and APA Jouko Malinen were nominated as auditors for the term 2020. Audit firm Ernst & Young Oy was nominated as the auditor for the term 2021.

## Share-based incentives

KONE has two separate share-based incentive plans. One plan is targeted for the senior management of KONE including the President & CEO, members of the Executive Board and other top management, consisting of approximately 60 individuals. A second plan is targeted for other key personnel of KONE, totaling approximately 450 individuals. The potential reward is based on KPIs as decided by the Board on an annual basis in line with the strategic targets. The potential reward is to be paid as a combination of KONE class B shares and a cash payment equivalent to the taxes and similar charges that are incurred from the receipt of shares.

The share-based incentive plans have a vesting period of three years, including the performance period. If the participant's employment or service contract is terminated during the vesting period, they are either obliged to return the shares already received or lose the entitlement to the shares they have not yet received. As part of the plan for the senior management, a long-term target for their ownership has been set. For the Executive Board members, the long-term ownership target is that the members have an ownership of KONE shares corresponding to at least five years' annual base salary. For other selected top management positions, the ownership target is at least two years' base salary.

## Share capital and market capitalization

### Share capital and market capitalization\*

	Sep 30, 2020	Dec 31, 2019
Number of class B shares	453,187,148	453,187,148
Number of class A shares	76,208,712	76,208,712
<b>Total shares</b>	<b>529,395,860</b>	<b>529,395,860</b>
Share capital, EUR	66,174,483	66,174,483
Market capitalization, MEUR*	38,911	30,180

\* Market capitalization is calculated on the basis of both the listed B shares and the unlisted A shares excluding treasury shares. Class A shares are valued at the closing price of the class B shares at the end of the reporting period.

## Shares in KONE's possession

### Shares in KONE's possession

	1-9/2020
Shares in KONE's possession at the beginning of the period	11,553,605
Changes in own shares during the period	-549,837
Shares in KONE's possession at the end of the period	11,003,768

At the end of September 2020, the Group had 11,003,768 class B shares in its possession. The shares in the Group's possession represent 2.4% of the total

number of class B shares. This corresponds to 0.9% of the total voting rights.

## Shares traded on the Nasdaq Helsinki Ltd.

### Trading on the KONE share

		1-9/2020	1-9/2019	1-12/2019
Shares traded on the Nasdaq Helsinki Ltd., million		174.3	123.8	157.0
Average daily trading volume		926,876	654,857	628,085
Volume-weighted average share price	EUR	59.67	48.23	49.82
Highest share notation	EUR	76.20	55.64	59.34
Lowest share notation	EUR	42.39	41.01	41.01
Share notation at the end of the period	EUR	75.06	52.24	58.28

In addition to the Nasdaq Helsinki Ltd., KONE's class B share is traded also on various alternative trading platforms. The volume of KONE's B shares traded on the Nasdaq Helsinki Stock Exchange represented approximately 30.4% of the total volume of KONE's class B shares traded in July–September 2020 (source: Fidessa Fragmentation Index, [www.fragmentation.fidessa.com](http://www.fragmentation.fidessa.com)).

The number of registered shareholders was 62,100 at the beginning of the review period and 69,297 at its end. The number of private households holding shares totaled 65,492 at the end of the period, which corresponds to approximately 12.1% of the listed B shares. At the end of September 2020, a total of 54.1% of the B shares were owned by nominee-registered and non-Finnish investors.

## Flagging notifications

During January–September 2020, BlackRock, Inc. announced two notices in accordance with the Finnish Securities Market Act Chapter 9, Section 5. The notices were announced on January 17 and January 27. The notices have been released as stock exchange releases and are available on KONE Corporation's internet pages at

[www.kone.com](http://www.kone.com). According to the latest notification, the total number of KONE Corporation shares owned by BlackRock, Inc. and its funds decreased to below five (5) per cent of the share capital of KONE Corporation on January 24, 2020.

## Outlook

North America		EMEA		Asia-Pacific	
New equipment	Services	New equipment	Services	New equipment	Services
Decline	<b>Maintenance</b> Resilient excl. impact from lock-downs  <b>Modernization</b> Uncertainty could delay decisions	Decline	<b>Maintenance</b> Resilient excl. impact from lock-downs  <b>Modernization</b> Uncertainty could delay decisions	<b>China</b> Growth  <b>Outside China</b> Decline	<b>Maintenance</b> Resilient excl. impact from lock-downs  <b>Modernization</b> Uncertainty could delay decisions

### Market outlook 2020 (unchanged)

The new equipment market is expected to grow in China and to decline in other regions as a result of the increased uncertainty related to the COVID-19 pandemic.

The maintenance markets are expected to be resilient, excluding the direct impacts of the lockdown measures.

In the modernization markets, the fundamental growth drivers are intact, but uncertainty could delay decision-making in modernization projects.

### Business outlook 2020 (unchanged)

In 2020, KONE's sales growth is estimated to be in the range of -1% to 2% at comparable exchange rates as compared to 2019. The adjusted EBIT margin is expected to be in the range of 12.1% to 12.7%. Assuming that foreign exchange rates would remain at the October 2020 level, foreign exchange rates are estimated to impact the adjusted EBIT negatively by around EUR 40 million.

KONE has a solid order book and maintenance base for 2020. Excluding the COVID-19 related factors, KONE's profitability outlook has been positive. Targeted pricing and productivity actions, which have impacted the margin of orders received positively, are expected to support profitability together with around EUR 50 million of

savings from the Accelerate program and other selective cost containments.

Profitability is expected to be burdened by COVID-19 related extra costs and inefficiencies. Increasing subcontracting costs as well as the investment in building our capability to sell and deliver digital services and solutions are also headwinds for the adjusted EBIT in 2020 in addition to the COVID-19 related items.

KONE is expecting to have around EUR 40 million of restructuring costs related to the Accelerate program in the final year of the program. These costs are excluded from the adjusted EBIT.

Helsinki, October 22, 2020

KONE Corporation's Board of Directors



# Consolidated statement of income

MEUR	7-9/2020		% 7-9/2019		% 1-9/2020		% 1-9/2019		% 1-12/2019	
<b>Sales</b>	2,587.0		2,557.6		7,317.3		7,297.2		9,981.8	
Costs and expenses	-2,194.8		-2,183.5		-6,293.0		-6,284.9		-8,547.9	
Depreciation and amortization	-59.1		-59.9		-178.5		-176.2		-241.5	
<b>Operating income</b>	333.1	12.9	314.2	12.3	845.8	11.6	836.1	11.5	1,192.5	11.9
Financing income	12.4		13.7		29.5		35.0		51.6	
Financing expenses	-6.3		-7.1		-23.5		-19.6		-26.5	
<b>Income before taxes</b>	339.2	13.1	320.9	12.5	851.8	11.6	851.5	11.7	1,217.5	12.2
Taxes	-76.3		-73.8		-191.7		-195.8		-278.9	
<b>Net income</b>	262.9	10.2	247.1	9.7	660.1	9.0	655.7	9.0	938.6	9.4
<b>Net income attributable to:</b>										
Shareholders of the parent company	260.7		247.0		656.1		651.4		931.3	
Non-controlling interests	2.2		0.1		4.0		4.3		7.3	
<b>Total</b>	262.9		247.1		660.1		655.7		938.6	
<b>Earnings per share for profit attributable to the shareholders of the parent company, EUR</b>										
Basic earnings per share, EUR	0.50		0.48		1.27		1.26		1.80	
Diluted earnings per share, EUR	0.50		0.48		1.27		1.26		1.80	

## Consolidated statement of comprehensive income

MEUR	7-9/2020	7-9/2019	1-9/2020	1-9/2019	1-12/2019
<b>Net income</b>	262.9	247.1	660.1	655.7	938.6
<b>Other comprehensive income, net of tax:</b>					
Translation differences	-68.4	32.8	-112.3	52.9	54.0
Hedging of foreign subsidiaries	19.9	10.3	27.8	11.4	-8.5
Cash flow hedges	10.5	-19.2	27.1	-21.3	-14.5
<b>Items that may be subsequently reclassified to statement of income</b>	-38.0	23.9	-57.5	43.0	31.0
Changes in fair value	1.8	6.0	-5.6	9.6	-2.7
Remeasurements of employee benefits	-7.7	5.7	-10.0	-15.8	-34.3
<b>Items that will not be reclassified to statement of income</b>	-5.9	11.7	-15.6	-6.1	-37.0
<b>Total other comprehensive income, net of tax</b>	-43.9	35.5	-73.0	36.9	-6.0
<b>Total comprehensive income</b>	219.0	282.6	587.1	692.5	932.6
<b>Total comprehensive income attributable to:</b>					
Shareholders of the parent company	216.7	282.5	583.1	688.3	925.3
Non-controlling interests	2.2	0.1	4.0	4.3	7.3
<b>Total</b>	219.0	282.6	587.1	692.5	932.6

# Condensed consolidated statement of financial position

## Assets

MEUR		Sep 30, 2020	Sep 30, 2019	Dec 31, 2019
<b>Non-current assets</b>				
Goodwill		1,343.5	1,379.2	1,366.5
Other intangible assets		218.4	254.4	248.2
Tangible assets		690.6	758.2	742.2
Loan receivables and other interest-bearing assets	I	0.7	0.8	0.8
Investments		132.6	152.3	139.2
Employee benefits	I	21.7	25.7	21.7
Deferred tax assets	II	335.5	268.1	292.3
<b>Total non-current assets</b>		<b>2,743.2</b>	<b>2,838.7</b>	<b>2,810.9</b>
<b>Current assets</b>				
Inventories	II	640.9	700.0	648.6
Accounts receivable	II	2,133.9	2,182.0	2,232.3
Deferred assets	II	692.2	714.8	596.0
Income tax receivables	II	110.6	100.6	73.6
Current deposits and loan receivables	I	1,921.3	1,380.7	1,589.5
Cash and cash equivalents	I	482.7	586.0	662.4
<b>Total current assets</b>		<b>5,981.6</b>	<b>5,664.1</b>	<b>5,802.4</b>
<b>Total assets</b>		<b>8,724.7</b>	<b>8,502.7</b>	<b>8,613.3</b>

## Equity and liabilities

MEUR		Sep 30, 2020	Sep 30, 2019	Dec 31, 2019
<b>Equity</b>		<b>2,917.7</b>	<b>2,949.5</b>	<b>3,192.9</b>
<b>Non-current liabilities</b>				
Loans	I	389.9	439.7	427.1
Employee benefits	I	195.8	154.7	172.9
Deferred tax liabilities	II	191.1	156.0	160.2
<b>Total non-current liabilities</b>		<b>776.7</b>	<b>750.4</b>	<b>760.2</b>
<b>Provisions</b>	II	<b>138.7</b>	<b>139.3</b>	<b>127.1</b>
<b>Current liabilities</b>				
Loans	I	108.1	121.8	121.6
Advance payments received and deferred revenue	II	1,817.7	1,808.8	1,753.8
Accounts payable	II	873.0	771.0	809.8
Accruals	II	1,956.6	1,850.4	1,725.0
Income tax payables	II	136.2	111.4	123.0
<b>Total current liabilities</b>		<b>4,891.6</b>	<b>4,663.5</b>	<b>4,533.2</b>
<b>Total equity and liabilities</b>		<b>8,724.7</b>	<b>8,502.7</b>	<b>8,613.3</b>

Items designated " I " comprise interest-bearing net debt.

Items designated " II " comprise net working capital.

# Consolidated statement of changes in equity

MEUR	Share capital	Share premium account	Paid-up unrestricted equity reserve	Fair value and other reserves	Translation differences	Remeasurements of employee benefits	Own shares	Retained earnings	Net income for the period	Non-controlling interests	Total equity
<b>Jan 1, 2020</b>	66.2	100.3	322.1	9.8	110.3	-123.8	-185.1	2,873.0		20.0	3,192.9
Net income for the period									656.1	4.0	660.1
Other comprehensive income:											
Translation differences					-112.3						-112.3
Hedging of foreign subsidiaries					27.8						27.8
Cash flow hedges				27.1							27.1
Changes in fair value				-5.6							-5.6
Remeasurements of employee benefits						-10.0					-10.0
Transactions with shareholders and non-controlling interests:											
Profit distribution								-880.5			-880.5
Increase in equity (option rights)											-
Purchase of own shares											-
Change in non-controlling interests										-1.4	-1.4
Option and share-based compensation			19.6				20.5	-20.5			19.6
<b>Sep 30, 2020</b>	66.2	100.3	341.7	31.3	25.7	-133.8	-164.6	1,972.0	656.1	22.6	2,917.7

MEUR	Share capital	Share premium account	Paid-up unrestricted equity reserve	Fair value and other reserves	Translation differences	Remeasurements of employee benefits	Own shares	Retained earnings	Net income for the period	Non-controlling interests	Total equity
<b>Jan 1, 2019</b>	66.0	100.3	259.1	27.0	64.8	-89.5	-203.3	2,840.0		16.0	3,080.6
Restatement impact								-28.5			-28.5
<b>Jan 1, 2019, restated</b>	66.0	100.3	259.1	27.0	64.8	-89.5	-203.3	2,811.5		16.0	3,052.1
Net income for the period									651.4	4.3	655.7
Other comprehensive income:											
Translation differences					52.9						52.9
Hedging of foreign subsidiaries					11.4						11.4
Cash flow hedges				-21.3							-21.3
Changes in fair value				9.6							9.6
Remeasurements of employee benefits						-15.8					-15.8
Transactions with shareholders and non-controlling interests:											
Profit distribution								-851.7			-851.7
Increase in equity (option rights)	0.2		37.3								37.5
Purchase of own shares											-
Change in non-controlling interests										-1.3	-1.3
Option and share-based compensation			20.3				18.2	-18.2			20.3
<b>Sep 30, 2019</b>	66.2	100.3	316.7	15.4	129.1	-105.2	-185.1	1,941.7	651.4	19.0	2,949.5

# Consolidated statement of changes in equity

MEUR	Share capital	Share premium account	Paid-up unrestricted equity reserve	Fair value and other reserves	Translation differences	Remeasurements of employee benefits	Own shares	Retained earnings	Net income for the period	Non-controlling interests	Total equity
Jan 1, 2019	66.0	100.3	259.1	27.0	64.8	-89.5	-203.3	2,840.0		16.0	3,080.6
Restatement impact								-28.5			-28.5
Jan 1, 2019, restated	66.0	100.3	259.1	27.0	64.8	-89.5	-203.3	2,811.5		16.0	3,052.1
Net income for the period									931.3	7.3	938.6
Other comprehensive income:											
Translation differences					54.0						54.0
Hedging of foreign subsidiaries					-8.5						-8.5
Cash flow hedges				-14.5							-14.5
Changes in fair value				-2.7							-2.7
Remeasurements of employee benefits						-34.3					-34.3
Transactions with shareholders and non-controlling interests:											
Profit distribution								-851.7			-851.7
Increase in equity (option rights)	0.2		37.3								37.5
Purchase of own shares											-
Change in non-controlling interests										-3.3	-3.3
Option and share-based compensation			25.7				18.2	-18.2			25.7
Dec 31, 2019	66.2	100.3	322.1	9.8	110.3	-123.8	-185.1	1,941.7	931.3	20.0	3,192.9

# Condensed consolidated statement of cash flows

MEUR	7-9/2020	7-9/2019	1-9/2020	1-9/2019	1-12/2019
Operating income	333.1	314.2	845.8	836.1	1,192.5
Change in working capital before financing items and taxes	208.0	88.7	515.1	151.6	115.7
Depreciation and amortization	59.1	59.9	178.5	176.2	241.5
<b>Cash flow from operations before financing items and taxes</b>	<b>600.2</b>	<b>462.9</b>	<b>1,539.4</b>	<b>1,163.9</b>	<b>1,549.6</b>
Cash flow from financing items and taxes	-117.6	-95.6	-290.6	-235.6	-279.9
<b>Cash flow from operating activities</b>	<b>482.6</b>	<b>367.3</b>	<b>1,248.8</b>	<b>928.3</b>	<b>1,269.7</b>
Cash flow from investing activities	-27.7	-41.5	-67.4	-99.6	-121.8
<b>Cash flow after investing activities</b>	<b>454.8</b>	<b>325.8</b>	<b>1,181.4</b>	<b>828.7</b>	<b>1,148.0</b>
Increase in equity (option rights)	-	-	-	37.5	37.5
Profit distribution	-	-	-880.5	-851.7	-851.7
Change in deposits and loans receivable, net	-471.9	-260.7	-352.5	35.2	-182.7
Change in loans payable and other interest-bearing debt	-40.8	-58.1	-108.6	-110.2	-134.1
Changes in non-controlling interests	-0.1	-3.3	-0.8	-3.7	-3.7
<b>Cash flow from financing activities</b>	<b>-512.9</b>	<b>-322.1</b>	<b>-1,342.4</b>	<b>-893.0</b>	<b>-1,134.7</b>
<b>Change in cash and cash equivalents</b>	<b>-58.0</b>	<b>3.7</b>	<b>-161.1</b>	<b>-64.3</b>	<b>13.2</b>
Cash and cash equivalents at beginning of period	550.1	574.8	662.4	636.0	636.0
Translation difference	-9.3	7.5	-18.7	14.2	13.2
<b>Cash and cash equivalents at end of period</b>	<b>482.7</b>	<b>586.0</b>	<b>482.7</b>	<b>586.0</b>	<b>662.4</b>

## CHANGE IN INTEREST-BEARING NET DEBT

MEUR	7-9/2020	7-9/2019	1-9/2020	1-9/2019	1-12/2019
Interest-bearing net debt at beginning of period	-1,330.2	-973.3	-1,552.9	-1,346.4	-1,346.4
Interest-bearing net debt at end of period	-1,732.7	-1,276.9	-1,732.7	-1,276.9	-1,552.9
<b>Change in interest-bearing net debt</b>	<b>-402.6</b>	<b>-303.6</b>	<b>-179.9</b>	<b>69.5</b>	<b>-206.5</b>

Payments of lease liabilities were EUR 91.5 (January–September 2019: 79.3) million.

# Notes to the interim report

## ACCOUNTING PRINCIPLES

KONE Corporation's Interim Report for January–September 2020 has been prepared in line with IAS 34, 'Interim Financial Reporting' and should be read in conjunction with KONE's financial statements for 2019, published on January 28, 2020. KONE has applied the same accounting principles in the preparation of this Interim Report as in its Financial Statements for 2019. The information presented in this Interim Report has not been audited.

## KEY FIGURES

		1–9/2020	1–9/2019	1–12/2019
Basic earnings per share	EUR	1.27	1.26	1.80
Diluted earnings per share	EUR	1.27	1.26	1.80
Equity per share	EUR	5.58	5.66	6.13
Interest-bearing net debt	MEUR	-1,732.7	-1,276.9	-1,552.9
Equity ratio	%	42.2	44.1	46.5
Gearing	%	-59.4	-43.3	-48.6
Return on equity	%	28.8	29.1	30.1
Return on capital employed	%	24.2	24.2	25.1
Total assets	MEUR	8,724.7	8,502.7	8,613.3
Assets employed	MEUR	1,185.0	1,672.6	1,640.0
Net working capital (including financing and tax items)	MEUR	-1,200.3	-871.5	-856.0

The calculation formulas of key figures are presented in KONE's Financial Statements for 2019.

## ALTERNATIVE PERFORMANCE MEASURE

KONE reports an alternative performance measure, adjusted EBIT, to enhance comparability of the business performance between reporting periods during the Accelerate program. The adjusted EBIT is calculated by excluding from EBIT significant items impacting comparability such as restructuring costs arising from redundancy and other costs directly associated to the Accelerate program.

		7–9/2020	7–9/2019	1–9/2020	1–9/2019	1–12/2019
Operating income	MEUR	333.1	314.2	845.8	836.1	1,192.5
Operating income margin	%	12.9	12.3	11.6	11.5	11.9
Items impacting comparability	MEUR	6.7	7.7	24.1	33.8	45.0
Adjusted EBIT	MEUR	339.8	321.9	869.9	869.9	1,237.4
Adjusted EBIT margin	%	13.1	12.6	11.9	11.9	12.4



## QUARTERLY FIGURES

KONE has adopted the IFRS 16 effective January 1, 2019 using the modified retrospective approach and the comparative figures have not been restated. Further, KONE applied IFRS 15 and IFRS 9 standards from January 1, 2018 onwards and 2017 financials are restated retrospectively. Figures for 2013–2016 are not restated and thus not fully comparable.

		Q3/2020	Q2/2020	Q1/2020	Q4/2019	Q3/2019	Q2/2019	Q1/2019
Orders received	MEUR	1,931.7	2,075.4	2,109.3	1,988.3	2,007.3	2,310.1	2,094.1
Order book	MEUR	7,914.4	8,307.3	8,386.4	8,051.5	8,399.8	8,407.1	8,454.7
Sales	MEUR	2,587.0	2,532.1	2,198.3	2,684.6	2,557.6	2,540.8	2,198.8
Operating income	MEUR	333.1	315.5	197.2	356.4	314.2	306.5	215.4
Operating income margin	%	12.9	12.5	9.0	13.3	12.3	12.1	9.8
Adjusted EBIT <sup>1)</sup>	MEUR	339.8	324.6	205.6	367.5	321.9	319.6	228.4
Adjusted EBIT margin <sup>1)</sup>	%	13.1	12.8	9.4	13.7	12.6	12.6	10.4
Items impacting comparability	MEUR	6.7	9.1	8.4	11.1	7.7	13.1	13.1

		Q4/2018	Q3/2018	Q2/2018	Q1/2018	Q4/2017	Q3/2017	Q2/2017	Q1/2017
Orders received	MEUR	1,937.9	1,831.9	2,118.6	1,908.7	1,845.8	1,739.0	2,056.2	1,913.0
Order book	MEUR	7,950.7	7,791.6	7,915.3	7,786.6	7,357.8	7,473.5	7,749.2	7,960.5
Sales	MEUR	2,443.4	2,288.7	2,330.6	2,008.0	2,306.3	2,209.7	2,337.2	1,943.4
Operating income	MEUR	292.5	258.0	280.5	211.5	292.8	317.9	335.8	245.8
Operating income margin	%	12.0	11.3	12.0	10.5	12.7	14.4	14.4	12.6
Adjusted EBIT <sup>1)</sup>	MEUR	319.6	273.7	300.4	218.3	302.6	321.3	335.8	245.8
Adjusted EBIT margin <sup>1)</sup>	%	13.1	12.0	12.9	10.9	13.1	14.5	14.4	12.6
Items impacting comparability	MEUR	27.1	15.7	19.9	6.9	9.9	3.3	-	-

		Q4/2016	Q3/2016	Q2/2016	Q1/2016	Q4/2015	Q3/2015	Q2/2015	Q1/2015
Orders received	MEUR	1,839.2	1,771.7	2,067.8	1,942.3	1,947.2	1,764.5	2,193.5	2,053.8
Order book	MEUR	8,591.9	8,699.0	8,763.6	8,529.7	8,209.5	8,350.7	8,627.4	8,529.6
Sales	MEUR	2,593.2	2,170.2	2,272.6	1,748.3	2,561.8	2,184.2	2,210.4	1,690.9
Operating income	MEUR	392.2	331.1	348.6	221.4	378.5	325.9	325.2	211.9
Operating income margin	%	15.1	15.3	15.3	12.7	14.8	14.9	14.7	12.5
Adjusted EBIT <sup>1)</sup>	MEUR	392.2	331.1	348.6	221.4	378.5	325.9	325.2	211.9
Adjusted EBIT margin <sup>1)</sup>	%	15.1	15.3	15.3	12.7	14.8	14.9	14.7	12.5
Items impacting comparability	MEUR	-	-	-	-	-	-	-	-

		Q4/2014	Q3/2014	Q2/2014	Q1/2014	Q4/2013	Q3/2013	Q2/2013	Q1/2013
Orders received	MEUR	1,703.8	1,577.2	1,801.9	1,729.7	1,473.2	1,327.2	1,638.2	1,712.4
Order book	MEUR	6,952.5	6,995.8	6,537.2	6,175.4	5,587.5	5,642.1	5,874.4	5,823.1
Sales	MEUR	2,165.8	1,877.9	1,848.9	1,441.8	2,033.0	1,739.2	1,761.7	1,398.7
Operating income	MEUR	315.3	277.5	263.2	179.6	292.8	257.5	242.8	160.4
Operating income margin	%	14.6	14.8	14.2	12.5	14.4	14.8	13.8	11.5
Adjusted EBIT <sup>1)</sup>	MEUR	315.3	277.5	263.2	179.6	292.8	257.5	242.8	160.4
Adjusted EBIT margin <sup>1)</sup>	%	14.6	14.8	14.2	12.5	14.4	14.8	13.8	11.5
Items impacting comparability	MEUR	-	-	-	-	-	-	-	-

<sup>1)</sup> Operating income excluding items impacting comparability

### Net working capital

MEUR	Sep 30, 2020	Sep 30, 2019	Dec 31, 2019
<b>Net working capital</b>			
Inventories	640.9	700.0	648.6
Advance payments received and deferred revenue	-1,817.7	-1,808.8	-1,753.8
Accounts receivable	2,133.9	2,182.0	2,232.3
Deferred assets and income tax receivables	802.7	815.4	669.6
Accruals and income tax payables	-2,092.8	-1,961.8	-1,848.0
Provisions	-138.7	-139.3	-127.1
Accounts payable	-873.0	-771.0	-809.8
Net deferred tax assets/liabilities	144.4	112.1	132.1
<b>Total net working capital</b>	<b>-1,200.3</b>	<b>-871.5</b>	<b>-856.0</b>

### Depreciation and amortization

MEUR	7-9/2020	7-9/2019	1-9/2020	1-9/2019	1-12/2019
Depreciation and amortization of fixed assets	50.0	50.8	150.8	149.3	205.3
Amortization of acquisition-related intangible assets	9.2	9.2	27.6	26.9	36.2
<b>Total</b>	<b>59.1</b>	<b>59.9</b>	<b>178.5</b>	<b>176.2</b>	<b>241.5</b>

### Key exchange rates in euros

		Sep 30, 2020		Sep 30, 2019	
		Income statement	Statement of financial position	Income statement	Statement of financial position
Chinese Renminbi	RMB	7.8872	7.9720	7.7167	7.7784
US Dollar	USD	1.1293	1.1708	1.1241	1.0889
British Pound	GBP	0.8823	0.9124	0.8841	0.8857
Australian Dollar	AUD	1.6609	1.6438	1.6081	1.6126

## Derivatives

### Fair values of derivative financial instruments

			Sep 30, 2020	Sep 30, 2019	Dec 31, 2019
MEUR	Derivative assets	Derivative liabilities	Fair value, net	Fair value, net	Fair value, net
Foreign exchange forward contracts and swaps	54.3	-37.5	16.8	-13.1	-16.5

### Nominal values of derivative financial instruments

MEUR	Sep 30, 2020	Sep 30, 2019	Dec 31, 2019
Foreign exchange forward contracts and swaps	3,405.3	4,293.3	2,569.4

The fair values of foreign exchange forward contracts and swaps are measured based on price information derived from active markets and commonly used valuation methods (fair value hierarchy level 2).

The fair values are represented on the balance sheet on a gross basis and can be set off on conditional terms. No collaterals or pledges have been given as a security against

any liabilities or received against any assets arising from derivatives or other financial instruments. Financial contracts are executed only with counterparties that have high credit ratings. The credit risk of these counterparties as well as the present creditworthiness of KONE are considered when calculating the fair values of outstanding financial assets and liabilities.

## INVESTMENTS

The shares held include a 19.9% holding in Toshiba Elevator and Building Systems Corporation (TELC). TELC is an investment in equity instruments that does not have a quoted price in an active market. Investment also include other non-current financial assets which involve smaller holdings in other companies without public quotation.

Shares and other non-current financial assets are classified as investments measured at fair value through other comprehensive income and the fair value is measured using income or market approach valuation techniques under fair value hierarchy level 3.

## COMMITMENTS

Commitments include guarantees issued by banks and financial institutions for obligations arising in the ordinary course of business of KONE companies up to a maximum

of EUR 1,558.0 (December 31, 2019: 1,576.6) million as of September 30, 2020.

This bulletin contains forward-looking statements that are based on the current expectations, known factors, decisions and plans of the management of KONE. Although the management believes that the expectations reflected in such forward-looking statements are reasonable, no assurance can be given that such expectations will prove to be correct. Accordingly, results could differ materially from those implied in the forward-looking statements as a result of, among other factors, changes in economic, market and competitive conditions, changes in the regulatory environment and other government actions as well as fluctuations in exchange rates.



### Front and back cover reference images

Edificio Bronce was the first purpose-built office building in Madrid. KONE's modernization expertise helped to cut the long elevator waiting times experienced by passengers in the main lobby from six minutes to two minutes or less.

The first phase of the modernization, which took place in 2014 and included four DCS elevators and the KONE E-Link™ monitoring system, reduced waiting times during peak periods by 60%. During the second phase, in 2018, four KONE Turnstile 100 units and the KONE Access™ solution were installed to further improve people flow from the main lobby. In the final phase, completed in 2019, the two car-park elevators were replaced with new energy-efficient KONE NanoSpace™ elevators.

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