

The background of the image is a city skyline at night. Several tall skyscrapers are illuminated with lights, their windows glowing. In the foreground, there is a green park area with a paved path. A few people are walking on the path, and a street lamp is visible on the left. The sky is a deep blue, suggesting dusk or dawn.

# WHAT IS CARBON NEUTRAL MAINTENANCE?

# CARBON NEUTRAL MAINTENANCE EXPLAINED

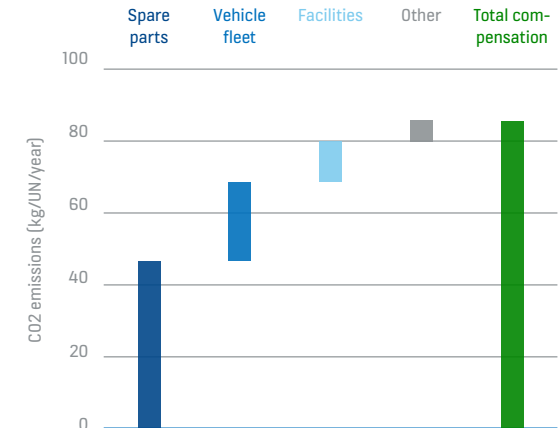
Maintenance is essential to keep elevators performing reliably and safely, helping our customer's equipment enjoy a long life. KONE Care™ DX is the first carbon neutral maintenance offering in the industry. To reduce the climate impact we now compensate the remaining carbon emissions caused by KONE Care DX maintenance activities.

## How do we reach carbon neutrality?

At KONE, we follow a three-step approach to reach carbon neutrality:

1. We measure our CO2 emissions of all the activities associated with maintaining the equipment and verify the results with third party.
2. We have clearly defined ongoing emission reduction actions to actively reduce our CO2 emissions in line with our set science-based targets, environmental guidelines, and overall emission reduction targets.
3. We compensate for the remainder of the emissions including CO2 emissions caused by direct and indirect maintenance activities for spare parts, maintenance visits and facilities.

## Illustrative example of CO2 emissions from maintenance



This is an illustrative example and these figures may vary from country to country.

## Actions we are taking towards greener maintenance



### Energy efficient elevators

- 21 elevators with the best A-class rating
- Regenerative drive and other innovations



### Measure

- We calculate the CO2 impacts of all the activities associated with maintaining the equipment and verify the results with third party verifiers



### Reduce

SPARE PARTS	MAINTENANCE VISITS	FACILITIES
<ul style="list-style-type: none"> <li>• 94% of waste recycled currently in own operations</li> <li>• Working with suppliers to reduce CO2 (parts, packaging,...)</li> <li>• Innovative solutions (e.g. travelling cable, batteries, repairs)</li> </ul>	<ul style="list-style-type: none"> <li>• Optimized route planning for reduced driving</li> <li>• Moving towards low emission car fleet</li> <li>• Predictable maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Moving towards 100% renewable energy</li> </ul>



### Compensate

- The remaining carbon emissions will be calculated and compensated



In line with [KONE's Climate Pledge targets](#).  
According to [KONE's Environmental Guidelines](#) and overall emission reduction targets.

## REACHING ZERO HOW DOES CARBON COMPENSATION WORK?

While actively working on reducing carbon emissions, we have decided to compensate for carbon emissions that cannot be avoided now.

We are doing this by working together with [South Pole](#), a market leader in climate action. We have chosen to support various of their [GoldStandard®](#) certified carbon offsetting projects around the world. GoldStandard® is a recognized certification body that verifies that the projects qualify for carbon credits and keeps a public register of them.

The diverse range of selected projects reduce or avoid CO<sub>2</sub> emissions through responsible forestry, renewable energy, and community-based emission reduction initiatives. More information about the supported projects can be found [here](#).

# DEVELOPING SUSTAINABLE BUILDINGS

We support the ongoing green transformation by providing solutions and services for smart ecocities, low-carbon communities and net zero sustainable buildings.

## KONE DX Class Elevators

KONE DX Class elevators are the world's first digital elevator series, combining built-in connectivity and easy to activate services. This enables you to access the digital services and applications offered by KONE and KONE's ecosystem partners to upgrade and adapt according to ever changing end-user needs. With KONE DX Class elevators, we support you in green building even better than before through a new selection of low-emission, healthy interior materials, best-in-class energy efficiency and transparent disclosure about the sustainability of our solutions.

## Smart and sustainable maintenance

KONE Care DX™ is a maintenance service for our DX class elevator. It is the smartest and most sustainable service in the industry. Leveraging the power of predictive maintenance, connectivity, and transparency—KONE Care DX is the smartest way to seamlessly evolve your KONE DX elevator and keep it running for years to come. More information can be found [here](#).

The service offering in terms of carbon compensated service may vary from country to country



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