Supplier Onboarding Guide

Getting started with KONE

KONE values transparent, ethical, and long-term partnerships. This guide explains what you can expect during supplier onboarding and what is required to start working with us smoothly.

Before we begin working together, onboarding helps ensure:

- Ethical business practices
- Compliance with applicable laws and regulations
- Accurate company and payment information

This creates a reliable and transparent foundation for our cooperation.

1. When Onboarding Happens

Onboarding starts once a KONE business team identifies a potential supplier and confirms a business need.

Best practice: Complete onboarding **before** delivering goods or services and before submitting invoices.

2. How We'll Contact You

You'll receive an email from KONE with clear instructions on:

- What information or documents are required
- How to submit them securely
- Who to contact if you need support

In some cases, we may follow up to help move the onboarding forward.

3. What We'll Ask From You

As part of onboarding, we'll ask you to provide a **minimum standard set of information and documents**, which may include:

- Your legal company name and registered address
- Contact details
- Banking information
- Acceptance of the KONE Supplier Code of Conduct (COC)
- Acceptance of a Non-Disclosure Agreement (NDA), where applicable
- In some cases, review, acceptance, and/or signing of other applicable agreements
- Additional documents required by local regulations or specific business needs

You are responsible for ensuring that all information and documents you provide are accurate, complete, and up to date.

4. Review, Approval & Decision

We review the information you provide to support the onboarding decision, including required compliance and risk checks.

KONE reserves the right to **pause, reject, or terminate the onboarding process during the review and approval stage** if:

- Required information or documents are missing, inaccurate, or not provided
- Compliance, legal, or risk requirements are not met

Completion of onboarding does not create any obligation for KONE to place orders or enter into a contract.

5. Supplier Registration

Once approved:

- You are registered as an approved KONE supplier
- You become eligible to receive Purchase Orders (POs)
- Your information and documents are stored securely for compliance and audit purposes

6. Invoicing & Purchase Orders

After registration, you'll receive general instructions related to Purchase Orders and invoicing, where applicable.

- KONE follows a **"No PO – No Pay"** policy. Most transactions require a **valid Purchase Order (PO)** issued by KONE
- Always obtain the **PO number from your KONE buyer** before delivering goods or services
- The purchase must be **confirmed by you**
- Invoices must be submitted in one of the following formats:
    - **Structured electronic invoices (XML)** (for example, XRechnung or ZUGFeRD), routed via an **approved e-invoicing service provider** compatible with KONE's invoicing solutions *(preferred method)*
    - **Machine-readable PDF invoices**, accepted **only as a temporary exception**, where applicable

Important: Invoices submitted **without a valid PO** may be returned for correction and may delay payment.

7. Keeping Your Information Up to Date

Please inform KONE promptly if there are changes to:

- Company details
- Banking information
- Legal or regulatory status

Keeping your information current helps ensure uninterrupted business and timely payments.

8. Our Commitment

KONE is committed to:

- Fair and ethical business practices
- Clear and professional communication
- Secure handling of supplier data
- Long-term, value-driven partnerships

We look forward to working with you.