

12th November 2021

Dear Customer,

We are contacting you to inform you that the signing of new contracts as well as any modification or addendum to existing contracts may be made through the electronic signature managed through the "RSign" software of the Swiss entity Framacom, A.G. domiciled in Dorfstrasse 6, 3438 Lauperswil, Switzerland, provided with identification number CHE-336.741.093 MWST.

RSign provides a solution for the electronic signature of a document through software by which a document can be signed and sent electronically leaving traceability of all the steps or events carried out in relation to such document and ensuring its inalterability.

This is the result of the Jungheinrich Group's willingness to streamline and make the process of signing of contracts simpler, in order to reduce both the time spent on it and the costs derived from the need to have a handwritten signature on all contracts.

In accordance with the provisions of regulation for electronic signature, on Electronic Signature, the use of the electronic signature system indicated will have the same validity as the use of a recognised electronic signature, equating to the handwritten signature, so that the signing of any document through the aforementioned system will be fully valid and effective.

However, the use of the electronic signature described is not mandatory, should you not wish to use the digital signature process, please inform your contact at Jungheinrich immediately by email.

We remain at your entire disposal for any question you may have about it.

Sincerely,

Aleksandar Sretenović
Managing Director

Nataša Sarajević
Finance Director