

01.06.2022

Using RSIGN for signing contracts electronically

Dear Jungheinrich customer,

in the future, Jungheinrich would like to simplify the contract signing process for our customers in order to reduce both the time and costs associated with the need for a handwritten signature on all contracts.

This letter is to inform you that new contracts as well as any amendment or addition to existing contracts will be signed electronically in the future. The transaction will take place via the platform *"RSIGN software from the Swiss company Frama Communications AG, based at Dorfstrasse 6, CH-3438 Lauperswil, Switzerland, provided with the ID no.CHE-336.741.093 VAT"*.

You can find further information via the following link <https://www.frama-rsign.com>.

RSIGN is a software solution for processing and documenting the electronic signature of a document. With this software, a document is sent and signed electronically. In doing so, all steps or events associated with this document can be traced, ensuring its immutability. The standard corresponds to an advanced electronic signature (AES). In Austria, electronic signatures can be regularly used when the written form is not expressly stipulated by statutory or agreed formality (written form). However, there is no statutory formality for most contracts in Austria, which is why a handwritten signature is not required for their validity. The process of the electronic signature is executed as follows and is largely identical in process to that of other electronic signature providers such as DocuSign, Adobe Sign, Eversign, SignNow:

- 1) Once the contents of the contract documents have been finally agreed, they will be made available to the notified signatories via RSIGN for signature. In addition, the email will also include the data protection provisions applicable to the electronic signature service.
- 2) Open the documents via the link in the email and follow the steps indicated to formalise the signatures provided in it.

3) As soon as you have signed the documents, the signed documents will be made available to Jungheinrich via RSign and Jungheinrich will also sign the documents via RSign.

4) Once the document has been signed by all signatories, the final signed document is automatically sent to all signatories, bearing all signatures. Prerequisite: At least one (or all) signatories must be made known to Jungheinrich in advance, with their name and email address provided. However, RSign also includes a forwarding option, if you do not yet know precisely which second signatory is available or is to sign the document. We hope you will support this change. 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.

As always, your usual Jungheinrich contacts will be available to answer any questions you may have.

Kind regards,

Jungheinrich Team