



HIAB DATA MANIFESTO

GETTING MOST OUT OF YOUR HIAB EQUIPMENT

Hiab Equipment data Manifesto: what equipment data can mean for your business and how we keep it secure.

TABLE OF CONTENTS

1. What equipment connectivity can do for your business
2. Hiab Data Manifesto
3. Questions and answers
4. Equipment data exchange: how it works
5. Safeguarding your data: how we do it
6. Customer testimonial



1. WHAT EQUIPMENT CONNECTIVITY CAN DO FOR YOUR BUSINESS

OUR MISSION: HELPING YOU GET THE MOST OUT OF YOUR HIAB EQUIPMENT

At Hiab, we are always looking for ways to help you run your business as successful as possible. And help you get the most out of Hiab equipment. Of course, this starts with building the best loading equipment we can make: precise, dependable and great to use.

But now that technology offers us new possibilities, we can go even beyond just offering the best equipment we can make. Whether you are a small business or run a larger fleet: connectivity enables us to truly partner up with you and proactively help you get the most business value out of your Hiab equipment as possible, during the entire lifecycle of your equipment.

Your Hiab equipment contains a Gateway Connectivity Device: a sensor fitted in your equipment that enables the exchange of data relating to, for example, safety, operation, efficiency, availability, downtime, movement and overall condition. When smartly combined and analyzed, these can be used to create substantial benefits to your business.

Sharing your equipment telemetry data with Hiab is a win-win partnership because it will help us to serve you better. Thanks to the insight on our equipment, our service operations can act proactively in case you experience any problems with your equipment. Whenever some parts might need replacement, equipment insights will improve parts availability forecast and help us make sure your orders can be delivered as fast as possible, when you need it most. And of course, equipment insights will help us create even more durable, reliable, safe and great to use products in the future.

WHAT **EQUIPMENT CONNECTIVITY** CAN DO FOR YOUR BUSINESS



1. Improve your productivity

Identify fact-based opportunities to increase your efficiency. Thanks to clear data-driven insights, you can see how much your equipment and fleet has been used and stay on top of operational performance.



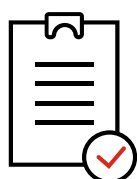
2. Improve operator safety

Equipment data insights allow you to identify unsafe behaviour and help you improve operator skills. This helps prevent equipment misuse and related downtime and increases your operational efficiency.



3. Reduce unplanned downtime, increase equipment lifetime

Being in control of equipment service needs not only prevents unplanned downtime, it also increases the total lifetime of your equipment. Equipment connectivity provides you clear insights in service history, upcoming service needs to be based on real time usage and saves you a lot of time through booking service appointments and pro-actively ordering parts at ease.



Of course: equipment data security is key.

Equipment connectivity can offer many business benefits. Yet we also recognize that it may also raise questions about what kind of data is actually exchanged and collected, how this data is being used and how we safeguard both privacy and data security. This document aims to provide clear and transparent answers to any questions you might have around equipment connectivity.



2. HIAB'S DATA MANIFESTO

As Hiab, we understand that data ownership and security is important to many of our customers. We value the importance of clear, honest and safe handling of equipment data. That is why we commit to applying these 5 key principles in every form of equipment data exchange.

1

EQUIPMENT DATA ONLY

Our goal is to help you get the most out of your equipment. And so we only collect and use data concerning your equipment operation and performance. We do not gather or process information that we can attribute to individual users or information from which we can identify an individual user, other than as may be necessary in order for us to provide our services to you.

2

WE PUT DATA SAFETY FIRST

We work with the best technology available and apply strong data management criteria. We take appropriate technical and organizational measures to protect the security and privacy of your data against manipulation, loss, unauthorized forwarding, and access by unauthorized third parties. We are using state of the art AWS (Amazon Web Services) cloud technology and host our data platform in EU AWS data centres. We allow only our own Hiab personnel (and those of our group companies and authorized members of our partner network) to access your equipment data. The access to your equipment data is limited for legitimate purposes only and as may be necessary in connection with the services we perform to you or as may be necessary for them to perform the tasks assigned to them (such as our service partner to be able to plan your upcoming service needs). We will not allow them to use your data for any other purpose.

3

YOUR DATA REMAINS YOURS

Your equipment is yours and so is the raw equipment data which can be attributed to you. This applies to all the equipment data, which can be attributed to you and is specific to your equipment, that is generated when using your Hiab equipment and that is measured by or through the gateway. And so, you always have the right to control which specific types of equipment data is collected by us through the Gateway Connectivity Device.

4

YOU ALWAYS KNOW WHAT WE DO WITH YOUR DATA

We take a proactive and transparent approach to make sure that you know how we use and store your equipment data and endeavor to provide options for you to safeguard your data (such as by being able to ask retrieving your data from us or asking us to anonymize your data from us when you want to). We are transparent about what equipment data we measure and collect. We only use that data to provide and offer services to you, to improve those services, and to develop, provide and offer new and better services and products in the future. We also may use the data for our own internal and other reasonable business purposes, such as compiling general and aggregated business analytics and trends.

5

WE NEVER DISCLOSE EQUIPMENT DATA WITHOUT YOUR CONSENT

We will never disclose your equipment data without informing you and actively make sure your data will not be shared to the benefit of your competitors. The only situation in which we do share data is when we are legally obligated to do so or to fulfil our contract with you as described above.



3. QUESTIONS & ANSWERS

Q: WHAT ARE YOU DOING WITH THE DATA YOU ARE COLLECTING?

The main reason to collect equipment data is to diagnose equipment performance and proactively predict service needs. And to provide value adding services to you and to fulfil our contractual obligations to you. The exchange of data allows us for example to plan and communicate services around repair and maintenance, roadside assistance, and other proactive and remote services.

The exchange of data also enables the delivery of related products, equipment and services such as Hiab HiConnect, remote diagnostics, operator performance solutions and other (digital) services dependent on gateway data.

We may also use equipment data to develop, provide and offer new and better products and services in the future, to ensure warranty compliance and to comply with legal and regulatory obligations (for example: recalls, accident investigations and safety-related field monitoring). We may also use the data for our own internal and other reasonable business purposes, such as by compiling general and aggregated business analytics and trends.

Q: WHAT KIND OF DATA ARE YOU TRACKING?

We only collect equipment performance data such as information relating to the equipment condition and performance and information relating to the operation of the equipment. This information may concern for example equipment identity, efficiency, downtime, movement, error codes, location and similar information relating to the equipment in general. This is data which we **cannot** attribute to any individual person (such as the equipment operator), unless as part of and necessary when providing certain services to you. This means the data collected through the Gateway Connectivity Device in itself is not **personal data**, as Hiab cannot deduct an identity of an individual person from that data.

Q: ARE CONNECTED SOLUTIONS AVAILABLE TO MY EQUIPMENT?

We offer connected solutions for most of our equipment and we are constantly expanding the equipment models and geographical locations available for the connected solutions. However, certain prerequisites naturally exist and the availability of our connected solutions may vary depending on your location and the equipment models you use.

First of all, in order for you to be able to use and receive the connected services, your equipment must be fitted with the Gateway Connectivity Device, which also needs to be activated correctly. Most of Hiab's equipment comes with a factory fitted Gateway Connectivity Device but Hiab also offers suitable gateways as retrofits to your existing equipment that are not equipped with the gateway. You may consult with us or our authorized resellers on the availability of the services, how to activate the Gateway Connectivity Device and how to order and install retrofit kits.

Q: HOW DOES SHARING MY EQUIPMENT DATA BENEFIT ME AND WHAT IF I ALREADY HAVE A TRUCK TELEMATICS SYSTEM?

Sharing equipment data enables us to help you get the most business value out of your Hiab equipment as possible, during the entire lifecycle of your equipment. The insights and services that we are able to provide to you by utilizing the equipment data helps you to:

- Improve your productivity and efficient usage of your equipment/fleet,
- Prevent equipment misuse and downtime and improve both operator safety and skills,
- Reduce unplanned downtime, increase equipment lifetime by optimizing equipment maintenance and preventing issues.

Even if most vehicles are already equipped with telematic systems and related services, the vehicle telematics does not show the operation and performance of the ancillary equipment, such as the truck mounted loader cranes and other Hiab equipment. Hiab's connected solutions, enabled by the data exchanged by the Gateway Connectivity Device, complement your vehicles telematic systems and gives visibility into the Hiab equipment performance, utilization and safe use.

Q: DOES HIAB EVER SHARE MY DATA WITH OTHERS?

We never disclose equipment data, which can be attributed to you and is specific to your equipment, outside our group companies and authorized partner network without your consent or legitimate interest. Your equipment data is only shared with our group companies and the authorized members of our partner network. Hiab never shares any data, which reveals or contains your company identity, the identity of the equipment operators, or your confidential information with unauthorized third parties unless there are compelling reasons to do so (such as if we are legally obligated to do so).

Q: HOW DOES HIAB SAFEGUARD MY DATA?

In order to assure safe exchange, handling and storage of equipment data, Hiab adheres to the highest technical standards and only works with the best in industry technology partners. We apply appropriate technical and organizational measures to safeguard the security and integrity of your data against manipulation, loss, unauthorized forwarding, and access by unauthorized third parties.

Q: HOW CAN I STAY IN CONTROL OF MY DATA?

We at Hiab aim to make sure you can stay in control of your equipment data. And of which data the Gateway Connectivity Device actively collects and transmits. For example, Hiab can deactivate the transmission of GPS location data upon your request. Subject to technical requirements, the deactivation may need to be carried out by a member of Hiab's authorized partner network. However, it is worthwhile to note that deactivation of the data transmission (such as the GPS location data) may result in dysfunction or limited availability of the (digital) services, which are dependent on gateway data.

Q: HOW DO YOU MAKE SURE MY COMPETITORS DON'T GET ACCESS TO MY DATA?

We understand that you don't want your equipment data to be shared with your competitors. We do analyze the total sum of equipment data generated by the entire Hiab fleet in order to create insights all Hiab users can benefit from. Yet we always make sure we never share insights of a specific Hiab client with the general public or with their competitors. For this reason, separate application logic and database processes are assigned to each individual Hiab customer, making sure each customer gets an unique set of instances that are dedicated to their organization and needs.

Q: WHAT ABOUT GDPR AND PRIVACY OF PERSONAL DATA?

The data that is collected through the connectivity device and used and processed as part of the services we provide to you, are equipment data, primarily of a technical nature. The data we collect through the connectivity device does not include driver or equipment operator details (unless specifically required as part of the services we provide to you).

The data that is collected through the Gateway Connectivity Device and used and processed as part of the services we provide to you, are equipment data, primarily of a technical nature. The relevance of data protection and privacy legislation (such as the GDPR) depends on the extent to which equipment data can be combined with other data that may enable the identification of a natural person. To the extent we process personal data as part of our services, the relevant data protection rules and the roles and responsibilities of the parties are set forth in the applicable service terms and conditions (such as Hiab HiConnect T&C's).

To the extent Hiab acts as a data controller (i.e. when we use personal data for our own purposes), we use personal data in accordance with our privacy policy available through www.hiab.com.

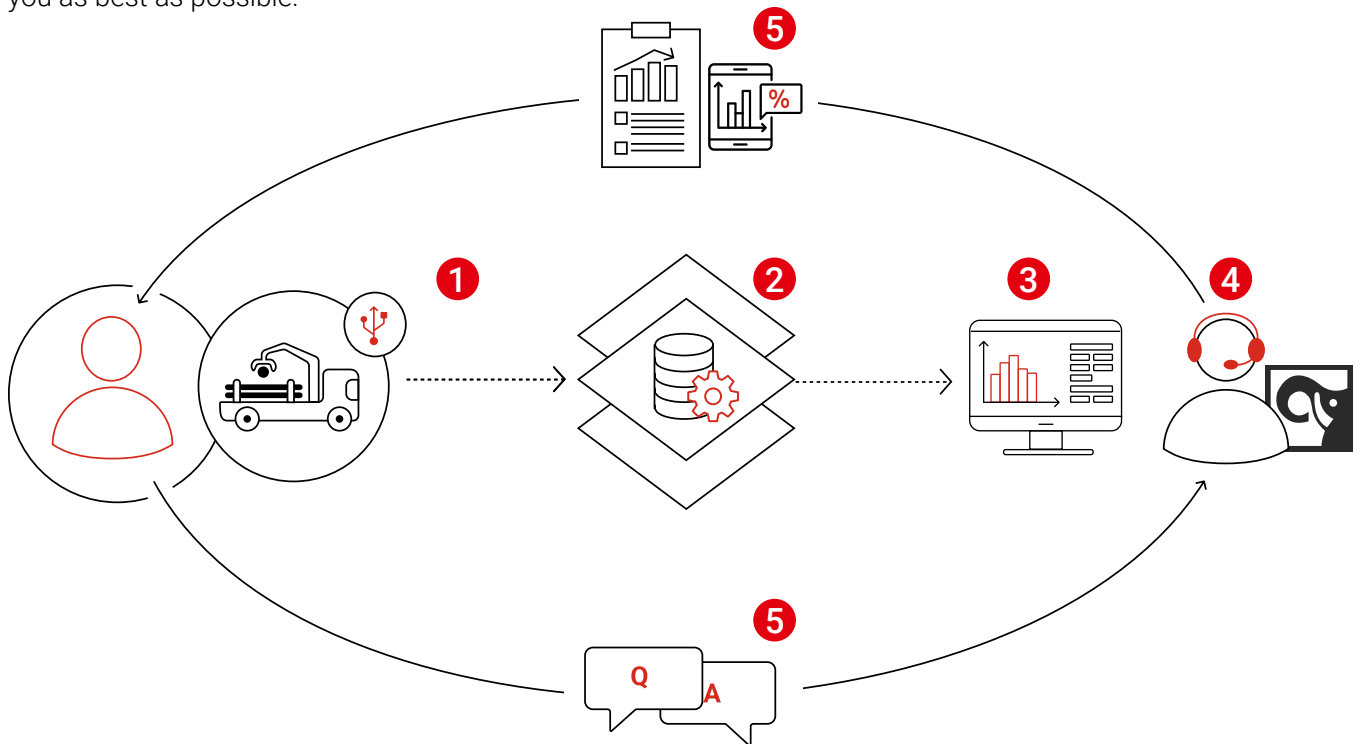
Q: AM I TRACKING ANY PERSONAL INFORMATION OF MY OPERATORS AND AM I BEING GDPR COMPLIANT AS AN EMPLOYER?

By tracking equipment data as such you are not tracking any personal information as defined under data protection and privacy legislation (such as the GDPR). Meaning that by just activating the Gateway Connectivity Device you as an employer are not violating any data protection and privacy legislation. By combining equipment data with other data that may enable the identification of a natural person (such as work shift information of your operators) or by using Hiab services that specifically allow you to do this, notification, consent and/or other requirements under the applicable data protection and privacy legislation may apply. When using Hiab's connected solutions, which requires Hiab to access and process personal data on your behalf, the relevant data protection rules and the roles and responsibilities of the parties are outlined in the applicable service terms and conditions (such as the HiConnect T&C's).



4. EQUIPMENT DATA EXCHANGE: HOW IT WORKS

In order to collect, analyze and use equipment data, our data infrastructure uses a Gateway Connectivity Device and a Cloud data repository to enable the exchange of data between your equipment and our equipment Data insights platform. These gathered equipment data points are analyzed and turned into actionable insights that help our experts at Hiab Customer Experience Center to always inform and support you as best as possible.



The five key components that enable the collection, sharing, analyzing, and reporting of equipment data are:

1 Gateway Connectivity Device

This is the little piece of hardware installed in your equipment that can track equipment metrics such as and share it via WiFi and/or 3/4G

2 AWS Cloud data repository

All data equipment are gathered and brought together in our cloud data repository that gathers, aggregates, stores, and structures all equipment data coming in. We use the best cloud-based data gathering solution (Amazon Web Services) available in the market to ensure this process works smoothly and well secured.

3 Hiab Business Insights platform

Our Business Insights platform makes equipment data insights actionable for both end-users (via HiConnect) and our internal Hiab Customer Experience experts (via Hiab Remote Monitoring tool.)

4 Hiab Customer Experience team

Our internal Hiab internal customer experience team monitors equipment data-based insights. To improve how we can proactively support our customers. And to have real-time equipment data insights available in case of any urgent service requests from our users.

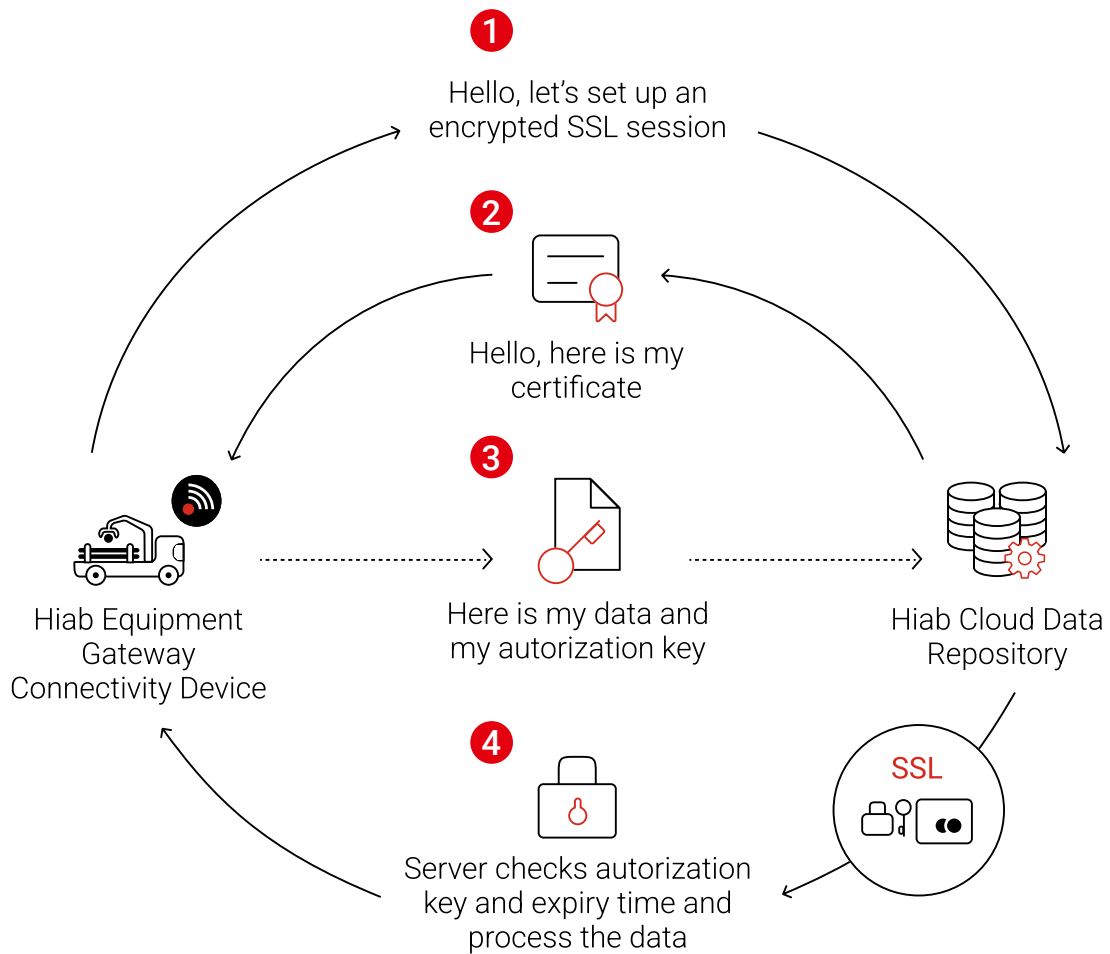
5 User solutions

For our end users, we proactively generate and share automated personal insight reports (via HiConnect) allowing you to get the best out of your Hiab equipment. Also, we can allow our business partners access to relevant insights via our dealer portal.



5. DATA MANAGEMENT & SECURITY: HOW WE DO IT

The Hiab Equipment Connectivity set-up is a set of enabling technologies and experts that together allow Hiab to gather equipment data and generate valuable insights quickly and safely. Off course: securing your equipment is paramount. And so we commit to using the same data security standards as are common in other high stake industries (such as online banking and online payments).



This is why we only apply best-in-class industry technologies. And ensure the highest standard in security levels at any stage within the process.

1 Connectivity layer security:

We use encrypted end-to-end connections using HTTPS SSL certificate

2 Data manipulation security:

All equipment data is transformed before sending, making it impossible to be read by any third parties

3 Device authorization security:

Only certified devices can send data using a new authorization key for every message

4 Message security:

All messages have an expiry timer to prevent resending or copying of messages



6. CUSTOMER TESTIMONIAL

E4

Equipment connectivity offers great possibilities to improve productivity, safety, uptime and equipment lifetime. And, it can also offer anti-theft measures as a benefit.

When a driver in New Mexico, USA, started his workday and discovered that the newly-purchased MOFFETT truck mounted forklift was stolen from its flatbed trailer he immediately contacted law enforcement and filed a police report. He knew that the unit was connected via the Gateway Connectivity Device and reached out to Hiab to see if they could help locate the asset.

Upon logging into the system, the Hiab team noticed that the last communication from the MOFFETT was just the previous day. The Hiab team provided the customer with the unit's location, so it can provide it to the police. Turns out, the unit was traced to a garage about a mile from the store. Thankfully, the MOFFETT was recovered.

"It was incredibly satisfying to know I was able to recover an asset that was high value and brand new. And having the customer thrilled with the results was an added bonus!"

Data team Hiab





HIAB DATA MANIFESTO

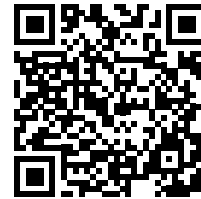
QUESTIONS?

FEEL FREE TO REACH OUT

Questions? Please contact our digital service team at:

support.tech@digi.hiab.com

To find out more about HiConnect, scan the QR-code



BUILT TO PERFORM

Hiab Group is the world's leading provider of on-road load handling equipment, intelligent services, smart and connected solutions. Hiab Group's class-leading load handling equipment includes HIAB, EFFER and ARGOS loader cranes, LOGLIFT and JONSERED forestry and recycling cranes, MOFFETT and PRINCETON truck mounted forklifts, MULTILIFT skiploaders and hooklifts, and tail lifts under the ZEPRO, DEL, and WALTCO brands. As the industry pioneer and with a proud 75 year history, Hiab Group is committed to be the preferred partner and solution provider to its customers and shape the future of intelligent load handling.

hiab.com

Hiab is part of Cargotec Corporation.

cargotec.com

