

## Q&A – IT Security Incident

### Customers

#### What has caused the issues?

Unfortunately, the systems of Knauf Group have been the target of a cyber-attack in the early hours of Wednesday 29 June.

Our cyber security system responded immediately and the global IT team managed to isolate the incident. The protective decision was made to shut down services, while further forensics are in progress. We are currently working heavily to mitigate the impact to our customers and partners – as well as to plan a safe recovery. However, we apologize for any inconvenience or delays in our delivery processes, that may occur.

#### Has your production been impacted?

We have been able to maintain production across our sites since the incident.

#### When will I receive my order?

We have been able to recover a download of all orders that had been placed and recorded in our systems as at close of play last Monday 27 June. The total volume captured represents a significant proportion of our expected sales in July.

We have secured a flow of shipments out of our plants based on the captured orders although, inevitably, there has unfortunately been some disruption caused by the unexpected loss of our core business systems, as well as email and phone lines. Since the incident, we have managed to ship the majority of planned loads within Great Britain (see below for exports). We will endeavour to communicate with you about the arrival of any orders in advance.

Any orders sent after Monday 27 June will not have been captured. See section below on “new orders”.

#### **Will orders received before Tuesday 28 June that contain products not on the temporary production list (effective from Wednesday 6 July to Thursday 14 July) still be processed and delivered?**

Yes. Any orders that were placed before close of play on Monday 27 June will be honoured subject to stock availability.

#### What about new orders?

We have been working on a temporary solution to enable us to accept and process new orders - this will be up and running from 9am on Wednesday 6 July for July deliveries only – we will communicate in due course regarding August deliveries.

To ensure your orders are received and processed, you will need to send your orders (in the usual format including your Purchase Order number) directly to your local Sales Representative via email (if you are unsure who to contact, please use the following link <https://www.knaufinsulation.co.uk/contact-us>). Please do not send any orders directly to the Customer Service Inbox email address as this is currently out of service. We are unable to receive any orders via EDI and we are unable to accept any order amendments.

Where possible we will work to your requested delivery date, however, please understand this may not always be possible and in those cases we will contact you to make alternative arrangements.

It is not possible for us currently to generate order confirmations therefore if you are unsure, please check with your local Sales Representative to confirm your order has been received.

### Knauf Insulation Ltd

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Registered Office: Stafford Road, St.Helens, Merseyside, WA10 3NS. UK Registered In England, Company Number: 1926842

We have limited systems and data available to us, however current allocations remain in place, and we will continue to work as closely to our allocations as possible.

For our Blown Glass Mineral Wool products and our Rock Mineral Wool products we will continue selling our full product range (except Rocksilk® Soffit Linerboard Extra and Cut-To-Falls roofing products).

Effective from Friday 15 July, our full range of Cured Glass Mineral Wool products will now be available to order.

## **What about invoices and other documentation?**

We do not plan to raise manual invoices prior to the return of our normal systems and we will not be in a position to send order confirmations.

We expect all payments from customers to continue as normal for the time being against invoices sent out in previous periods.

We do still expect all customers to sign Proof Of Delivery (POD) documents when goods arrive on site.

## **I am a customer - can I speak to anyone from Knauf Insulation?**

Yes, you can call your local Sales Representative on their mobile phone and you can now also speak to our Customer Services Team on the normal telephone number. Please only call the Customer Services Team if you have an urgent query as the team have very limited information available, and also so that we can focus efforts on securing shipments out receiving new orders. Please be patient if our response times are not at the normal level you've become accustomed to.

## **Can I collect products from your factories?**

We are unable to facilitate collections from our sites at the moment but will let you know if this changes.

## **When will your operation be back to normal?**

We are working 24-7 across the group to get to a secure position to enable systems to be restored. We will only restore systems when it is completely safe to do so – as a result we expect them to be unavailable for some considerable time. Whilst there is severe disruption to “business as usual”, we are further developing solutions to return our service levels to customers (& other partners) to as close to normal as possible.

## **I am an export customer (including Ireland, N. Ireland, Scandinavia, S. Africa) – when will I be able to receive products from you?**

The specific nature of export business has meant that we had initially been unable to ship product to overseas destinations. However, we are now in a position to start receiving new orders and loading for deliveries into Ireland and Scandinavia.

**We would ask all of our contacts to be vigilant as some fake Knauf e-mails have been reported. Please check that any e-mails received are from the official, known Knauf e-mail addresses before opening.**

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