

Q&A – IT Security Incident

Suppliers

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.

I am a supplier and have an outstanding invoice with Knauf Insulation – will I get paid on time?

At the moment, we do not have access to our systems and are managing payments manually. If you have an outstanding payment due soon, please contact our Account Payables Department on the phone number shown on your Purchase Order. We would appreciate any grace period that you can afford us and will endeavour to bring all vendor accounts up to date at the earliest opportunity.

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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