

April 3, 2024

Dear Valued Supplier,

As part of our Core Values, Daifuku Airport America Corporation ("Daifuku Airport") (formerly Jervis B. Webb Company ("Webb")), rolled out "CARE". The C stands for Customer Focus, which we strongly believe in and always look to improve.

To advance Daifuku Airport's customer-focused approach, we have decided to transition our Customer Service group to Daifuku Services America Corporation ("Daifuku Services") (formerly Elite Line Services ("ELS")), effective May 1, 2024. As the largest BHS O&M provider in North America, Daifuku Services provides exceptional services to our mutual customers. We have always had great synergies between our two organizations and this approach will help us further align our services and allow us to support our valued customers even better.

Going forward, Daifuku Services will take the lead on all airport aftermarket service, technical support, and part sales. The customer service team within Daifuku Services will also process all Smart Handling service, part sales, and training orders on behalf of Daifuku Airport.

Relative to supplier pricing, we ask that you extend the same pricing discounts to Daifuku Services as offered to Daifuku Airport.

Sincerely,



Thomas V. Miciek
Executive Manager –
Corporate Procurement & Supply
Daifuku Airport America Corporation



Kristijan Medic
Vice President, Sales & Services
Daifuku Services America Corporation