

# General Shareholders' Meeting 2021

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Rules for the on-line assistance to the General Shareholders Meeting

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**OTIS**  
ZARDOYA OTIS, S.A.

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The Ordinary General Meeting may only be attended on-line, in accordance with the following rules approved on the subject by the Company's Board of Directors.

The mechanisms for attending the Ordinary General Meeting will be made available to shareholders (or their proxy-holders) on the Company's corporate website (<http://www.otis.com/es/es/accionistas-inversores/>).

**(A) Identification and prior registration of shareholders**

To guarantee the identity of those attending, the correct exercise of their rights, interactivity and the proper running of the meeting, shareholders who wish to use the on-line attendance mechanisms must register previously in the space allocated to the General Shareholders' Meeting ("**on-line attendance**") on the corporate website (<http://www.otis.com/es/es/accionistas-inversores/>), **from 12:00 noon (CEST) on April 20, 2021 until 24:00 (CEST) on May 17, 2021**. No prior registration of shareholders for exercising the right to attend on-line will be admitted after the latter date and time.

Said prior registration may be carried out by: (i) electronic national identity card; (ii) recognized or advanced electronic signature based on a recognized electronic certificate currently in force, issued by the Spanish Public Certification Entity (CERES), which reports to the Fábrica Nacional de Moneda y Timbre (the Spanish Mint) ("**Recognized Electronic CERES Certificate**"); or (iii) completing the accreditation form on the corporate website (<http://www.otis.com/es/es/accionistas-inversores/>), on which the shareholder must identify him or herself with their national identify card, foreigner identity card or passport, e-mail address and the number of shares they own.

Once the aforementioned accreditation form has been completed and their identity and condition of shareholder verified, the shareholder will receive at the email address provided their "username and password" credentials by which they will be able to identify themselves on the telematic assistance platform on the day of the meeting.

The Company reserves the right to request shareholders to provide any additional means of identification it deems necessary in order to verify their status as a shareholder and guarantee the authenticity of the on-line attendance.

Once the shareholder has pre-registered using the means described within the term allowed, they may attend and vote at the Ordinary General Meeting on-line by connecting as required on the day the meeting is held.

Prior registration of shareholders' proxy-holders will be carried out by the Company in accordance with point 4.1 of the Notice of Meeting available at the corporate website (<http://www.otis.com/es/es/accionistas-inversores/>).

**(B) Connection and attendance**

In order to allow the on-line attendance systems to be managed properly, shareholders who have registered previously to attend the Ordinary General Meeting on-line in accordance with letter (A) above or their proxy-holders **must connect to the Company's corporate website** (<http://www.otis.com/es/es/accionistas-inversores/>) **between 09:00 a.m. and 11:00 a.m. (CEST) on May 18, 2021 (if the Ordinary General Meeting is held on the first call) or on May 19, 2021 (if, as expected, the Ordinary General Meeting is held on the second call)** and identify themselves as described in the relevant instructions and depending on the means of identification used in the prior registration process (in the case of shareholders), through (i) electronic DNI; (ii) qualified or advanced electronic signature based on a CERES Recognized Electronic Certificate; or (iii) the "username and password" credentials provided, in the case of shareholders, at the time of prior registration and, in the case of representatives, after the corresponding request under the terms provided in section 4.1 following.

If applicable, on May 18, 2021, when it has been verified that the quorum required to hold the meeting has not been met, the Company will publish this situation on the electronic attendance platform, confirming that the Ordinary General Meeting will finally be held on the second call. In the event that the Ordinary General Meeting is held on the second call (as expected), on-line participants who connected on the first call must connect again in order to attend the Ordinary General Meeting on-line on the second call.

**(C) Participation**

Pursuant to the LSC, interventions and motions or requests for information or clarification that, in accordance with said Law, on-line participants intend to formulate must be sent to the Company in writing, in the format, terms and conditions established on the Company's aforementioned website, **between 9:00 a.m. and 11:00 a.m. (CEST) on May 18, 2021 or, if applicable, May 19, 2021, depending on whether the Ordinary General Meeting is held on the first or second call, respectively.** The on-line attendee who wishes his/or intervention to be recorded in the minutes of the Ordinary General Meeting must state this expressly in the text of the intervention. Requests for information or clarification made by on-line participants will be answered in writing in the seven days following the meeting, in accordance with the LSC.

On-line attendees who, having connected to the meeting on the first call, sent interventions and motions or requests for information or clarification will have to send them again, in the terms described, on the day on which the meeting is held. Otherwise, they will be deemed not to have been submitted.

**(D) Voting**

Votes may be cast on items on the Agenda as of the time that the Meeting is declared to have reached a quorum until the Chairman or, where applicable the Secretary, announces the end of the period allowed for voting on the motions concerning items

on the Agenda. Regarding motions on matters that need not appear on the Agenda by law, attendees may cast their votes as of the moment at which said motions are read and it is announced that votes may be cast on them on the on-line attendance platform. For voting on the motions, the procedure set out in the Bylaws and the Regulations of the General Shareholders' Meeting will be applied.

**(E) Other issues**

A shareholder's on-line attendance at the Ordinary General Shareholders' Meeting on the day that it is held will cause any proxy granted or vote cast from a distance prior to the Ordinary General Meeting to be null.

Custody of the passwords or means of identification necessary to access and use the on-line attendance service is the sole responsibility of the shareholder (or their proxy-holder). In the case of a legal person, it must notify the Company of any change or revocation of the powers held by its representative, the Company thus declining any liability until such notification has been made

The Company reserves the right to change, suspend, cancel or restrict the mechanisms for on-line attendance at the Ordinary General Meeting when technical or security reasons make this advisable or obligatory. The Company will not be liable for any damages that may be caused to the shareholder by breakdowns, overloads, lines down, connection failures, or any other contingencies of the same or a similar nature, beyond the Company's control, that prevent the use of the mechanisms for on-line attendance at the Ordinary General Meeting. Therefore, such circumstances will not constitute an unlawful deprivation of shareholder rights.

In all aspects not expressly regulated in this notice, the same rules on voting and adopting motions as those contained in the Regulations of the Ordinary General Meeting for General Meetings held with in-person attendance will be applicable to the shareholders or proxy-holders who attend on-line.

The following precedence rules are established between delegation, remote voting and attendance at the Ordinary General Meeting: (i) telematic attendance at the Ordinary General Meeting of the shareholder who had previously delegated or voted remotely, regardless of the means used to its issuance will render said delegation or vote ineffective; (ii) when the shareholder validly confers the proxy or casts its vote by electronic communication and, in addition, performs the same action by means of the printed proxy and remote voting card, the last proxy or the last vote cast will prevail (regardless of which is the medium used for its issuance) that has been received by the Company within the established period; and (iii) the casting of the vote by any remote communication means will render ineffective the proxies granted by the shareholder, whether they are prior to the casting, which will be understood to be revoked, or later, which will be deemed not to have been carried out. Likewise, both the representation and the previous remote vote cast will be rendered ineffective by the sale of the shares that confer the right to participate in the General Meeting of which

the Company is aware at least five days before the scheduled date for holding the Ordinary General Meeting.

It is the sole responsibility of the shareholder or their representative to safeguard their electronic signature and, where appropriate, the credentials provided to make use of the electronic platform for delegation, prior voting and telematic assistance.