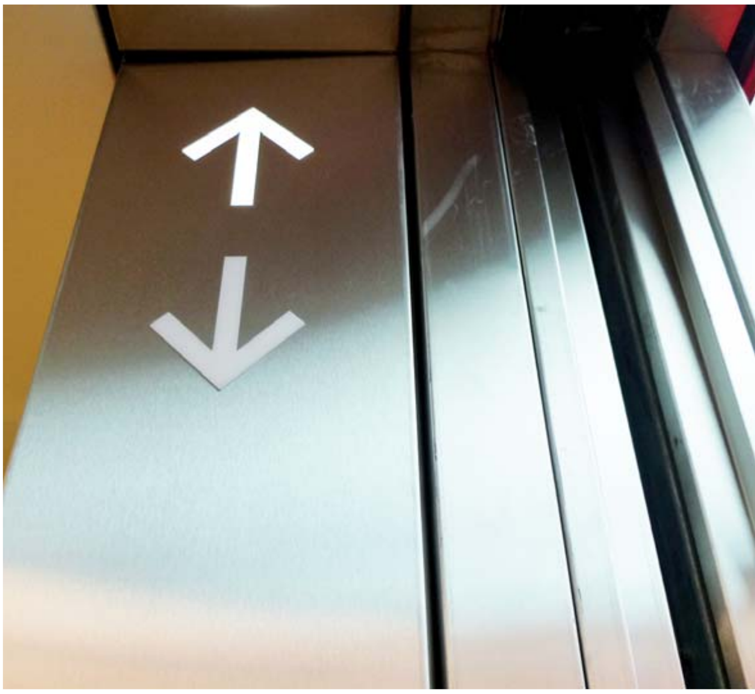
ZARDOYA OTIS S.A.

Annual Report 2009

ZARDOYA OTIS

Annual Report 2009

Free translation of the Annual Report originally issued in Spanish for the year: 12.1. 2008 to 11. 30. 2009 presented by the Board of Directors at the General Meeting of Shareholders held on May 24, 2010 upon the first call, or May 25, 2010 upon the second call.



OTIS

MARIO ABAJO
Presidente

Zardoya Otis S.A.
Golfo de Salónica, 73
28033 Madrid - Spain
www.otis.com

May 25, 2010

Dear Shareholders,

It is an honour for me to address you all for the first time as President of the Board of Zardoya Otis, S.A.

The 2009 Annual Report which I am pleased to present to you on behalf of the Board of Directors, reflects the difficult economic environment in this financial year. The fall of 3.6% in GDP was due to the general crisis in all sectors, especially in building construction which decreased by approximately 50%.

In this framework, our strategy of giving priority to service functioned adequately. In fact, although new installations sales showed a drop of 30.3%, service sales grew by 2.5%, representing 75.5% of the business volume of the Group, or 5 points more than in 2008.

Thanks to this and the cost reduction programs, we have achieved a net profit of 202.1 million euros, which represents an increase of 0.5% with respect to the previous fiscal year. This profit has allowed us to continue with our policy of quarterly dividends, which is started way back in 1981. In summary, 198.1 million euros were distributed, which is equivalent to 98% of the profits after tax.

Furthermore, in June 2009 we undertook a new capital increase charged to reserves, the thirtieth in the history of the Company with in the proportion of one new share for every 20 old shares. The new shares were entitled to the dividends paid after the date of the capital increase, that is, on September 10th and December 10th, 2009 and March 10th, 2010.

OTIS

During the past year, our stock market capitalization grew by 12.6%. If this is added to a yield from dividend of 4.9%, we can state that 2009 was a good fiscal year for our shareholders.

Regarding 2010, I would firstly like to emphasize the favourable situation of the service portfolio that on November 30th, 2009 reached 264.871 units. This represents 14.000 more than the precedent year. This is the highest increase in service portfolio in our company since 1993, when Portugal was incorporated. This has been possible among other factors, to the reinforcement of our strategy of service company acquisitions.

In 2010, we foresee that new equipment sales will continue to decrease, although at a lower rate that in 2009, since the volume of new bookings received has started to stabilize after the significant decreases in the last two years. We will also continue to prioritize service and to reduce costs, and thus we consider that the result will be similar to those in 2009.

In light of these data and forecast, we are going to propose to the General Shareholders Meeting something similar to what we did in 2009: a new bonus share issue of one new share for every 20 old shares and the payment of the second quarterly dividend of 0.14 euros per share on June 10th. If we continue a similar line in the forthcoming quarters, the total gross dividend paid, charged to 2010, will be in line with that paid in 2009.

Sincerely

Mario Abajo

Key Data at November 30

(Fiscal year end)

(Consolidated figures in millions of euros)

ANNUAL RESULTS	2009	2008	2007*	2007	2006	2005	09/08	08/07*	08/07	07*/06	07/06	06/05
							% variance over prior year					
Profit before tax	288.1	284.8	270.6	334.8	240.2	215.6	1.2	5.3	(14.9)	12.7	39.4	11.4
Profit after tax	202.1	201.1	175.9	221.9	154.3	143.5	0.5	14.4	(9.4)	14.0	43.8	7.5
EBITDA	299.5	296.6	277.7	277.7	247.6	224.3	1.0	6.8	6.8	12.2	12.2	10.4
Cash-Flow	216.2	217.1	188.6	234.6	162.3	154.0	(0.4)	15.1	(7.5)	16.2	44.6	5.4
Dividends paid	198.1	193.6	176.0	176.0	155.0	134.2	2.3	10.0	10.0	13.5	13.5	15.5

*Excludes the extraordinary result for the Madrid Factory sale

SHAREHOLDERS´EQUITY	2009	2008	2007	2006	2005	09/08	08/07	07/06	06/05
						% variance over prior year			
Capital and Reserves	233.0	230.4	173.8	127.7	128.8	1.2	32.6	36.0	(0.9)

SALES DATA	2009	2008	2007	2006	2005	09/08	08/07	07/06	06/05
						% variance over prior year			
New Installations	139.8	200.7	214.9	200.6	172.7	(30.3)	(6.6)	7.1	16.2
Service	668.2	651.7	584.0	524.9	474.2	2.5	11.6	11.3	10.7
Total Exports	94.2	99.3	80.1	72.7	62.9	(5.1)	24.0	10.2	15.5
Export to Portugal and Morocco (*)	(17.1)	(15.1)	(14.0)	(12.3)	(9.1)	13.0	7.9	13.6	35.4
Net Exports	77.1	84.2	66.1	60.4	53.8	(8.4)	27.4	9.5	12.2
Total	885.1	936.6	865.0	785.9	700.7	(5.5)	8.3	10.1	12.2

(*) Deduced as they are already included in consolidated sales

NEW INSTALLATIONS	2009	2008	2007	2006	2005	09/08	08/07	07/06	06/05
						% variance over prior year			
Orders received	114.7	191.2	222.8	217.0	176.1	(40.0)	(14.2)	2.7	23.2
Backlog	117.4	151.6	168.3	160.3	149.4	(22.6)	(9.9)	5.0	7.3

SERVICE DATA	2009	2008	2007	2006	2005	09/08	08/07	07/06	06/05
						% variance over prior year			
Units under maintenance	264,871	250,871	237,836	226,831	219,167	5.6	5.5	4.9	3.5
Maintenance centers	372	367	359	351	340	1.4	2.2	2.3	3.2

MANPOWER	2009	2008	2007	2006	2005	09/08	08/07	07/06	06/05
						% variance over prior year			
Total manpower	5,854	6,046	5,831	5,510	5,262	(3.2)	3.7	5.8	4.7

Stock Market Data at December 31

(euros)

SHARE CAPITAL	2009	2008	2007	2006	2005	2004
Number of shares before share capital increase	316,939,137	288,126,489	261,933,172	238,121,066	216,473,697	196,794,270
Share capital increase (bonus) ratio	1X20	1X10	1X10	1X10	1X10	1X10
Number of shares at December 31	332,786,093	316,939,137	288,126,489	261,933,172	238,121,066	216,473,697
Par value	0.10	0.10	0.10	0.10	0.10	0.10
Share capital (millions)	33.3	31.7	28.8	26.2	23.8	21.6

PROFIT PER SHARE	2009	2008	2007*	2007	2006	2005	2004
Profit after Tax	0.607	0.635	0.610	0.770	0.589	0.603	0.604
P.A.T. adjusted by capital increase	0.607	0.604	0.529	0.667	0.464	0.431	0.393
Adjusted P.A.T. Variance (%)	0.5	14.4	14.0	43.8	7.5	9.8	12.6
EBITDA per share	0.899	0.936	0.964	0.964	0.945	0.942	0.969
EBITDA adjusted by capital increase	0.899	0.891	0.834	0.834	0.744	0.674	0.630
Adjusted EBITDA variance (%)	0.9	6.8	12.2	12.2	10.4	6.9	8.4

(*) Excludes the extraordinary result for the Madrid Factory sale

DIVIDEND PER SHARE	2009	2008	2007	2006	2005	2004
Dividend per share	0.625	0.672	0.672	0.651	0.620	0.609
Dividend adjusted by capital increase	0.625	0.626	0.569	0.501	0.434	0.388
% Variance adjusted dividend	(0.18)	10.00	13.55	15.45	12.03	18.15

PRICE PER SHARE	2009	2008	2007	2006	2005	2004
Price	13.61	12.69	19.37	22.98	21.40	18.87
Price adjusted by share capital increase	13.61	12.09	16.77	18.09	15.31	12.27
% Adjusted price variance	12.6	(27.9)	(7.3)	18.1	24.7	25.8

ANNUAL YIELD OF ONE SHARE (%) (*)	2009	2008	2007	2006	2005	2004
Dividend	4.925	3.469	2.924	3.042	3.286	3.691
Adjusted price variance	12.612	(27.935)	(7.280)	18.121	24.748	25.800
Total	17.537	(24.466)	(4.356)	21.164	28.034	29.491

(*) Calculated with dividends paid in the year, for a share owned on January1st and valued at last price on December 31 st.

TRADING DATA	2009	2008	2007	2006	2005	2004
Market capitalization (millions)	4,529	4,022	5,581	6,019	5,096	4,085
Trading frequency (%)	100.0	100.0	100.0	100.0	100.0	100.0
Effective value traded (millions)	785.9	1,089.07	1,935	802	683	506

STOCK MARKET RATIOS	2009	2008	2007*	2007	2006	2005	2004
PER (Price/net profit: number of times)	22.4	20.0	31.7	25.2	39.0	35.5	31.2
Pay-out % (Dividends paid/net profit)	98.0	96.3	100.1	79.3	100.5	93.5	91.7

(*) Excludes the extraordinary result for the Madrid Factory sale

STOCK MARKET INDEX VARIANCE	2009	2008	2007	2006	2005	2004
Zardoya Otis, S.A.						
Market capitalization at December 31 (€ Millions)	4,529	4,022	5,581	6,019	5,096	4,085
Market capitalization at January 1, 1990 (€ Millions) (Start of IBEX-35)	331	331	331	331	331	331
Market capitalization variance since January 1, 1990	4,198	3,691	5,250	5,688	4,765	3,754
% Variance market capitalization since january 1, 1990	1,266.7	1,113.7	1,584.1	1,716.4	1,437.7	1,132.7
% inter-annual market capitalization variance	12.6	(27.9)	(7.3)	18.1	24.7	25.8
IBEX-35						
IBEX-35 at December 31	11,940	9,196	15,182	14,147	10,734	9,081
IBEX-35 at start (January 1, 1990)	3,000	3,000	3,000	3,000	3,000	3,000
Variance IBEX-35 since Jan. 1, 1990	8,940	6,196	12,182	11,147	7,734	6,081
% Variance IBEX-35 since Jan. 1, 1990	298.0	206.5	406.1	371.6	257.8	202.7
% Inter-annual variance IBEX-35	29.8	(39.4)	7.3	31.8	18.2	17.4

ZARDOYA OTIS

Management Report of Zardoya Otis (Consolidated Accounts)

Management Report of ZARDOYA OTIS (Consolidated Accounts)

Presentation of the Annual Financial Statements

The consolidated annual financial statements of the Zardoya Otis Group at November 30, 2009 have been prepared in accordance with the International Financial Reporting Standards (IFRS) adopted in the European Union and in force at said date.

Business Evolution

Profit and Loss

The consolidated profit before tax at the 2009 year end was 288.1 million Euros, representing an increase of 1.2% on the 284.8 million Euros obtained in 2008.

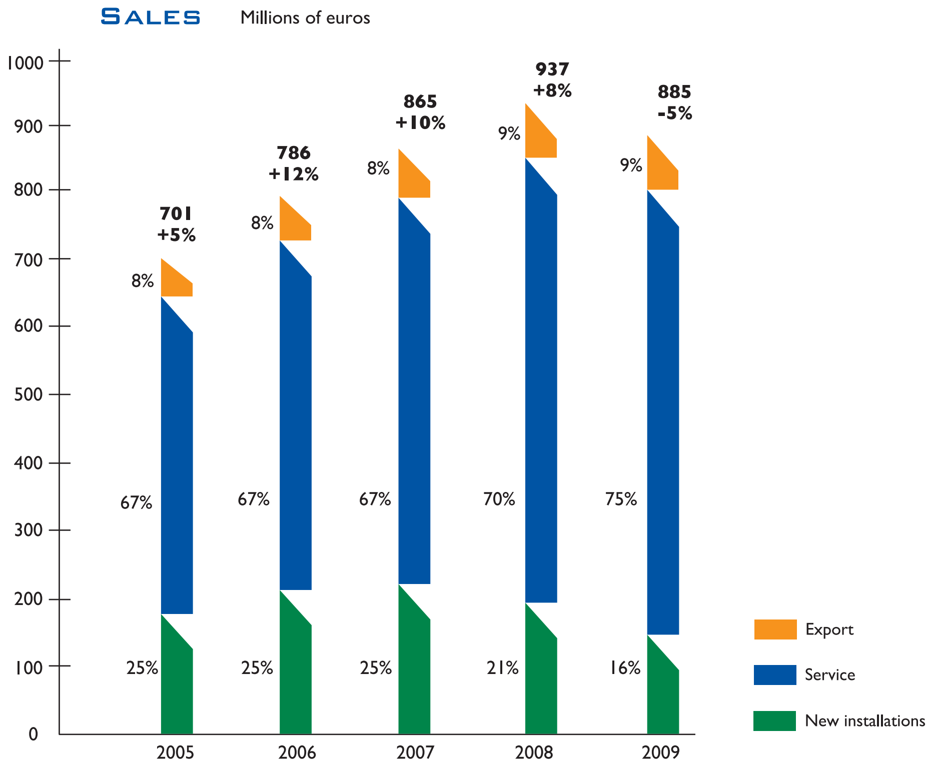
The EBITDA (Operating income plus, Depreciation and Amortization) obtained in 2009 was 299.5 million Euros, 1.0% up on the 2008 figure, with an increase in the provision for bad debts from 1.53% of total sales in 2008 to 1.87% in 2009.

The consolidated profit for the year 2009 attributable to the shareholders (net profit after minority interests) was 202.1 million Euros, 0.5% higher than the amount obtained in 2008, in spite of the sales decrease.

The consolidated cash flow (net profit plus amortization and depreciation) at the 2009 year end was 216.2 million Euros, 0.4% down on the 2008 figure.

TOTAL SALES

Total consolidated sales for the year 2009 was 885.1 million Euros, in comparison with the 936.6 million Euros of 2008, representing a fall of 5.5%.



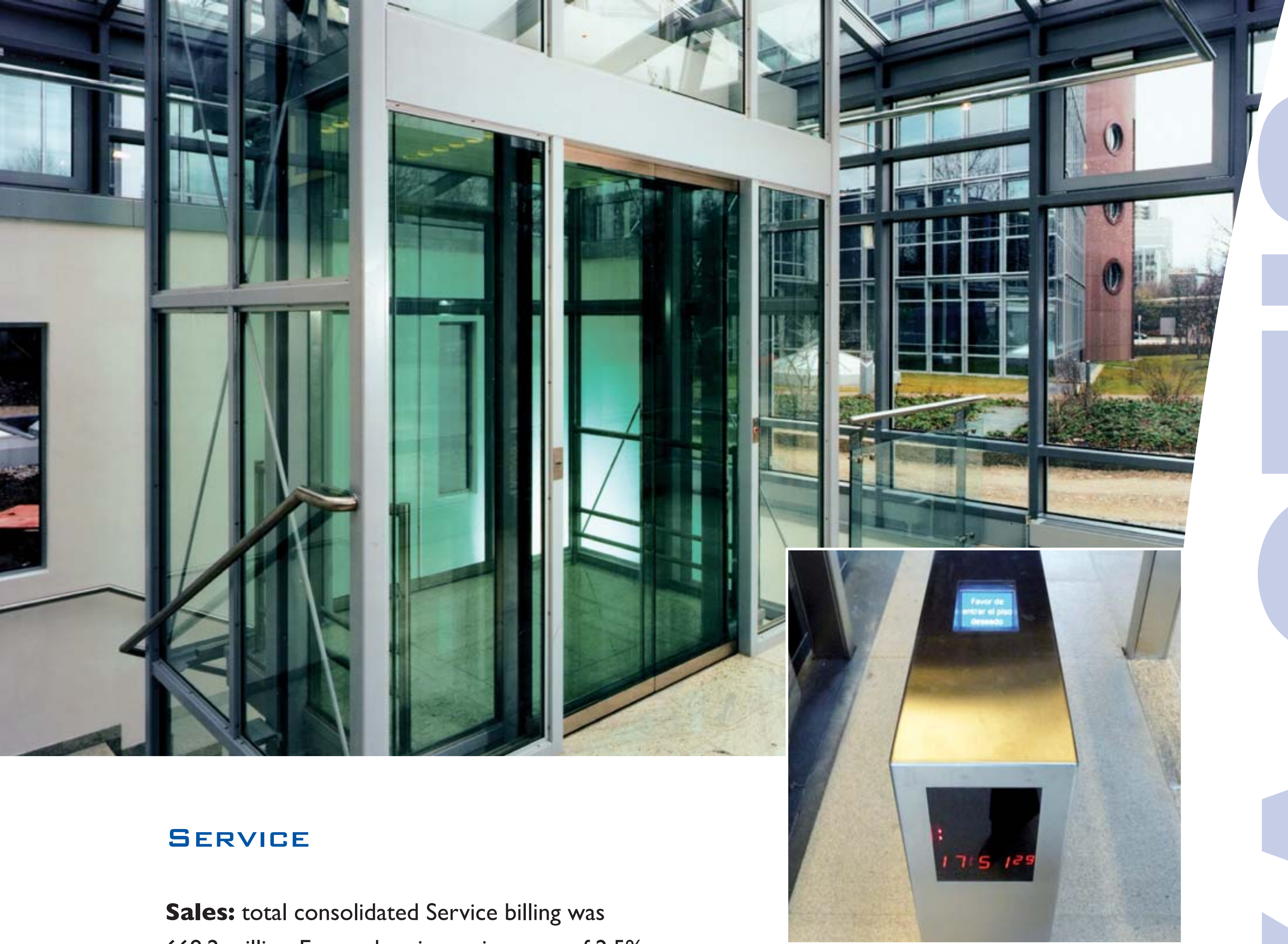
NEW SALES

Work completed: the value of work completed in New Installations in 2009 was 139.8 million Euros, 30.3% lower than the work completed in 2008, as a result of the drop in the orders received for New Sales, which commenced in 2008 and became more acute in 2009.

In 2009, New Sales billing represented 15.8% of total billing (21.4% in 2008).

Orders received: New Sales orders for 114.7 million Euros were received in 2009, representing a decrease of 40% in the consolidated figure (14.2% in 2008), with reductions of 41.5% in the Spanish market, 3.6% in Morocco and 50.6% in Portugal (due to important projects in shopping malls for which orders were placed in 2008 but not repeated in 2009).

Backlog of unfilled orders: as a consequence of the decrease in the orders received for New Installations, the backlog of unfilled orders at the 2009 year end fell by 22.6%, in comparison with 9.9% in 2008.



Service

Sales: total consolidated Service billing was 668.2 million Euros, showing an increase of 2.5% on the 2008 figure.

Service activity represented 75.5% of total billing in 2009 (69.6% in 2008), demonstrating the importance that Service continues to have in the Zardoya Group's business structure and showing that it is an important base for its stability.

Units under maintenance of the Zardoya Otis Group:
At the 2009 year end, there were 264,871 units under maintenance, i.e. a rise of 14,000 units, equivalent to a growth rate of 5.6%, with organic growth of 1.6%.

In the first half of the year 2009, the companies Jobensa, S.L. and Ascensores Vascos, S.A., acquired in 2008, were consolidated and subsequently merged into the Zardoya Otis Group. In the second half, majority interests were acquired in the companies Grupo TAR, S.A., Ascensores González, S.L., Cruxent, S.A. and Montoy, S.L. for a total amount of 42.6 million Euros. All these companies had been consolidated before the year end.

Likewise in November 2009, the company executed the purchase option on 49% of the share capital of the company Otis Maroc, S.A. that it did not own. The purchase price of these shares was 10.7 million Euros.

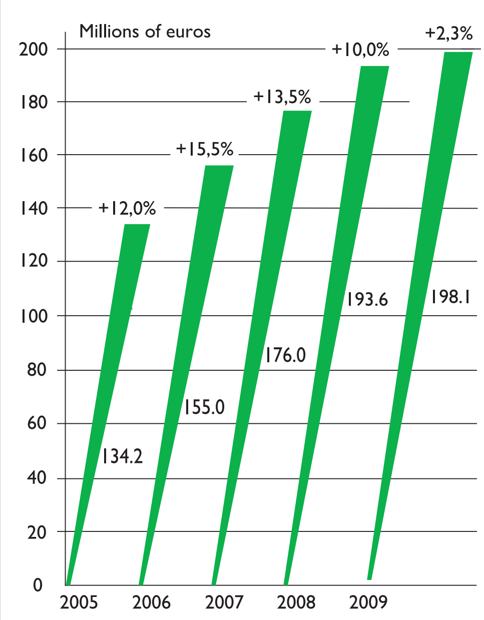
Exports

Net export billing in the year 2009 (not including sales made to the Group companies in Portugal and Morocco) was 77.1 million Euros, 8.4% lower than in 2008, when it grew by 27,4%.

In 2009, net exports represented 8.7% of the Group's consolidated sales (9% in 2008).

Employee Headcount

At the 2009 year end, the Zardoya Otis Group had 5,854 employees, in comparison to the 6,046 at the end of 2008. The reduction in the number of people was equivalent to 3.2%, in comparison with an average increase of 4.7% in the period 2006/2008.



Dividends

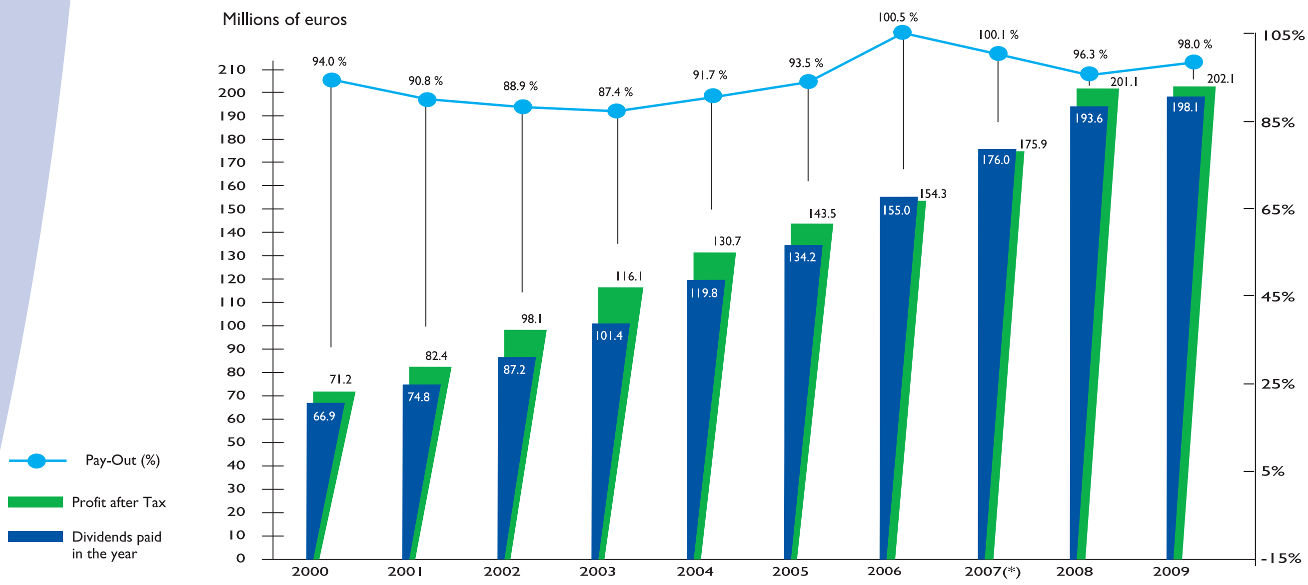
Dividends distributed and paids in 2009 were:

Number	Data	Gross per Share	Charged to	Shares entitled to dividend	Total gross dividend (Milllions of Euros)
117	10 March	0.160 euros	1st on acct. 2009	316,939,137	50,710,261.92 €
118	10 June	0.150 euros	Reserves	316,939,137	47,540,870.55 €
119	10 September	0.150 euros	2nd on acct. 2009	332,786,093	49,917,913.95 €
120	10 December	0.150 euros	3rd on acct. 2009	332,786,093	49,917,913.95 €
TOTAL DIVIDENDS PAID IN 2009					**198,086,960.37 €**

The first quarterly interim dividend charged to the 2009 profit was paid to all the outstanding shares -316,939,137- for a gross amount of 50,710,261.92 Euros. The second quarterly dividend, distributed on June 10, 2009, was charged to the Voluntary Reserve and paid to all the outstanding shares -316,939,137-. The 15,846,956 shares coming from the 1x20 bonus issue that took place on June 12, 2009 were also entitled to the third and fourth interim dividends, charged to the 2009 profit. Thus, the total number of shares entitled to dividends rose to 332,786,093.

The dividends paid in 2009 totalled 198.1 million Euros, in comparison with the 193.6 million Euros of the preceding year. This represented an increase of 2.31% and meant a pay-out of 98% of the consolidated profit of Zardoya Otis, S.A., thus continuing the Company's policy of distributing dividends with a pay-out of close to 100%.

Profit after Tax vs. Dividends Paid in the Year (Pay-Out %)



(*) Before Extraordinary Results

Evolution of Capital

Capital Increase

On June 12, 2009, after the second quarterly dividend charged to the Voluntary Reserve had been distributed, the capital increase approved by the General Meeting of Shareholders held on May 27, 2009 took place.

The ratio was one new share for each twenty old outstanding shares, by means of the issuance of 15,846,956 new bonus shares charged to the Voluntary Reserve, for an amount of 1,584,695.60 Euros.

The subscription took place from June 12 to June 30, 2009, both inclusive. As a result of this increase, the share capital rose to 33,278,609.30 Euros, represented by 332,786,093 shares with a par value of 0.10 Euros each.

The new shares were entitled to the dividends paid after the closing date of the increase and, therefore, received the dividends distributed on September 10 and December 10, 2009.

The new shares were listed on the Madrid, Barcelona, Valencia and Bilbao Stock Exchanges, effective August 24, 2009.

Treasury Stock

The Board of Directors did not make use of the authorization to acquire treasury stock granted by the General Meeting of Shareholders of May 27, 2009.

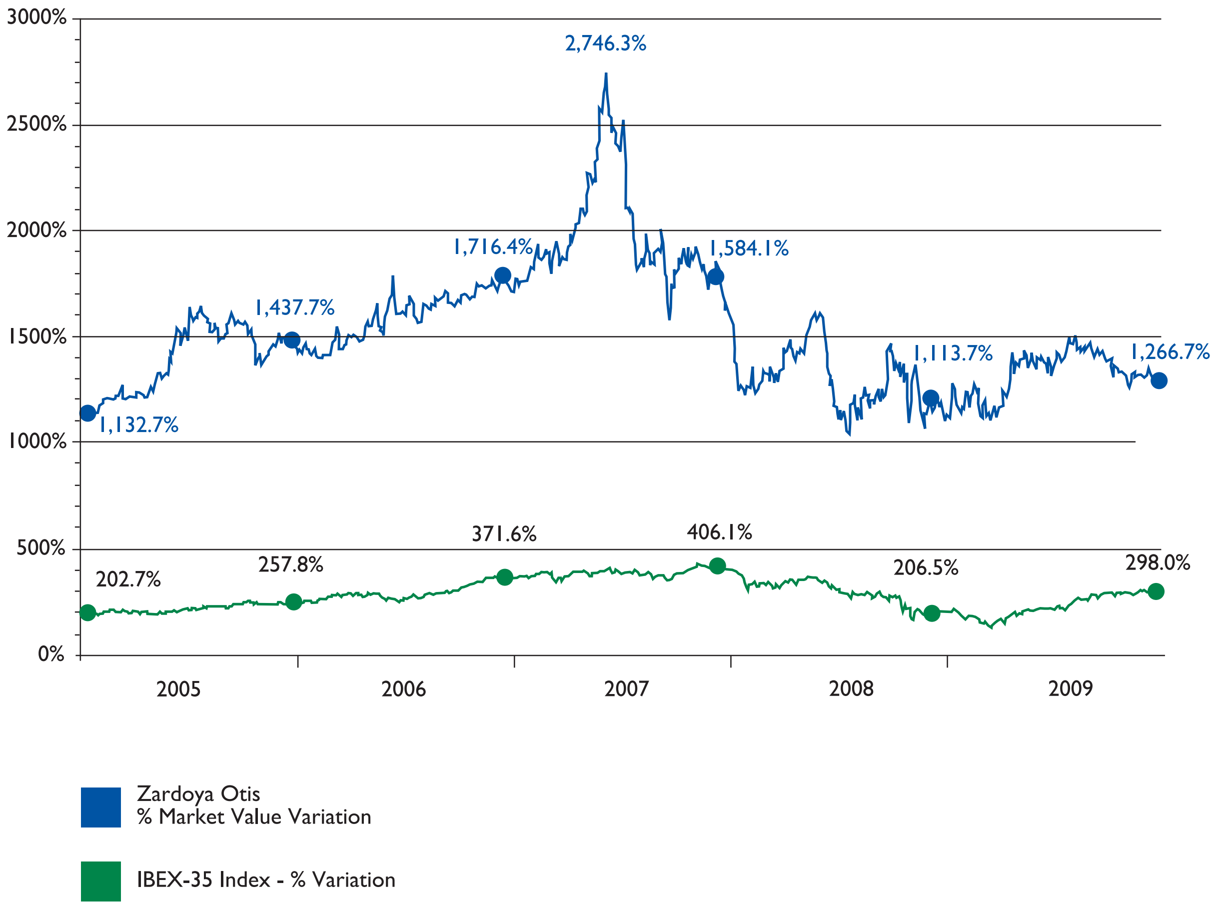
At the November 30, 2009 year end, no Zardoya Otis Group company held treasury stock.

Evolution of Zardoya Otis on the Stock Market

The quoted price at the 2009 year end was 13.61 Euros per share, which meant a increase in value of 12.6% in comparison with the 12.09 Euros at which the share had ended the preceding year, after the relevant adjustments had been applied as a result of the 1 x 20 bonus issue that took place in June 2009. Meanwhile, the IBEX underwent a revaluation of 29.8%.

Stock Indexes - % of Variation

Base 100 = 1 / 1 / 1990 (Starting IBEX-35)

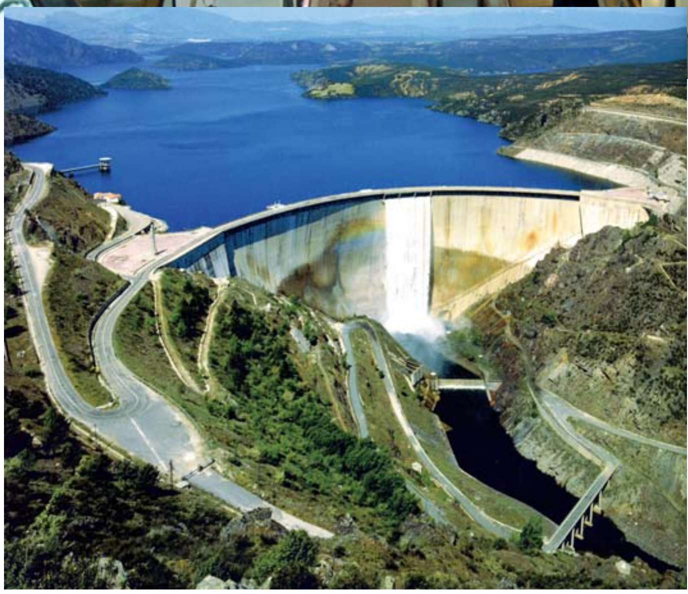


Historical Stock market Data

(euros)

Year	Capital Increase and Splits	Share price: last price	Share price: Adjusted price	Variance %	P.E.R.	Pay-Out %	Market Capitalization (Mill.)
dec-74		37.68	0.04		14.3		13.3
dec-90		63.71	1.05	5.7	13.8	80.1	350.2
dec-91	1 x 5	61,30	1,22	15,5	14,0	75,5	404,4
dec-92		52.23	1.04	(14.8)	11.0	79.8	344.6
dec-93	1 x 10	81.74	1.78	72.2	17.0	80.8	593.1
dec-94	1 x 10	82.28	1.97	10.7	17.4	57.4	656.8
dec-95	1 x 10	79.63	2.10	6.5	17.0	98.4	699.2
dec-96	1 x 10	90.75	2.63	25.4	19.5	100.8	876.5
dec-97	1 x 10	106.68	3.41	29.3	22.0	80.8	1,133.4
dec-98	split 5 x 1 and 1 x 6	26.62	4.96	45.6	28.9	84.7	1,649.8
dec-99	split 2 x 1 and 1 x 10	9.77	4.00	(19.3)	21.2	89.9	1,332.1
dec-00	1 x 10	9.35	4.21	5.3	19.7	94.0	1,402.3
dec-01	1 x 10	10.42	5.12	21.5	20.7	90.8	1,703.6
dec-02	1 x 10	12.55	6.75	31.8	22.9	88.9	2,245.2
dec-03	1 x 10	16.50	9.76	44.6	28.0	87.4	3,247.1
dec-04	1 x 10	18.87	12.27	25.8	31.2	91.7	4,084.9
dec-05	1 x 10	21.40	15.31	24.7	35.5	93.5	5,095.8
dec-06	1 x 10	22.98	18.09	18.1	39.0	100.5	6,019.2
dec-07	1 x 10	19.37	16.77	(7.3)	31.7 (*)	100.1 (*)	5,581.0
dec-08	1 x 10	12.69	12.09	(27.9)	20.0	96.3	4,022.0
dec-09	1 x 20	13.61	13.61	12.6	22.4	98.0	4,529.2

(*) Without Extraordinary Result



El Atazar dam, Madrid with the Otis elevator with longer height and less stops in Spain.

Forecast Evolution

As a result of the heavy reduction in homes built that had commenced in 2008, the year 2009 saw a decrease of 40.0% in orders received and of 30.3% in the Sales of New Installations (work completed).

It is likely that the decrease in Sales of New Installations will continue, in 2010 although, at the 2009 year end, they represented only 15.8% of total sales, while the principal activity, Service, accounted for 75.5% of the total and Exports for 8.7%.

Notwithstanding, we hope that an overall result similar to that of 2009 will be obtained in 2010.

Article 116 bis of the Stock Market Act

a) The capital stock of Zardoya Otis, S.A. is 33,278,609.30 Euros and is represented by 332,786,093 ordinary shares with a par value of 0.10 Euros each, belonging to a single class. The shares are represented by account entries.

The shares are fully subscribed and paid up.

All the shares are traded on the Madrid, Bilbao, Barcelona and Valencia Stock Exchanges.

b) There is no restriction on the transferability of the shares.

c) The interests belonging to the members of the Board of Directors and other significant interests that appear in the Annual Corporate Governance Report are the following:

Name or corporate name of shareholder	Number of direct voting rights	Number of indirect voting rights	% of total voting rights
United Technologies Corporation (UTC)	0	166,426,584	50.01
United Technologies Holdings, S.A.	166,426,584	0	50.01
Euro-Syns, S.A.	36,007,693	0	10.885
Loizaga Viguri, José María	223,608	1,676	0.068
Abajo García, Mario	877,139	0	0.264
Sainz de Baranda, Pedro	210	174	0

d) There are no restrictions on voting rights. Each share gives entitlement to one vote.

e) The Company is not aware of any shareholder agreements.

f) Rules applicable to the appointment and removal of the members of the Board of Directors and the amendment of the company By-Laws:

Article 20 of the company By-Laws states that directors will be designated by voting in accordance with the rules established in the Corporations Act.

According to the By-Laws, it is not necessary to be a shareholder in order to be appointed as a Director, except in the event of provisional appointment made by the Board of Directors itself pursuant to the provisions of article 138 of the Corporations Act.

In addition, article 13 of the Board of Directors Regulations states that Directors will be designated by the General Meeting or, provisionally, by the Board of Directors pursuant to the provisions of the Corporations Act.

Finally, article 15 of the Board of Directors Regulations states that Directors will leave their position on the Board when the period for which they were appointed has expired or when the General Meeting of Shareholders so decides using the attributions conferred upon it by law or in the By-Laws.

g) The Company has not granted powers of attorney to the members of the Board of Directors, except for those necessary to comply with or execute the corporate resolutions adopted in each specific case and to formalize said resolutions and enter them into public record when applicable. Likewise, Mr. Pedro Sainz de Baranda Riva is the Company's Chief Executive Officer and holds all the powers of the Board, except those than cannot be delegated by law or in accordance with the By-Laws and those relating to the purchase or sale of real estate.

At the General Meeting of Shareholders held, on the second call, on May 27, 2009, the Board of Directors was granted authorization to acquire, directly or indirectly, treasury stock of Zardoya Otis, S.A., up to a maximum of 5% of the capital stock, during a period of 18 months as from the date of said General Meeting. The acquisition price of such shares could not be lower than 5 Euros per share or higher than 35 Euros per share and the Board was authorized to set aside the reserves required under article 79 of the Corporations Act. This authorization was not used during the year 2009.

h) The Company has not signed any significant agreements that come into force, are amended or conclude in the event of a change in control as a result of a takeover bid.

i) The Company has not signed any agreements with members of its governing bodies or management or with its employees that fix indemnities when they resign or are unfairly dismissed or if the employment relationship terminates due to a takeover bid.

Annual Corporate Governance Report

The Annual Corporate Governance Report forms an integral part of the Management Report and was sent to the National Stock Market Commission and included on the website on March 29, 2010. A separate booklet containing the Report is provided.

Other Relevant Information

Safety

In 2009, Zardoya and its associated companies in Spain underwent the *periodic audit of the "Risk at Work Prevention System" in accordance with Law 31/1995 on the Prevention of Risks at Work,* in order to renew the certification initially obtained in 2001 and renewed in 2007.

As on previous occasions, *the result was favourable,* after the efficient implementation of the *"Safety, Health and Environment System"* at the different offices and plants had been verified by means of a review of evidence showing that the measures had been adopted, interviews with the employees and an assessment of the results.

The Otis Head Office also undertook *an audit to evaluate compliance with the Safety, Health and Environment requirements* that affect the different plants depending on the type of production they generate. The result was favourable and the improvement recommendations were drawn up in an action plan that has now been completed.

These favourable results of the external audits, together with the continuing reduction in accidents and the seriousness thereof, show the excellence of our Safety, Health and Environment Management System and ensure a *sustainable improvement in this area,* which is considered to be one of the Company's key values.

Among the different initiatives that we have implemented to reinforce our total safety culture and employee participation, we can highlight the following:

- ***Safety Day.*** On this day, different activities related to the Prevention of Risks at Work are carried out at all the work centres. The 2009 motto was *"ALWAYS respect the Cardinal Rules ... NEVER ignore your own Safety".*
- ***Safety Posters and Drawings Contest.*** For employees and their families, with prizes for participation and for the winners in the different categories.
- ***Safety Campaign*** with the slogan "Why I consider safety important", to explain personal incidents that reinforced the personal conviction that the safety rules must be followed.
- ***Safety Agenda.*** The main rules for accident prevention and the previous contest winners' safety drawings are included

- ***Club for the work centres with a significant number of accident-free days.***

  The number of accident-free days of each centre is published in the monthly statistics and plaques and diplomas are given in recognition of this.

- ***Recognition of individual employees.***

  For safety suggestions or special contributions, such as obtaining a score of 100% in the external audits.

These initiatives are part of a combination of actions that are implemented each year in the 12 sections of the Safety, Health and Environment Management System. Taking into account the risk assessments of the different processes and tasks and the new rules, processes and products forecasted to be introduced in forthcoming years, the necessary measures are put in place in the Annual Safety, Health and Environment Plan.

The application and monitoring of this plan successfully makes our workplace a safe place for every person every working day. Our customers and the users of our products distinguish us from the rest of the companies in the sector because of these aspects and value us positively as one of the safest companies, with one of the most complete Safety, Health and Environment Management Systems.

Excellence and Total Quality in Difficult Times

The expected crisis, which began to emerge in the last quarter of 2008 and then continued with all its intensity in 2009, mainly in countries with more advanced economies.

In the case of Spain, the general effects have been aggravated by the bursting of the real estate bubble, due to which we are recovering later than the other countries in our environment that are at the same level.

Zardoya OTIS, advanced the crisis effect on the part of its business related to the sale of new elevators in the constructions sector. Thus, it was able to design a strategy to palliate it as much as possible.

Activities related to Excellence/Total Quality are of key importance in these times of recession and must be applied intensely in order to continue to obtain results that equal or better those obtained in periods of economic boom. Therefore, one of the principle lines of action it was decided to adopt was to make extra efforts to increase customer satisfaction (and, consequently, customer loyalty).

In 2009, each and every one of the organization's components, in their own sphere of action, tried to improve the customers' perception of the company's image and satisfaction with the product or service received.

In particular, among others, actions in the following programs were increased:

- *Excellence/Total Quality*
- *Achieving Competitive Excellence (ACE)*
- *Service Excellence*
- *Launching of new products*
- *Reduction of environmental impact and energy consumption*

All these actions have borne their fruits: both the Company's general metrics, parameters and indicators and its specific ones that directly affect customer satisfaction/loyalty have risen favourably. At the end of the chain, this is summarized in the results of the different surveys that measure them (especially in the final key question: "Would you recommend OTIS?").

In all the significant business fields (New buildings equipment, equipment for installing or replacing elevators in existing buildings, modernization and maintenance), the surveys have given results with a percentage decrease in the number of complaints and substantial improvements in the satisfaction percentages, reaching very high levels, with an average of over 90% of satisfied customers who would recommend OTIS as a preferred supplier.

Even more in times of crisis we will continue to take action to increase the satisfaction of our customers and shareholders and, to cause increasingly less environmental impact.

Orders and Projets

Office buildings

Zardoya Otis's commercial activity was concentrated in the office sector, where it obtained several contracts to install its equipment in a number of buildings for companies in the tertiary sector. Among others, we can draw attention to the office building of the property developer Inbisa in Barcelona, the Terralia buildings in Boadilla del Monte (province of Madrid) and calle Méndez Álvaro (city of Madrid), and the building of the construction company Eralán, also in the city of Madrid. All these projects have latest-generation GeN2 Comfort elevators.

Shopping centres

El Corte Inglés, one of our main customers, again placed its confidence in Otis to equip several of the department stores it plans to open in the near future. Among these, we can highlight the Tarragona store, where 42 escalators and 7 elevators and goods elevators are being installed, the Hipercor at the El Tiro Shopping Centre in Murcia, where Zardoya Otis was the company chosen to install 30 escalators, 4 moving walkways and 16 elevators and goods elevators throughout the whole shopping centre.

Other shopping centres that will have Otis equipment are La Magalona, in Los Cristianos (Tenerife), and La Viña, in San Sebastián de los Reyes (Madrid), all of which equiped with GeN2 Comfort elevators.

Hospitals

Other public centres where Zardoya Otis was present in 2009 included hospitals. Thus, at the Toledo General Hospital, a contract to install 14 escalators was obtained and the hospitals in Lepe (Huelva) and Berga (Barcelona) will have Otis elevators.

Other centres

Zardoya Otis is also present in other significant buildings in different Spanish cities. Some of those we can highlight are the Telecommunications Market Commission in Barcelona, the Seville Conference and Exhibition Centre, the Las Palmas law courts, and the 9 de octubre prison in Valencia.

Engineering

Activity concentrated on three principal lines of development in 2009:

- Development of the model of elevator especially designed for the officially-protected housing residential market:: Genesis Project.
- Expansion of the GeN2 Comfort model range.
- Cost-reduction projects for all the models.

Genesis Project: Elevators for 6 and 8 passengers with a nominal speed of 1 m/s, using suspension belts and permanent-magnet gearless machines. Launching in May 2010.

Practically all the mechanical components have been designed and special attention should be drawn to the following:

- New car frame design and use of of car mounted governor.
- Machine optimized for 2 suspension belts with a higher load capacity than the current GeN2 Comfort models.
- Hoistway components: counterweight, guide rail fixers and base plate for optimized guide rails.
- Car and floor doors, the latter having minimal total external dimensions, which allows better use to be made of the hoistway, i.e. this elevator requires a smaller hoistway.

In short, the model is efficient and simple, with all the advantages of the GeN2 technology especially adapted to the officially-protected housing market.

Expansion of the Gen2 Comfort product range:

We continue to expand the range in terms of both loads and speeds. Models have also been created for existing buildings with low overhead and pits and also with machine rooms, in order to utilize those that already exist.

Cost-reduction projects:

Given their impact in the year, the following may be highlighted:

- Use of a counterweight rail made of new materials.
- Redimensioned car guide rails for Genesis Project.
- Use of traction belts with a new design and greater load capacity.

Manufacturing

In 2009, the challenges we had to face in our manufacturing activity were very diverse.

Among them, we would first like to highlight the drastic decrease in the demand. Overall, the value of the products shipped dropped by 19%.

Regarding domestic market, demand fell by 31%. The demand from international customers showed moderate growth. However, in 2008, it had been decided that Madrid would manufacture certain subsystems required by the elevators of the Italian plants. This helped to palliate the reduction in activity.

Anticipating that this reduction could be even greater in 2010 given the maturity period of our new sales business, we were forced to put in place a plan with a wide range of alternatives to encourage our employees to take advantage of it and thus enable us to reduce the production capacity. This, combined with the non-renewal of temporary contracts and retirements, allowed the number of employees at the plants to be reduced by 17%.

Continuing with the trend that had commenced in the preceding year. Material cost, dropped in the first few months of 2009 and remained stable during the second half at approximately the same values at the beginning of 2008.

The effects of the foregoing, combined with intensive activity on the part of the Engineering Departments and Plants to identify and implement cost-saving opportunities, allowed us to reduce the product cost. Thus, the cost of our key product, the GeN2, dropped by 6% in the year.

Another important part of our activity was aimed at developing products with which to increase our product range or make it more competitive. Thus, the range of elevators with low overhead was expanded with those for 10, 12 and 13 people, pilot units of elevators for 8 people at 1.6 (m/s) were built in Spain, Portugal and Morocco, the prototypes of the bed elevator were manufactured and the cantilever-configuration elevators for up to 8 people were launched for the replacement market. All of these used GeN2 technology. In relation to machines, OTIS requested us to develop machines for heavier loads. Thus, our range, which, to date, has consisted of the 1.5T and 2.0T models, will be expanded with those for 2.6T and 3.2T. At the end of the year, prototypes of these models were sent to North America to be tested in the Bristol Tower. We trust that all this effort will lead to an increase in demand from the second half of 2010 onwards.

But perhaps the most important event to remember from 2009 is that the facilities of the new Madrid plant were completed. This plant has been fully operational since the spring. As the new plant is organized into fully autonomous cells, it was possible to carry out the migration from the former plant in stages, without the transfer of our production from one centre to the other having any negative repercussions on the service provided to our customers. The new plant has been designed to minimize energy consumption, it has an installation of photovoltaic panels on the roof, it is equipped with monitors in the plant and the offices that allows visible management of production, it has modern systems for locating components at the distribution centre and it has been equipped with CNC machinery that will allow the manufacture of up to 16,000 elevators per year.

Human Resources

Is in situations as the one experienced in 2009 when the soundness of our values and our commitment with the human team are most strongly put to the test.

Zardoya Otis ended 2009 having demonstrated that it is possible to reconcile a proportionate adjustment to the number of employees with a decided bet on the training, motivation and development of our employees.

Employee Survey 2009

As we do every two years, in the first quarter we asked all the employees to give us their opinion on all the essential components of their motivation and their commitment to the Company. Company management considers these opinions to be of fundamental importance to orient the management team in their task of making Zardoya Otis a better company in which to work.

66% of the employees took part in the survey and the Company's basic values, safety and business ethics, were the most highly valued elements (70% of favourable responses).

As we did on past occasions, we are now implementing an action plan to improve the elements that the employees perceive as our weakest policies.

Headcount

The decrease in new sales orders led us to adjust the number of employees to adapt our production structure to current market demand. This adjustment was made, firstly, by reducing the number of new employees hired as much as possible, with a decrease from 370 in 2008 to 60 in 2009. Secondly, since the initial adjustment had been principally at the plants, we started talks with the Workers' Council to adjust the headcount at the plants through the non-renewal of temporary workers and relief contracts, early retirements, transfers to other jobs and leaves of absence.

On the other hand, the intensive acquisition activity in 2009 made a net balance that showed a moderate reduction in the headcount at the year end.

Training

Zardoya Otis continues to make a decided bet on employee training, in both technical facets and management aspects.

Specifically, a total of 145,000 hours of training were imparted during the year to 6,300 participants, with 7,500 training courses on a wide variety of subjects, among which we can highlight technical training, with 47,000 hours of training to a total of 3,500 participants in 500 training courses.

In this area of technical training, special emphasis should be placed on the training of 650 members of the technical personnel and supervisors in the GeN2 Comfort elevator, the simulator model used in this training in Spain having been exported to Otis Italy and Otis Greece.

In the management training area, we highlight some of the courses introduced for the first time this year, such as "Keys to the Commercial Management of New Sales", "LIFTS, Improvement in Supervisor Leadership", "Collection and Default Management" and "Stock Management and Warehouse Control".

Overall, employees receive an average of 31 hours of training per year although we should draw attention to the 86 people included in the Scholar Program, which allows them to study any university or master's degree they may choose financed in full by Zardoya Otis. The participants in the Scholar Program receive as much as 500 hours of education per year and include 29 mechanics, 29 members of the administrative personnel, 7 members of the sales personnel and 21 members of middle management.

Equality Plan

In 2009, Zardoya Otis drew up its initial diagnosis of the situation of the Company's female professionals. This diagnosis was shared with the Workers' Council and an action plan to increase the gender diversity is under preparation.

At present, 8.5% of the Company's employees are women and 11% of new recruits are women.

Open Day

To conclude the Internal Communication Plan that had been prepared as result of the move to the new plant in Leganés, in November Zardoya Otis organized an Open Day for employees' families and the Company's retired workers. More than 500 people attended this event.

Likewise, numerous training courses were organized at the new plant, in order for the participants to have the opportunity to visit the new facilities and share our pride in having the most modern and eco-efficient plant in the Otis Group worldwide.

Special Olympics
España

Social Action in Zardoya Otis

Zardoya Otis is a pioneer company in social action in Spain, since our collaboration with Special Olympics dates from 1981. Special Olympics organizes sports activities and competitions for children with some kind of physical or intellectual disability. Encouraging sport among disabled children and young people helps them to enjoy life.

Zardoya Otis donates 1.80 Euros to Special Olympics for every satisfaction questionnaire that our customers complete. Since 7,600 questionnaires were received in 2009, the Company's donation was 13,680 Euros.

At least once a year, Zardoya Otis is the principal sponsor of a Special Olympics sports event. In 2009, we held this event in Leganés, in order to transmit the idea that Otis had not only built its new plant in this town, but also wanted to become involved with local society.

Nantik Lum

Our collaboration with Nantik Lum dates from 2004. This NGO is involved in providing microcredits to indigenous women in Caribbean countries, so that making and selling local handicrafts allows them to support their families. There is no doubt that this is a way to aid women's development in less developed companies and help many families to overcome their poverty.

Zardoya Otis employees contribute to different NGOs and the Company matched the amounts donated by the employees following our Company´s philosophy.

Environmental Actions

Introduction

In 2009, Zardoya Otis, S.A. continued with the environmental policy of previous years, maintaining its strategy and increasing the measures adopted.

All the activity carried out is a consequence of the Health, Safety and Environment Commitment renewed in March 2009

OTIS

COMPROMISO DE SEGURIDAD, SALUD LABORAL, Y MEDIO AMBIENTE

La Dirección de la Empresa tiene el firme propósito de proporcionar a su personal un lugar de trabajo seguro y a preservar el medio ambiente natural.

Los temas de Seguridad, Salud Laboral y Ambiental serán considerados con la misma importancia que aquellos de calidad, producción, coste y servicio a los clientes.

Este compromiso requiere de la Dirección adoptar las medidas precisas para alcanzar el objetivo de ofrecer a sus trabajadores los medios y formación necesarios para poder realizar sus trabajos con un alto grado de seguridad, salud laboral y ambiental, utilizando la prevención como norma.

La actuación de la línea de mando de la Empresa tiene en cuenta estos principios y consideramos necesarias la colaboración y participación de los Comités de Seguridad y Salud, de los trabajadores y de nuestros clientes.

PEDRO SAINZ DE BARANDA — ANGEL ALEDO — CARLOS ALONSO — JOSÉ R. ALVAREZ GALA — JUAN BARCENA

F. JAVIER BARQUÍN — MARINA CALZADA — JOSÉ CANALES — JAVIER CERVERA — RAFAEL FERNÁNDEZ

JUAN GARCÍA ESTREMERA — FRANCISCO GONZÁLEZ — MANU GUTIÉRREZ — RAFAEL MACÍA — AURELIO MARTÍNEZ OREA

JUAN PABLO NAVARRO — FERNANDO DEL RIO — VICTOR I. RIVERA — JAVIER ZARDOYA

ZARDOYA OTIS, S.A.

Main Environmental activities in 2009

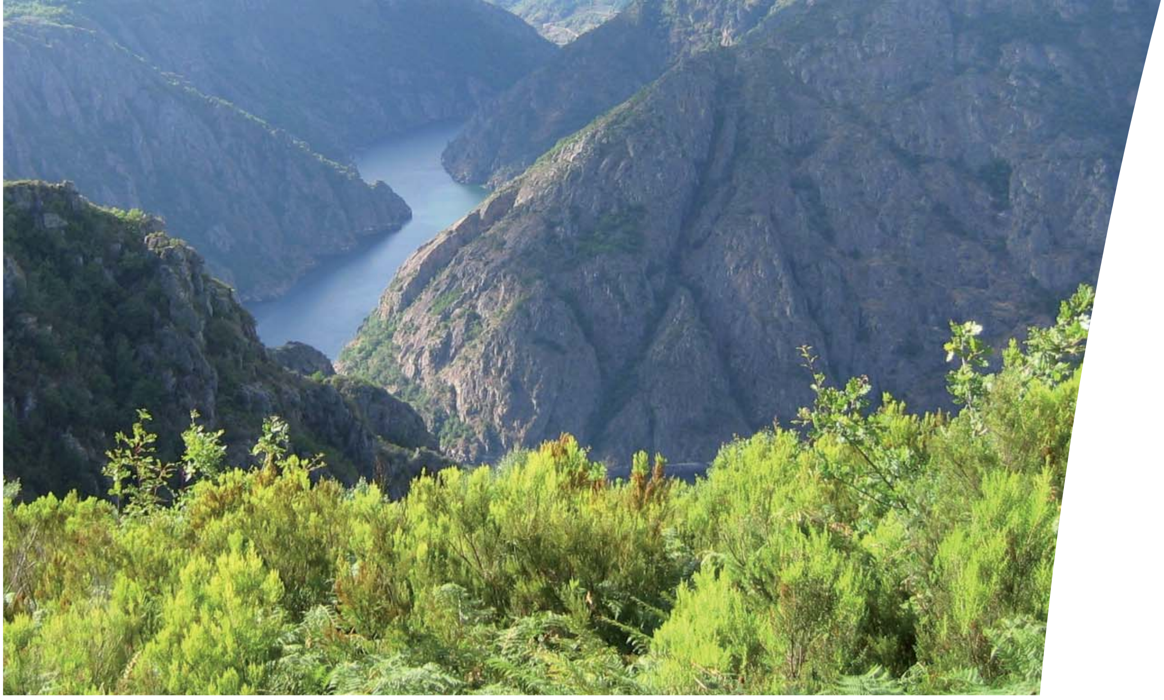
Increase in the Corporate Image

In 2009, new developments were included in the products to make them more energy efficient and reduce their environmental impact.

In addition to these new products, other actions, such as contacts with different authorities, entities and institutions and speeches at a number of seminars and conferences on energy efficiency, were successful in strengthening our image as an environmentally-committed company.

Zardoya Otis, S.A. is perceived as a pioneer company in seeking solutions to achieve greater efficiency and saving in energy consumption in its sector. As examples, we can mention:

- Participation in preparing a chapter on "Latest-Generation Elevators" for the Madrid Autonomous Region's new Guide "Energy-Efficient Solutions in Building".
- Speeches were given on energy saving in elevators at conferences and courses in several Autonomous Regions.
- Contribution to the Madrid Region's Renewal Plan, which subsidized the renewal of elevators and their main components to reduce electricity consumption.



Awards Received

- The Madrid Autonomous Region awarded us with the important 2009 Environment Award in the category of Product with the Least Environmental Impact, thanks to the special characteristics of our star product: the Gen2 Comfort elevator.

- The architecture journal NAN awarded Zardoya Otis the Architecture and Construction Innovation Prize in the category of machinery, tools, lifting and transport equipment for our ReGen™ Drive, a regenerative control of the engine able to use the elevator's movement to return energy to either the public network or the building itself, thus reducing the latter's electricity bill.

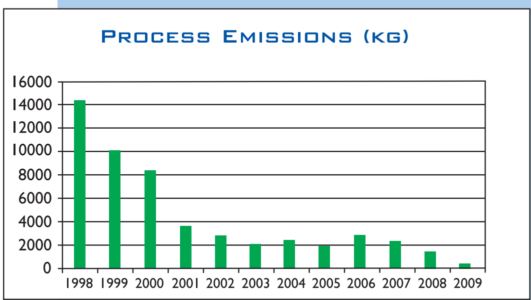
- The Leganés Industrial Centre has received an award in the 2009 UTC Safety and Environment Awards in the section “Management of greenhouse gas emissions and energy use”.

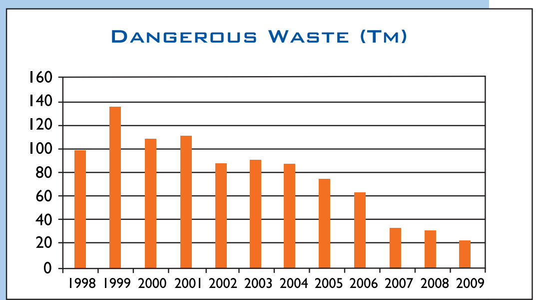
Certification under Standard ISO 14001

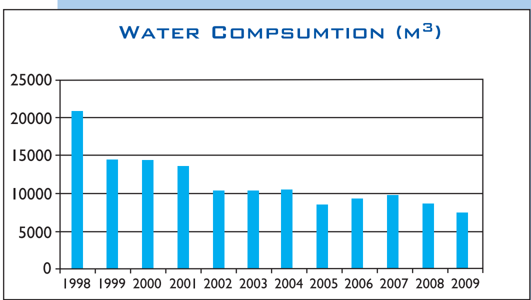
For a further year, our industrial centres have meritoriously passed the audits to keep their certificates under the Standard ISO14001 in force, with very satisfactory results.

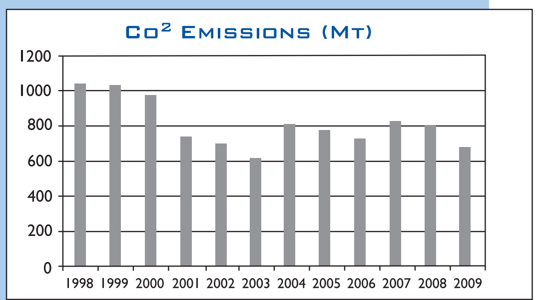
- The Madrid plant, at its new centre, successfully underwent the visit of the AENOR auditors, renewing the certificate obtained for the former Méndez Álvaro plant.
- The San Sebastián plant was audited by AENOR in April with brilliant results and only one minor “non-conformity”.
- The Modernizations centre in Munguía received the AENOR auditors in January and, once again, was audited with no “non-conformities”.
- Mototracción Eléctrica Latierro, S.A. was audited by AENOR in September and its certification was renewed for a further 3 years, with the excellent result of no “non-conformity”.

All the enhancements and efforts made at the different production centres mean that, once again, the emission, consumption and waste values continue to evolve favourably, improving on the values of previous years, as may be seen in the following graphs:









Specific Product Actions

In order to increase our range of products and diversify those on offer to the customers, Zardoya Otis, made significant efforts in 2009, among which the following may be highlighted:

- The definition of an "Efficient Package" to allow an existing elevator to be modernized and converted into a latest-generation elevator, while maintaining the part of the equipment that is most difficult to change and pollutes the least (car, counterweight, guide rails, doors, etc.).

The package includes all or some of the following characteristics:

- Electric machine room less elevator.
- Very flexible suspension and traction systems. Suspension 2:1
- Gearless machine.
- Induction or permanent-magnet engine controlled by a tension and frequency variator or similar.
- Energy regenerator.
- Optimized operation to the building's traffic.
- Controller and drive with intelligent "off" or "standby".
- Car lighting with minimum consumption and on/off control.
- Guide rails lubrication free.
- Minimum use of raw materials and ecological and efficient manufacturing.

- The option GeN2 MOD has been created for modernizations. This, by means of a new benchplate that allows the Greenpower machine to be placed in the existing machine room.

Future Environmental Development

The environmental objectives, strategic for the Company, will be maintained for future years, in which we will continue with actions, and development of new products that provide the satisfaction of our customers and shareholders and the recognition of the Company as a leader in the sector of energy efficiency and low environmental impact.

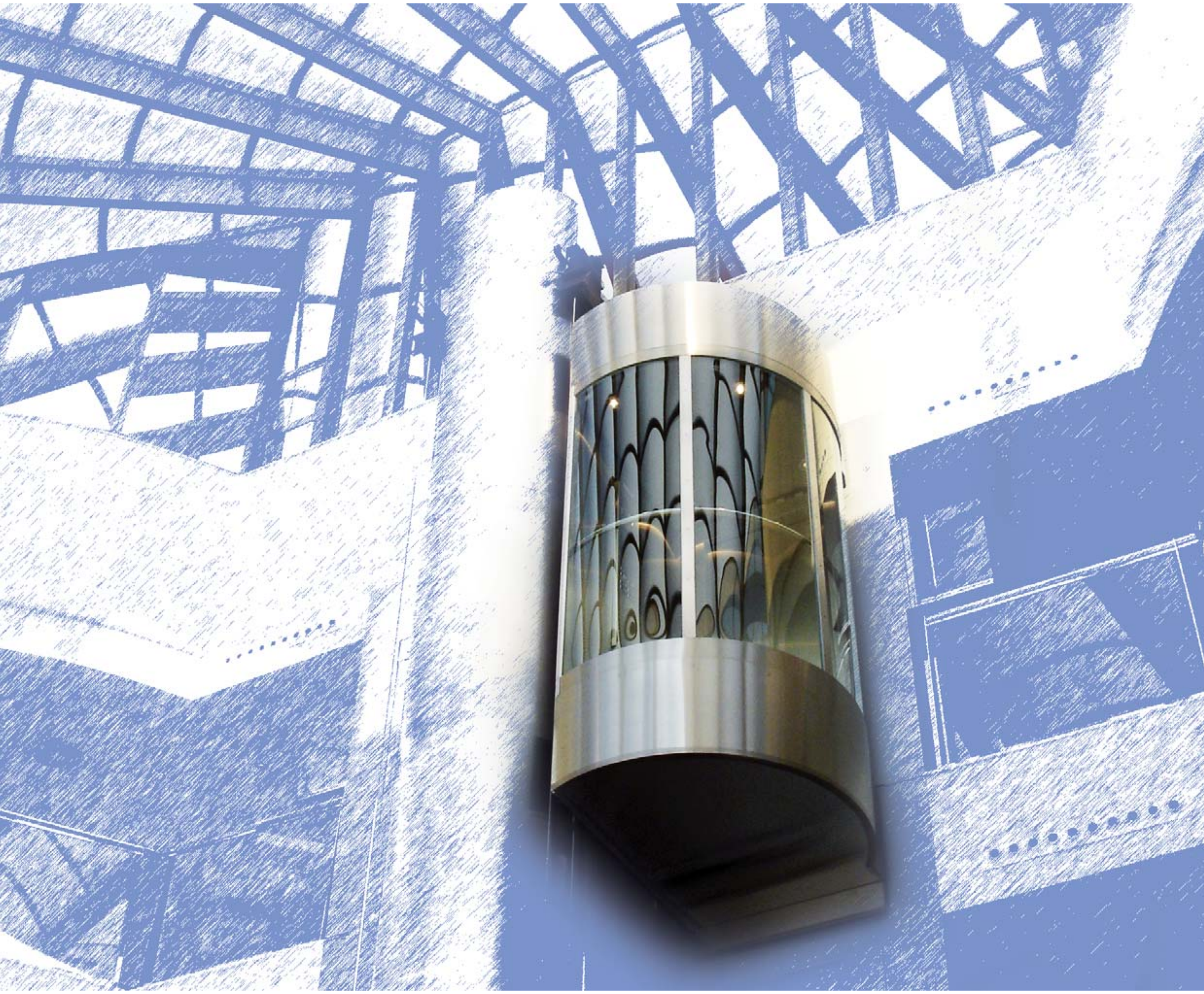
To achieve this, the Company is already working to seek and implement new energy efficient solutions, such as:

- Inclusion of the ReGen™ Drive option in the whole GeN2 range.
- Use of new technologies for the rollers.
- Car lighting using LEDs on the controls and the ceiling.
- Inclusion of a standby device in the control panel to reduce the elevator's consumption when stationary.
- Use of halogen-free cables.

The plants will continue to work efficiently, reducing energy and water consumption and avoiding polluting agents and the emission of greenhouse gases into the atmosphere.

ZARDOYA OTIS

Auditor´s Report and Consolidated Annual Accounts



Zardoya Otis, S.A. and its Subsidiaries

AUDIT COMMITTEE

The Audit Committee has held eight meetings in 2009 at which it has deliberated and informed favourably to the Board of Directors on the following points:

1. Review of the information on the four quarterly reports sent to the Stock Market National Commissions and the Stock Exchanges.

2. Reports on the payment of quarterly interim dividends charged to the profit for the fiscal year 2009.

3. Increase in share Capital and its closing.

4. Follow up of the Internal Control Plans.

5. Board remuneration.

6. Corporate Governance Report.

7. Review, with the external auditors, of the individual Annual Accounts and those for the consolidated group for the year 2009, later on formulated by the Board of Directors.

8. Proposals to the Board of Directors for the appointment of auditors for Zardoya Otis, S.A. and the consolidated Group for the year 2009.

9. Review of related party transactions.

10. Review of the risk control system.

PRICEWATERHOUSECOOPERS

Paseo de la Castellana, 43
28046 Madrid
Tel. +34 902 021 111
Fax +34 913 083 566

Free translation of the auditor´s report originally issued in Spanish on the consolidated annual accounts for the first financial year prepared in accordance with International Financial Reporting Standards as adopted by the European Union. In the event of a discrepancy, the Spanish language versions prevails.

AUDIT REPORT ON THE ANNUAL ACCOUNTS

To the Shareholders of Zardoya Otis, S.A.

We have audited the annual accounts of Zardoya Otis, S.A., consisting of the balance sheet at 30 November 2009, the income statement, the statement of changes in equity, the cash flow statement and the related notes to the annual accounts for the year then ended, the preparation of which is the responsibility of the Directors of the Company. Our responsibility is to express an opinion on the accounts taken as a whole, based on the work performed in accordance with auditing standards generally accepted in Spain, which require the examination, on a test basis, of evidence supporting the annual accounts and an evaluation of their overall presentation, the accounting principles applied and the estimates made.

The accompanying annual accounts for 2009 are the first that the directors of Zardoya Otis, S.A. have prepared under the General Chart of Accounts approved by Royal Decree 1514/2007. In this respect, in accordance with Transitional Provision 4.1 of said Royal Decree, these annual accounts are considered initial annual accounts and therefore do not include comparative figures. The note 3 to the abridged accounts "Aspects derived from the transition to the new accounting standards: Accountning Plan (Royal Decree 1514/2007)" contains the balance sheet and income statement included in the annual accounts approved for 2007 which were prepared under the General Chart of Accounts in effect in that year together with an explanation of the main differences between the accounting criteria applied in the previous year and those applied in the current year and the quantification of the impact resulting from this change in accounting standards on equity at the transition date, 1 December 2008. Our opinion refers solely to the accounts for 2009. On 3 March 2009 we issued our audit report on the annual accounts for 2008, prepared under generally accepted accounting principles and standards laid down by Spanish legislation in effect that year, in which we expressed an unqualified opinion.

Zardoya Otis, S.A. has drawn up consolidated annual accounts separately in accordance with the international reports standards adopted by the European Union, on which we issued an unqualified audit opinion on 5 March 2010. The effect of the consolidation for comparison purposes in the individual annual accounts has been included in Note 2.

In our opinion, the accompanying annual accounts for 2009 present fairly, in all material respects, the financial position of Zardoya Otis, S.A. at 30 November 2009 and the results of its operations, changes in equity and cash flows for the year then ended and contain all the information necessary for their interpretation and comprehension in accordance with applicable accounting principles generally accepted in Spain.

The accompanying Directors' Report for 2009 contains the information that the Zardoya Otis, S.A.'s Directors consider relevant to the Company's position, the development of its business and other matters and does not form an integral part of the annual accounts. We have verified that the accounting information contained in the aforementioned Directors' Report agrees with that of the annual accounts for 2009. Our work as auditors is limited to checking the Directors' Report within the scope already mentioned in this paragraph and it does not include a review of information other than that obtained from the accounting records of Zardoya Otis, S.A.

PricewaterhouseCoopers Auditores, S.L.

Alan D'Silva
Audit Partner

5 March 2010

PricewaterhouseCoopers Auditores, S.L. - R. M. Madrid, hoja 87.250-1, folio 75, tomo 9.267, libro 8.054, sección 3
Inscrita en el R.O.A.C. con el número S0242 - CIF: B-79031290

at November 30, 2009 and 2008 (In thousands of Euros - ETHs)
(Before distribution of the profit obtained in the year)

	2009	2008
ASSETS		
NON CURRENT ASSETS		
Fixed assets (Note 5)	57,805	56,566
Intangible assets (Note 6)	119,713	80,372
Goodwill (Note 6)	40,302	29,965
Financial investments	632	12,369
Deferred tax assets (Note 15)	22,681	24,130
Other non current assets	2,856	0
	243,989	203,402
CURRENT ASSETS		
Inventories (Note 8)	18,401	21,687
Financial receivables	728	335
Accounts receivable (Note 7)	237,505	314,786
Other current assets	0	0
Cash and cash equivalents (Note 9)	104,134	80,695
	360,768	417,503
TOTAL ASSETS	604,757	620,905

The Notes on page 47 to 74 form an integral part of these consolidated annual financial statements.

	2009	2008
EQUITY		
Share capital (Note 10)	33,279	31,694
Legal reserve (Note 11)	6,339	6,339
Reserves of subsidiary companies and other reserves (Note 12)	91,952	132,804
Retained earnings	202,371	202,454
INTERIM DIVIDEND PAID (Note 22)	(100,628)	(142,911)
FOREIGN EXCHANGE DIFFERENCES	(318)	0
MINORITY INTERESTS	9,460	8,048
TOTAL EQUITY	242,455	238,428
LIABILITIES		
NON CURRENT LIABILITIES		
Other accounts payable (Note 14)	42,332	32,281
Welfare commitments (Note 16)	21,421	27,219
Other liabilities	2,314	1,937
	66,067	61,437
CURRENT LIABILITIES		
Trade and other payables (Note 14)	229,867	276,139
Current tax liabilities (Note 15)	31,789	25,235
Borrowings	14,944	698
Other liabilities	19,635	18,968
	296,235	321,040
TOTAL LIABILITIES	362,302	382,477
TOTAL EQUITY AND LIABILITIES	604,757	620,905

The Notes on page 47 to 74 form an integral part of these consolidated annual financial statements.

Zardoya Otis, S.A. and Subsidiaries

Consolidated Income Statements

For the years ended November 30, 2009 and 2008
(In thousands of Euros - ETHs)

	2009	2008
Sales (Note 18)	885,145	936,647
Other income	4,229	3,391
Raw materials used	(259,115)	(316,031)
Employee compensation and benefit expenses (Note 19)	(250,737)	(249,048)
Amortization, depreciation and impairment charges	(14,181)	(15,989)
Other expenses	(80,035)	(78,385)
OPERATING PROFIT	**285,306**	**280,583**
Financial income (Note 20)	3,980	6,978
Financial expenses (Note 20)	(1,304)	(2,228)
Net foreign exchange differences (Note 20)	147	(55)
Share in (loss)/profit of associates	0	2
OTHER GAINS AND (LOSSES)	**0**	**(479)**
PROFIT BEFORE TAXES	**288,129**	**284,801**
Income tax expense (Note 21)	(84,306)	(81,598)
PROFIT FOR THE YEAR	**203,823**	**203,203**
ATTRIBUTABLE TO:		
Equity shareholders of the Company	202,053	201,141
Minority interests	1,770	2,063
EARNINGS PER SHARE FOR PROFIT		
ATTRIBUTABLE TO THE EQUITY SHAREHOLDERS		
IN THE YEAR (Euros per share Note 22)		
- Basic	0,61	0,64
- Diluted		

The Notes on page 47 to 74 form an integral part of these consolidated annual financial statements.

Zardoya Otis, S.A. and Subsidiaries

Consolidated statement of changes in equity

For the years ended November 30, 2009 and 2008
(In thousands of Euros - ETHs)

	Attributable to equity shareholders					Minority interests	Total equity
	Capital	Legal reserve	Accum. Foreign exchange differences	Consolidation and other reserves	Retained earnings		
Balance at November 30, 2007	**28,813**	**5,763**		**92,711**	**46,468**	**7,612**	**181,367**
Distribution of income 2007		576		43,770	(221,173)	(1,421)	(178,248)
Dividend relating to 2007					176,019		176,019
Capital increase	2,881			(2,881)			-
Profit for the year					201,141	2,062	203,203
Interim dividend 2008					(142,911)		(142,911)
Business combinations							-
Other				(796)		(205)	(1,002)
Balance at November 30, 2008	**31,694**	**6,339**		**132,804**	**59,543**	**8,048**	**238,428**
Distribution of income 2008				7,520	(201,141)		(193,621)
Dividend relating to 2008					193,621		193,621
Capital increase	1,585			(1,585)			-
Profit for the year					202,053	1,770	203,823
Dividend 2009				(47,541)	(151,338)		(198,879)
Business combinations				(2,481)		711	(1,770)
Other			(318)	3,235	(995)	(1,069)	853
Balance at November 30, 2009	**33,279**	**6,339**	**(318)**	**91,952**	**101,743**	**9,460**	**242,455**

The Notes on page 47 to 74 form an integral part of these consolidated annual financial statements.

Zardoya Otis, S.A. and Subsidiaries

Consolidated Statement of Cash Flow

For the years ended November 30, 2009 and 2008
(In thousands of Euros - ETHs)

	2009	2008
NET PROFIT	**202,053**	**201,141**
Adjustments to profit:		
Amortization/depreciation/provisions	31,351	25,152
Taxes	84,306	81,598
Other losses and gains	2,676	4,913
Gains (losses) on sales of fixed assets		(19)
Tax payment	(51,791)	(50,031)
Net cash generated by operating activities	(74,437)	(61,139)
CASH FLOW OPERATING	**194,158**	**201,615**
Investment in tangible/intangible assets	(7,181)	(31,601)
Acquisition of subsidiaries	(6,163)	(11,304)
Acquisition of other financial assets	(9,276)	(7,004)
Sale of land/buildings	47,277	22,057
INVESTMENTS CASH FLOW	**24,657**	**(27,852)**
Dividends paid	(198,848)	(189.011)
Bank debt	3,472	(3,392)
FINANCING CASH FLOW	**(195,376)**	**(192,403)**
VARIATION IN CASH AND CASH EQUIVALENTS	**23,439**	**(18,640)**
Cash and cash equivalents at the beginning of the period	80,695	99,335
Cash and cash equivalents at the end of the period	104,134	80,695

The Notes on page 47 to 74 form an integral part of these consolidated annual financial statements.

NOTE 1. GENERAL INFORMATION

Zardoya Otis S.A. (the Company) and its subsidiaries (together the Group) have the main business activity of the manufacture and installation of elevators, the provision of the related maintenance service and the export of equipment for installation abroad. The Group has two manufacturing plants, in Madrid and San Sebastian, and a Modernizations Centre in Munguia (Vizcaya). ZARDOYA OTIS, S.A. is a limited liability company incorporated and registered in Madrid. The address of its registered office is Golfo de Salonica, 73, Madrid.

United Technologies Holding S.A., incorporated in France, holds a majority interest in the Group of 50.01% of the Company's shares. It forms part of the UTC Group, incorporated in the United States of America. Zardoya Otis, S.A. is listed on the Madrid, Barcelona, Bilbao and Valencia stock exchanges.

These consolidated financial statements were approved by the Board of Directors on February 23, 2010 and are pending the approval of the Annual Shareholders' Meeting. Nevertheless, Management considers that the above mentioned accounts will be approved as presented.

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies applied in the preparation of these consolidated financial statements are set out below. These policies have been consistently applied to the years presented.

2.1 Basis of presentation

The consolidated financial statements of the Group as of November 30, 2009 have been prepared in accordance with International Financial Reporting Standards (IFRS) adopted for application in the European Union and in force at that date.

Until the year ended November 30, 2005, the Group presented its consolidated financial statements in accordance with the rules of Spanish Commercial Law and the Plan General de Contabilidad (Spanish GAAP).

The preparation of financial statements under IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Group's accounting policies.

The accounting estimates, in consequence, can be different to the final result of the circumstances evaluated. Both judgement and estimates are constantly reviewed and are based principally on historical experience and future events that are deemed reasonable.

The areas involving a higher degree of judgment or complexity, or areas where assumptions and estimates are significant to the consolidated financial statements are:

(a) Contracts in progress

Contracts in progress are valued at the cost incurred plus the expected profit margin, based on the percentage of completion of the contract, in proportion to the difference between the total estimated cost and the contract price agreed upon with the customers. Said margin is reviewed in accordance with the actual progress of the work and the costs still to be incurred, by means of periodic reestimations, so that the margin of profit or loss that will result at the end of the contracts will not differ substantially from the margins applied while the contracts were in progress.(Note 2.11.b and 2.17.a).

b) Welfare commitments

The liability recognized on the Balance Sheet in respect of defined benefit obligations is the present value of the defined benefit obligation at the balance sheet date less the fair value of plan assets, together with adjustments for unrecognized actuarial gains or losses and past service costs. The defined benefit obligation is calculated annually by independent actuaries using the projected unit credit method. (Note 2.15)

c) Estimated impairment loss on goodwill and other intangible assets

The Group tests goodwill and units under maintenance for impairment annually, in accordance with the accounting policy described in Note 2.6. The recoverable amounts of the cash-generating units are determined on the basis of calculating the value in use. These calculations require the use of estimates.

d) Deferred taxes

Deferred tax is calculated on the basis of the timing differences that arise between the tax bases of assets and liabilities and their carrying amount in the consolidated financial statements. Deferred tax is determined using tax rates that have been or are about to be approved at balance sheet date and are expected to apply when the related deferred tax asset is realized or deferred tax liability is settled. Deferred tax assets are recognized to the extent that it is likely that future taxable income will be available against which to offset the temporary differences and are reviewed in accordance with any legal changes or circumstances that may affect their recoverability (Note 2.14).

2.2 Consolidation principles

Subsidiaries are all companies in which the Group has the power to govern the financial and operating policies, which, in the latter case, implies a shareholding of more than half the voting rights. Subsidiaries are fully consolidated from the date on which control is transferred to the Group unless the information provided by the company is not sufficiently reliable and its effect on the consolidated accounts is not material. They are de-consolidated from the date that control ceases.

The consolidated financial statements have been prepared applying the full integration method to the accounting records of Zardoya Otis, S.A. and its subsidiary companies, by including all the balance sheet and profit and loss items arising from the accounting records. Certain reclassifications have been made in order to improve the presentation of the consolidated financial statements and the related minority interests.

The purchase method of accounting is used to account for the acquisition of subsidiaries by the Group. The cost of an acquisition is measured as the fair value of the assets delivered, equity instruments issued and liabilities incurred or accepted at the date of exchange. Identifiable assets acquired and liabilities and contingent liabilities accepted in a business combination are measured initially at their fair values at the acquisition date. The excess of the cost of acquisition over the fair value of the Group's share of the identifiable net assets acquired is recorded as goodwill.

Inter-company transactions and balances are eliminated. Likewise, profits generated between related parties but not yet billed to third parties are also eliminated.

a) Subsidiary companies

The list of subsidiaries and information thereon are as follows:

		Shareholding				
		2009		2008		
		Book value		Book value		
Company and registered office	Activity	%	(in thousands of euros)	%	(in thousands of euros)	Parent company
(+) Ascensores Eguren, S.A. (Bilbao)	Installation & Service of Elevators	100.00%	6,635	100.00%	6,635	Zardoya Otis, S.A.
(+) Ascensores Ingar, S.A. (Granada)	Installation of Elevators	100.00%	-	100.00%	-	Zardoya Otis, S.A.
(+) Elevadores del Maresme, S.A. (Barcelona)	Installation & Service of Elevators	80.00%	165	80.00%	165	Zardoya Otis, S.A.
(+) Ascensores Serra, S.A. (Gerona)	Installation & Service of Elevators	75.00%	605	75.00%	605	Zardoya Otis, S.A.
(+) Mototracción Eléctrica Latierro, S.A. (Vitoria)	Manufacturing Elevator Engines	51.00%	493	51.00%	493	Zardoya Otis, S.A.
(+) Portis, S.L. (Madrid)	Installation & Service of Automatic Doors	88.25%	14,662	88.25%	14,662	Zardoya Otis, S.A.
(+) Otis Elevadores Lda. (Portugal)	Installation & Service of Elevators	100.00%	11,742	100.00%	11,742	Zardoya Otis, S.A.
Inelda-Ind. Nacional Elevadores Lda. (Portugal)	Installation & Service of Elevators	100.00%	577	100.00%	577	Otis Elevadores Lda.
Masel Otis Elevadores Madeira Lda. (Portugal)	Installation & Service of Elevators	60.00%	2,104	60.00%	2,104	Otis Elevadores Lda.
(*) Asistencia Técnica Electromecánica Lda. (Portugal)	Installation & Service of Elevators			100.00%	160	Otis Elevadores Lda.
Savirel Lda. (Portugal)	Installation & Service of Elevators	100.00%	705	100.00%	705	Otis Elevadores Lda.
(*) Elevaçores Lda. (Portugal)	Installation & Service of Elevators			100.00%	305	Otis Elevadores Lda.
(+) Ascensores Pertor, S.L. (Valencia)	Installation & Service of Elevators	94.13%	17,393	94.13%	17,393	Zardoya Otis, S.A.
(+) Acresa Cardellach, S.L. (Barcelona)	Installation & Service of Elevators	97.62%	10,882	97.62%	8,315	Zardoya Otis, S.A.
(+) Conservación de Aparatos Elevadores Express, S.L. (Madrid)	Installation & Service of Elevators	100.00%	1,771	100.00%	1,771	Zardoya Otis, S.A.
Admotion, S.L. (Zaragoza)	Research development & manufacturing of electronic equipment	75.00%	-	75.00%	-	Zardoya Otis, S.A.
(+) Otis Maroc, S.A. (Marruecos)	Installation & Service of Elevators	100.00%	21,948	100.00%	21,948	Zardoya Otis, S.A.
Ascensores Aspe, S.A. (Baleares)	Installation & Service of Elevators	100.00%	9,122	100.00%	7,791	Ascensores Eguren, S.A.
(*) Grupo Lagi, S.L. (Cádiz)	Installation & Service of Elevators			60.00%	5	Zardoya Otis, S.A.
(*) Jobensa, S.L. (León)	Installation & Service of Elevators			100.00%	5,355	Zardoya Otis, S.A.
(*) Ascensores Vascos, S.A. (Bilbao)	Installation & Service of Elevators			100.00%	9,806	Zardoya Otis, S.A.
(*) Puesal, S.L. (Vitoria)	Installation & Service of Automatic Doors			100.00%	1,276	Portis, S.L.
(*) Técnicos de Ascensores Reunidos, S.A. (Sevilla)	Installation & Service of Elevators	100.00%				Zardoya Otis, S.A.
Montoy, S.L. (Lérida)	Installation & Service of Elevators	60.00%	7,143			Zardoya Otis, S.A.
Cruxent, S.A. (Barcelona)	Installation & Service of Elevators	60.00%	11,724			Zardoya Otis, S.A.
Ascensores González, S.L. (Valencia)	Installation & Service of Elevators	100.00%	79			Zardoya Otis, S.A.

(+) Companies audited by PWC, with the exception of Otis Maroc, which is audited by E&Y.
(*) Companies merged with another group company in 2009.

b) Transactions and minority interests

The Group applies a policy of treating transactions with minority interests as transactions with equity owners of the group. For purchases of minority interests, the difference between any consideration paid and the relevant share acquired in the carrying amount of net assets of the subsidiary is recorded in the equity. Gains or losses on disposals to minority interests are also recorded in equity. The disposal of minority interests and the difference between the consideration received and the related proportion of minority interests are also recognized in equity.

2.3 Segment reporting

A business segment is a group of assets and operations engaged in providing products or services that are subject to risks and returns that differ from those of other business segments. A geographical segment is engaged in providing products or services within a particular economic environment that are subject to risks and returns that differ from those of segments operating in other economic environments. Each of the defined segments is allocated the costs that it has incurred directly. Each of the defined segments has its own functional structure. Common or shared costs are allocated based on time devoted or usage of the resources.

2.4 Foreign currency translation

(a) Functional and presentation currency

The consolidated financial statements are presented in thousands of Euros, which is the Group's functional and presentation currency.

(b) Transactions and balances

Foreign currency transactions are translated into Euros using the exchange rates prevailing at the dates of the transactions. Foreign currency losses and gains resulting from settlement of these transactions and conversion of monetary assets and liabilities denominated in foreign currencies at year-end rates are recognized in the Income Statement.

(c) Group companies

Gains and loses and the financial situation of Group companies (none of which has the currency of a hyperinflationary economy) with a functional currency other than the currency in which the financial statements are presented are translated into the latter as follows:

The assets and liabilities of each Balance Sheet presented are translated at the closing exchange rate on the date of the Balance Sheet.

The income and expenses of each Income Statement are translated at the average exchange rates (unless this average is not a fair reflection of the accumulated effect of the rates existing on the transaction dates, in which case the income and expenses are converted at the transaction dates), and all exchange rate differences are recognized as a separate component of the net equity.

Upon consolidation, the exchange differences that arise on the translation of a net investment in foreign companies is taken to the shareholders' equity. When sold, these exchange differences are recognized on the Income Statement as part of the loss or gain on the sale.

Adjustments to goodwill and fair value that arise on the acquisition of a foreign company are treated as assets and liabilities of the foreign company and are translated at the year-end exchange rate.

2.5 Fixed assets

Land and buildings comprise the Company's production centers. All fixed assets are stated at cost less accumulated depreciation and impairment, with the exception of land.

Historical cost includes expenses that are directly attributable to the acquisition of the items.

Subsequent costs are included in the asset's carrying amount or recognized as a separate asset only when it is probable that future economic benefits associated with the item will flow to the Group and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognized. All other repairs and maintenance are charged to the Income Statement during the financial period in which they are incurred.

Land is not depreciated. Depreciation on other assets is calculated using the straight-line method to allocate their cost or revalued amounts to their residual values over their estimated useful lives, as follows:

Buildings	33 years
Machinery	8, 10, 13 and 4 years
Vehicles	5 and 6 years
Furniture, fittings & equipment	10, 4 and 13 years

The assets' residual values and useful lives are reviewed and adjusted if appropriate, at each balance sheet date.

An asset's carrying amount is written down immediately to its recoverable amount if the carrying amount is greater than its estimated recoverable value.

Gains and losses on disposals are determined by comparing proceeds with carrying amount and included in the Income Statement. When revalued assets are sold, the amounts included in the revaluation reserves are transferred to reserves for retained earnings.

The value of the tangible fixed assets as of November 30, 2009 includes the effect of the revaluation carried out under Spanish legislation in the year 1996 following Royal Decree 7/1996 dated June 7, which gave rise to a net value increase of ETHs 4 056 in the Company's property, plant and equipment. The total amount of the restatement was shown in the accounts, as provided for in Royal Decree-Law 7/1996, as an increase in the value of the restated assets, with its balancing item in the revaluation reserve account, net of the applicable taxes, for an amount of ETHs 3 934. At November 30, 2009, the aforementioned restatement had an impact of ETHs 429 on the net carrying amount of property, plant and equipment. Consequently, the effect of this restatement on the provision for the year 2009 is ETHs 27.

This restatement was carried out only in the parent company, Zardoya Otis SA. For the purposes of the first implementation of IFRS, it has been considered acquisition in cost with no further revaluations under IFRS.

2.6 Intangible assets

(a) Maintenance contracts and other related intangible assets

The amounts relate to the cost of taking over elevator maintenance contract portfolios acquired either directly as a portfolio of contracts or as a consequence of a business combination. Amortization is carried out using the straight-line method, considering the estimated useful lives (5 to 20 years depending on the characteristics of the portfolio).

Impairment tests are conducted regularly whenever events or changes in circumstances indicate that the carrying amount may not be recoverable.

Trademarks and other related assets resulting from portfolios acquisition are shown at historical cost. They have a defined useful life and are carried at cost less accumulated amortization. Amortization is calculated using the straight-line method.

(b) Goodwill

Goodwill represents the amount by which the acquisition cost exceeds the fair value of the Group's holding in the identifiable net assets of the subsidiary acquired at the acquisition date. Goodwill related to acquisitions of subsidiaries is included in the intangible assets. Goodwill recognized separately is submitted to annual impairment tests and is valued at cost less accumulated impairment losses. Gains or losses on the sale of a company include the carrying amount of the goodwill associated to the company sold.

(c) Research and development expenses

Research expenditures are recognized as expenses when incurred and are not recognized as an asset, since they do not meet requirements to be capitalized under IFRS.

2.7 Impairment losses

Assets that have an undefined useful life are not subject to amortization and are tested regularly for impairment. Assets that are subject to amortization are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognized for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and its value in use. For the purposes of assessing impairment, assets are grouped at the lowest level for which there are separately identifiable cash flows (cash-generating units).

2.8 Financial Assets

Financial Assets include shareholdings in companies other than subsidiaries and associates, financial assets held for investment purposes and investments held until maturity. Financial assets are recorded at their fair value, including additional direct costs. Permanent impairment is provided for as a direct reduction in the asset account.

The Group classifies its investments in the following categories: financial assets at fair value through profit or loss, loans and receivables, held-to-maturity investments and available-for-sale financial assets. The classification depends on the purpose for which the investments were acquired. Management determines the classification of its investments at initial recognition and re-evaluates this designation at each reporting date. Guarantee and other deposits are measured at the amounts deposited.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted on an active market. They arise when the Group provides money, goods or services directly to a debtor with no intention of trading the receivable. They are included in current assets, except for maturities longer than 12 months after the balance sheet date. These are classified as noncurrent assets. Loans and receivables are included in trade and other receivables on the Balance Sheet and recorded at cost amortized using the effective interest method.

Financial assets available for sale

Available-for-sale financial assets are non-derivative financial assets placed in this category or not classified in any other category. They are included as non current assets unless Management intends to dispose of the investment in the 12 months following the balance sheet date.

Acquisition and disposal of investments are recognized on the date they are negotiated, i.e. the date on which the Group makes the commitment to acquire or sell the asset. Investments are initially recognized at their fair value plus transaction costs. Investments are derecognized when the rights to receive cash flows from them have expired or been transferred and the Group has substantially transferred all the risks and benefits derived from ownership thereof. When securities classified as available for sale are sold or incur impairment losses, the accumulated adjustments to the fair value are included in the Income Statement as losses or gains on the securities.

2.9 Derivative financial instruments and hedging activity

The Group occasionally maintains commitments in foreign currency of insignificant value originated by the acquisition of equipment to be installed in special projects. These cases are covered by forward contracts the impact of which is included in the Income Statement as net financial cost, in accordance with the accrual method.

2.10 Inventories

Inventories are valued at the lower of market value or average cost of acquisition or production. Finished goods and work in progress include costs directly attributable to the products in question as appropriate to their period of production.

2.11 Trade and other receivables

(a) Trade receivables

Trade receivables are recognized initially at fair value, and subsequently at their amortized cost in accordance with the effective interest rate method, less provision for impairment. A provision for impairment of trade receivables is established when there is objective evidence that the Group will not be able to collect all amounts due in accordance with the original terms of the receivables. The amount of the provision is recognized in the Income Statement.

(b) Contracts in progress

Contracts in progress are valued at the cost incurred plus the expected profit margin, based on the percentage of completion of the contract, in proportion to the difference between the total estimated cost and the contract price.

The Group presents as an asset the gross amount due from customers for contract work for all contracts in progress for which costs incurred plus recognized profits (less recognized losses) exceed progress billings and as a liability the gross amount due to customers for contract work for all contracts in progress for which progress billings exceed costs incurred plus recognized profits (less recognized losses).

Progress billings not yet paid by customers and amounts withheld are included within 'trade and other receivables'.

2.12 Cash and cash equivalents

Cash and cash equivalents comprise cash on hand, deposits held at call with banks, other short-term, highly liquid investments with original maturities of three months or less and cash placements maturing at 30 days in accordance with the contract for the provision of financial services signed with United Technologies Treasury Center and United Technologies Corporation (the parent company of Otis Elevator Company) for the provision of services and optimization of the placement of cash surpluses, forward contracts and other services.

Bank overdrafts are included as borrowings in current liabilities on the Balance Sheet.

2.13 Vendors

Vendors are initially recognized at fair value and are subsequently valued at amortized cost using the effective interest rate method.

2.14 Current and deferred taxes

The consolidated Income Statement for the year includes the corporate income tax expense, which is calculated considering the corporate income tax accrued during the year and the effect of deferral of the differences arising between the taxable income and the book profit before tax that will reverse in future years, together with the tax credits and allowances applied by Group companies. Deferred tax is calculated on the basis of the temporary differences that arise between the tax bases of assets and liabilities and their carrying amounts in the consolidated financial statements. Deferred tax is determined using tax rates that have been or are about to be approved at balance sheet date and are expected to apply when the related deferred tax asset is realized or deferred tax liability is settled.

Deferred taxes are recognized to the extent that it is likely that future tax profits will be available to offset the temporary differences.

2.15 Welfare commitments

In accordance with Royal Decree 1588/1999, whereby the Regulations on Pension Commitments between companies and employees were enacted and which provides that pension commitments acquired by companies must be externalized and arranged through a group life insurance policy or pension plan or both, and the amendment introduced by Law 14/2000 concerning the transitional period for the formalization or adaptation of said policies and/or plans, on November 7, 2002 and November 14, 2002, respectively, the Company signed, with two insurance companies, the framework agreements regulating the technical, economic and legal conditions of the group insurance policies in order to arrange the pension commitments acquired by the company with its current and retired employees.

The liability recognized on the Balance Sheet in respect of the defined-benefit pension plans is the present value of the defined benefit obligation at the balance sheet date less the fair value of plan assets, together with adjustments for unrecognized actuarial gains or losses and past service costs. The defined benefit obligation is calculated annually by independent actuaries using the projected unit credit method.

There is also a defined contribution plan the annual premium of which is included as employee expenses.

The Group has decided to apply the corridor method for the recognition of actuarial net gains or losses.The corridor test implies that only actuarial gains or losses in excess of 10% of the greater of the present value of the defined-benefit obligation at the balance sheet date or the fair value of plan assets are recognized in the year. These actuarial gain or losses are deferred and accounted over the expected average remaining working lives of the beneficiary employees, starting from the year after the fiscal year end.

2.16 Provisions

In general, the Group recognizes a provision when it is legally or contractually liable or when past practices have created an implicit obligation.

Provisions are measured at the present value of the payments that are expected to be required to settle the obligation, applying a rate before tax that reflects the current market's estimates of the time value of money and the specific risks of the obligation. The increase in the provision as time passes is recognized as interest expense.

2.17 Revenue recognition

Revenue comprises the fair value for the sale of goods and services, net of value-added tax, rebates and discounts and after sales within the Group have been eliminated. Revenue is recognized as follows:

(a) Revenue from installation contracts

Revenue from elevator installation is recognized based on the estimated percentage of completion. Periodic corrections are made to the estimates so that the margin of profit or loss that will result at the end of the contracts will not differ substantially from the margins applied while the contracts were in progress.

(b) Revenue from maintenance contracts

Revenue from maintenance contracts is apportioned on a straight-line basis as it is earned. Invoicing may be on a monthly, quarterly, six monthly or annual basis depending on the terms laid down in the agreements signed with the customers. The necessary entries are made to recognize advance invoicing.

(c) Interest revenue

Interest revenue is recognized using the effective interest method.

2.18 Dividend distribution

Dividend distribution to the Company's shareholders is recognized as a liability on the Group's financial statements in the period in which the dividends are approved by the Company's shareholders.

2.19 Borrowings

Borrowings are initially recognized at fair value net of any transaction costs incurred. Subsequently, they are measured at their amortized cost and any difference between the funds obtained (net of the costs necessary to obtain them) and the repayment value is recognized in the Income Statement over the life of the debt, applying the effective interest rate method.

Commissions paid on the granting of credit lines are recognized as transaction costs of the loan, to the extend that it is probable that any or all of the lines will be used. In these cases, the commissions are deferred until the line is used. To the extent that there is no evidence that the line is likely to be used, the commission is capitalized as an advance payment for liquidity services and is amortized over the period for which the credit line is available.

Borrowings are classified as current liabilities unless the Group has an unconditional right to defer settlement thereof for at least 12 months after the balance sheet date.

2.20 Leases

Leases where the lessor retains a significant portion of the risks and rewards of ownership are classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are charged to the Income Statement on a straight-line basis over the period of the lease.

2.21 New IFRS rules and IFRIC interpretations

The IASB has approved and published certain accounting rules, improvements and IFRIC interpretations that have come into force in the present year:

- IAS 39 (Amended) "Financial instruments: recognition and measurement" and IFRS 7 (Amended) "Financial instruments: disclosures" - Reclassification of financial instruments.
- IFRIC Interpretation 14, "IAS 19 - The limit on a defined-benefit plan assets, minimum funding requirements and their interaction".

The above rules have no effect on the present Consolidated Financial Statements.

It has also approved others which will be enforced after the year end. Of these, the following will be applicable to the Group and will be adopted in the future:

a) IAS 1, revised. "Presentation of financial statements", applicable to years commencing on or after January 1, 2009. This revised rule prohibits the presentation of revenue and expense items, i.e. changes in equity as a result of transactions with non-shareholders, on the statement of changes in equity.

b) IAS 27, revised, "Consolidated and individual financial statements". The revised rule requires that all transactions with minority interests be recognized in the equity, provided that there are no changes in control, in such a way that these transactions no longer have any effect on the goodwill or lead to a loss or gain. The amendment also includes the accounting treatment to be applied when control is lost. The minority interest that is kept must be remeasured at its fair value and the effect recognized in the Income Statement. The Group will apply IAS 27 (Revised) prospectively to transactions with minority interests taking place on or after December 1, 2010.

c) IFRS 3, revised, "Business combinations". The revised rule maintains the acquisition method for business combinations, although it introduces an accounting policy option,, applicable at business combination level, that consists of measuring the minority interests at their fair value or at the proportional amount of the net assets and liabilities of the company acquired. All the transaction costs are recognized as expenses. The Group will apply IFRS 3 (Revised) prospectively to all business combinations that take place on or after December 1, 2010.

d) IFRIC 14, "The limit on a defined-benefit plan assets, minimum funding requirements and their interaction", which sets forth the guidelines for assessing the limit fixed in IAS 19 on the surplus that may be recognized as an asset. It also explains how pension liability may be affected by the minimum funding obligations fixed contractually or legally. This interpretation has no effect on the Group's accounts.

Furthermore, the following standards or amendments and IFRIC interpretations are awaiting adoption by the European Union and will, if appropriate, be applicable to the Group:

a) Improvement projects, published by the IASB in April 2009, to amend IFRSs 2, 5 and 8, IASs 1, 7, 17, 18, 36, 38 and 39, and IFRIC Interpretations 9 and 16. The amendments introduced by this project must be applied for fiscal years commencing on or after January 1, 2010.

b) IAS 24 (amendment). "Related party disclosures", applicable for fiscal years commencing on or after January 1, 2011.

c) IFRS 9, "Financial instruments", applicable for fiscal years commencing on or after January 1, 2013.

The implementation of these rules is not expected to lead to any substantial changes in the presentation of these financial statements.

NOTE 3. FINANCIAL RISK MANAGEMENT

Financial risk factors

The Group's activities are exposed to a variety of financial risks: market risk (including foreign exchange risk, fair value interest rate risk and price risk), credit risk, liquidity risk and cash flow interest rate risk. The Group's global risk management program is focused on the uncertainty of the financial markets and trying to minimize the potential negative effects on the Group's financial profitability.

(a) Market risk

(I) Foreign exchange risk

The Group operates internationally and is exposed to foreign exchange risk arising from transactions in US dollars. Foreign exchange risk arises from future commercial transactions and recognized assets and liabilities. However, these transactions are not significant and the effect in a change in the interest rate would not have a material effect on the Group's financial statements.

To hedge the foreign exchange risk on future commercial transactions for the import of materials, Group companies use forward contracts negotiated with UTC Treasury Center.

(II) Price risk

The Group has only limited exposure to commodity price risk.

(b) Credit risk

The Group has no significant concentrations of risk with customers and there are no significant old credit balances (Note 7). The Group has policies in place to ensure that installation sales are made to customers with appropriate credit histories and, in addition, regular debt-monitoring procedures are conducted by the departments involved in debt collection.

To minimize credit risk, the Group has risk management policies in place to limit the amount of risk with any one financial institution. The credit risk arises from cash and cash equivalents, financial instruments, deposits with financial institutions, debt available for sale and accounts receivable. The banks and financial institutions with which the Group works are of recognized prestige and hold high credit ratings.

(c) Liquidity risk

Conservative liquidity risk management implies maintaining sufficient cash and marketable securities and the availability of funding through an adequate amount of committed credit facilities. Group treasury aims to maintain flexibility in funding by keeping committed credit lines available.

(d) Cash flow and fair value interest rate risk

As the Group does not hold important financial assets, income and operating cash flows are substantially independent of changes in market interest rates.

The Group does not use financial derivatives to hedge the interest rate risks derived from its activity. In accordance with Group treasury policies, it does not acquire or hold financial derivatives for trading.

(e) Capital risk management

The Group's objectives in relation to capital management are to safeguard its capacity to continue as a going concern, to have the capacity to fund its internal or external growth through acquisitions, to obtain adequate yields for the shareholders and to maintain an optimal capital structure that includes equity, the generation of its own cash from the business in each year and, as far as necessary, borrowings at the lowest cost possible.

NOTE 4. FINANCIAL INFORMATION BY SEGMENT

Zardoya Otis has determined achieving Service Excellence as its main goal. From this standpoint, the objective is to satisfy vertical transport users throughout the full cycle of the product, starting with the design and manufacture of elevators, integrating the technological advances that have made the Group the market leader, applied not only to new, but also to existing buildings, and including their maintenance and replacement. In consequence, installation (and replacement) and maintenance of elevators are not considered separate segments but complementary products and services of the same nature, with an integrated production cycle, addressed to the same type of customers and with a single distribution network, that represent a unique business segment for the Group, managed as such and subject to similar risks and opportunities.

Therefore, geographical differentiation has been identified as the primary segment, considering the markets of Spain and Portugal and also Morocco / North Africa, as they have independent supervision as stated in IFRS 8. As a secondary segment, the non-elevator business, mainly automatic doors is shown, given its distinctive characteristics: a much less mature market with lower margins and higher risks but with significant growth prospects. Therefore, it is an activity clearly differentiated from traditional Group business and, in Management's opinion, information thereon is relevant for the shareholders.

2009	Sales	Operating profit/ (loss)	Assets Total	Assets Depreciation charge	Assets Long term investments in assets	Liabilities
Zardoya Otis Group - Spain	840,905	257,354	486,815	12,998	67,690	355,530
Otis Elevadores Group - Portugal	80,008	25,647	98,976	1,123	328	38,296
Otis Maroc - Morocco	14,960	2,248	18,966	60	63	13,964
Eliminations - intra-group transactions	(50,728)	57				
Consolidated EThs	885,145	285,306	604,757	14,181	68,081	407,790

2008	Sales	Operating profit/ (loss)	Assets Total	Assets Depreciation charge	Assets Long term investments in assets	Liabilities
Zardoya Otis Group - Spain	906,859	254,148	511,361	14,746	73,712	329,068
Otis Elevadores Group - Portugal	78,910	25,268	92,549	1,183		40,030
Otis Maroc - Morocco	13,958	1,888	16,995	60	100	13,379
Eliminations - intra-group transactions	(63,080)	(721)				
Consolidated EThs	936,647	280,583	620,905	15,989	73,812	382,477

2009	Sales	Operating profit/(loss)	%	Fixed assets acquired
Zardoya Otis, S.A. (aggregate of 95 branches)	703,602	234,130	33.28	66,263
Spanish Group Companies - Elevators (10 companies)	107,785	22,100	20.50	50
Otis Elevadores Group - Portugal	80,008	25,647	32.06	328
Otis Maroc - Morocco	14,960	2,247	15.03	63
Total Elevators	**906,355**	**284,124**	**31.35**	
Spanish Group Companies - Non Elevators (3 companies)	29,518	1,125	3.81	1,377
Total Group	**935,873**	**285,249**	**30.48**	**68,081**
Eliminations - intra-group transactions	(50,728)	57		
EThs Consolidated	**885,145**	**285,306**	**32.23**	**68,081**

2008	Sales	Operating profit/(loss)	%	Fixed assets acquired
Zardoya Otis, S.A. (aggregate of 95 branches)	743,069	231,242	31.13	57,156
Spanish Group Companies - Elevators (10 companies)	129,083	21,064	16.32	16,556
Otis Elevadores Group - Portugal	78,910	25,268	32.02	-
Otis Maroc - Morocco	13,960	1,888	13.52	100
Total Elevators	**965,022**	**279,462**	**28.97**	**73,812**
Spanish Group Companies - Non Elevators (3 companies)	34,705	1,842	5.31	-
Total Group	**999,727**	**281,304**	**28.15**	**73,812**
Eliminations - intra-group transactions	(63,080)	(721)		
EThs Consolidated	**936,647**	**280,583**	**29.96**	**73,812**

NOTE 5. FIXED ASSETS

Details of the different categories of fixed assets and the movements on these accounts are shown below:

	Lands & Buildings	Machinery	Furniture, fittings & equipment	Total
As of November 30, 2007				
Cost	21,452	26,077	52,010	99,539
Accumulated depreciation and impairment	(7,104)	(23,163)	(39,527)	(69,794)
Net carrying value EThs	**14,348**	**2,914**	**12,483**	**29,745**
2008				
Business combinations	0	0	98	98
Increases	18,683	5,741	7,079	31,503
Decreases	0	0	(45)	(45)
Depreciation charge	(162)	(878)	(3,695)	(4,735)
Other	0	0	0	0
	18,521	4,863	3,437	26,821
As of November 30, 2008				
Cost	40,135	31,818	59,142	131,095
Accumulated depreciation and impairment	(7,266)	(24,041)	(43,222)	(74,529)
Net carrying value EThs	**32,869**	**7,777**	**15,920**	**56,566**
2009				
Business combinations	0	0	591	591
Increases	779	3,070	6,268	10,117
Decreases	0	(694)	(3,748)	(4,442)
Depreciation charge	(643)	(1,501)	(4,356)	(6,500)
Depreciation decreases	4	678	790	1,473
Other	0	0	0	0
	140	1,554	(455)	1,239
As of November 30, 2009				
Cost	40,914	34,194	62,253	137,361
Accumulated depreciation and impairment	(7,905)	(24,864)	(46,788)	(79,556)
Net carrying value EThs	**33,009**	**9,331**	**15,465**	**57,805**

The fixed assets figure includes assets in progress for a total value of EThs 1 082 in 2009 and EThs 1 612 in 2008.

At November 30, 2008, the building works of the new Leganés plant had been completed and, consequently, the value of the buildings and installations were included as fixed assets with a value of EThs 23 345.

As of November 30, 2009 and 2008, the following items of fixed assets were fully depreciated:

	2009	2008
Land and buildings	3,071	3,071
Vehicles and machinery	20,306	20,361
Furniture, fittings and equipment	31,496	29,667
EThs	54,873	53,099

Of the total fixed assets net of depreciation, the value of which is EThs 57 805, the amount of EThs 852 is in Portugal and the amount of EThs 178 in Morocco (EThs 1 408 and 149 respectively in 2008). There is no other fixed assets outside Spanish territory.

It is the Company's policy to take out all the insurance policies deemed necessary to cover any possible risks which could affect, among other things, tangible fixed assets.

NOTE 6. INTANGIBLE ASSETS

Details of the main categories of intangible assets and the movement on these accounts are as follows:

	Maintenance contracts	Goodwill	Other	Total
As of November 30, 2007				
Cost	108,277	18,725	236	127,235
Accumulated amortization and impairment	(52,232)	-	(181)	(52,410)
Net carrying value EMls	**56,045**	**18,725**	**55**	**74,825**
2008				
Increases	1,903	-	47	1,950
Business combinations	28,931	12,321	-	41,252
Decreases	(1,794)	-	-	(1,794)
Amortization charge	(4,794)	-	(21)	(4,815)
Other	-	(1,081)	-	(1,081)
	24,246	11,240	26	35,512
As of November 30, 2008				
Cost	137,317	31,046	283	168,646
Accumulated amortization and impairment	(57,026)	(1,081)	(202)	(58,309)
Net carrying value EMls	**80,291**	**29,965**	**81**	**110,337**
2009				
Increases	3,964	-	-	3,964
Business combinations	43,071	10,337	-	53,408
Decreases	-	-	(104)	(104)
Amortization charge	(7,660)	-	(21)	(7,681)
Amortization decreases	-	-	91	91
Other	-	-	-	-
	39,375	10,337	(34)	49,678
As of November 30, 2009				
Cost	184,352	41,383	179	225,914
Accumulated amortization and impairment	(64,686)	(1,081)	(132)	(65,899)
Net carrying value EMls	**119,666**	**40,302**	**47**	**160,015**

The goodwill and intangible assets with indefinite useful lives have been assigned to the Group's cash-generating units (CGU's) as follows:

	2009	2008
Otis Maroc, S.A.	17,780	17,780
Zardoya Otis, S.A.	17,291	6,954
Conservación de aparatos elevadores Express, S.L.	5,231	5,231
EThs	40,302	29,965

In the year 2008, the goodwill on the acquisitions in Spain of the De Vega Group, Ascensores Saez S.L. and Jobensa S.L., all of which belong to the elevator segment, was included. In 2009, the goodwill arising on Ascensores Vascos,S.A., Técnicos de Ascensores Reunidos, S.A., Montoy, S.L., Cruxent, S.A. and Ascensores González, S.L., likewise all in the elevator segment, was included.

The Group follows the practice of requiring an external company of recognized prestige to verify the fair value of the assets acquired. The recoverable amount is determined by using cash-flow projections in financial budgets approved by Management for a 15-year period, based on past performance and market development expectations. Growth rates of between 5% and 20% and a discount rate of 9% have been applied.

No impairment losses were recognized in the year, since the forecast cash-flows attributable to the CGU's allow the net value of the goodwill recorded to be recovered.

NOTE 7. TRADE AND OTHER RECEIVABLES

	2009	2008
Trade receivables	263,766	276,720
Less: Provision for impairment of receivables	(62,094)	(43,796)
Trade receivables - Net	201,672	232,924
Amount due from customers for contract works	1,537	(252)
Other accounts receivable	15,399	62,719
Prepayments	1,211	807
Receivables from related parties	17,686	18,588
Total EThs	237,505	314,786

The total amount of the costs incurred at the balance sheet date was EThs 106,531 (2008: EThs 147,905). This amount includes profits recognized (less recognized losses) on all contracts in progress for EThs 1,563 (2008: EThs 5,043).

Movement on the provision for impairment of accounts receivable was as follows:

	2009	2008
Beginning of period	43,796	29,498
Provision made	19,214	22,537
Business combinations	1,747	748
Reversal of unused provisions	(2,663)	(8,987)
EThs	62,094	43,796

Provisions and reversals of provisions appear in the Income Statement under the "Other net expenses" heading. The net provision recognized in 2009 was 1.87% of Group sales (2008: 1.53%).

Trade receivables includes balances at more than six months for the following amounts:

	2009	2008
Between six months and one year	23,371	19,202
Between one and two years	28,082	18,807
More than two years	6,766	1,754
EThs	58,219	39,763

NOTA 8. INVENTORIES

	2009	2008
Raw materials and consumables for production	16,726	20,283
Work in progress	1,675	1,404
EThs	18,401	21,687

NOTE 9. CASH AND CASH EQUIVALENTS

	2009	2008
Cash and banks	15,862	17,166
Current deposits with financial institutions	75,772	26,500
Deposits with group companies	12,500	37,029
EThs	104,134	80,695

The effective interest rate on current deposits varied from 3.95% to 0.18% (2008: from 4.57% to 3.29%), their average maturity being 30 days.

Deposits with Group companies are cash placements maturing at 30 days in accordance with the contract for the provision of financial services signed with United Technologies Treasury Center and United Technologies Corporation (the parent company of Otis Elevator Company) for the provision of services and optimization of the placement of cash surpluses, forward contracts and other. These deposits accrued interest during the year at an average interest rate of 1.09% (4.37% in 2008), which exceeds the market rate by 0.10 percentage points.

For cash flow statements, cash and overdrafts include:

		2009	2008
Cash and cash equivalents	EThs	104,134	80,695
Bank overdrafts	EThs	11,472	-

NOTE 10. SHARE CAPITAL

	No. Shares	Ordinary Shares	Treasury Stock	Total
November 30, 2007	288,126,489	288,126,489	-	288,126,489
Capital increase	28,812,648	28,812,648	-	28,812,648
November 30, 2008	316,939,137	316,939,137	-	316,939,137
Capital increase	15,846,956	15,846,956	-	15,846,956
November 30, 2009	332,786,093	332,786,093	-	332,786,093

The share issues carried out in 2008 and 2009 were bonus issues charged to voluntary reserves.

	Shares		% shareholding	
Owner	2009	2008	2009	2008
United Techonologies Holdings, S.A.	166,426,584	158,786,508	50.01	50.10
Euro-Syns, S.A.	36,224,439	37,676,791	10.88	11.88
Other minority interests	130,135,070	120,475,838	39.11	38.02
	332,786,093	316,939,137	100.00	100.00

Shares are classed as equity on the Balance Sheet.

All the shares of Zardoya Otis, S.A. are listed on the Madrid, Bilbao, Barcelona and Valencia stock exchanges.

At the Annual Shareholders' Meeting held on May 27, 2009, a resolution was adopted to increase the share capital by 1,584,695.60 Euros against the Voluntary Reserve, in the proportion of one new share for every twenty old shares, issuing 15,846,956 new shares. Once the capital increase had been completed, the capital amounted to 33,278,609.30 Euros and consisted of 332,786,093 shares with a par value of 0.10 euros each. The new shares were entitled to the dividends paid after the date of the capital increase and therefore participated in the third quarterly dividend, second interim dividend paid against 2009 profits on September 10, 2009. The increase was carried out from June 12, 2009 until June 30, 2009, inclusive. The new shares were listed on the Madrid, Barcelona, Valencia and Bilbao stock exchanges effective August 24, 2009.

Incremental costs directly attributable to the issuance of new shares or options are recognized in the equity as a deduction, net of tax, from the income obtained.

NOTE 11. LEGAL RESERVE

The legal reserve has been recognized under the provisions of the Corporations Act, article 214, which requires 10% of annual profit be set aside until 20% of the share capital is reached.

The legal reserve is not distributable and, can be used to offset losses incurred when no other reserves are available, it must be replaced with future profits.

Details of the legal reserve by company as of November 30, 2009 and 2008 are as follows

	2009	2008
Company		
Zardoya Otis, S.A.	6,339	6,339
Ascensores Eguren, S.A.	-	-
Ascensores Ingar, S.A.	13	13
Ascensores Serra, S.A.	48	48
Elevadores del Maresme, S.A.	12	12
Mototracción Eléctrica Latierro, S.A.	63	63
Grupo Otis Elevadores (Portugal)	429	429
Portis, S.L.	68	68
Ascensores Pertor, S.L.	10	10
Conservación de Aparatos Elevadores Express, S.L.	354	354
Acresa Cardellach, S.L.	1,990	1,990
Admotion, S.L.	-	-
Otis Maroc, S.A.	9	9
Ascensores Aspe, S.A.	41	31
Cruxent, S.A.	12	
Montoy, S.L.	20	
Ascensores González, S.L. EThs	1	

NOTE 12. RESERVES OF SUBSIDIARY COMPANIES AND OTHER RESERVES

	Subsidiary companies	Other Reserves	Total
As of November 30, 2007 EThs	65,160	27,551	92,711
Profit 2007	32,389	53,730	86,119
Dividends paid in the year	(42,349)	-	(42,349)
Capital increase	-	(2,881)	(2,881)
Other	(1,247)	451	(796)
As of November 30, 2008 EThs	53,953	78,851	132,804
Profit 2008	35,786	(12,463)	23,323
Dividends paid in the year	(15,827)	(47,541)	(63,368)
Capital increase	-	(1,585)	(1,585)
Other	(1,313)	2,091	778
As of November 30, 2009 EThs	72,599	19,353	91,952

Details, by company, of reserves in subsidiary companies and other reserves as of November 30, 2009 and 2008 are as follows:

Company		2009	2008
Zardoya Otis, S.A.		29,313	88,811
Ascensores Eguren, S.A.		(3,544)	(3,163)
Ascensores Ingar, S.A.		(2,574)	(2,316)
Ascensores Serra, S.A.		444	444
Elevadores del Maresme, S.A.		1,920	347
Mototracción Eléctrica Latierro, S.A.		1,267	957
Grupo Otis Elevadores (Portugal)		36,825	28,307
Portis, S.L.		3,107	1,866
Ascensores Pertor, S.L.		5,336	4,884
Conservación de Aparatos Elevadores Express, S.L.		9,735	6,067
Acresa Cardellach, S.L.		21,405	16,811
Admotion, S.L.		(320)	(76)
Grupo Lagi, S.L.		(2,148)	(312)
Ascensores Aspe, S.A. (subsidiary of Eguren, S.A.)		(830)	(1,104)
Otis Maroc, S.A.		1,975	1,240
IFRS adjustments		(9,959)	(9,959)
	EThs	91,952	132,804

NOTE 13. PROFIT FOR THE YEAR

Companies' contributions to the Zardoya Otis Group accounts, including the portion allocated to minority interests, are as follows:

		2009		2008	
		Consolidated profit	Attributable to minority interests	Consolidated profit	Attributable to minority interests
Sociedad					
Zardoya Otis, S.A.		165,134	-	165,355	-
Ascensores Eguren, S.A.		(295)	-	(381)	-
Ascensores Ingar, S.A.		(458)	-	(256)	-
Ascensores Serra, S.A.		1.887	629	2,013	671
Elevadores del Maresme, S.A.		1.376	344	1,639	393
Mototracción Eléctrica Latierro, S.A.		125	120	516	496
Grupo Otis Elevadores (Portugal)		19,289	214	20,040	346
Portis, S.L.		796	105	577	77
Ascensores Pertor, S.L.		3,770	235	3,083	192
Conservación de Aparatos Elevadores Express, S.L.		3,269	-	3,132	-
Acresa Cardellach, S.L.		5,159	125	4,140	100
Admotion, S.L.		(126)	(43)	(244)	(81)
Grupo Lagi, S.L.		-	-	(196)	(131)
Otis Maroc, S.A.		1,481	-	1,210	-
Ascensores Aspe, S.A.		565	-	(513)	-
Cruxent, S.A.		1	-	-	-
Montoy, S.L.		62	41	-	-
Ascensores González, S.L.		18	-	-	-
	EThs	202,053	1,770	201,141	2,063

The proposed distribution of 2009 profit and other reserves in the parent company that will be submitted for approval at the Annual Shareholders' Meeting, as well as the 2008 profit distribution approved, is as follows:

		2009	2008
Available for distribution			
Profit for the year		177,203	208,093
	EThs	177,203	208,093
Distribution			
To legal reserve		317	-
To other reserves		26,340	14,472
Dividends		150,546	193,621
	EThs	177,203	208,093

NOTE 14. TRADE AND OTHER PAYABLES

		2009	2008
Trade payables		39,804	47,677
Payables to related parties		8,729	9,843
Other accounts payable		16,085	19,207
Goods received but not invoiced		4,028	6,087
Notes payable		0	2,915
Amounts due to customers on work in progress (Note 7)		51,727	65,693
Maintenance billing in advance		32,223	30,706
Acquisition commitments		12,404	25,117
Other payables to public treasury		20,923	19,472
Amounts due to employees		32,103	33,439
Other		11,841	15,983
	EThs	229,867	276,139

The amounts payable to related companies are partly in foreign currency and there are no other significant amounts payable in foreign currency. Since the amounts are current and are not significant, no hedges have been deemed necessary. The heading "Related companies" includes balances denominated in foreign currencies other than Euros, the equivalent value of which in euros amounts to EThs 578 (2008: EThs 172).

Furthermore, there are long-term acquisition commitments for a value of EThs 42 142, presented on the Balance Sheet as a non current liability under the heading "Other Payables", maturing as follows:

		Current	2011	2012	2013	Non current
Acquisitions before 2008		1,993	226	-	-	226
Acquisitions 2008		870	16,095	9,717	1,358	27,170
Acquisitions 2009		9,541	10,404	3,766	576	14,746
	EThs	12,404	26,725	13,483	1,934	42,142

NOTE 15. PUBLIC TREASURY

		2009	2008
Receivable balances			
Social Security		3	12
Withholding tax		483	456
VAT deductible		645	717
VAT recoverable		4,587	5,348
	EThs	5,718	6,533
Payable balances			
Provision for corporate tax		77,277	75,266
Corporate tax payments on account		(45,488)	(50,031)
Withholdings made		2,721	2,784
Credit for VAT		4,249	3,355
VAT invoiced		6,211	7,007
Social Security		7,742	6,130
Other tax payables		-	196
	EThs	52,712	44,707

NOTE 16. DEFERRED TAXES

Deferred tax assets and liabilities are offset if the right to such offsetting against current taxes is legally recognized.

		2009	2008
To be recovered after more than 12 months		20,631	21,583
To be recovered within 12 months		2,050	2,547
	EThs	22,681	24,130

Overall movement on the deferred tax account was as follows:

		2009	2008
Beginning of period		24,130	24,641
Business combinations		-	-
P&L impact		(1,449)	(511)
End of period	EThs	22,681	24,130

Movement on the deferred tax assets and liabilities in the year was as follows:

		Welfare commitments	Amortization/ depreciation	Other	Total
As of November 30, 2007	EThs	24,452	321	(132)	24,641
P&L impact		(2,066)	458	1,097	(511)
Business combinations		-	-	-	-
As of November 30, 2008	EThs	22,386	779	965	24,130
P&L impact		(2,004)	(205)	760	(1,449)
Business combinations		-	-	-	-
As of November 30, 2009	EThs	20,382	574	1,725	22,681

NOTE 17. WELFARE COMMITMENTS

	2009	2008
Obligations on Balance Sheet:		
Active employees	18,914	23,227
Retired employees	2,507	3,992
EThs	21,421	27,219

The amounts recognized on the Balance Sheet were measured as follows:

	2009	2008
Present value of obligations financed	67,939	74,620
Fair value of plan assets	(56,926)	(59,212)
	11,013	15,408
Unrecognized actuarial gains	10,408	11,811
Liability on Balance Sheet EThs	21,421	27,219

The evolution in the fiscal year of the present value of the defined benefit obligation and the fair value of plan assets is as follows:

	Recognized Obligation	Plan assets
As of November 30, 2008	**74,620**	**(59,212)**
Service cost	2,178	-
Interest cost	3,973	-
Return on plan assets	-	(3,213)
Payments to beneficiaries	(6,560)	6,560
Contributions	-	(5,777)
Actuarial Gains/losses	(6,272)	4,716
As of November 30, 2009 EThs	**67,939**	**(56,926)**

The main actuarial assumptions used were as follows:

	2009	2008
The discount rate varies, depending on the length of the obligation, between	5,12%-3,12%	5,62%-5,93%
Mortality tables	PER2000P	PER2000P
Estimated average early retirement age	62 years	62 years

The amounts recognized in the income statement were as follows:

	2009	2008
Current service cost	2,178	2,564
Interest cost	3,973	3,917
Expected return on plan assets	(3,213)	(2,788)
Actuarial (gains) / losses	(2,967)	(409)
Total included in employee costs EThs	(29)	3,284

The fair value of plan assets (matched insurance contracts) was measured in accordance with IAS 19, section 104, which allows the equalization of the value of these contracts with that of the obligations.

However, these obligations were externalized and are subject to a financing plan with the insurance companies to be concluded in 2012. In consequence, only the portion of plan assets effectively paid at the balance sheet date has been considered for the equalization of the obligation.

NOTE 18. SALES

	2009	2008
Service	668,160	651,736
New installations	139,570	200,016
Exports	77,135	84,206
Other sales	280	689
Total sales ETHs	885,145	936,647

NOTE 19. EMPLOYEE BENEFITS

	2009	2008
Wages and salaries	185,153	189,722
Social Security and other	65,613	56,043
Welfare commitments	(29)	3,284
ETHs	250,737	249,049

The Social Security and other expenses includes in 2009 severances to employees for ETHs 8.350.

NOTE 20. NET FINANCE INCOME AND COST

	2009	2008
Interest expense:		
- Bank borrowings	(1,304)	(2,228)
	(1,304)	(2,228)
Interest income:		
- Bank deposits	3,980	1,284
- Other	-	5,694
	3,980	6,978
Net foreign exchange transactions gain (losses)	147	(55)
ETHs	2,823	4,695

NOTE 21. INCOME TAX

	2009	2008
Income before tax	288,129	284,801
Permanent differences	(3,208)	
Profit from foreign companies	(28,832)	(29,700)
Other differences	6,462	12,743
Prior year temporary differences in respect of which the relevant deferred tax asset was not recorded	(4,680)	(3,203)
Temporary differences arising in the year in respect of which the relevant deferred tax asset is not recorded	2,938	3,073
Adjusted income before tax	260,809	267,714
Temporary differences arising in the year in respect of which the relevant deferred tax asset is recorded	(7,695)	(7,201)
Taxable income	253,114	260,513
Tax payable	78,243	87,007
Tax credits	(1,749)	(13,393)
Other differences	(36)	(119)
Corporate tax expense from foreign companies	7,848	8,103
Corporate income tax expenses EThs	84,306	81,598

The Group follows the criteria of recognizing only those deferred tax assets that are expected to be realized in the future within the time frame considered by current legislation.

Consequently, the deferred tax asset accumulated at November 30, 2009 amounted to EThs 22,681 (EThs 24,130 in 2008). This deferred tax asset came basically from temporary differences relating to welfare commitments, bad debt provision, delayed sales costs and other provisions that will reverse in future years.

At the year end, the sum of Eths 45,488 (EThs 50,031 in 2008) had been paid on account of the final corporate income tax liability.

The effective tax rate for Otis Elevadores, Lda. (Portugal) is 26.4% and for Otis Maroc 36.6% (26.3% and 40.8%, respectively, in 2008) and their tax expense for 2009 amounted to EThs 6,994 and 854, respectively (EThs 7,269 and 834, respectively, in 2008).

During 1999, the tax authorities completed their inspection of personal income tax witholdings in Zardoya Otis, S.A. for the years 1993 to 1997. As a result of this inspection, assessments were raised, against which the Company has appealed. Provision has been made for both the value of the assessment and the estimated interest.

For Zardoya Otis, S.A. and the Spanish subsidiaries, as well as for Otis Maroc, S.A. the last four years are still open to inspection. For the companies that form the Otis Elevadores (Portugal) Group, the last ten years are open to inspection, pursuant to current Portuguese legislation. In consequence, among other things, additional liabilities could arise as the result of an inspection, due to possible different interpretations of current tax legislation. However, the directors consider that, if any such liabilities were to arise, they would not have a significant effect on the annual financial statements.

NOTE 22. EARNINGS PER SHARE

Basic earnings per share are calculated, in accordance with IAS 33, by dividing the profit attributable to equity holders of the Company by the number of ordinary shares in issue at the year end, excluding ordinary shares purchased by the Company and held as treasury shares. No event that could dilute the earnings per share has occurred.

	2009	2008
Profit attributable to equity holders of the Company	202,053	201,141
Number of ordinary shares in issue at the year end	332,786,093	316,939,137
Basic earnings per share	0.61	0.64

NOTE 23. DIVIDENDS PER SHARE

During 2009, Zardoya Otis, S.A. paid the following dividends charged to the 2009 profit and reserves:

	Thousands of euros
1st Dividend 0.160 Euros gross per share, charged to the 2009 profit. Declared on March 4, 2009 and paid on March 10, 2009. Shares: 316,939,137 Total = 50,710,261.92 Euros	50,710
2nd Dividend 0,150 Euros gross per share, charged to reserves. Declared on May 27, 2009 and paid on June 10, 2009. Shares: 316,939,137 Total = 47,540,870.55 Euros	47,541
3rd Dividend 0,150 Euros gross per share, charged to the 2009 profit. Declared on September 3, 2009 and paid on September 10, 2009. Shares: 332,786,093 Total = 49,917,913.95 Euros	49,918
Year-end dividend ...EThs	148,169
4th Dividend 0,150 Euros gross per share, charged to the 2009 profit. Declared on December 3, 2009 and paid on December 10, 2009. Shares: 332,786,093 Total = 49,917,913.95 Euros	49,918
Total ...EThs	198,087

Zardoya Otis, S.A. paid interim dividends charged to the 2009 profit having verified there was sufficient liquidity to allow these dividends to be distributed.

NOTE 24. CONTINGENCIES

The Group has contingent liabilities in respect of bank guarantees and other matters arising in the ordinary course of business. It is not foreseen that any material liabilities will arise from the contingent liabilities. The Group has given guarantees in the ordinary course of business amounting to EThs 18,729 (2008: EThs 33,414).

NOTE 25. COMMITMENTS

Fixed asset purchase commitments

The investments committed at the date of Balance Sheet and not yet incurred are as follows:

	2009	2008
Fixed assets ...EThs	1,981	4,043
Intangible assets ...EThs	-	-

Lease commitments

The Group rents commercial premises, offices and warehouses under rental contracts for which different conditions have been agreed. The estimated annual cost of all the rentals commited under the above mentioned lease contracts is as follows:

	2009	2008
Annual estimated payments...EThs	4,493	4,318

NOTE 26. BUSINESS COMBINATIONS

TÉCNICOS DE ASCENSORES REUNIDOS, S.A.

In April 2009, 100% of the shares of Técnicos de Ascensores Reunidos, S.A., which has elevator installation and maintenance activities in Seville, Huelva and Cordoba, was acquired. In October 2009, the company was dissolved and its assets and liabilities were incorporated into the acquirer.

The total cost of the business combination was calculated at EThs 13,841, most of which relates to acquisition of the maintenance portfolio. EThs 6,980 of this amount remains outstanding. The costs allocable to the combination are those derived from audit and the legal expenses on the transfer, which are not significant. The cost of the business combination has been calculated provisionally, since some items must be valued definitively when one year has elapsed as from the acquisition date. However, no significant variations on the aforementioned amount are forecasted.

The amounts recognized on the business combination do not differ from the carrying amounts immediately preceding the combination determined under IFRS, except for the valuation of the intangible assets that arise as a result of the combination itself, which have been measured as provided for in the acquisition agreement. The contingent liabilities have been guaranteed by the sellers and withheld on the price payable. The acquisition is being financed with own funds.

The business acquired contributes recurring sales of EThs 2,409 to the Group. Details of the assets and liabilities acquired are as follows:

Cash and cash equivalents	350
Fixed assets	100
Intangible assets	10,553
Receivables	1,351
Payables	1,144

The difference arising leads to goodwill of EThs 2,631.

ASCENSORES GONZÁLEZ, S.L.

In October 2009, 100% of the shares of Técnicos Ascensores González S.L., which has elevator installation and maintenance activities in Gandía, was acquired by Zardoya Otis, S.A. In January 2010, the company was dissolved and its assets and liabilities were incorporated into the acquirer.

The total cost of the business combination was calculated at EThs 9,916, most of which relates to acquisition of the maintenance portfolio. EThs 6,927 of this amount remains outstanding. The costs allocable to the combination are those derived from audit and the legal expenses on the transfer, which are not significant. The cost of the business combination has been calculated provisionally, since some items must be valued definitively when one year has elapsed as from the acquisition date. However, no significant variations on the aforementioned amount are forecasted.

The amounts recognized on the business combination do not differ from the carrying amounts immediately preceding the combination determined under IFRS, except for the valuation of the intangible assets that arise as a result of the combination itself, which have been measured as provided for in the acquisition agreement. The contingent liabilities have been guaranteed by the sellers and withheld on the price payable. The acquisition is being financed with own funds.

The business acquired contributes recurring sales of EThs 1,738 to the Group. Details of the assets and liabilities acquired are as follows:

Cash and cash equivalents	411
Fixed assets	49
Intangible assets	8,487
Receivables	917
Payables	1,762
Provisions	464

The difference arising leads to goodwill of EThs 1,350.

CRUXENT, S.A.

In October 2009, 60% of the shares of Cruxent, S.A., which has elevator installation and maintenance activities in Catalonia, was acquired by Zardoya Otis, S.A. In November 2009, the company joined the consolidated group.

The total cost of the business combination was calculated at EThs 11,725, most of which relates to acquisition of the maintenance portfolio. EThs 5,498 of this amount remains outstanding. The costs allocable to the combination are those derived from audit and the legal expenses on the transfer, which are not significant. The cost of the business combination has been calculated provisionally, since some items must be valued definitively when one year has elapsed as from the acquisition date. However, no significant variations on the aforementioned amount are forecasted.

The amounts recognized on the business combination do not differ from the carrying amounts immediately preceding the combination determined under IFRS, except for the valuation of the intangible assets that arise as a result of the combination itself, which have been measured as provided for in the acquisition agreement. The contingent liabilities have been guaranteed by the sellers and withheld on the price payable. The acquisition is being financed with own funds.

The business acquired contributes estimated recurring sales of EThs 2,964 to the Group. Details of the assets and liabilities acquired are as follows:

Cash and cash equivalents	1,504
Intangible assets	7,644
Receivables	653
Payables	2,356

The difference arising leads to goodwill of EThs 4,081.

MONTOY, S.L.

In October 2009, 60% of the shares of Montoy, S.L., which has elevator installation and maintenance activities in the province of Lerida, was acquired by Zardoya Otis, S.A. In November 2009, the company joined the consolidated group.

The total cost of the business combination was calculated at EThs 7,144, most of which relates to acquisition of the maintenance portfolio. EThs 3,827 of this amount remains outstanding. The costs allocable to the combination are those derived from audit and the legal expenses on the transfer, which are not significant. The cost of the business combination has been calculated provisionally, since some items must be valued definitively when one year has elapsed as from the acquisition date. However, no significant variations on the aforementioned amount are forecasted.

The amounts recognized on the business combination do not differ from the carrying amounts immediately preceding the combination determined under IFRS, except for the valuation of the intangible assets that arise as a result of the combination itself, which have been measured as provided for in the acquisition agreement. The contingent liabilities have been guaranteed by the sellers and withheld on the price payable. The acquisition is being financed with own funds.

The business acquired contributes recurring sales of EThs 1,983 to the Group. Details of the assets and liabilities acquired are as follows:

Cash and cash equivalents	890
Fixed assets	246
Intangible assets	5,147
Inventories	90
Receivables	688
Payables	1,035

The difference arising leads to goodwill of EThs 1,118

OTIS MAROC, S.A.

In 2007, Zardoya Otis, S.A. following a Board of Directors resolution dated March 30th, 2007, acquired 51% of the shares of Otis Maroc, S.A. This resolution also included a put option executable between the second and third year after the acquisition at the same share price.

In November 2009, Zardoya Otis, S.A. executed the put option over the remaining 49% of the shares. The amount paid was EMls 10,773, paid in cash.

In 2009, Otis Maroc, S.A.'s sales amounted to 15 million Euros, with an EBITDA of 2.4 million Euros and an after- tax profit of 1.5 million Euros.

GRUPO LAGI, S.L.

In 2006, Zardoya Otis, S.A acquired 60% of the shares of Grupo Lagi S.L., engaged in elevator installation and maintenance activity in the province of Cádiz, and this company has, therefore, formed part of the consolidated group since then.

In February 2009 Zardoya Otis, S.A. acquired the remaining 40% of the shares under the conditions provided in the agreement signed in year 2006. The estimated cost has been calculated provisionally in EThs 1,541 since some items must be valued definitively when one year has elapsed as from the acquisition date. However, no significant variations on the aforementioned amount are expected. At year end, EThs 1,156 remained outstanding.

In June 2009, the Company was dissolved and its assets and liabilities were integrated into the acquirer.

NOTE 27. RELATED PARTY TRANSACTIONS

The Group is controlled by United Technologies Holding S.A. (incorporated in France), which holds 50.01% of the shares of the parent company, Zardoya Otis S.A. The Group's ultimate parent is United Technologies Corporation (incorporated in USA), the parent company of United Technologies Holding, S.A.

The following transactions were performed with related parties:

(a) Transactions with companies of the Otis Group

	2009	2008
Financial income	168	745
Royalties	25,609	23,910
Charge back of costs relating to the R&D Center ......EThs	908	610

(b) Year end balances from sales/purchases of goods and services

	2009	2008
Sales	77,135	84,206
Purchases	44,488	46,795
Receivables	17,686	18,588
Payables ......EThs	8,729	9,843

Additionally, in November 2009, executing a Board of resolution dated March 30, 2007, Zardoya Otis, S.A. executed the put option granted by United Technologies Holdings S.A. over 49% of the shares of Otis Maroc, S.A. The amount paid was EThs 10 773, paid in cash.

The overall remuneration of members of the Board of Directors in the year was EThs 2,003 (EThs 2,032 in 2008). In addition, the overall remuneration accrued by members of the Group's Senior Management (non Board Members) was, as stated in Sections B.1.11 and B.1.12 of the 2009 Annual Corporate Governance Report, EThs 296 (EThs 516 in 2008).

Likewise, in compliance with Section 127 ter, 4 of the Spanish Corporations Act, the members of the Board of Directors state that they have no holdings in the share capital of and do not hold office or perform duties in companies with an activity that is identical, analogous or complementary to the activities that form the corporate purpose of Zardoya Otis, S.A. and its consolidated group, except in the following cases:

- Mr. José María Loizaga Viguri is a Director of Actividades de Contratación y Servicios, S.A. (ACS)
- The members of the Board Mr. Mario Abajo García, Mr. Angelo J. Messina, Mr Lindsay E. Harvey, Mr. Pedro Sainz de Baranda Riva and Mr. Bruno Grob execute different functions in other companies of the Otis Elevator Group worldwide as follows:

Name or corporate name of Director	Name or corporate name of significant shareholder	Designation
Mario Abajo García	Buga Otis Asansor Sanayi ve Ticaret A.S. (Turkey)	Deputy Chairman & Member of the Board of Directors
	Melcorp South Africa (Pty) Ltd. (South Africa)	Director
	Otis Elevator Overseas Limited (Channel Islands)	Director
	Technologie Liban S.A.L. (Lebanon)	Director
	Otis (Proprietary) Limited (South Africa)	Director
	Otis Elevator Company (Egypt) S.A.E. (Egypt)	Director
Angelo J. Messina	Asia Pacific Elevator Company (Delaware, USA)	Director
	Atlantic Lifts, Inc. (Delaware, USA)	Director
	Elevator Export Trading Company (Delaware, USA)	Director
	Nippon Otis Elevator Company (Japan)	Director
	Otis Elevator Company (Delaware, USA)	Director
	Otis Elevator International, Inc. (Delaware, USA)	Director
	Otis Elevator Korea (Korea)	Director
	Otis Pacific Holdings B.V. (Netherlands)	Director
	United Technologies (Cayman) Holdings, Ltd. (Cayman)	Director
	UTCL Investments B.V.. (Netherlands)	Director
	Otis Investments, L.L.C. (Delaware, USA)	Assistant C.E.O.
Bruno Grob	Otis, S.A. (Switzerland)	Chairman & Member of the Board of Directors
	Otis, N.V. (Belgium)	Director
	Otis AB (Sweden)	Director
	Otis S.p.A. (Italy)	Director
	Otis Management GMBH (Germany)	Director
	Otis B.V. (Netherlands)	Director
Pedro Sáinz de Baranda Riva	Buga Otis Asansor Sanayi ve Ticaret A.S. (Turkey)	Director
	C. Veremis Otis, S.A. (Greece)	Director
	Otis Management GMBH (Germany)	Director
	Otis S.p.A. (Italy)	Chairman
Lindsay E. Harvey	Otis Gesellschaft m.b.H. (Austria)	Director
	"OTIS" spolka z organiczona odpowiedzialnoscia (Poland)	Chairman
	Advance Lifts Holdings Limited (United Kingdom)	Director
	Advance Lifts Limited (United Kingdom)	Director
	Becker Lifts Limited (United Kingdom)	Director
	Budget Lift Limited (United Kingdom)	Director
	Combined Lift Services (Merseyside) Ltd. (United Kingdom)	Director
	English Lifts (United Kingdom)	Director
	Estec Limited (United Kingdom)	Director
	Evans Lifts Limited (United Kingdom)	Director
	Excelsior Lifts Limited (United Kingdom)	Director
	Express Evans Lifts Limited (United Kingdom)	Director
	Express Lifts (Overseas) Limited (United Kingdom)	Director
	Key Elevators Limited (United Kingdom)	Director
	Lerman Oakland Lifts Limited (United Kingdom)	Director
	Lift Components Limited (United Kingdom)	Director
	Manor Lifts Limited (United Kingdom)	Director
	Moveman SKG Limited (United Kingdom)	Director
	Northern Lifts Services Limited (United Kingdom)	Director
	Oakland Elevators Limited (United Kingdom)	Director
	Orion Lifts Limited (United Kingdom)	Director
	Otis 2000 Limited (United Kingdom)	Director
	Otis Elevator Ireland Limited (Ireland)	Director
	Otis International Holdings UK Limited (United Kingdom)	Director
	Otis Investments Ltd. (United Kingdom)	Director
	Otis Limited (United Kingdom)	Director
	Otis UK Holding Limited (United Kingdom)	Director
	PDERS Key Lifts Limited (United Kingdom)	Director
	Porn Dunwoody (Lifts) Limited (United Kingdom)	Director
	Sirius Korea Limited (United Kingdom)	Director
	SKG (UK) Limited (United Kingdom)	Director
	The Express Lift Company Limited (United Kingdom)	Director
	Trent Valley Lifts Limited (United Kingdom)	Director
	Wadsworth Lifts Limited (United Kingdom)	Director
	Waygood Lifts Ltd. (United Kingdom)	Director
	Otis Management GmbH (Germany)	Director

NOTE 28. ENVIRONMENTAL INFORMATION

At November 30, 2009, the Group was not aware of any contingency, risk or litigation in progress related to the protection and improvement of the environment and, therefore, had not recorded any provision related to environmental actions on the balance sheet at November 30, 2009, aside from the one related to the sale of the Madrid factory premises in Mendez Alvaro street.

The Madrid plant holds the ISO 14001 certification, obtained in 2001, while the San Sebastián and Munguía production centres have confirmed the certifications obtained in earlier years.

The principal programs put in place are aimed to reduce the effects of environmental pollution by:

- The control, recycling and reduction of highly contaminating waste (oils)
- The control and reduction of recyclable waste through, for example, the continuing packaging optimization program.
- The control and reduction of process emissions (change to cleaner combustibles)
- The control and reduction of water and gas comsumption.

NOTE 29. EVENTS AFTER THE BALANCE SHEET DATE

There have been no events since the Balance Sheet date, that could have a significant impact to the consolidated annual statements.

NOTE 30. OTHER INFORMATION

(a) Number of Group employees by category

	Male	Female	2009	2008
Managers	75	6	**81**	78
Administration / workshop / field supervisors	510	18	**528**	551
Engineers, university graduates and other experts	205	31	**236**	302
Administrative and technical personnel	525	443	**968**	930
Other workers	4,015	26	**4,041**	4,185
	5,330	524	**5,854**	6,046

(b) Fees of account auditors and companies belonging to their group or related companies

The amount budgeted by PricewaterhouseCoopers, which audits the Zardoya Otis Group, for the year 2009 is ETHs 297 (ETHs 297 in 2008), including the fees paid for the audit of internal controls and processes required to comply with the rules for public companies in USA

Likewise, the fees accrued during the year by other companies that use the PricewaterhouseCoopers brand name as a result of other services rendered to the Group, were ETHs 233 (2008: ETHs 135).

Proposals to the General Shareholder's Meeting

and Resulting Balance Sheets

Agenda of General Meeting of Shareholders

1. Examination and, if applicable, approval of the annual accounts and management reports of both the Company and its consolidated Group for the fiscal year running from December 1, 2008 to November 30, 2009.

2. Application of the profit for the year running from December 1, 2008 to November 30, 2009.

3. Approval of the Board of Directors' performance and ratification of the distribution of dividends on account of the profit for the fiscal year running from December 1, 2008 to November 30, 2009.

4. Re-election and ratification of Board Members

5. Approval of the distribution of a dividend charged to retained earnings, for a gross amount of 0,140 Euros per share.

6. Appointment of auditors for the Company and its consolidated Group for the fiscal year running from December 1, 2009 to November 30, 2010.

7. Share capital increase in the ratio of one new share to every twenty old shares, issuing new bonus shares charged in full to the voluntary reserve. Application for admission to listing of said shares on the Madrid, Bilbao, Barcelona and Valencia Stock Exchanges. Amendment of article 5 of the Articles of Association.

8. Authorization to the Board of Directors for the derivative, direct or indirect acquisition of Treasury Stock within the limits and meeting the requirements of article 75 and similar of the Spanish Corporations Act.

9. Questions and queries.

10. Delegation of authorization to formalize the resolutions.

11. Approval of the Minutes of the Meeting.

Consolidated Balance Sheet

at November 30, 2009 (In thousands of Euros - ETHs)
(After the application of the results obtained in the year)

	2009
ASSETS	
NON CURRENT ASSETS	
Fixed assets	57,805
Intangible assets	119,713
Goodwill	40,302
Other investments	632
Deferred tax assets	22,681
Other non current assets	2,856
	243,989
CURRENT ASSETS	
Inventories	18,401
Current financial receivables	728
Accounts receivable	237,505
Other current assets	0
Cash and cash equivalents	104,134
	360,768
TOTAL ASSETS	604,757

	2009
EQUITY	
Share capital	33,279
Legal Reserve	6,656
Reserves of subsidiary companies and other reserves	143,460
Retained earnings	
INTERIM DIVIDEND PAID	
FOREIGN EXCHANGE DIFFERENCES	(318)
MINORITY INTERESTS	9,460
TOTAL EQUITY	192,537
LIABILITIES	
NON CURRENT LIABILITIES	
Other accounts payable	42,332
Welfare commitments	21,421
Other liabilities	2,314
	66,067
CURRENT LIABILITIES	
Trade and other payables	279,785
Current tax liabilities	31,789
Borrowings	14,944
Other liabilities	19,635
	346,153
TOTAL LIABILITIES	412,220
TOTAL EQUITY AND LIABILITIES	604,757

ZARDOYA OTIS

Financial Statements of the Last Five Years

Consolidated Profit and Loss Accounts

(In millions of Euros)

	2009		2008		2007		2006		2005	
		%		%		%		%		%
SALES	**885,1**	**100.0**	**936,6**	**100.0**	**865,0**	**100.0**	**785,9**	**100.0**	**700,7**	**100.0**
Raw materials and consumable used	(259,1)	(29.3)	(316,0)	(33.7)	(297,7)	(34.4)	(270,0)	(34.4)	(230,1)	(32.8)
GROSS PROFIT	**626,0**	**70.7**	**620,6**	**66.3**	**567,3**	**65.6**	**515,9**	**65.6**	**470,6**	**67.2**
Other net expenses	(61,7)	(7.0)	(64,1)	(6.8)	(57,6)	(6.7)	(53,6)	(6.8)	(44,9)	(6.4)
Personnel expenses	(250,7)	(28.3)	(249,0)	(26.6)	(230,5)	(26.7)	(214,2)	(27.2)	(202,5)	(28.9)
Impairment of accounts receivable	(18,3)	(2.1)	(14,3)	(1.5)	(3,8)	(0.4)	(2,7)	(0.3)	(1,2)	(0.2)
Other income	4,2	0.5	3,4	0.4	2,3	0.3	2,1	0.3	2,3	0.3
EBITDA	**299,5**	**33.8**	**296,6**	**31.7**	**277,7**	**32.1**	**247,5**	**31.6**	**224,3**	**32.0**
Amortization, depreciation and impairment losses	(14,2)	(1.6)	(16,0)	(1.7)	(12,7)	(1.5)	(8,0)	(1.0)	(10,5)	(1.5)
OPERATING PROFIT	**285,3**	**32.2**	**280,6**	**30.0**	**265,0**	**30.6**	**239,5**	**30.6**	**213,8**	**30.5**
Financial income	4,0	0.4	7,0	0.7	8,1	1.0	5,2	0.6	4,3	0.6
Financial expenses	(1,3)	(0.1)	(2,2)	(0.2)	(2,7)	(0.3)	(2,9)	(0.4)	(3,2)	(0.4)
Net foreign exchange differences	(0,1)	0.0	(0,1)	0.0	0,2	0.0	0,5	0.1	(0,2)	0.0
Other gains and losses	0,0	0.0	(0,5)	0.1	64,2	7.4	(2,1)	(0.3)	0,9	0.1
PROFIT BEFORE TAX	**288,1**	**32.6**	**284,8**	**30.4**	**334,8**	**38.7**	**240,2**	**30.6**	**215,6**	**30.8**
Income tax expense	(84,3)	(9.6)	(81,6)	(8.7)	(111,1)	(12.8)	(84,2)	(10.7)	(70,3)	(10.0)
PROFIT FOR THE YEAR	**203,8**	**23.0**	**203,2**	**21.7**	**223,7**	**25.9**	**156,0**	**19.9**	**145,3**	**20.8**
Minority interests	(1,8)	(0.2)	(2,1)	(0.2)	(1,8)	(0.2)	(1,7)	(0.2)	(1,8)	(0.3)
PROFIT FOR THE YEAR ATTRIBUTABLE TO EQUITY HOLDERS OF THE COMPANY	**202,1**	**22.8**	**201,1**	**21.5**	**221,9**	**25.7**	**154,3**	**19.7**	**143,5**	**20.5**
CASH FLOW (1)	**216,2**	**24.4**	**217,1**	**23.2**	**234,6**	**27.2**	**162,3**	**20.7**	**154,0**	**22.0**

(1) Net Income + Depreciation

Other gain and losses in 2007, include the extraordinary profit of Euros 64,2 million obtained in the sale of the Madrid factory.

Consolidated Balance Sheets

CONSOLIDATED BALANCE SHEET WITH IFRS (After distribution of the profit obtained in the year)

(In millions of euros)

	2009		2008		2007		2006		2005	
ASSETS		%		%		%		%		%
Property, plant & equipment	57.8	9.6	56.5	9.1	29.7	5.0	17.8	3.5	15.2	3.2
Intangible assets	119.7	19.8	80.4	12.9	56.1	9.5	41.0	8.0	33.7	7.1
Goodwill	40.3	6.7	30.0	4.8	18.7	3.2	-	-	-	-
Financial investments	0.6	0.1	12.4	2.0	0.7	0.1	3.8	0.7	1.3	0.3
Deferred tax assets	22.7	3.8	24.1	3.9	24.7	4.2	29.0	5.7	32.4	6.8
Other non current assets	2.9	0.5								
NON CURRENT ASSETS	**244.0**	**40.3**	**203.4**	**32.8**	**129.9**	**22.0**	**91.6**	**17.9**	**82.6**	**17.4**
Inventories	18.4	3.0	21.7	3.5	27.3	4.6	28.7	5.6	22.2	4.7
Financial receivables	0.7	0.1	0.3	0.0	0.3	0.1	0.3	0.1	0.3	0.1
Trade and other receivables	237.6	39.3	314.8	50.7	332.5	56.4	248.4	48.6	209.2	44.1
Cash and cash equivalents	104.1	17.2	80.7	13.0	99.3	16.9	142.5	27.9	159.9	33.7
CURRENT ASSETS	**360.8**	**59.7**	**417.5**	**67.2**	**459.4**	**78.0**	**419.9**	**82.1**	**391.6**	**82.6**
TOTAL ASSETS	**604.8**	**100.0**	**620.9**	**100.0**	**589.3**	**100.0**	**511.5**	**100.0**	**474.2**	**100.0**
LIABILITIES										
Share Capital	33.3	5.5	31.7	5.1	28.8	4.9	26.2	5.1	23.8	5.0
Legal Reserve	6.7	1.1	6.3	1.0	6.3	1.1	5.8	1.1	5.2	1.1
Reserves in subsidiaries & other reserves	143.4	23.7	141.7	22.8	138.7	23.5	95.8	18.7	62.9	13.3
NET EQUITY	**183.4**	**30.3**	**179.7**	**28.9**	**173.8**	**29.5**	**127.8**	**25.0**	**91.9**	**19.4**
Diferencias de conversión	(0.3)	0.0								
MINORITY INTERESTS	**9.5**	**1.6**	**8.0**	**1.3**	**7.6**	**1.3**	**6.0**	**1.2**	**5.9**	**1.2**
TOTAL NET EQUITY	**192.6**	**31.8**	**187.7**	**30.2**	**181.4**	**30.8**	**133.8**	**26.2**	**97.8**	**20.6**
Other payables	42.3	7.0	32.3	5.2	2.8	0.5	0.0	0.0	0.1	0.0
Welfare commitments	21.4	3.5	27.2	4.4	30.5	5.2	37.8	7.4	43.0	9.1
Provisions for other liabilities and expenses	2.3	0.4	1.9	0,3	2.4	0.4	2.1	0.4	2.1	0.4
NON CURRENT LIABILITIES	**66.0**	**10.9**	**61.4**	**9.9**	**35.7**	**6.1**	**39.9**	**7.8**	**45.2**	**9.5**
Trade and other payables	279.8	46.3	326.9	52.6	293.9	49.9	269.0	52.6	267.7	56.5
Current tax liabilities	31.8	5.3	25.2	4.1	55.1	9.4	50.1	9.8	46.8	9.9
Borrowings	14.9	2.5	0.7	0.1	4.1	0.7	1.6	0.3	1.9	0.4
Provisions for other liabilities and expenses	19.7	3.3	19.0	3.1	19.1	3.2	17.1	3.3	14.8	3.1
CURRENT LIABILITIES	**346.2**	**57.2**	**371.8**	**59.9**	**372.2**	**63.2**	**337.8**	**66.0**	**331.2**	**69.8**
TOTAL LIABILITIES	**412.2**	**68.2**	**433.2**	**69.8**	**407.9**	**69.2**	**377.7**	**73.8**	**376.4**	**79.4**
TOTAL EQUITY AND LIABILITIES	**604.8**	**100.0**	**620.9**	**100.0**	**589.3**	**100.0**	**511.5**	**100.0**	**474.2**	**100.0**

Headquarters

Madrid
Golfo de Salónica, 73 - 28033
Tels.: 91 343 51 00 - 343 53 48

Defensor del Cliente
Tel.: 900-12 42 41
e-mail: defensor.cliente@otis.com

Información al Accionista
Tel.: 91 343 51 05
e-mail: info.accionista@otis.com
www.otis.com

Factories

Madrid
Benjamín Outram, 1
Parque tecnológico de Leganés
28918 Leganés
Tels.: 91 343 51 00 - 343 53 48
Fax: 91 343 54 52

San Sebastián
Camino de Jolastokieta, 1 - 20017
Tel.: 943 40 40 45. Fax: 943 39 15 45

Munguía (Vizcaya)
Carmelo Echegaray, 27 - 48100
Tel.: 946 74 11 00. Fax: 94 674 15 76

Regional Branch Offices

ANDALUCIA

Almería
Parque Nicolás Salmerón, 73 - 04002
Tel.: 950 23 66 44. Fax: 950 23 84 79
e-mail: almeria@otis.com

Garrucha
Urb. Playa Dorada Bajo (Las Marinas)
Vera - 04630
Tel.: 950 13 37 78
e-mail: garrucha@otis.com

Roquetas de Mar
Séneca, s/n - 04740
Tel.: 950 32 90 08
e-mail: roquetas@otis.com

Córdoba
Avda. Aeropuerto, 35 - 14004
Tel.: 957 23 99 90. Fax: 957 45 18 11
e-mail: cordobazosa@otis.com

Jaén
Hermanos Pinzón, 6 - 23007
Tel.: 953 25 29 41. Fax: 953 25 29 01
e-mail: jaen@otis.com

Linares
Pintor Greco, 12 bajo - 23700
Tel.: 953 60 68 10. Fax: 953 69 32 96
e-mail: linares@otis.com

Úbeda
Carolina, 18 - 23400
Tel.: 953 75 20 48

Jerez
Zaragoza, 34. Edificio Pajarete - 11405
Tels.: 956 34 00 82 - 956 32 51 43
Fax: 956 34 35 12
e-mail: jerez@otis.com

Algeciras
Suspiros, 7 B. Urb. Las Colinas - 11204
Tel.: 956 65 72 68. Fax: 956 65 75 00
e-mail: algeciras@otis.com

Cádiz
Sta. María de la Cabeza, 6 - 11401
Tel.: 956 25 70 71: Fax: 956 28 09 16
e-mail: cadiz@otis.com

Gibraltar
Unit "3F, 2º Floor, I.C.C.
Tel.: 0035075002: Fax: 0035075004
e-mail: davidreyes@otis.com

Ceuta
Padre Feijoo, 3 - 51002
Tel.: 956 50 24 70. Fax: 956 50 16 84
e-mail: ceuta@otis.com

San Fernando
Almirante León Herrero, 23 - 11100
Tel.: 956 80 06 20. Fax: 956 89 96 78
e-mail: sanfernando@otis.com

Sanlucar
Pintor Murillo, 2 - 11540
Tel.: 956 38 58 45. Fax: 956 36 56 86
e-mail: sanlucar.ofservicio@otis.com

Granada
Angel Barrios, 3 - 18004
Tel.: 958 25 47 66.Fax: 958 26 14 54
e-mail: granada@otis.com

Sierra Nevada
Valencia, 6 - Local 12 - 18007
Tel.: 958 18 42 11. Fax: 958 18 42 13
e-mail: sierranevada@otis.com

Motril
Pablo Picasso, 12 - 18600
Tel.: 958 60 08 39. Fax: 958 82 54 01
e-mail: motril@otis.com

La Chana
Joaquina Eguaras, 23.
Edif. Austral - 18013
Tel.: 958 17 22 53. Fax: 958 15 88 09

Santa Fe
Angel Barrios, 3 - 18004
Tel.: 958 25 45 79. Fax: 958 26 14 54

Guadix
Encarnación Alexandra, 4 - 18500
Tel.: 958 66 26 02

Almuñecar
Sevilla, 2 - 18690
Tel.: 958 60 06 39. Fax: 958 82 54 01

Málaga
La Unión, 47. Edif. Genco - 29006
Tel.: 952 35 48 61 - 952 32 24 91
Fax: 952 31 23 41
e-mail: malaga@otis.com

Estepona
Avda. Andalucía, 215 - 29680
Tel.: 952 79 69 09. Fax: 952 79 69 97
e-mail: estepona@otis.com

Fuengirola
Vizcaya, 16 - Edificio Parquesol, 2
Local 1 - 29640
Tel.: 952 47 28 42. Fax: 952 47 31 00
e-mail: fuengirola@otis.com

Marbella
Avda. Trapiche. Edif. Sonsoles, 1-29600
Tel.: 952 77 62 47. Fax: 952 77 81 90
e-mail: marbella@otis.com

Melilla
Fortuny, 17 - 52004
Tel.: 952 67 89 82. Fax: 952 69 55 14
e-mail: melilla@otis.com

Torre del Mar
Patrón Veneno 10, Bajo - 29470
Tel.: 952 96 53 35. Fax: 952 54 71 91
e-mail: torredelmar@otis.com

Torremolinos
Plaza. Cantabria - Local 16 - 29620
Tel.: 952 38 25 22. Fax: 952 38 25 22
e-mail: torremolinos@otis.com

Sevilla
Goya, 65 - 41005
Tel.: 954 63 36 06. Fax: 954 63 18 12
e-mail: sevilla@otis.com

Sevilla (Aeropuerto)
Avda. de la Ciencia, 38
Edif. Universo - 41020
Tel.: 954 40 20 53 - 954 40 79 00
Fax: 954 40 20 54
e-mail: sevilla.aeropuerto@otis.com

Huelva
Puebla de Sanabria, 11 - 21007
Tel.: 959 22 59 64. Fax: 959 22 91 16
e-mail: huelva@otis.com

Triana
Evangelista 69-71, - 41010 (Sevilla)
Tel.: 954 28 65 40. Fax: 954 28 51 09
e-mail: triana@otis.com

Bellavista
C/ Goya, 65 41005
Tel.: 954 63 36 06. Fax: 954 63 18 12

ARAGON

Zaragoza
Antonio Cánovas, 15 - 50004
Tel.: 976 22 61 02 - 976 22 87 22
Fax: 976 22 16 13
e-mail: aragon@otis.com

Alcañiz
Avda. .Galán Bergua, 2 - 44600
Tel.: 978 83 33 37
e-mail: luis.pitarque@otis.com

Ebro
Virginia Woolf, 1 - 50018
Tel.: 976 10 66 60. Fax: 976 51 00 92
e-mail: ebro@otis.com

Huesca
Ingeniero Montaner, 6 bajos - 22004
Tel.: 974 21 51 90. Fax: 974 21 41 66
e-mail: huesca@otis.com

Jaca
Avda. de Francia, 28 - 22700
Tel.: 974 36 14 24 - 660 41 66 59
Fax: 974 36 14 24
e-mail: jaca@otis.com

ASTURIAS

Oviedo
Valentín Massip, 22 - 33013
Tel.: 985 25 76 51 - 985 23 10 46
Fax: 985 23 59 58
e-mail: oviedo@otis.com

Avilés
Fruela, 3 (Versalles) - 33400
Tel.: 985 12 94 60. Fax: 985 54 47 22
e-mail: aviles@otis.com

Gijón
Feijoo, 38 Bajo - 33204
Tels.: 985 19 55 11 - 985 19 55 98
Fax: 985 36 31 22
e-mail: gijon@otis.com

Santander
Macías Picavea, 14 Bajos - 39003
Tel.: 942 21 81 01. Fax: 942 36 12 24
e-mail: santander@otis.com

Torrelavega
Barrio del Cerezo, 13 B
Tel.: 942 88 30 00. Fax: 942 88 34 18
e-mail: torrelavega@otis.com

BALEARES

Palma de Mallorca
San Vicente de Paul, 22 - 07010
Tels.: 971 24 37 01 - 971 24 38 52
Fax: 971 75 40 66
e-mail: baleares@otis.com

Ibiza
Toni Sandich, 4 bajo C - 07800
Tel.: 971 31 32 61. Fax: 971 31 33 00
e-mail: ibiza@otis.com

Menorca
Miguel de Veri, 51. Mahón - 07703
Tel.: 971 36 03 03. Fax: 971 36 87 00
e-mail: menorca@otis.com

Manacor
Av. del Parc, 46-A - 07500
Tel.: 971 55 90 14. Fax: 971 82 33 43
e-mail: manacor@otis.com

CANARIAS

Las Palmas
Trasera Av. Rafael Cabrera, 16 - 35002
Tel.: 928 24 06 48. Fax: 928 23 13 33
e-mail: laspalmas@otis.com

Arrecife de Lanzarote
León y Castilla, 155 - 35500
Tel.: 928 80 01 22. Fax: 928 80 02 53
e-mail: lanzarote@otis.com

Fuerteventura
Juan Carlos I, 11 - Gran Tarajal 35620
Tel. 928 16 51 67. Fax 928 16 51 68
e-mail: fuerteventura@otis.com

Las Canteras
Albareda, 15 - 35008
Tel. 928 24 06 49. Fax 928 26 42 50
e-mail: lascanteras@otis.com

Maspalomas
C/ de la Cizalla M3 - nave 6
Agüimes - 35421
Tel.: 928 76 64 33 - 928 76 84 41
Fax: 928 77 10 81
e-mail: maspalomas@otis.com

Tenerife
Felipe Pedrell, 12 - 38007
Tels.: 922 22 06 48 - 922 22 28 44
Fax: 922 20 51 52
e-mail: tenerife@otis.com

La Laguna
C/ María Auxiliadora, s/n
Urbanización Ana Bautista
Edif. El Batán - 38320
La Cuesta de Arguijón
Tel.: 922 67 03 13. Fax: 922 66 16 80
e-mail: lalaguna@otis.com

Los Cristianos
Santa Rosa, 1 Edificio Royal Palm
Urb. Oasis del Sur - 38650
Tels.: 922 79 05 74 - 922 79 36 55
Fax: 922 79 51 08
e-mail: loscristianos@otis.com

Puerto de la Cruz
Enrique Taik, 12 - 38400
Tel.: 922 37 60 00. Fax: 922 37 16 32
e-mail: puertodelacruz@otis.com

CASTILLA LEON

Salamanca
C/ Borneo, 50 - 37003
Tel.: 923 25 98 89. Fax: 923 25 98 49
e-mail: salamanca@otis.com

Avila
Paseo de San Roque, 2 - 05003
Tels.: 920 35 35 20 - 920 35 35 21
Fax: 920 22 11 07
e-mail: avila@otis.com

Segovia
Sargento Provisional, 5 - 40005
Tel.: 921 42 32 98 - Fax: 921 44 28 07
e-mail: segovia@otis.com

Zamora
Cardenal Mella, 16 - 49009
Tels.: 980 55 77 60 - 980 52 22 35
Fax: 980 52 24 21
e-mail: zamora@otis.com

Valladolid
Tórtola, 21-23 - 47012
Tels.: 983 29 93 11 - 983 29 92 00
Fax: 983 29 51 62
e-mail: valladolid@otis.com

Burgos
Europa, 8 - 09001
Tel.: 947 20 10 54. Fax: 947 20 10 55
e-mail: burgos@otis.com

León
Moisés de León, bloque 22, 1º
Polígono X - 24006
Tel.: 987 22 27 05. Fax: 987 25 75 20
e-mail: leon@otis.com

Palencia
Romanceros, 5. c/v Cántigas - 34002
Tel.: 979 71 18 40. Fax: 979 72 66 94
e-mail: palencia@otis.com

Ponferrada
Batalla de Pavia, 2 - 24400
Tel.: 987 42 79 93. Fax: 987 41 09 95
e-mail: ponferrada@otis.com

Soria
Maestro García Muñoz, 24 - 42004
Tel.: 975 22 03 12. Fax: 975 24 02 75
e-mail: soria@otis.com

CASTILLA LA MANCHA

Cuenca
Teniente Benítez, 2 - 16003
Tel.: 969 22 79 55. Fax: 969 23 20 95
e-mail: castilla@otis.com

Albacete
Gómez Gil, 12 - 02003
Tel.: 967 59 03 44. Fax: 967 23 83 13
e-mail: albacete@otis.com

Barrio Industria
Avda. Ramón y Cajal, 17 - 02005
Tel.: 967 24 55 99. Fax: 967 24 74 73
e-mail: javier.carrion@otis.com

Almansa
Pl. Santiago Bernabeu, 1 bajo - 02640
Tel.: 967 31 20 14. Fax: 967 34 02 96
e-mail: francisco.almendros@otis.com

La Roda
C/ Mártires, 81
02630 La Roda - (Albacete)
Tel.: 967 54 83 70. Fax: 967 44 25 13
e-mail: velasco@otis.com

Ciudad Real
Alcántara, 4 - 13004
Tel.: 926 25 70 03 - 926 22 05 58
Fax: 926 22 58 54
e-mail: ciudadreal@otis.com

Guadalajara
General Medrano de Miguel, 24 - 19003
Tel.: 949 22 82 62. Fax: 949 22 82 33
e-mail: guadalajara@otis.com

Talavera
Avda. Pio XII, 51 - 45600
Tel.: 925 80 49 41. Fax: 925 82 86 77
e-mail: antonio.burgos@otis.com

Toledo
Avda. Santa Bárbara s/n - 45006
Tel.: 925 25 15 32. Fax: 925 21 39 06
e-mail: toledo@otis.com

CATALUÑA

Barcelona Capital
Caspe, 180 - 08013
Tel.: 93 231 90 11. Fax: 93 231 74 60
e-mail: barcelonacap@otis.com

Cornellá
Bellaterra, 18-20- 08940
Tels.: 93 377 39 21 - 93 377 20 14
Fax: 93 426 94 88
e-mail: cornella@otis.com

Plaza de España (Barcelona)
Floridablanca, 84 - 08015
Tels.: 93 289 08 72 - 93 289 08 70
Fax: 93 426 94 88
e-mail: plazaespana@otis.com

San Andrés (Barcelona)
Ramón Batlle, 4 - 08030
Tel.: 93 274 33 12 - 93 274 33 03
Fax: 93 274 33 19
e-mail: sanandres@otis.com

Sarriá (Barcelona)
Caponata, 14 - 08034
Tel.: 93 204 65 00. Fax: 93 204 61 71
e-mail: sarria@otis.com

Mataró
Cooperativa, 73 - 08302
Tel.: 93 757 86 88 - Fax: 93 757 80 32
e-mail: mataro@otis.com

Barcelona Exterior
Doctor Balari, 189 - 08203
Tels.: 93 723 73 98 - 93 723 73 36
Fax: 93 723 74 58
e-mail: barcelonaext@otis.com

Gerona
Oriente, 37-39 - 17006
Tel.: 972 23 96 01. Fax: 972 23 50 51
e-mail: girona@otis.com

Lérida
Ramón Llull, 5 bajos - 25008
Tels.: 973 24 33 50 - 973 23 48 77
Fax: 973 22 16 40
e-mail: lerida@otis.com

Sabadell
Doctor Balari, 189 - 08203
Tels.: 93 723 73 36 - 93 723 73 98
Fax: 93 723 74 58
e-mail: sabadell@otis.com

Tarragona
Josep Plá, 1
(La Vall de Larrabassada) - 43006
Tels.: 977 29 27 36 - 977 29 25 07
Fax: 977 29 11 13
e-mail: tarragona@otis.com

Villafranca
Josep Plá, 1 - 43006
Tel.: 977 29 27 36 - 977 29 11 13

COMUNIDAD VALENCIANA

Alicante
Churruca, 8. Bajo - 03003
Tel.: 96 522 85 45 - 96 592 90 66
Fax: 96 512 59 38
e-mail: alicante@otis.com

Alcoy
Isabel II, 10 - 03800
Tel.: 96 652 28 82. Fax: 96 552 37 06
e-mail: alcoy@otis.com

Benalua
Churruca, 8 bajo - 03003
Tel.: 96 592 90 66 - Fax: 96 512 59 38
e-mail: josejavier.lozano@otis.com

Benidorm
Lérida, 5 Bajo. Edif. Paraíso X - 03500
Tels.: 96 680 22 74 - 96 680 49 93
Fax: 96 586 27 52
e-mail: benidorm@otis.com

Calpe
Partida la Canuta, 1
Edificio Aura - Local 5 - 03710
Tel.: 96 583 76 99. Fax: 96 583 05 32
e-mail: augusto.vila@otis.com

Denia
Ronda Murallas, 15 - 03700
Tel.: 96 642 58 80. Fax: 96 578 76 50
e-mail: denia@otis.com

El Altet
San Francisco de Asís, 64 - 03195
Tel.: 96 568 91 86
e-mail: clara.sala@otis.com

Elda
Avda. Reina Sofía, 7 bajo
03610 Petrer
Tel.: 966 95 31 58. Fax: 966 95 31 59
e-mail: elda@otis.com

Elche
José Sánchez Sáez, 31-9º - 03202
Tels.: 96 661 37 62 - 96 661 37 61
Fax: 96 545 26 44
e-mail: elche@otis.com

Los Ángeles
Av. Los Jarales, 2 - 03010
Tel.: 96 512 80 31
e-mail: losangeles.ofservicio@otis.com

Playa de San Juan
Avda. de Holanda, 6 - 03540
Tels.: 96 515 02 40 - 96 515 00 42
Fax: 96 515 39 42
e-mail: playasanjuan@otis.com

Torrevieja
Los Portalicos, 19 - 03185
Tel.: 96 692 77 12. Fax: 96 570 33 18
e-mail: torrevieja@otis.com

Valencia
Avda. Juan XXIII, 28 y 30 - 46025
Tel.: 96 348 24 09. Fax: 96 348 65 90
e-mail: valencia@otis.com

Benicarló
Cristo del Mar, 145 - 12580
Tel.: 964 46 01 06. Fax: 96 586 27 52
e-mail: benicarlo@otis.com

Castellón
Rio Cenia, 3 - 12005
Tel.: 96 421 94 59. Fax: 96 420 23 95
e-mail: castellon@otis.com

Cullera
Rambla San Isidro, 5 - 46400
Tel.: 96 172 12 19. Fax: 96 172 57 13
e-mail: cullera@otis.com

Algemesí
Gómez Ferrer, 18 bajo - 46680
Tel.: 962 48 18 43

Catarroja
Literato Azorín, 9 bajo - 46460
Tel.: 96 127 51 75 Fax: 96 127 22 80
e-mail: jose-ramon.solano@otis.com

Sagunto
Isla de Córcega, 58 bajo - 46520
Tel.: 962 69 92 72
e-mail: rafael.perezsimon@otis.com

Gandia
Roig de Corellá, 6 bajo - 46700
Tel.: 96 287 62 28. Fax: 96 287 70 49
e-mail: gandia@otis.com

Onteniente
Alcalde Artal de Foces, 5 - 46870
Tel.: 669 877 699. Fax: 96 238 89 99
e-mail: onteniente@otis.com

Oropesa
Urb. Marina D'Or. Edif. Timón - 12594
Tel.: 96 431 08 57
e-mail: oropesa@otis.com

Paterna
La Savina, 6 bajo - 46980
Tel.: 96 313 61 80. Fax: 96 138 70 75
e-mail: paterna@otis.com

Vall de Uxó
Mossen Ricardo Miralles, 14 bajo-12600
Tel.: 964 69 70 71. Fax 964 66 79 22
e-mail: Vall-Duxo.Of-servicio@otis.com

Villareal
Jaume Roig, 41 - 12540
Tel.: 96 459 11 10. Fax: 96 457 09 58
e-mail: villareal@otis.com

EXTREMADURA

Badajoz
Godofredo Ortega y Muñoz, 11 - 06011
Tels.: 924 23 29 54 - 924 23 26 06
Fax: 924 23 59 42
e-mail: extremadura@otis.com

Cáceres
Bioy Casares, 3 - 10005
Tels.: 927 62 93 93 - 927 62 93 94
Fax: 927 23 81 14
e-mail: caceres@otis.com

Mérida
Antonio Hernández Gil, 19 - 06800
Tel.: 924 31 96 15. Fax: 924 31 98 17
e-mail: merida@otis.com

GALICIA

A Coruña
Gutemberg, 42 C - 15008
Tel.: 981 14 31 56 - 981 14 31 00
Fax: 981 14 31 88
e-mail: acoruna@otis.com

Boro
Salvador Allende, 6 - 15930
Tel.: 981 84 99 84

Carballo
Villa de Ordenes, 33 - 15100
Tel.: 981 75 81 89. Fax: 981 75 73 01
e-mail: carballoobra@otis.com

El Ferrol
Bertón, 9-11 - 15404
Tels.: 981 37 04 36 - 981 37 15 16
Fax: 981 37 21 98
e-mail: elferrol@otis.com

Lugo
Plaza Da Libertade, 14-16
bajo - 27002
Tels.: 982 22 98 50 - 982 22 23 45
Fax: 982 22 38 75
e-mail: lugo@otis.com

Ribadeo
Pintor Cierros, 19-21 - 27700
Tel.: 982 12 08 36. Fax: 982 12 99 83
e-mail: lugo@otis.com

Santiago
Sánchez Freire, 67 bajo - 15706
Tel.: 981 52 08 43. Fax: 981 52 56 82
e-mail: santiago@otis.com

Vigo
Orense, 4 - 36211
Tel.: 986 29 47 18. Fax: 986 29 56 88
e-mail: vigo@otis.com

Ourense
San Francisco Blanco, 6 - 32001
Tels.: 988 37 10 24 - 988 21 10 90
Fax: 988 21 81 70
e-mail: ourense@otis.com

Pontevedra
San Antoniño, 30 - 36002
Tels.: 986 85 89 00 - 986 85 86 12
Fax: 986 86 44 16
e-mail: pontevedra@otis.com

Villagarcía de Arosa
Juan Carlos I, 36 bajo - 36600
Tel.: 986 56 63 37. Fax: 986 50 30 36
e-mail: villagarcia@otis.com

LA RIOJA-NAVARRA

Logroño
Navarrete el Mudo, 5 bajo - 26005
Tels.: 941 22 55 45 - 941 22 83 08
Fax: 941 22 88 30
e-mail: logrono@otis.com

Pamplona
Sadar, 14 - 31006
Tels.: 948 23 87 30 - 948 23 48 69
Fax: 948 23 48 62
e-mail: pamplona@otis.com

MADRID

Madrid
Las Mercedes, 13 - 28020
Tel.: 91 343 55 30. Fax: 91 343 55 85
e-mail: madrid@otis.com

Alcalá de Henares
Fuentenovilla, 1 - 28805
Tel.: 91 888 42 62 91 878 78 22
Fax: 91 888 43 61
e-mail: alcalahenares@otis.com

Alcobendas
Jacinto Benavente, 17 - 28100
Tel.: 91 661 17 09. Fax: 91 661 15 85
e-mail: alcobendas@otis.com

Aluche
Los Yébenes, 138 - 28047
Tel.: 91 718 36 63. Fax: 91 718 37 63
e-mail: aluche@otis.com

Bº El Pilar
Fermín Caballero, 56 - 28034
Tel.: 91 731 06 00. Fax: 91 731 06 03
e-mail: barrioelpilar@otis.com

Bº Salamanca
Gral. Díaz Porlier, 90 - 28006
Tels.: 91 411 30 50 - 91 411 05 21
Fax: 91 562 56 94
e-mail: barriosalamanca@otis.com

Boadilla del Monte
Avda. Isabel de Farnesio, 25
Local 5 - 28660
Tel.: 91 633 41 97
Fax: 91 632 26 70
e-mail: boadilla@otis.com

Ciudad Lineal
Víctor de la Serna, 34 - 28016
Tels.: 91 359 79 08 - 91 359 79 22
Fax: 91 359 91 99
e-mail: ciudadlineal@otis.com

Embajadores
Pº de la Esperanza, 23-25 - 28005
Tel.: 91 517 88 10. Fax: 91 517 88 16
e-mail: embajadores@otis.com

Leganés
Chile, 11 - 28914
Tel.: 91 688 04 44. Fax: 91 688 24 01
e-mail: leganes@otis.com

Majadahonda
Doctor Bastos, 7 - 28220
Tels.: 91 638 03 11 - 91 638 04 99
Fax: 91 634 48 95
e-mail: majadahonda@otis.com

Moratalaz
Mohernando, 6 - 28038
Tels.: 91 303 58 69 - 91 303 54 84
Fax: 91 303 61 58
e-mail: moratalaz@otis.com

Móstoles
Ginebra, 12 bajo - 28936
Tel.: 91 646 85 00. Fax: 91 647 47 77
e-mail: mostoles@otis.com

MURCIA

Murcia
Ronda de Garay, 12 - 30003
Tels.: 968 25 95 77 - 968 25 96 77
Fax: 968 34 11 21
e-mail: murcia@otis.com

Aguilas
Inmaculada, 29 esq. Antonio Salas - 30880
Tel.: 968 49 33 48. Fax: 968 44 66 40
e-mail: aguilas@otis.com

Alcantarilla
Alcalde Pedro Cascales, 20 - 30820
Tel.: 968 83 64 28. Fax: 968 89 17 34
e-mail: alcantarilla@otis.com

Barrio del Carmen
Ruiz Hidalgo, 1 - 30002
Tels.: 968 34 57 51 - 968 34 57 83
Fax: 968 34 58 47
e-mail: elcarmen@otis.com

Caravaca de la Cruz
C/ Constitución, 11 - 30400
Tel.: 968 70 52 52. Fax: 968 70 53 52
e-mail: carvaca@otis.com

Cartagena
Alfonso X el Sabio, 27 - 30204
Tels.: 968 51 19 29 - 968 51 11 09
Fax: 968 51 19 12
e-mail: cartagena@otis.com

Juan de Borbón
Avda. Juan de Borbón, 34B - 30007
Tels.: 968 23 52 99 - 968 23 19 83
Fax: 968 20 42 96
e-mail: murcia.juandeborbon@otis.com

Lorca
Jerónimo Santa Fe, 7-1A esc.B - 30800
Tel.: 968 47 78 89. Fax: 968 44 36 59
e-mail: lorca@otis.com

La Manga
Urbanización La Gola - Local 2 - 30380
Tel.: 968 33 72 01. Fax: 968 14 56 18
e-mail: lamanga@otis.com

Mar Menor
Ctra. de San Pedro del Pinatar, 9 bajo
esq. La Tercia (San Javier) - 30730
Tels.: 968 19 29 18 - 968 19 29 20
Fax: 968 19 05 60
e-mail: mar.menor@otis.com

Molina de Segura
Av. Parque, 6-bajo - 30500
Tel.: 968 64 30 67. Fax: 968 38 68 88

Yecla
Rambla, 43 bajo - 30510
Tels.: 968 79 18 14 - 968 79 19 50
Fax: 968 79 31 51
e-mail: yecla@otis.com

PAIS VASCO

Bilbao
Amadeo Deprit Lasa, 1-3 - 48006
Tel.: 944 12 64 11. Fax: 944 73 08 35
e-mail: bilbao@otis.com

Amorebieta
Ixerango, 1 - Zomotza
Amorebieta 48340
Tel.: 946 30 16 56 - Fax: 946 30 16 83
e-mail: amorebieta@otis.com

Bergara
Pz. Frainskozuri, 5 bajo - 20570
Tel.: 943 76 98 66 - Fax: 943 76 09 39
e-mail: bergara@otis.com

Deusto
Amadeo Deprit Lasa, 1-3 - 48006
Tels.: 944 59 73 36 - Fax 944 73 08 35
e-mail: deusto@otis.com

Irún
Lekaena, 28 - local3 - 20301
Tel.: 943 63 42 45. Fax: 943 61 74 13
e-mail: irun@otis.com

Las Arenas
Ganeta, 6 - 48930
Tel.: 944 80 22 27. Fax: 944 80 22 30
e-mail: lasarenas@otis.com

San Sebastian
Pza. Azkoitia, s/n - 20011
Tel.: 943 46 54 33 - 943 46 55 33
Fax: 943 47 01 13
e-mail: sansebastian@otis.com

Vitoria
Madre Teresa de Calcuta, 3-5 - 01008
Tel.: 945 25 80 08. Fax: 945 12 04 11
e-mail: vitoria@otis.com

OUR SERVICE NETWORK COVERS THE ENTIRE COUNTRY WITH MORE THAN 300 SERVICE LOCATIONS

Regional Branch Offices

Portugal

Otis Elevadores LDA

Sede

São Carlos, Apartado 4
2726-901 Mem Martins
Tel.: 21 926 82 00
Fax: 21 926 84 09

Delegaciones

Delegação Braga
Rua Cónego Manuel Aguiar Barreiros, 92
4700-372 Braga
Tel.: 25 320 87 00
Fax: 25 321 87 66

Delegação Porto
Rua Jorge Vierbo Ferreira, 12-1°
4050-313 Porto
Tel.: 22 607 91 30
Fax: 22 600 30 91

Delegação Vila Nova Gaia
Trav. Sra. de Matosinhos, 123
4400-305 Vila Nova Gaia
Tel.: 22 715 58 00
Fax: 22 715 58 49

Delegação Viseu
Rua do Caixa, 110
Roçada do Moinho, Abravezes
3500 Viseu
Tel.: 23 242 66 10
Fax: 23 241 53 23

Delegação Aveiro
Rua Direita, 302-A-R/C Dtº
Saõ Bernardo, 3810-174 Aveiro
Tel.: 23 434 39 60
Fax: 23 434 39 59

Delegação Coimbra
Rua Entre Vinhas, 18 Eiras
3020-171 Coimbra
Tel.: 23 943 30 03
Fax: 23 943 30 15

Delegação Leiria
Urbanização do Planalto,
Lote 39-R/C-C
3400-494 Leiria
Tel.: 24 483 43 06
Fax: 24 483 61 21

Delegação Setúbal
Rua da Fé, 56A
2910-053 Setúbal
Tel.: 26 570 84 90
Fax: 26 577 21 31

Delegação Albufeira
Vale do Paraíso, 275-Z, Ferreiras
8200-567 Albufeira
Tel.: 28 957 00 00
Fax: 28 958 91 87

Delegação Madeira
Travessa dos Piornais
Edifício Monumental Parque II, Loja A
9000-184 Funchal
Tel.: 29 174 47 35
Fax: 29 174 45 28

Delegação Açores
Rua António Gaspar Read Henriques, 17
Apartado 1486
9500-184 Ponta Delgada
Tel.: 29 662 90 86
Fax: 29 628 54 33

Morocco

Casablanca
95, Bd. Al Massira Al Khadra
Casablanca
Tel: 05 22 98 93 05. Fax 05 22 98 34 10

Rabat
Sect. 13 Bloc D. Rue Achih, 4
Hay Riad - Rabat
Tels.: 05 37 57 32/33 - 05 37 57 36/37
Fax 05 37 57 05 42

Tanger
6, Résidence Loudaya
Av. Youssef Ibn Tachfine, 2ème étage
Appt. °8 - Tanger
Tel: 05 39 32 39 99. Fax 05 39 34 29 91

Agadir
Rue de l'Hotel de Ville Résidence Taffat
Agadir
Tel: 05 28 84 25 59. Fax 05 28 84 16 23

Fés
4, Rue Hassan Al Basri 4ème étage
Appt nº 8, Av des F.A.R. - Fés
Tel: 05 35 62 26 91. Fax 05 35 62 26 91

Oujda
16, Bd. Mohamed V,
Imm. Kada 4ème étage - Oujda
Tel: 05 36 50 19 06. Fax 05 36 50 19 06

Marrakech
Angle Av. Yacoub El Mansour & Khalid
Ibn El Oualid
Residence Yacoub El Mansour Entrée A
1er étage Appt nº 2 - Marrakech
Tels.: 05 24 43 43 07/43 85 78
Fax 05 24 43 85 78

Magasin
245. Bd. Emile Zola - Casablanca
Tel: 05 22 40 07 75. Fax 05 22 40 07 75

36 years of Stock Market tradition

In 1974, Zardoya Otis, S.A. commenced its stock market career. During all this time, the Company has gradually become a classic in the Spanish markets, where it enjoys a great reputation for its stability and shareholder remuneration policy.

Some of the many milestones in the course of Zardoya Otis's stock market career are:

- 33 capital increases, 30 of which were bonus issues.
- 2 splits and 4 reductions of the par value.
- An adjusted value per share that has risen from 0.04 Euros in December 1974 to 13.61 Euros at December 31, 2009.
- A stock market capitalization that has developed from 13.3 million Euros at the end of 1974 to 4,529 million Euros at the 2009 year end.
- 120 consecutive quarterly dividends distributed uninterruptedly between 1981 and December 2009.

Zardoya Otis's leadership in the three markets in which it operates (Spain, Portugal and Morocco) and its capacity to always generate positive results on an ever-growing basis are the best guarantees it can furnish to deserve the investors' confidence.

Diseño: El Manantial www.elmanantial-design.com