Bernardo Calleja / João Penedo
Chairman / CEO

General Shareholders´ Meeting

May 19, 2021

OTIS

Chairman of the Board/ Chief Executive Officer

Bernardo Calleja

Chairman of the Board of Directors

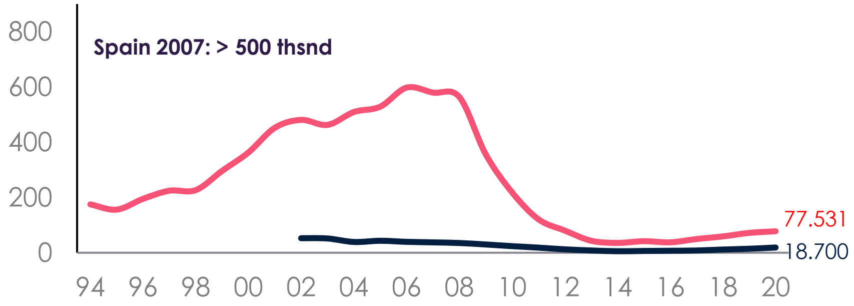
João Penedo

Chief Executive Officer

Economic Environment

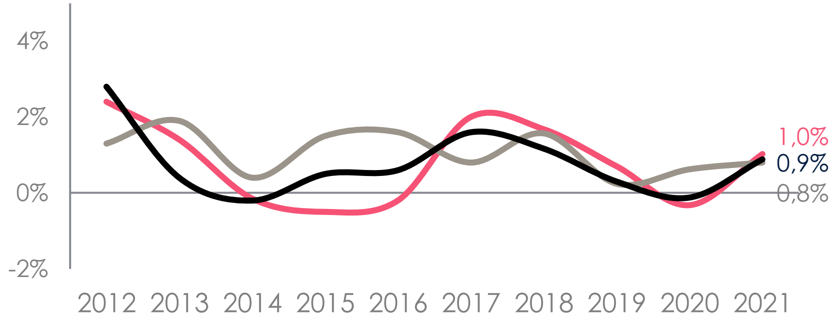
SPAIN MOROCCO PORTUGAL

FINISHED HOUSES



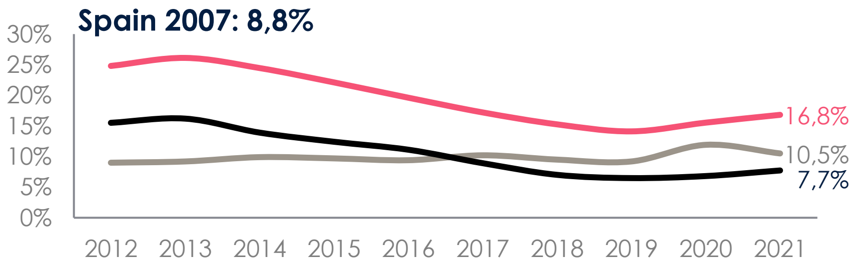
Source: Spain: Ministry of development; Portugal: Euroconstruct

CPI



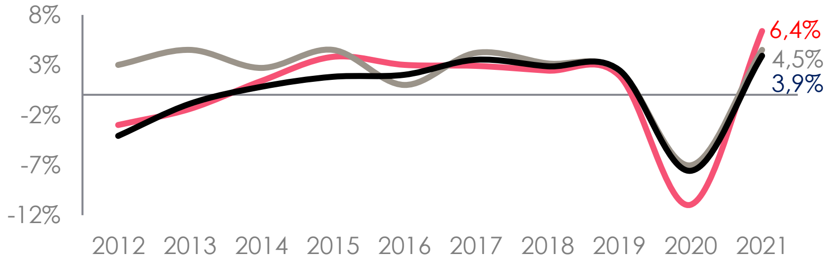
Source: IMF (International Monetary Fund)

UNEMPLOYMENT



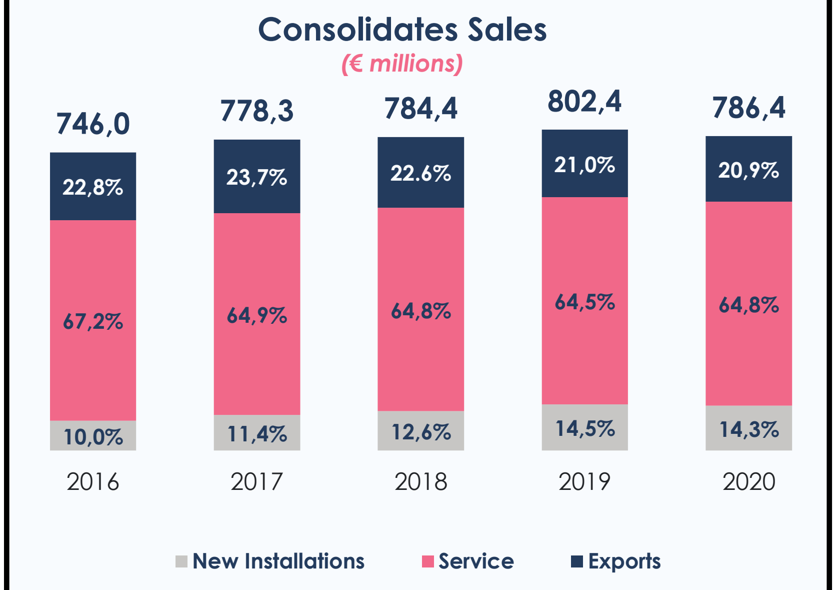
Source: IMF (International Monetary Fund)

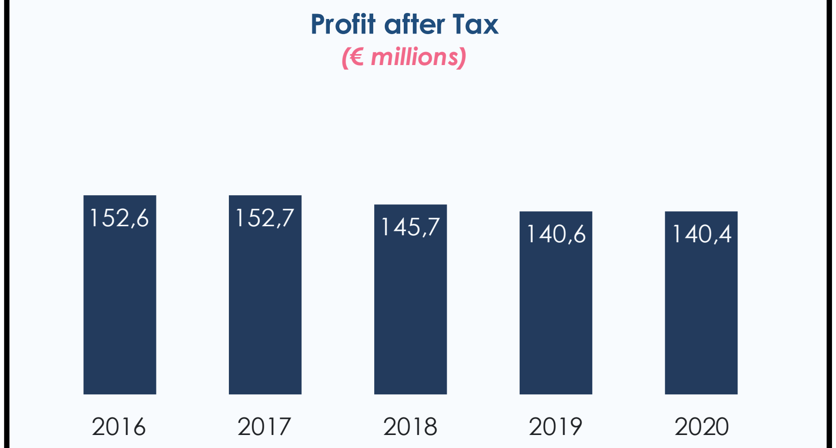
GDP



Source: IMF (International Monetary Fund)

Consolidated Sales and Profit After Tax





New Products

eCar

- Ideal solution for **buildings without a garage access ramp**
- Installation in **residential sector, hotels in urban area**
- **Permanent connection** with the Customer Service Center (OTISLINE)

Gen2 Prime

- **Gen2® technology**
- **No need for machine room**
- Up to **75% energy regeneration**
- Suitable for **emerging markets**

New San Sebastián Factory

- Location: **Zubieta** (San Sebastián)
- Manufacturing of **machines, motors and safety elements**

- Evaluation of offers regarding the **the old factory land sale**

Spain

New Installations

Madrid Underground new headquarters in Plaza de Castilla

Hi! Cañaveral – Madrid

Maintenance | Modernization | Replacement

Canary Islands University Hospital

Intur complex – Alicante

Mapfre Tower Barcelona

Manufacturing

10.233
Shipped lifts

47.244
Shipped machines

Customer Service

Satisfied customers
97,12%

Service level
97,40%

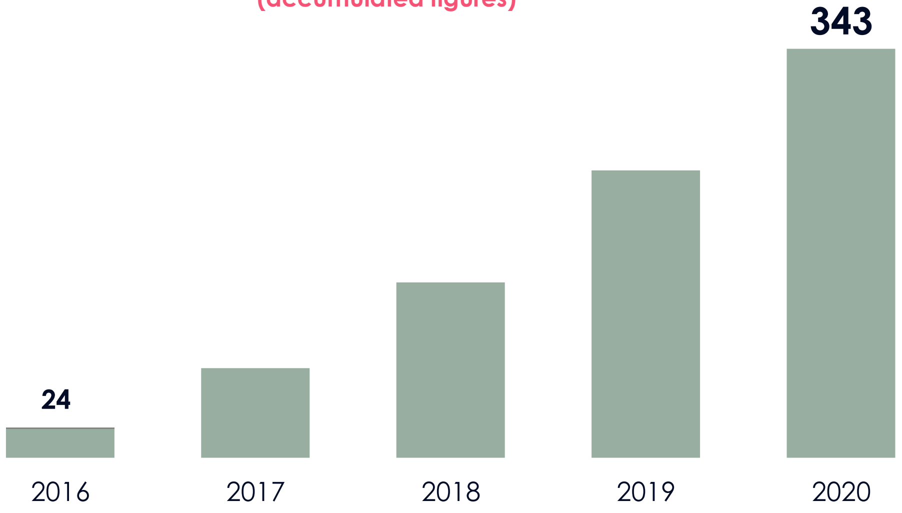
Marine

OTIS
Marine

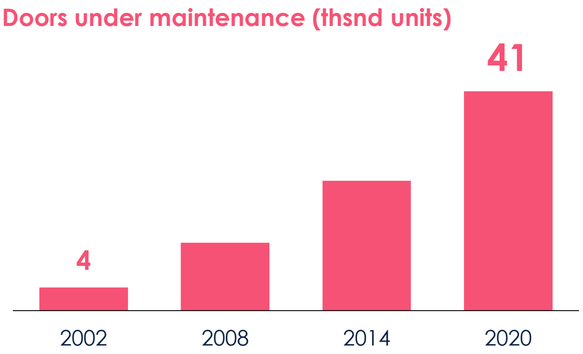
P&O Iona Cruise

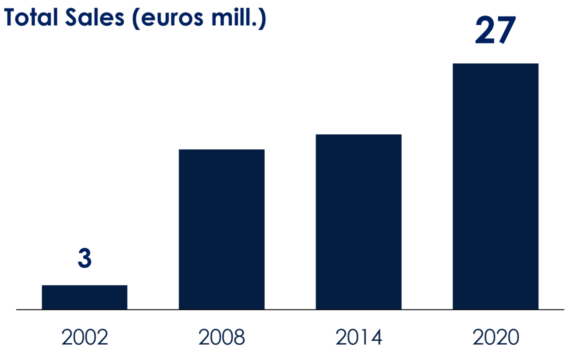
Carnival Mardi Grass Cruise

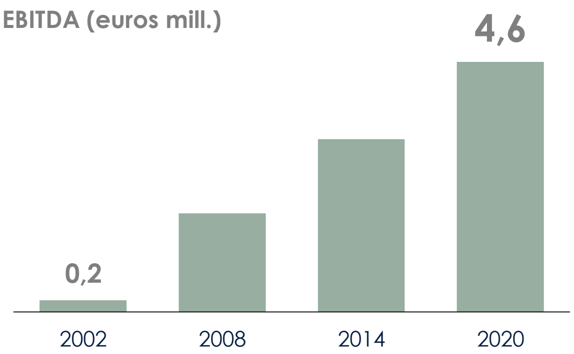
Installed lifts
(accumulated figures)



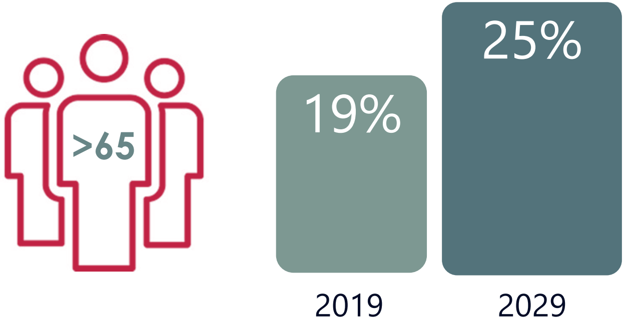
Portis S.L. - Automatic Doors





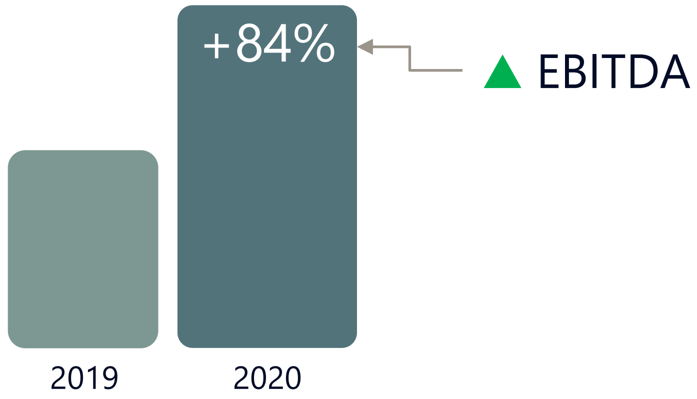


Demographic environment. Outlook



- **Life expectancy** in Spain and Portugal is one of the highest in the world
- In 2029, according to the Statistics National Institute (INE), **25%** of the population in Spain will be **> 65 years**
- People **> 80 years old** already represent **more than 6%** of the population

Accesibility -



Stairlift chairs and platforms

Potential market

- There are still **300,000 buildings without elevator of 4 or more floors**
- **Only 2%** of buildings built after 2011 are **universally accessible**
- The **new properties** continue to incorporate **architectural barriers**
- More than **100,000 people** with **reduced mobility** to leave home

Source: Fundación Mutua de Propietarios - Study on the accessibility of new homes in Spain

ZARDOYA OTIS GROUP EVOLUTION

Digital transformation - Digital Ecosystem

Digitalization Plan. Connectivity

Two-way communication

+ 107.000

Connected lifts

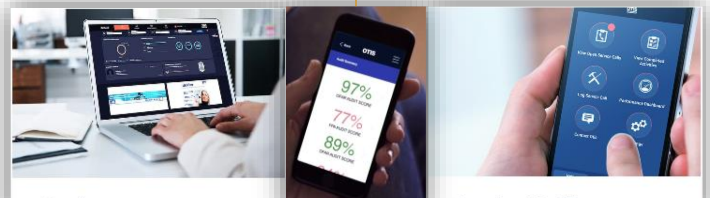
In 2024

+ 200.000

Connected lifts

Customization and parameterization

Preventive and **predictive** maintenance



eService

eService Mobile

Real time information

Legal regulations. Potential market

UNE
NormalizaciónEspañola

Spanish Standard
UNE-EN 81-20

> SAFETY AND COMFORT FOR **PASSENGERS**

Spanish Standard
UNE-EN 81-50

> SAFETY FOR **MAINTENANCE PERSONNEL**

GOBIERNO DE ESPAÑA
MINISTERIO DE INDUSTRIA, COMERCIO Y TURISMO
SECRETARÍA GENERAL DE INDUSTRIA Y DE LA PEQUEÑA Y MEDIANA EMPRESA
AGENDA 2030
ESPAÑA PUEDE.

Complementary Technical Instruction ITC-AEM 1

Access to European Recovery Funds

FEDERACIÓN EMPRESARIAL ESPAÑOLA DE ASCENSORES

FEEDA REPRESENTS THE ELEVATION SECTOR, DELIVERING TO THE INSTITUTIONS **THREE SOCIAL AND ECONOMIC PROJECTS** FOR THE **EU NEXT GENERATION PROGRAM AND THE RECOVERY AND RESILIENCE PLAN**

€

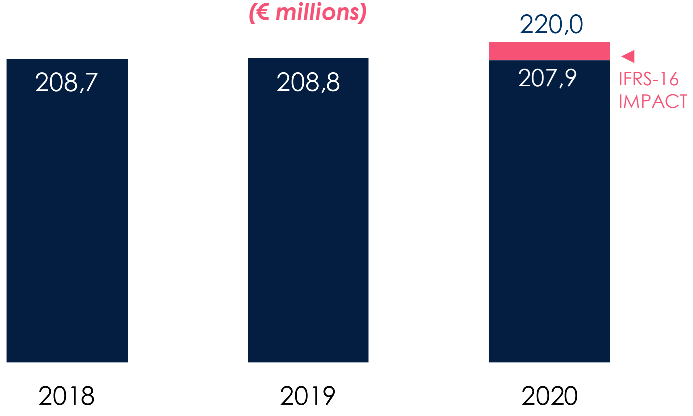
Accesibility	Energy savings	Digitalization
3.200 € Mill.	**2.400 € Mill**	**885 € Mill.**

Source: Spanish Lift Association (FEEDA)

Key data
November 30, 2020

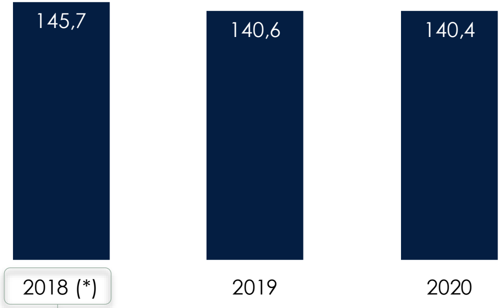
EBITDA, Profit after tax and Consolidated sales

EBITDA
(€ millions)



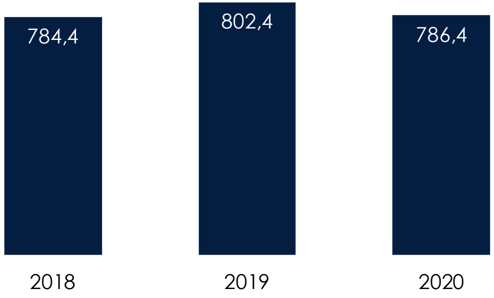
Amara Homes Madrid

Profit after Tax
(€ millions)



(*) Includes the impact of +3.6 € Mill. from the sale of Munguía modernization center land and facilities

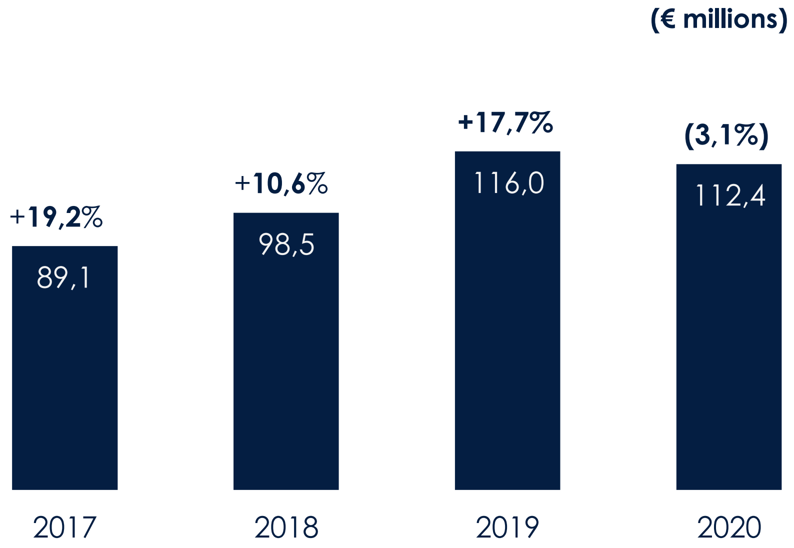
Consolidated Sales
(€ millions)



New Installation Sales

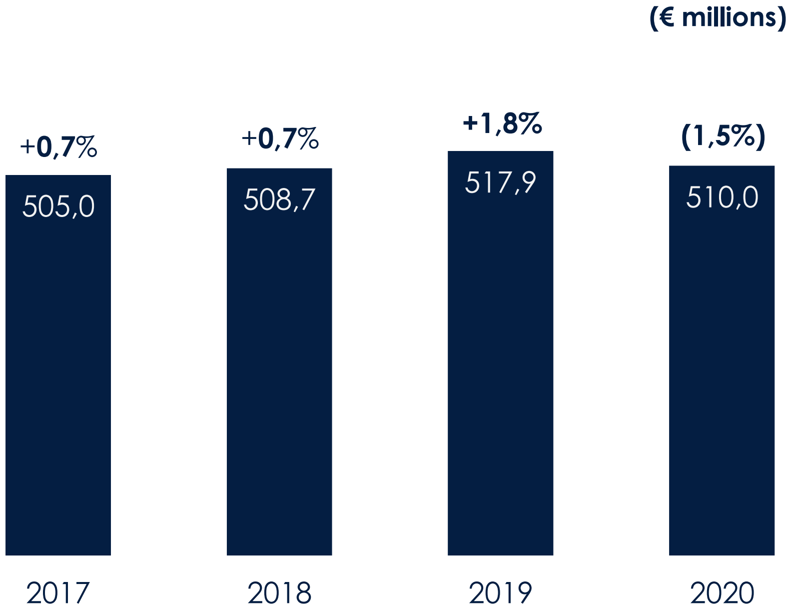
New Marriot Edition Hotel - Madrid

Hyatt Gran Vía Hotel – (Madrid)

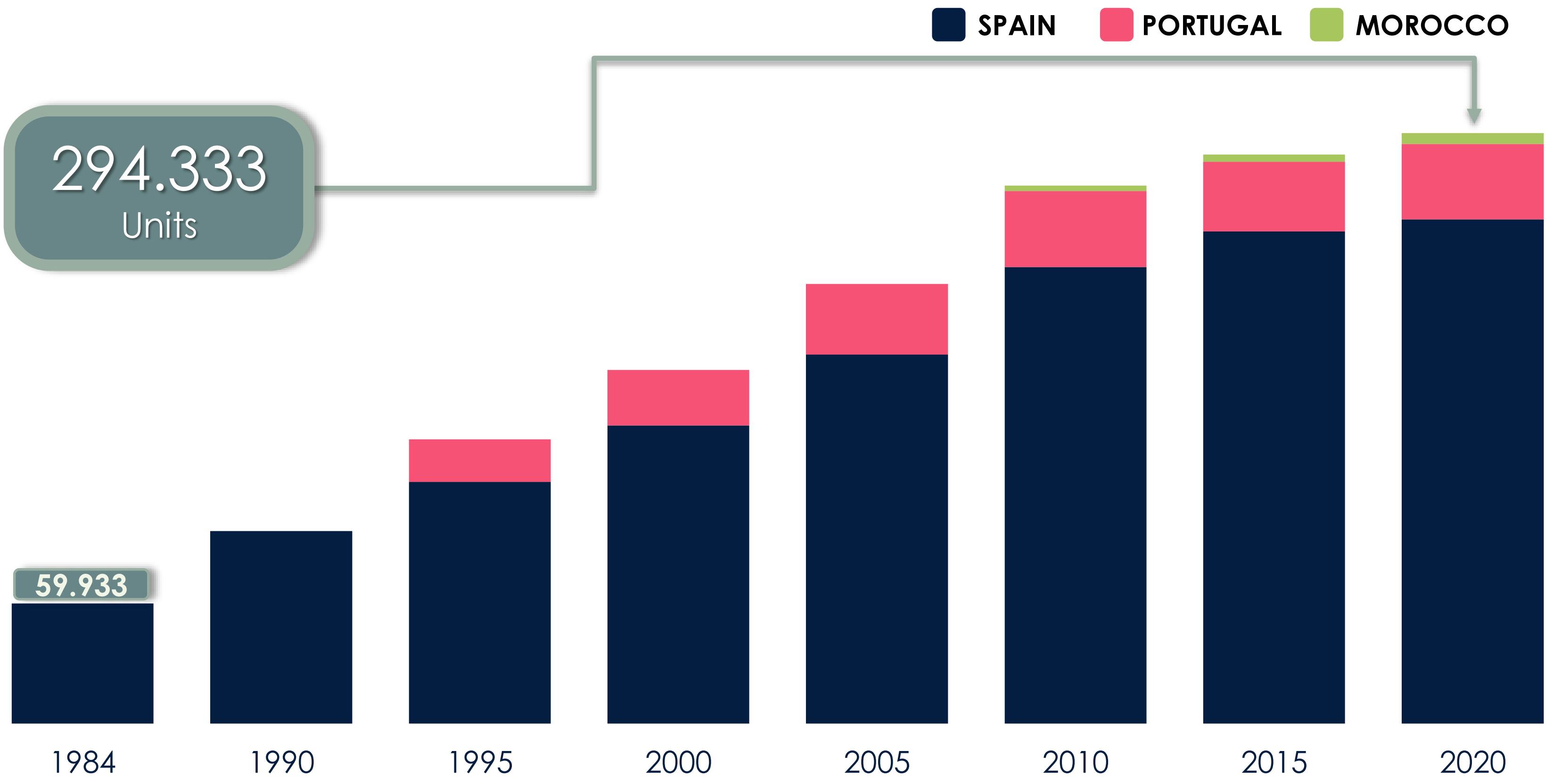


Service Sales

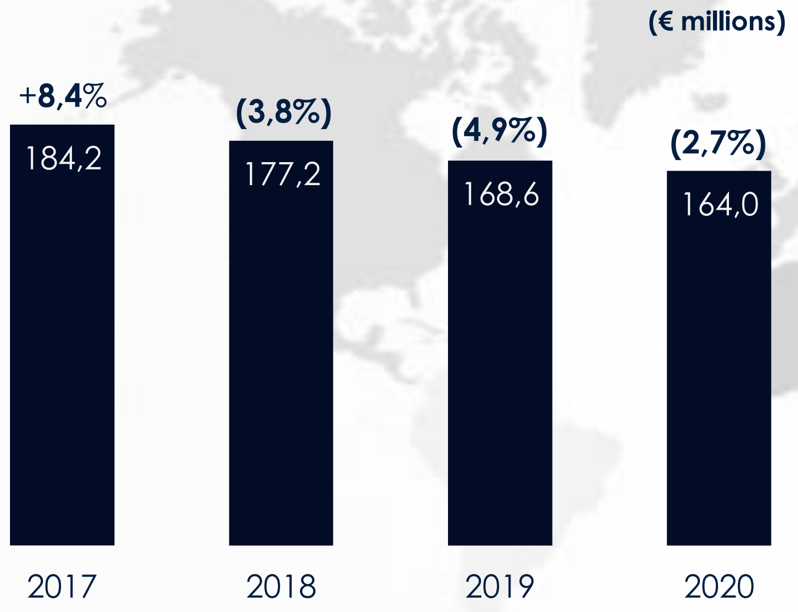
Planeta old headquarters offices - Madrid

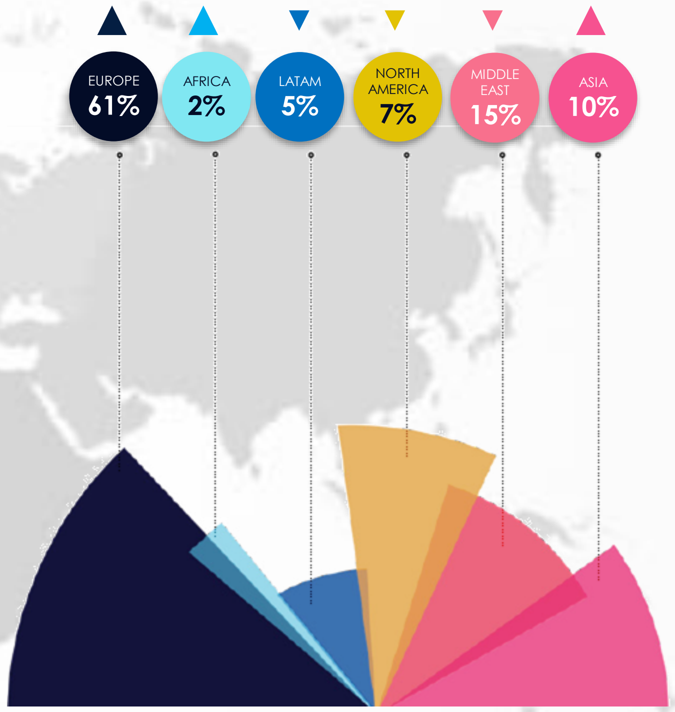


Portfolio evolution– Number of Units



Export Sales





Exports by region

Covid-19 - Initiatives

Awareness
and involvement

Prevention through digital media

Prevention through
physical media

Donations

Internal
communication

Corporate Social Responsibility

6th Solidarity Race Zardoya Otis Group

Zardoya Otis awards "For a world without barriers"

Corporate Social Responsibility

Program “Todos somos todos” (Diversity and inclusion)

Program “Made To Move Communities”

Awards

Premios Intrama – Diversidad y Género

bequal

Top Employer España 2020 – Certified Excellence in Employee Conditions

Associates

Más Mujeres Mejores Empresas

Fundación Prodis

Fundación Arquitectura y Sociedad

uc3m Universidad Carlos III

randstad fundación.

Special Olympics

ILUNION

Fundación Juan XXIII – Para la discapacidad intelectual

Shareholder remuneration
Stock market data

OTIS

Shareholder remuneration

Board of Directors proposal

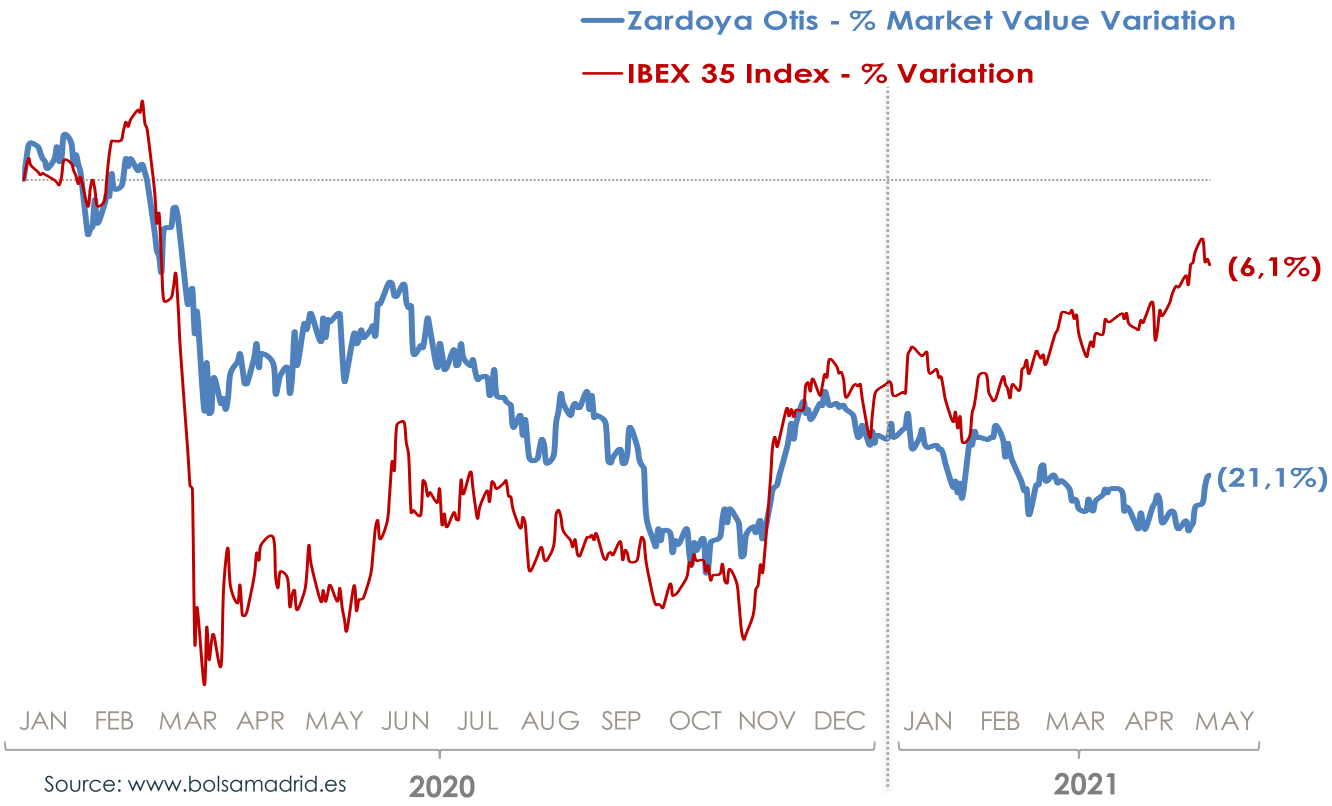
	2020				2021	
	1º	2º	3º	4º	1º	2º
	APRIL 20	JULY 20	OCTOBER 20	JANUARY 21	APRIL 21	JULY 21
	0,080 €/share	0,060 €/share	0,065 €/share	0,068 €/share	0,070 €/share	0,072 €/share

2020

128,2 € Millions

2021

% Market Value variance vs Ibex 35



Source: www.bolsamadrid.es

OTIS

Business evolution in first quarter 2021

OTIS

1st quarter 2021 - Results

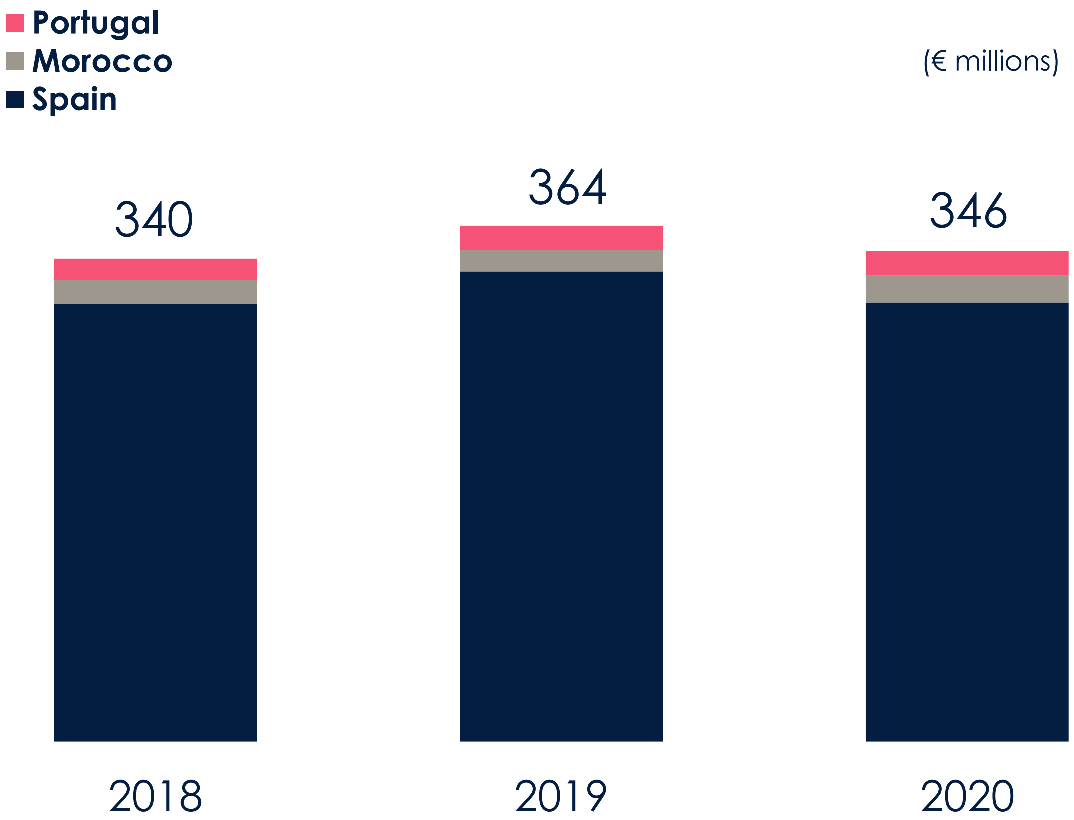
(€ millions)	1er QUARTER 2020	1er QUARTER 2021	% VAR
NEW INSTALLATIONS	29,4	30,3	3,3%
SERVICE	132,4	127,1	(4,0%)
EXPORT	37,6	39,7	5,4%
TOTAL	**199,4**	**197,1**	**(1,2%)**

(€ millions)	1er QUARTER 2020	1er QUARTER 2021	% VAR
EBITDA	50,8	51,2	0,7%
PROFIT BEFORE TAX	42,9	43,7	1,8%
PROFIT AFTER TAX	32,5	33,0	1,4%

1st quarter 2021 - Units under maintenance contract

Orders received &
Backlog of unfilled orders

Orders received. New Installations

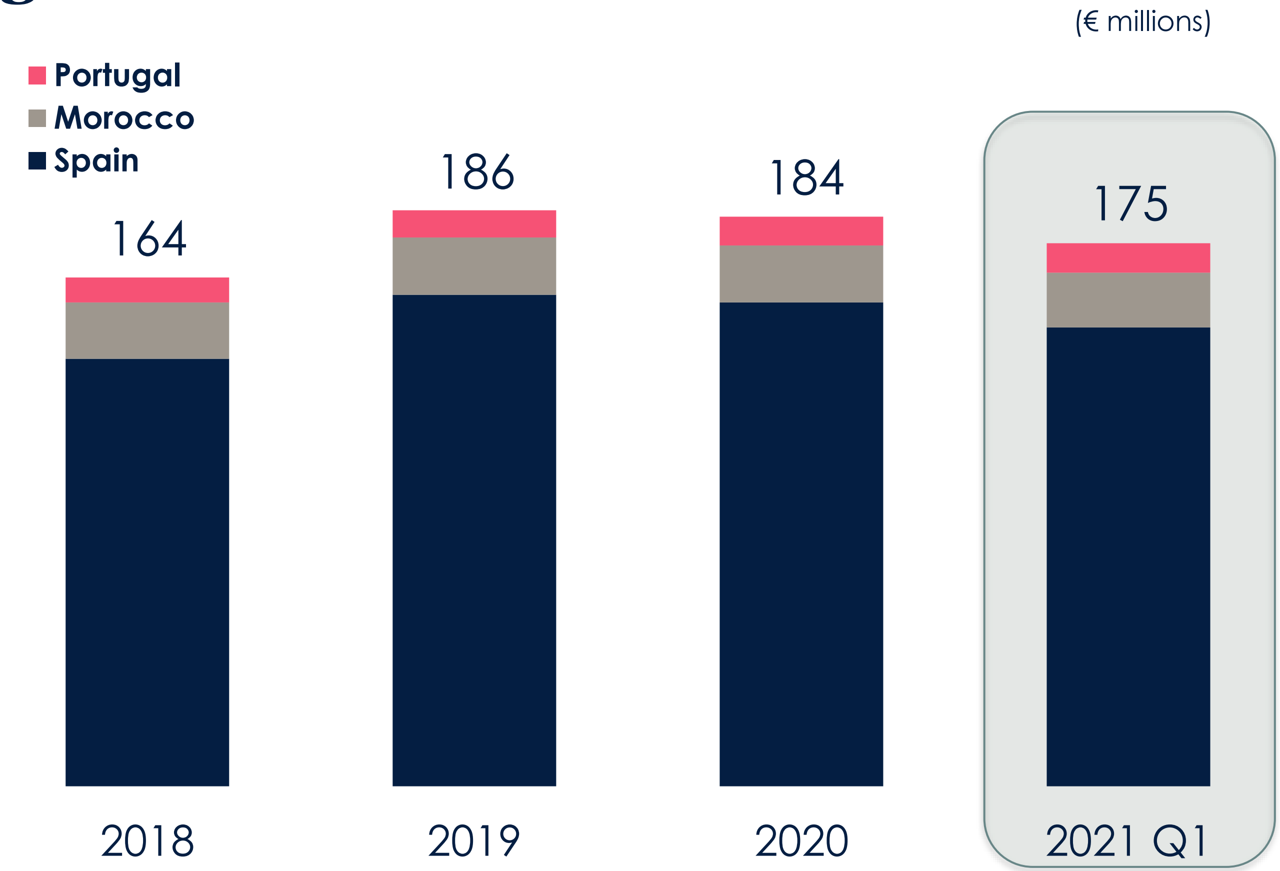


Orders received

+ 76,7 € Mill.

Q1 2021

Backlog of unfilled orders



Dividend proposal

Board of Directors´ proposal

JULY 9, 21

2nd Dividend 2021

0,072 €/share

Total gross amount

33,9 € Mill.

Corporate Governance

Corporate Governance

- Adoption of the **best current corporate governance practices**
- **Good Governance Code of listed companies** published by the CNMV
- **Long-term involvement of shareholders** in listed companies

Zardoya Otis Group

786

MILL.
CONSOLIDATED
SALES

140

MILL.
PROFIT
AFTER TAXES

R+D

One of the world's centers for design and engineering

5.531
EMPLOYESS

3
FACTORIES

> 294.333
MAINTENANCE UNITS

Source: Zardoya Otis 2020 Annual report

OTIS

ZARDOYA OTIS, S.A.