



Advancing Accessibility

TOGETHER, WE CAN MAKE A DIFFERENCE

Disability can occur at any stage of life, as a result of aging, accident or injury. Everyday activities and mobility can become an issue, creating inequalities and in some cases, leading to exclusion. At Otis, we are committed to increasing accessibility opportunities for our colleagues, customers and the riding public.

- **Design with accessibility in mind.** Optimize accessibility by making structural choices for elevator cab size and location early on in new construction planning.
- **Make small improvements now.** Some accessibility improvements may be possible through regularly scheduled maintenance visits or low-cost repairs.
- **Accessibility is a journey.** Include accessibility upgrades as part of your plans for future elevator repairs or modernization.

DID YOU KNOW?

1.3B¹ People worldwide live with a disability	70%+² Of disabilities are non-apparent	15x¹ Transportation can be 15x more challenging for people living with disabilities
~ 2.3B People moved by Otis per day	~ 2.3M Customer units maintained by Otis	2022 Otis signed CEO Letter on Disability Inclusion with Disability:IN

OUR COMMITMENT TO ACCESSIBILITY

Through our work with organizations such as Disability:IN, we continue to develop accessible solutions. For example, Otis has developed an audio solution that helps blind and low-vision riders better navigate properties. We also enlisted the feedback of those living with disabilities for an engineering innovation campaign to improve the accessibility of elevator operating panels. We employ Web Content Accessibility Guidelines (WCAG) for our external website and internal mobile applications. By developing an inclusive, equitable and accessible culture, we create positive change in the communities where we live and work.

Sources: 1. World Health Organization - <https://www.who.int/news-room/fact-sheets/detail/disability-and-health>
2. UK Parliament - <https://post.parliament.uk/research-briefings/post-pn-0689/>

ENABLING THE FUTURE OF MOBILITY

Our scalable modernization packages can help you reinvent your existing building with cutting-edge solutions that provide safe, efficient and accessible vertical transportation.

DISCOVER OUR ACCESSIBILITY SOLUTION: OTIS GEN3™ MOD

Precise stopping accuracy

Improved car leveling

Thanks to our Gen3 elevator technology that includes coated steel belts, an electronic controller and gearless machine to provide a smooth, safe and reliable passenger experience.

Safe door operation

New door operator & 3D safeguard

Enables consistent and smooth door closing and re-opening in case of a passenger entering the car slowly. This upgrade replaces manual doors with automatic operation.

Accessible interiors

A seamless in-car experience

Increases accessible features with a mirror inside the car, a relocated control panel with easy-to-reach buttons and improved LED lighting. Where space permits, we can install a larger car in your existing hoistway.



Clear information

High-contrast indicators

Guides passengers regarding the direction of travel, floor number, and door opening.

Voice announcements

Guides passengers regarding the direction of travel, floor number and door opening.

High contrast & Braille panels

New hall, car and landing fixtures

High contrast, accessible colors compliant with the latest standards.

Combines Braille and audio confirmation of an elevator call for blind or low-vision riders.

Passenger reassurance

eView™ in-car display*

Offers immediate assistance in the unlikely event of an elevator fault. Our trained staff can communicate with passengers via a live video and voice connection.

**Availability may vary according to your location*

