



## GIVING PEOPLE FREEDOM TO CONNECT AND THRIVE IN A TALLER, FASTER, SMARTER WORLD

Otis is the global leader in the manufacture, installation and servicing of elevators and escalators. We move 2.3 billion people every day and maintain about 2.3 million customer units worldwide – the industry’s largest service portfolio. You’ll find us in the world’s most iconic structures, residential and commercial buildings, transportation hubs, and everywhere people are on the move.

|                                   |  |   |
|-----------------------------------|--|---|
| <b>\$14.2B</b><br>2023 net sales  | <b>71K</b><br>colleagues                           | <b>~2.3M</b><br>customer units maintained |
| <b>42K</b><br>field professionals | <b>&gt;200</b><br>countries and territories served | <b>&gt;1,400</b><br>branches and offices  |



**ÉGÉE TOWER, PARIS**  
The Égée Tower, built in 1999, needed to modernize its elevators to improve reliability, performance and environmental results. In 2023, Otis installed 22 high-efficiency elevators, while maintaining seamless service for 3,800 occupants. This included 14 SkyRise® elevators with CompassPlus® dispatching technology, and other improvements.



**SMRT TRAINS**  
Otis completed a major six-year project in Singapore in August 2022, refurbishing 231 escalators across 42 stations on the North-South and East-West lines, operated by SMRT Trains. Each escalator has been upgraded with new safety features, higher-efficiency technology and new energy-saving controllers.



**NEW BUND CENTER**  
The 270-meter skyscraper is the tallest in the New Bund district in Shanghai, China. Otis provided more than 50 elevators and escalators, the Otis ONE™ IoT solution, Compass® 360 destination-management system, and integrated more than 10 robots for the center.



# WELCOME TO TOMORROW

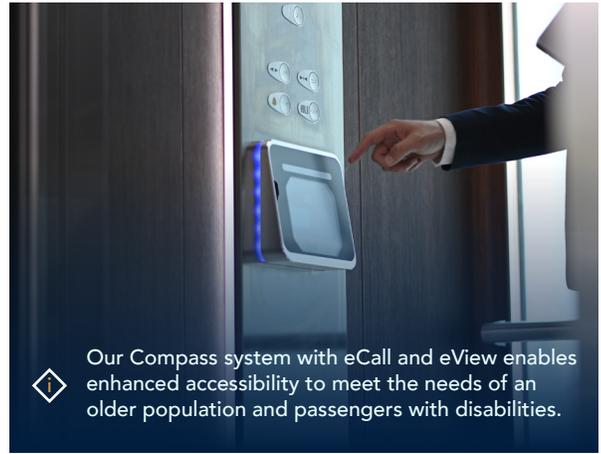
With our Gen3™ and Gen360™ family of elevators, we’ve reimagined what elevators can be for passengers and customers alike.

Smart sensors, Bluetooth technology, cloud-based APIs (application programming interfaces) and other Internet of Things technologies all contribute to the hyper-intelligence that defines this new generation of elevators.

Both systems build on the proven design and flat-belt technology of Otis’ best-selling Gen2® elevators and the Otis ONE™ IoT solution monitors equipment health in real time, 24/7. And Gen360™ is the first flat roof product in the New Equipment market

And with the eCall™ Plus smartphone app, passengers with or without mobility disabilities can summon their elevator remotely for a touchless experience. The new Otis eView™ in-car display streams infotainment for passengers and can connect them with the OTISLINE® customer support center via voice, chat, and video in the event of an emergency, enabling accessibility for all.

Our service mechanics now carry iPhone devices loaded with an expanding suite of Otis-built proprietary apps designed specifically to improve our responsiveness and quickly get units back into service.



Our Compass system with eCall and eView enables enhanced accessibility to meet the needs of an older population and passengers with disabilities.

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| <p><b>GEN2® FAMILY OF ELEVATORS</b><br/>Our bestselling elevator, the Gen2 is prized for its energy efficiency, reliability, and smooth, quiet ride – benefits made possible by its flat-belt technology and compact design. Configurations are available for residential, commercial, medical and infrastructure settings.</p> | <p><b>SKYRISE® ELEVATOR</b><br/>Our most advanced high-rise system yet, the SkyRise elevator integrates industry-leading technologies with space-saving design. The controller employs adaptive motion profiling to reduce energy consumption, while a patented control algorithm ensures a smooth ride.</p> | <p><b>Otis ONE™</b><br/>The Otis ONE IoT platform is engineered to realize the full potential of smart technology in vertical transportation. Elevators equipped with Otis ONE have achieved measurable improvements in uptime and performance, which translate to improved savings and value for building owners and managers.</p> | <p><b>LINK™ ESCALATORS</b><br/>Reliable, safe and stylish, our Link commercial escalators are designed for easy maintenance and ultimate uptime. Our public escalators are engineered to handle the high traffic demands of busy metros and airports, year after year.</p> |
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## OTIS ENVIRONMENTAL, SAFETY & GOVERNANCE (ESG)

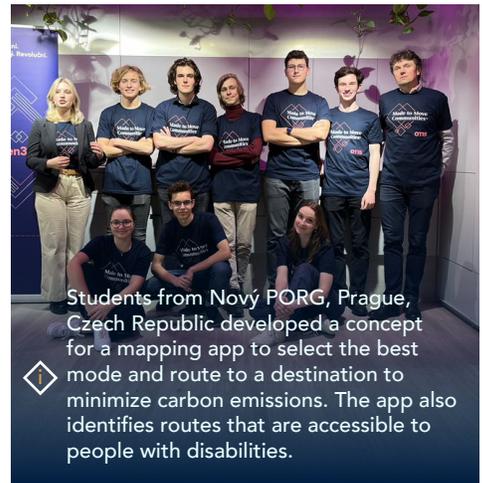
Our business strategy and ESG focus areas support our efforts toward a stronger, more sustainable and more inclusive tomorrow

In 2021, we established 13 ESG goals under our four pillars – Health & Safety, Environment & Impact, People & Communities and Governance & Accountability – and aligned them with the U.N. Sustainable Development Goals (SDGs). In 2023, we continued to build on our ESG strategies to deliver long-term sustainability value to our stakeholders.

Details about ESG initiatives and progress at Otis [can be found in our 2022 ESG Report](#), released in April 2023. Our 2023 ESG Report will be released later this year.

### Made to Move Communities™

We aim to inspire student innovators globally to apply creative, technology-based solutions to address mobility challenges in underrepresented communities. A solid grounding in STEM subjects helps prepare students for a rapidly evolving workforce.



Students from Nový PORG, Prague, Czech Republic developed a concept for a mapping app to select the best mode and route to a destination to minimize carbon emissions. The app also identifies routes that are accessible to people with disabilities.



Learn more at [otis.com](https://www.otis.com)

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