

Our Uncompromising Commitment to Human Rights at Otis

Our Commitment Begins with Our Absolutes

At Otis, we believe that a genuine commitment to human rights begins with our Absolutes. Together, our 69,000+ colleagues around the world are dedicated to doing the right thing in all aspects of Otis' business. We take great pride in ensuring that all of our employees and colleagues can rely on a safe, inclusive, and respectful workplace which, in turn, empowers them to thrive at Otis and in the world.

The [Otis Absolutes](#) set the tone for everything that we do, beginning with how we treat one another, to how we do business in the communities that trust us to move them daily. We are constantly evaluating how best to put our [Otis Absolutes](#) into action by, among other things:

- ◆ Ensuring the health and safety of our employees, business partners, passengers, and communities
- ◆ Fostering a culture where every employee, colleague, customer, and supplier is treated with dignity and respect;
- ◆ Confronting and counteracting implicit, explicit, and systemic bias;
- ◆ Never using forced or child labor, ever; and
- ◆ Only working with suppliers that [share these commitments](#).

We are dedicated to being good global citizens. We are intentional in our commitments, we do what we say we will do, and we expect our business partners to do the same.

With Global Citizenship, Comes Responsibility

Otis is a global citizen. We serve customers in 200 countries and territories around the world; we move 2 billion people each day; and we maintain approximately 2.1 million customer units worldwide. Inherent to this geographic reach comes a tremendous responsibility; and it is a responsibility that we proudly embrace.

We do this by:

- ◆ Enforcing a zero-tolerance policy against discrimination of any kind—whether based on race, religion, nationality, gender or gender expression, age, ability, veteran status, marital status, pregnancy, citizenship, creed,

sexual orientation, mental or physical disability, marital, or family status; military or veteran status; or any other bias;

- ◆ Recognizing the principle of freedom of association and the right to collective bargaining as they exist under applicable law in the countries where we operate. We foster an environment that allows for genuine dialogue directly with our employees, and we respect the right of all employees to form and join a trade union of their choice, or to refrain from such activities, in accordance with applicable law, without fear of intimidation or reprisal. Where our employees have formed or joined a trade union or works council, we respect their representatives and treat them with the same trust and respect we expect to receive so that everyone can be successful.
- ◆ Banning and repudiating all forms of human trafficking, child labor, and modern slavery. We take measures to ensure that goods and services are not mined, produced or manufactured, wholly or partially, with prohibited forms of labor, and we take serious action against any employee or partner that violates these fundamental principles.
- ◆ Adhering to the most stringent standards governing child labor, including UN Convention No. 138 on the Rights of the Child and Minimum Work Age, and ILO Convention No. 182 concerning the Prohibition and Immediate Action for Eliminating the Worst Forms of Child Labor. Where a country's laws demand conduct that exceeds these standards, those stricter national standards will always prevail.
- ◆ Ensuring a safe and healthy work environment for all employees. We take steps to minimize workplace hazards and provide trainings to teach employees to safely use equipment and navigate work sites. We also follow all applicable occupational health and safety laws, including those related to employee education and accurate recordkeeping.
- ◆ Maintaining a work environment that is free from physical, psychological, and verbal harassment, intimidation, and any other form of abusive conduct. We recognize that employees who feel psychologically safe are better equipped to put forward ideas, raise concerns, and speak up when it matters the most.

- ◆ Creating safe and secure channels to receive complaints and grievances, thoroughly investigating any such grievances, and taking appropriate action in response. We are committed to a safe and equitable workplace, and no employees who raises a good faith complaint will be subject to retaliation.
- ◆ Paying a fair, living wage, which we recognize as a fundamental human right.

Otis imposes these same operating principles on its business partners through its Supplier Code of Conduct. Business partners are expected to conduct training, undergo compliance assessments, and remediate non-compliance with these principles as a condition of the business relationship. Otis is committed to working with business partners to correct non-compliance wherever possible.

We are committed to being a force for good in the world, and to empowering our colleagues and partners around the globe to do the same. We recognize that the magnitude of human rights challenges that we face are global, varied, and complex, and that no one organization can single-handedly resolve these issues alone. However, we believe that each of us, taking ownership of our own unique space and sphere, and committed to doing the right thing together, can incrementally make our organizations, communities, and the world, a better place.