

## OVERVIEW, SIZE AND SCOPE

World's largest company in the manufacture, installation and service of elevators, escalators and moving walkways. Wholly owned subsidiary of United Technologies Corporation.



Approximately 2.5 million Otis elevators and escalators in operation worldwide



Approximately 60,000 employees, with 53,000 outside the United States



More than 1.8 million elevators and escalators serviced by Otis worldwide



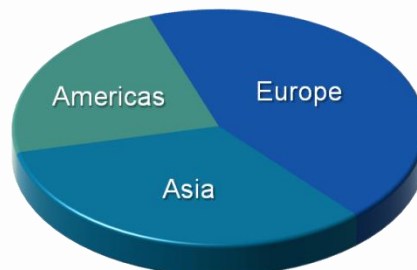
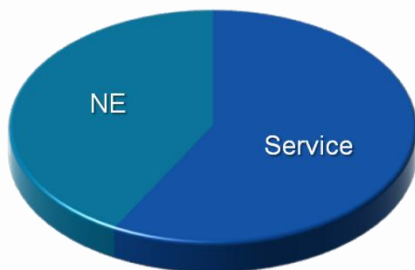
Products offered in more than 200 countries and territories



Major manufacturing facilities in the Americas, Europe and Asia

## REVENUES

US \$12.4 billion in 2011, of which 83 percent was generated outside the United States.



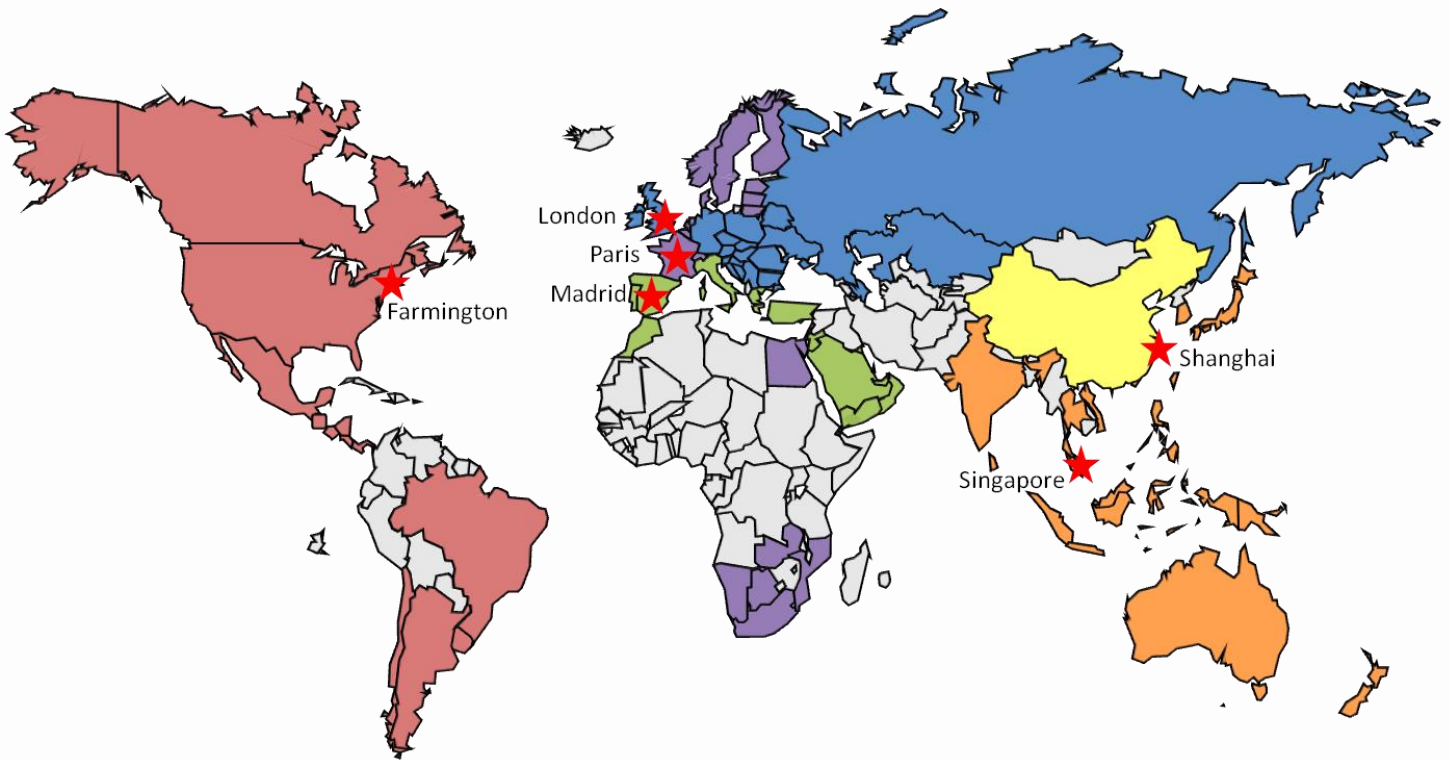
**\$12.4 billion**



Bitexco Financial Tower    Burj Khalifa    CN Tower    Eiffel Tower    Empire State Building    Kohinoor Square Tower    Lotte Super Tower    Petronas Towers    Shanghai World Financial Center

## GLOBAL PRESENCE

Six Otis Areas\*



**NSAA** North and South America Area  
 Argentina, Brazil, Canada, Chile, Costa Rica, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, United States, Uruguay

**SEMA** South Europe & Middle East Area  
 Cyprus, Greece, Gulf Region (Arabian Gulf Countries, Bahrain, Kuwait, Saudi Arabia, United Arab Emirates), Italy, Jordan, Lebanon, Morocco, Portugal, Spain, Turkey

**UCEEA** United Kingdom, Central & East Europe Area  
 Austria, Azerbaijan, Bulgaria, Croatia, Czech Republic, Germany, Hungary, Ireland, Kazakhstan, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Ukraine, United Kingdom

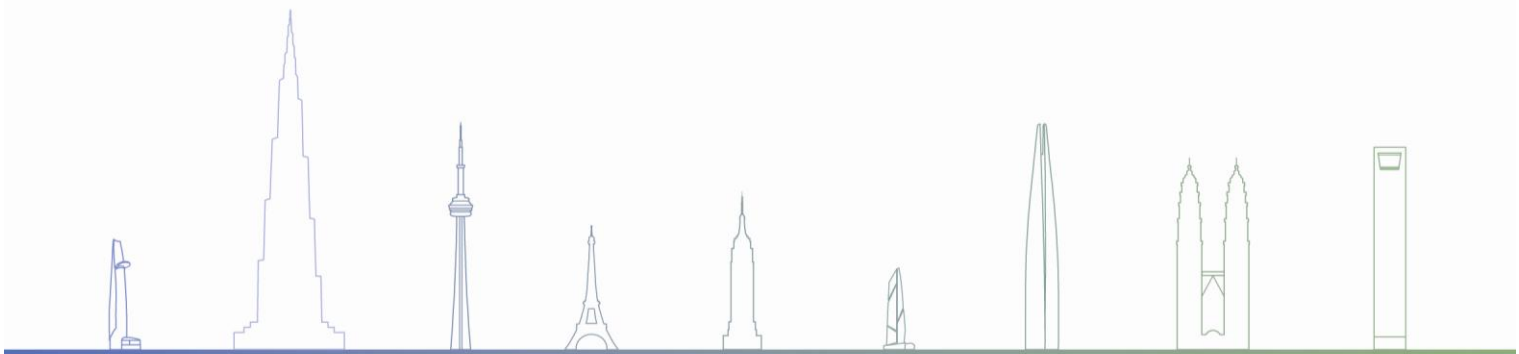
**China**

**NEAA** North Europe & Africa Area  
 Benelux (Belgium, Luxembourg, Netherlands), Egypt, France, Nordic region (Baltic States of Estonia, Denmark, Finland, Latvia, Lithuania, Norway, Sweden), Southern Africa, Switzerland

**PAA** Pacific Asia Area  
 Australasia, Hong Kong, India, Japan, Korea, Southeast Asia (Singapore, Thailand, Malaysia, Indonesia, Philippines, Brunei), Taiwan, Vietnam

★ Area Headquarters

\* Highlighted are consolidated subsidiaries only; other countries are covered by distributors and agents



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## ICONIC BUILDINGS

### Americas



CN Tower,  
Toronto



Empire State Building,  
New York



John Hancock,  
Chicago



The Luxor,  
Las Vegas

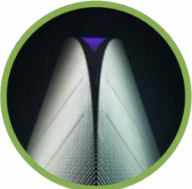


Christ the Redeemer,  
Rio de Janeiro



7 World Trade Center,  
New York

### Asia



Shanghai World  
Financial Center, China



Burj Khalifa,  
United Arab Emirates



Incheon Airport,  
Korea



Bitexco Financial Tower,  
Vietnam



Petronas Towers,  
Malaysia



Kohinoor Square,  
India

### Europe



London  
Underground,  
U.K.



Eiffel Tower,  
France



Tour Granite,  
France



Vatican, Italy



Sony Center, Germany



Bitexco Financial Tower

Burj Khalifa

CN Tower

Eiffel Tower

Empire State Building

Kohinoor Square Tower

Lotte Super Tower

Petronas Towers

Shanghai World Financial Center

## ELEVATORS, ESCALATORS AND MOVING WALKWAYS

Advanced elevator technology to provide customized solutions for a full range of applications from low-, mid- and high-rise commercial, residential and infrastructure projects to the tallest building in the world.



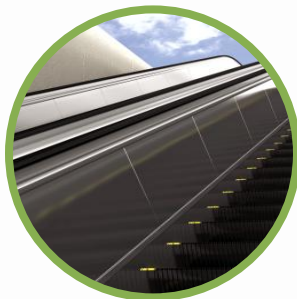
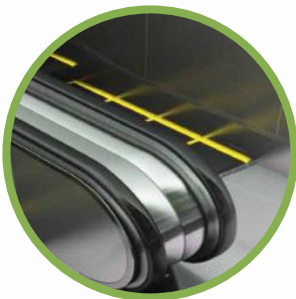
Gen2™ elevator provides sustainability, architectural flexibility and outstanding ride quality. Available in both machine room-less or mini-machine room, heavy duties and high speeds.



Compass™ destination management system provides personalized elevator service while improving system performance



Double deck and high speed elevators. Unsurpassed performance for demanding projects.



Escalators and Trav-O-Lator™ moving walkways for public and commercial applications



Sustainable features: smarter operations with ReGen Drives, power monitoring, highly efficient lubrication systems

## SERVICE AND MODERNIZATION



The REM™ monitoring system combined with our customer-focused Otis Elite™ service program provides customers optimal reliability and faster response time



The EMS Panorama™ elevator management system enables improved building management



Otis has the world's largest network of branch offices and service centers



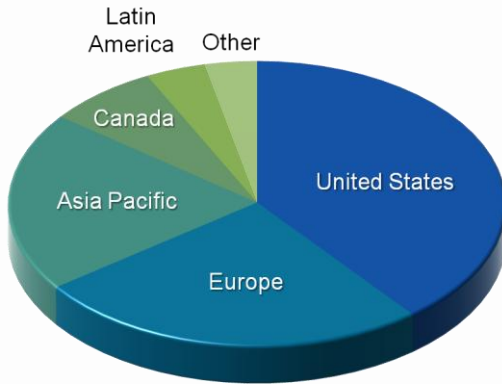
Innovative technologies and an extensive product line to improve performance, aesthetics and reliability of elevator systems



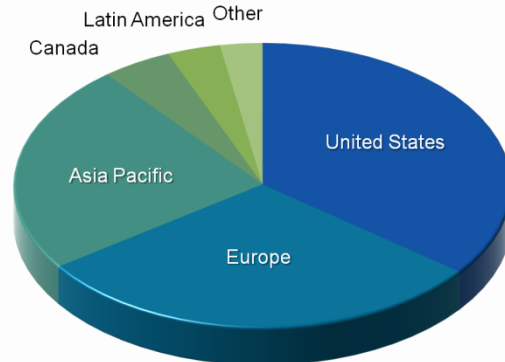
The advantages of Gen2 technology can be applied to building modernizations to reduce overall energy consumption while improving reliability, and performance

## UNITED TECHNOLOGIES CORPORATION (UTC)

Based in Connecticut, USA, UTC is a diversified company providing high technology products and services to the global aerospace and building industries.



\$58.2 billion



199,900 employees



### Otis Elevator Company

Elevators, escalators, moving walkways



### UTC Climate, Controls and Security

Air conditioning, refrigerating, heating, ventilation and HVAC systems and products



Electronic security, fire protection products and services



### UTC Power

Fuel cell systems, for on-site, transportation, space and defense applications



### Hamilton Sundstrand

Aerospace systems, components, space suits, industrial products



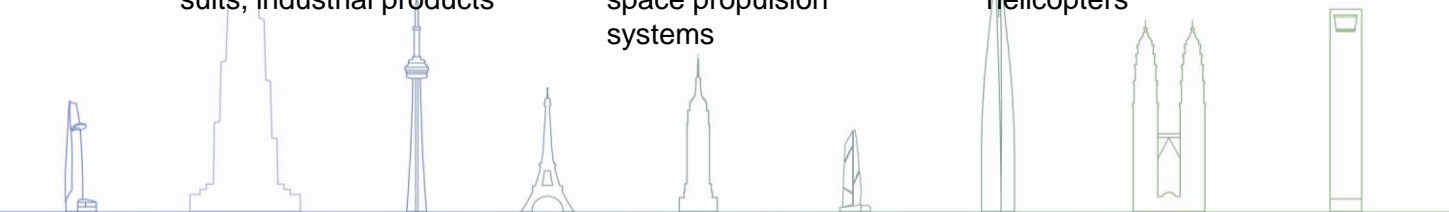
### Pratt & Whitney

Aircraft engines, gas turbines and space propulsion systems



### Sikorsky

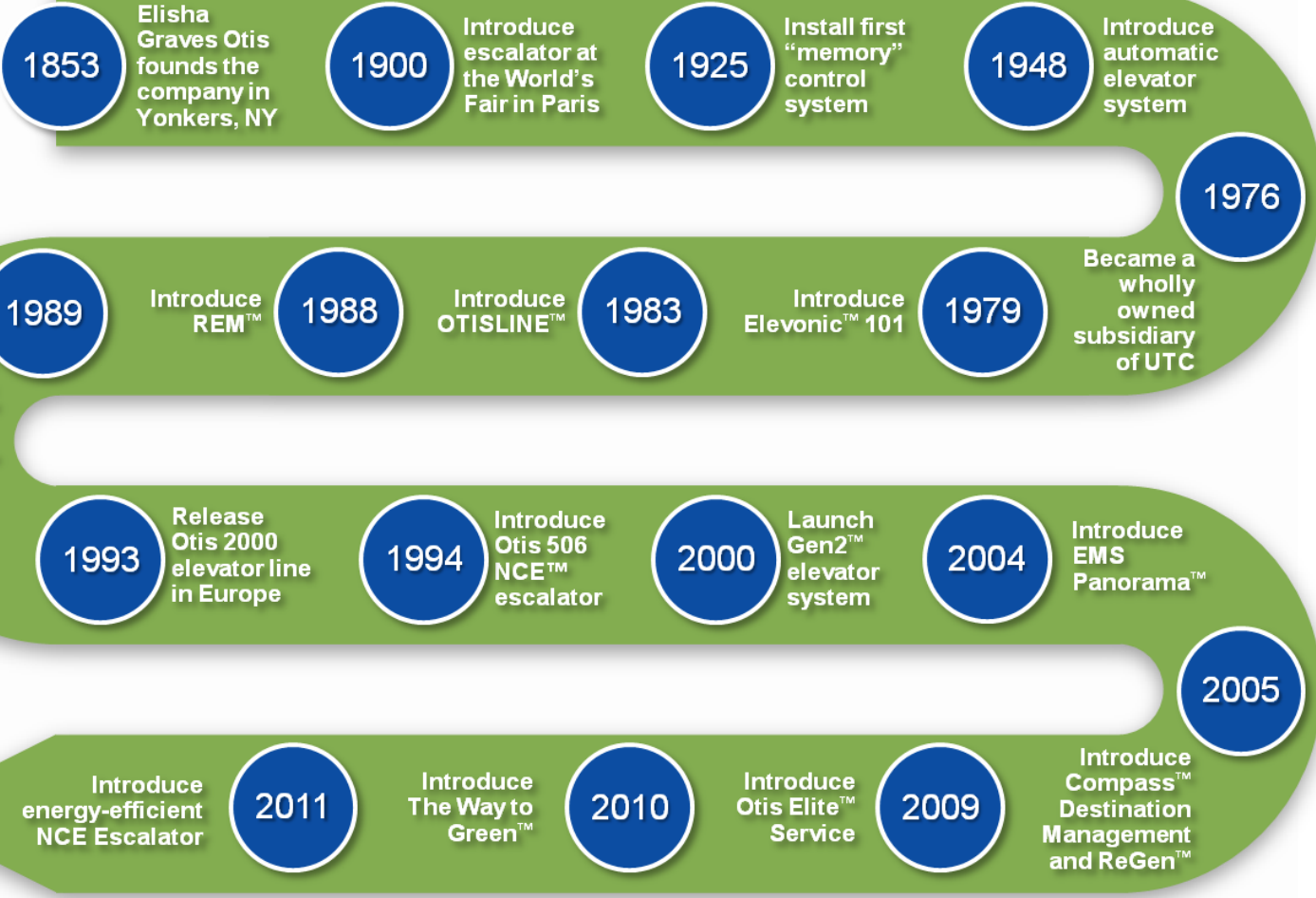
Military, industrial and commercial helicopters



# Fact Sheet



## OTIS MILESTONES



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## OTIS MILESTONES

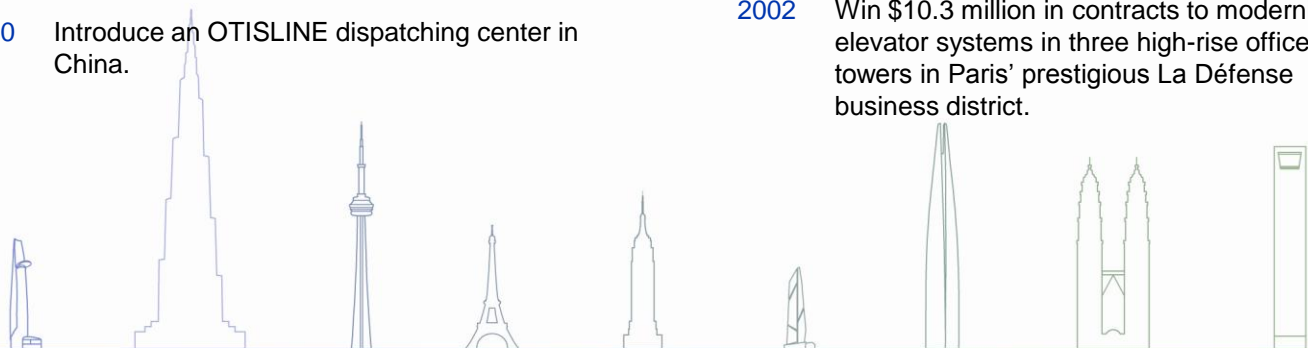
- 1853** Elisha Graves Otis founds the company in Yonkers, New York, after he invents a safety mechanism for a lifting platform.
- 1884** Establish sales offices in London and Paris.
- 1888** Win contract to install elevators in Eiffel Tower.
- 1893** Install elevators in Russia.
- 1896** Install elevators in Japan.
- 1900** Introduce escalator at the World's Fair in Paris.
- 1902** Equip the 20-story Flatiron Building, an early skyscraper in New York City, with elevators.
- 1907** Install elevators in China.
- 1910** Establish first European manufacturing plant in France.
- 1912** Install elevators in 60-story Woolworth Building in New York City.
- 1925** Install first control system with a "memory" at St. Luke's Hospital in Chicago, permitting automatic operation without an operator.
- 1931** Install elevators in the Empire State Building in New York City.
- 1948** Introduce automatic electronic elevator system.
- 1960** Install high-rise observation elevator at Fairmont Tower Hotel in San Francisco.
- 1967** Install 255 elevators and 71 escalators in the World Trade Center in New York City.
- 1968** Install a Double-Deck elevator system at the Time-Life Building in Chicago.
- 1976** Become a wholly owned subsidiary of United Technologies Corporation.
- 1979** Introduce Elevonic™ 101, a completely micro-processor-based elevator control system.
- 1981** Introduce Elevonic™ 401, the first "human-engineered" control system with synthesized speech, information display and security systems.
- 1983** Introduce OTISLINE™, a computerized, 24-hour-a-day dispatching service for mechanics in North America.
- 1984** Equip the world's tallest hotel, the 73-story Westin Stamford at Raffles City, Singapore, with 79 elevators and 20 escalators.
- 1984** Form first manufacturing joint venture in China at Tianjin.
- 1984** Introduce OTISLINE in France.
- 1985** Install Otis shuttle people-mover system using proprietary advanced-technology Hovair™ suspension to connect Harbour Island and downtown Tampa, Fla.
- 1987** Dedicate 28-story test tower and engineering center in Bristol, Conn.
- 1988** Introduce Remote Elevator Monitoring (REM™), a diagnostic system for checking elevator performance from distant locations in North America.
- 1989** Introduce innovative linear induction motor elevator in Japan.
- 1989** Introduce first machine-roomless elevator in Japan.
- 1989** Introduce Elevonic™ 411 and Elevonic™ 311, the most advanced elevator systems in the world, to the international market.
- 1990** Introduce Elevonic™ 411M elevators and Elevonic™ 311M elevators for worldwide modernization market.
- 1990** Sign joint-venture agreement outside Moscow in Russia.
- 1991** Sign joint-venture agreement in St. Petersburg, Russia.
- 1991** Acquire majority interest in Hankook Engineering, Seoul, Korea.



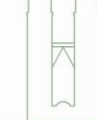
- 1992** Sign joint-venture agreements in China (Guangzhou and Beijing), Poland, Ukraine and Russia.
- 1992** Introduce and sell “fuzzy-logic” self-adaptive dispatcher modules in gearless elevator systems in Japan.
- 1992** Install shuttle system at Narita Airport near Tokyo, Japan.
- 1992** Open Quality Assurance Center in Bristol, Conn.
- 1993** Release Otis 2000 elevator line in Europe, which incorporates a standard family of electronic controls, variable-frequency drives and innovative cab and fixture designs.
- 1993** Win \$50-plus million contract, the largest new equipment award in industry history, for Petronas Twin Towers in Kuala Lumpur, Malaysia.
- 1994** Otis Chairman George David elected Chief Executive Officer of United Technologies Corporation.
- 1994** Return to Vietnam, signing joint-venture agreements with LILAMA in Hanoi and Ho Chi Minh City’s Construction and Elevator Company.
- 1994** Install shuttle system for Delta Air Lines in Cincinnati, Ohio.
- 1994** Introduce Otis 506 NCE escalator with a flexible modular design that can be assembled to individual specification.
- 1995** Introduce REM III™ monitoring system, the latest and most advanced of Otis’ remote elevator monitoring services, in eight more countries for a total of 18 countries.
- 1995** New factory in Guangzhou, China, begins production.
- 1995** Win \$29 million contract with Housing Development Board of Singapore.
- 1995** Win industry-record \$77 million contract to supply escalators to the Metropolitan Rapid Transit System in Taipei, Taiwan.
- 1995** Acquire Boral Building Technologies of Australia.
- 1995** Acquire The Express Lift Co. from General Electric Co. of Great Britain. Express, which was Britain’s largest independent elevator company, later merges with Evans Lifts to form Express-Evans Lifts.
- 1996** Win \$16.5 million contract in Shanghai, China, largest ever there, to supply 120 heavy-duty escalators for the Metro Line 2 project.
- 1996** Win a \$16 million contract to supply 94 escalators and elevators to the Gateway II project in Hong Kong.
- 1996** Form joint venture with Pomagalski, S.A. of France to engineer, manufacture, sell and install roped automated people-mover systems and inclined elevators.
- 1997** Win a \$49 million contract to supply and install 270 elevators and escalators on two sections of the Mass Rapid Transit lines in Singapore.
- 1997** Win a pair of contracts totaling \$20 million to supply and install 91 elevators and escalators in Las Vegas.
- 1997** Win a \$15 million contract to supply and install 45 energy-efficient elevators and escalators at the Durst Organization’s Conde Nast Building in Times Square in New York City.
- 1997** Win a \$12 million contract to supply and install 37 elevators and escalators for an office building/hotel project in Sydney, Australia.
- 1997** Win a \$10 million contract to supply and install 35 elevators and escalators for Arlandabanan, a new railway project to link Stockholm, Sweden and Arlanda Airport. This is the largest contract in Swedish elevator industry history.



- 1997** Win a \$10 million contract to supply and install 74 elevators and escalators at the Grand Gateway complex in Shanghai, China.
- 1998** Form Hangzhou Xizi Otis Elevator Company in China's Zhejiang Province. This is Otis' fifth joint venture company in China.
- 1998** Form Otis China Limited, a holding company to manage five joint ventures in China.
- 1998** Acquire majority ownership of South African company, which becomes a wholly owned subsidiary of Otis.
- 1998** Acquire minority shares of European Operations from Mannesmann Demag, a subsidiary of Germany's Mannesmann A.G.
- 1998** Win \$8.1 million contract to supply and install an automated people mover system at the Minneapolis-St. Paul International Airport.
- 1998** Win \$68 million contract to supply and install an advanced people mover system at new Northwest Airlines terminal in Detroit.
- 1998** Introduce Skyway™, the world's fastest AC gearless elevator system with the largest load capacity and the world's first flexible Double-Deck elevator.
- 1998** Win \$13 million contract to supply 24 elevators (14 are Skyway) and 25 escalators for the Raffles Square project in Shanghai, China.
- 1999** Invest \$26 million to buy out minority partners and take majority ownership stake in Otis India.
- 1999** Launch e-business strategy with revised Web site (www.otis.com) and new e-business products: e\*Direct (on-line elevator specifying and ordering) and e\*Service (on-line service customer Web site).
- 2000** Introduce an OTISLINE dispatching center in China.
- 2000** Win \$25 million automated people mover contracts for Huntsville (Alabama) Hospital and a second system at Minneapolis-St. Paul International Airport.
- 2000** Announce the Gen2 elevator system, the first elevator system to use flat belt technology in place of steel cables to lift the elevator car. The Gen2 elevator system requires no separate machine room and uses an energy-efficient gearless machine.
- 2000** Sign \$14-\$16 million agreement to provide up to 220 moving walkways and at least 50 elevators and escalators to global retailing giant Carrefour.
- 2000** Invest more than \$500 million to form LG-Otis Elevator Company, a new joint-venture company with LG Electronics in Korea.
- 2001** Announce the signing of contracts totaling more than \$100 million for new equipment and maintenance for six of the largest high-rise construction projects in the New York metropolitan area.
- 2001** Win contract to install three Gen2 elevators and four S-NPE 1030 model escalators to provide the first vertical transportation system to the Christ the Redeemer monument on Corcovado Mountain overlooking Rio de Janeiro, Brazil.
- 2001** Increase, from 30 percent to 80 percent, company's interest in Hangzhou Xizi Otis Elevator Company, the joint-venture company in Hangzhou, China.
- 2001** Complete modernization of the Otis elevator cars serving the upper landing of the Eiffel Tower in Paris.
- 2002** Win elevator contracts totaling \$17.7 million in Melbourne, Australia, for the 88-story Eureka Tower and the former Queen Victoria Hospital, the largest total new equipment order ever recorded by Otis Australasia.
- 2002** Win \$10.3 million in contracts to modernize elevator systems in three high-rise office towers in Paris' prestigious La Défense business district.



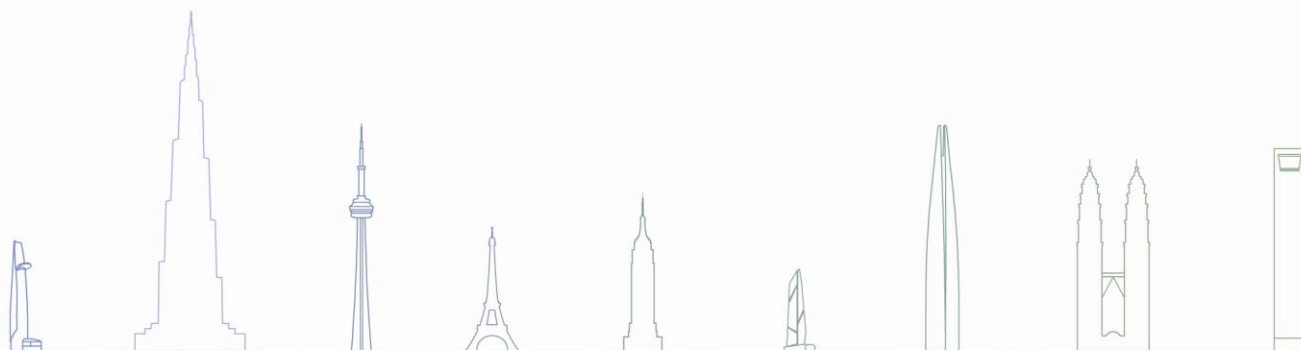
- 2002** Install two elevated Express Trams, the centerpiece of a \$68 million vertical and horizontal transportation system in Northwest Airlines' new Edward H. McNamara Terminal at Detroit Metropolitan Airport.
- 2002** Win contract to supply elevators and escalators for the Transit Center, a new public transportation facility to meet the demands of the 2008 Olympic Summer Games in Beijing.
- 2002** Form new joint venture, Jiangnan Express Elevator Company, with Suzhou Jiangnan Elevator (Group) Co. Ltd. in China's Jiangsu Province.
- 2002** Form new joint venture, Xian Express Elevator Company, with Xian Elevator Factory in China's Xian City expanding into western China.
- 2003** Win contracts totaling \$31 million to supply and install elevators, escalators and platform screen doors for subway line in Shenzhen in southern China.
- 2003** Announce acquisition of Amtech Elevator Services from San Francisco-based ABM Industries.
- 2003** Win contract to install 32 elevators in 7 World Trade Center, first building to be constructed as part of redevelopment of Ground Zero in Lower Manhattan in New York City.
- 2003** Announce contract to install 111 elevators and escalators in Guangzhou's Grand View Mall, largest shopping mall in Asia.
- 2003** Win contract to install 54 Gen2 elevators and 56 escalators for a new subway line in Tianjin, one of the largest sales of Gen2 elevators in the world.
- 2003** Super Double-Deck elevators installed in the 54-story Mori Tower in Tokyo's Roppongi Hills complex.
- 2003** Otis-LG wins \$9 million contract to supply 340 elevators for Advanced Business Park in Beijing, largest order ever received by Otis-LG.
- 2003** Introduce the machine-roomless Gen2 elevator in North America and Japan.
- 2003** Consolidate operations in China by exchanging shares in Hangzhou Xizi Otis Elevator Company for an increased and controlling interest in Otis China Limited.
- 2003** Celebrate the 150th anniversary of Otis Elevator Company.
- 2004** Announce \$10 million contract in Taiwan to supply and install 145 escalators and elevators for Taipei's Mass Rapid Transit (MRT) system.
- 2004** Install 61 elevators, escalators and moving walkways in Arkadia, Poland's newest and largest retail and entertainment center, located near Warsaw's central business district.
- 2004** Win \$9 million contract in Italy for 38 escalators and 19 elevators that will be installed in six stations of the subway line under construction in Turin, host city for the 2006 Olympic Winter Games.
- 2004** Announce contract to supply 98 elevators, escalators and moving walkways for the Mall of the Emirates, a 2.4 million-square-foot (216,000 square meters) entertainment and shopping complex in Dubai, United Arab Emirates.
- 2004** Win contracts in Australia totaling more than \$25 million to supply and install 33 elevators in the KENS commercial office tower development project in Sydney and 26 elevators and escalators in the Brisbane Square office tower in Brisbane.
- 2004** Announce contract to modernize 18 elevators with Otis' high-speed Elevonic systems in Torre Picasso, one of the most prestigious office towers in Madrid, Spain.
- 2004** Win contract to install and maintain 19 elevators in Torre Repsol, the first of four office towers to be built as part of the largest property complex in Madrid, Spain.
- 2004** Announce contract to install 64 elevators and escalators in the Shanghai World Financial Center complex, which will be built in the Pudong district.



- 2004** Introduce EMS Panorama™ system, a Web-based management application that enables building personnel to securely monitor, control and report on elevators, escalators and moving walkways from virtually any location using a computer with a standard Internet browser.
- 2004** Win a contract to provide 70 Gen2 elevators and 74 escalators for 27 stations on Shanghai Metro's new mass transit Line 6 under construction in the Pudong district.
- 2004** Announce contract to supply and install 70 elevators and 27 escalators, for Beijing's Silvertie Center, including high-speed Skyway Double-Deck elevators for the center's 64-story office tower.
- 2004** Win contract to install 100 Gen2 elevators in Zhangjiang High-Tech Park in Shanghai, China, Otis' largest single Gen2 contract.
- 2005** Win contracts totaling more than \$23 million to supply and install 169 elevators, escalators, moving walkways and one central monitoring system for Phase 2 of the Incheon International Airport in South Korea.
- 2005** Win a contract to install 46 elevators and escalators, including Gen2 and Elevonic elevator systems, for the second phase of China's Beijing Fortune Plaza.
- 2005** Announce contracts to supply 70 elevators and escalators for Planet Godrej, one of India's tallest buildings, and Great India Place, a combined shopping mall and amusement park.
- 2005** Win a \$14 million contract to supply and install 51 heavy-duty escalators and to modernize 11 escalators at subway stations in Munich, Germany.
- 2005** Announce contracts to supply and install 120 Gen2 machine-roomless elevators, escalators and Trav-O-Lator moving walkways for expansions to Nye Ahus Hospital in Norway and to Skärholmen Centrum shopping mall in Sweden.
- 2005** Win a contract to supply and install 127 elevators, escalators and Trav-O-Lator moving walkways at Rome Fair, one of the largest exhibition and business centers in Italy.
- 2005** Announce a \$36 million contract to supply and install 66 elevators and escalators at Emaar Properties' Burj Dubai in the United Arab Emirates, which will be the world's tallest building when completed.
- 2005** Win record order from Chinese construction firm Chixia Construction to supply and install 450 elevators for eight luxury residential high-rise housing projects in Jiangsu Province.
- 2006** Win contracts to supply and install 45 elevators for three modern buildings in Bankside 123, a major South East London development along the Thames.
- 2006** Announce contract to supply and install 21 elevators for the 51 Lime Street project, a 29-story office tower under construction in London's historic Square Mile district.
- 2006** Win contract to supply and install 42 Gen2 elevators for 21 apartment buildings owned by the Ministry of Awkaf in Kuwait City.
- 2006** Win record order in China's Zhejiang Province to supply and install 120 elevators for the Shunfa Jiajing Tiancheng residential complex in Hangzhou.
- 2006** Announce contract to supply and install 85 elevators and escalators for an extension of Madrid's underground metro.
- 2006** Win contract to design and install one-of-a-kind glass elevators for Washington D.C.'s Newseum, the world's first interactive museum of news. The 21-unit contract also includes six Gen2 elevators.
- 2006** Announce \$9 million contract to supply and install 29 elevators for an expansion of the world's largest casino, Foxwoods Resort Casino in Connecticut, U.S.A.
- 2006** Win two contracts valued at more than \$14 million to supply and install 136 escalators and 41 elevators for the Number 10 Line of the Beijing Subway.

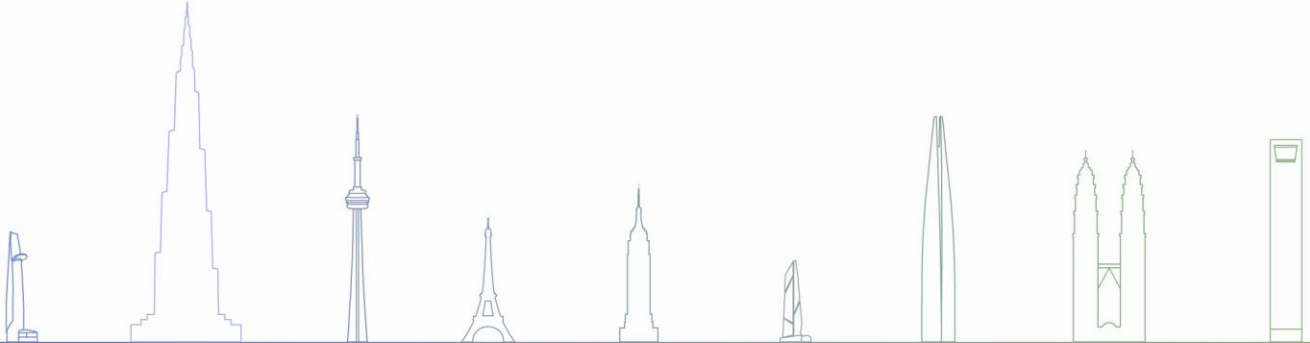


- 2008** Win more than \$60 million in contracts for Central Market in Abu Dhabi City.
- 2008** Announce contract to provide 264 energy-efficient escalators at Hangzhou Metro Line 1 in China.
- 2008** Announce contract to provide a mix of Elevonic 411 gearless, geared and Gen2 elevator systems for the Trump International Hotel & Tower in Toronto.
- 2008** Win a \$23 million contract for the Guangzhou International Finance Center, an office and hotel building that will be among the tallest in the world.
- 2008** Win a contract to supply and install 108 Gen2 elevators in 34 stations for the Downtown Line, Singapore's new mass rapid transit line.
- 2008** Announce contract to provide 116 elevators and escalators including 36 Gen2 elevators for the Beijing South Railway Station, one of the largest in Asia.
- 2008** Announce contracts to supply and install more than 1,400 elevators and escalators at venues and related infrastructure for the 2008 Beijing Olympic Games. Twenty percent of the units are Gen2 machine-roomless elevators.
- 2009** Announce contracts to supply and install 1,300 elevators in public housing estates for the Singapore Housing and Development Board (HDB).
- 2009** Win contract to supply and install 334 energy-efficient Gen2 elevators for the Longtan City Industry Zone in Chengdu, China.
- 2009** Announce contract to provide 125 elevators, escalators and moving walkways for International Finance Centre (IFC) Seoul in Korea.
- 2009** Win contract from Longfor Properties, a leading real estate developer in China to deliver and install 442 elevators and 10 escalators for residential and commercial projects in four cities. The order includes energy-saving Gen2 elevators with ReGen drives.
- 2009** Designed and installed a unique elevator that is being used to transport vehicles to the 94th floor exhibition hall in mainland China's tallest building. This elevator is among 30 elevators and 34 escalators that Otis installed in the 101-story Shanghai World Financial Center.
- 2009** The U.S. Green Building Council (USGBC) recognized Otis Elevator Company for its leadership in environmental sustainability. The Otis Elevator Company TEDA Center in China achieved gold-level Leadership in Energy and Environmental Design (LEED) certification.
- 2010** Inauguration of the world's tallest building, Burj Khalifa in downtown Dubai opened its doors to the public who rode Otis double-deck elevators to "At the Top," the 124th floor observation deck.
- 2010** Otis Elevator Company provided 169 elevators and escalators for World Expo 2010 in Shanghai, China, making Otis the largest elevator supplier for this prestigious event. The contracts include energy-saving Gen2 and SKY™ elevators, as well as ReGen drive technology.
- 2010** Otis Elevator Company will provide 88 energy-efficient elevators, escalators and moving walkways to Los Angeles International Airport (LAX), the world's busiest origin and destination airport.



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- 2011** Otis Elevator company will provide 21 elevators and 47 escalators to the new World Trade Center Transportation Hub in lower Manhattan, New York. The Hub promises not only to bring architectural beauty to downtown Manhattan but also to significantly improve mass-transit connections throughout the region.
- 2011** Announce major global environmental program, The Way to Green, which spans every aspect of its operations, from design and manufacturing to products and end-of-life recycling.
- 2011** Otis Elevator Company celebrates 100 years of operation in Germany. Otis Germany is one of the leading high-tech companies in Berlin, and develops energy-saving components for Otis elevators and escalators worldwide in its own research and production centers.
- 2011** Otis Elevator Company selected for another of India's landmark, 'green' buildings to provide Kohinoor Square with 47 elevators and 16 escalators.
- 2011** Empire State Building Selects Otis for major modernization project to install advanced elevator systems with improved speed, energy-efficiency, and passenger experience.
- 2011** Otis Elevator Company to open manufacturing facility in Florence, South Carolina. The new facility will consolidate much of Otis' North American new equipment operations and will bring more than 360 jobs to South Carolina.
- 2011** Glasgow Subway selects Otis for major modernization project to Install Otis' energy-efficient escalators. The modernized escalators will better enable the Subway to meet the demands of the 2014 Commonwealth Games.



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