OVERVIEW

Who We Are

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

Market Position

• More than 135,000 new elevators and escalators sold annually

SIZE AND SCOPE

Employment

• Approximately 63,000, with 54,000 outside the United States

Revenues

• US \$11.8 billion in 2007, of which 81 percent was generated outside the United States

Installed Base

• Approximately 2.1 million Otis elevators and escalators in operation worldwide

Service Base

• 1.6 million elevators and escalators serviced by Otis worldwide

GLOBAL PRESENCE

Countries

• Products offered in more than 200 countries and territories

Manufacturing

 Major manufacturing facilities in the Americas, Europe and Asia

Engineering and Test Centers

- United Technologies Research Center in East Hartford, Conn., the research and development branch of United Technologies Corporation
- Otis engineering facilities in the United States, Austria, Brazil, China, Czech Republic, France, Germany, India, Italy, Japan, Korea and Spain
- Company's two tallest elevator test towers located in Shibayama, Japan (505 feet/154 meters above ground; 89 feet/27 meters below ground) and Bristol, Conn., United States (384 feet/117 meters above ground)

How We Are Organized - Otis Areas

- Americas (NSAA): e.g., United States, Canada, Central America, Mexico, South America
- North and East Europe and Africa (NEEA): e.g., France, Azerbaijan, Benelux (Belgium, Netherlands, Luxembourg), Egypt, Kazakhstan, Nordic region (Baltic States of Estonia, Latvia, Lithuania; Denmark, Finland, Norway, Sweden), Russia, South Africa, Switzerland, Ukraine
- North Asia Pacific (NAPA): e.g., China, Japan, South Korea, Vietnam
- South Asia Pacific and Gulf (SAPA): e.g., Hong Kong, Australia, Bahrain, Bangladesh, India, Indonesia, Kuwait, Malaysia, Macau, New Zealand, Oman, Pakistan, Papua - New Guinea, the Philippines, Qatar, Saudi Arabia, Singapore, Taiwan, Thailand, United Arab Emirates, Yemen
- South Europe and Mediterranean (SEMA): e.g., Spain, Cyprus, Greece, Italy, Lebanon, Morocco, Palestine, Portugal, Turkey
- United Kingdom and Central Europe (UCEA):
 e.g., United Kingdom, Austria, Croatia, Czech Republic, Germany, Hungary, Ireland, Poland, Romania, Slovakia, Slovenia

FACT SHEET

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WELL-KNOWN INSTALLATIONS

Asia Pacific

- Hong Kong and Shanghai Bank, Hong Kong (elevators, escalators)
- Hong Kong Convention & Exhibition Centre (escalators)
- Ocean Park, Hong Kong (outdoor escalator)
- Oriental Pearl TV Tower, Shanghai, China (elevators, escalators)
- Petronas Twin Towers in Kuala Lumpur City Centre, Kuala Lumpur, Malaysia (elevators, escalators)
- Raffles City complex, Singapore (elevators, escalators)
- Roppongi Hills complex, Tokyo (elevators)
- Singapore MRT (elevators, escalators)
- Shenzhen Metro line, China (elevators, escalators)
- Sydney Opera House, Australia (escalators)
- Two International Finance Center, Hong Kong (elevators)
- Incheon Airport, Korea (elevators, escalators, moving walkways)
- ASEM Tower, Korea (elevators, escalators)

Europe

- Athens Metro (elevators, escalators)
- Eiffel Tower, Paris (elevators)
- London Underground (escalators)
- Sony Center in Potsdamer Platz, Berlin (elevators, escalators)
- Vatican (elevators, escalators)

Americas

- 7 World Trade Center, New York (elevators)
- Four Times Square, New York (elevators)
- Chrysler Building, New York (elevators)
- CN Tower, Toronto (glass-enclosed observation elevators)
- Luxor Hotel, Las Vegas (inclined elevators in a pyramid-shaped hotel)
- John Hancock Center, Chicago (elevators)
- Stock Exchange Building, Mexico City (elevators, escalators)
- Christ the Redeemer, Rio de Janeiro, Brazil (elevators, escalators)

PRODUCTS

Elevators

- Gen2[®] machine-roomless elevator for a range of applications, including small-scale commercial and residential, and low-, midand high-rise buildings
- Gearless elevators for high-rise buildings, geared and gearless elevators for mid-rise buildings (up to 20 stories)
- Skyway[™] gearless elevator system that incorporates high speed, large load carrying capacity and the Double-Deck and Super Double-Deck high-speed models
- Heavy-duty freight and service elevators
- Home elevators

Modernization

- Extensive product line to improve performance, aesthetics and reliability of elevator systems through elevator cab refurbishment and installation of modern control systems for geared and gearless elevators
- Elevonic[®] 411M control system designed for mid- and high-rise elevator upgrades
- Ultra[™] roller guides for a cost-effective improvement in ride quality

Elevator Management Systems

- Web-based EMS Panorama[™] elevator management system enables building personnel to monitor, control and report on elevators, escalators and moving walkways
- REM[®] monitoring system continuously monitors elevator performance enabling faster detection and precise diagnosis for optimal performance

Elevator Dispatching

 Compass[™] destination entry provides passengers personalized elevator service while improving system performance

Escalators and Moving Walkways

 Escalators and Trav-O-Lator[®] moving walkways for public and commercial applications

Regen™ Drives

 ReGen drives reduce elevator energy usage by up to 75 percent compared to non-regenerative drives

UNITED TECHNOLOGIES CORP.

• \$54.8 billion in revenues in 2007, 225,600 employees

Major operating units:

 Otis Elevator Company — design, manufacture, installation, service and upgrade of elevators, escalators and moving walkways for low-, mid- and high-rise commercial and residential buildings, multipurpose malls and urban transportation systems

Revenues:	22% (of UTC)
Operating Profits:	30% (of UTC)

 Carrier — manufacture and sale of heating, ventilating, refrigerating, air conditioning and HVAC systems and products

Revenues:	27%
Operating Profits:	19%

 Pratt & Whitney — design, manufacture and support of aircraft engines, gas turbines and space propulsion systems

Revenues:	22%
Operating Profits:	27%

 Hamilton Sundstrand — global supplier of technologically advanced aerospace and industrial products

Revenues:	10%
Operating Profits:	13%

 Sikorsky — design and manufacture of advanced helicopters for commercial, industrial and military uses

Revenues:	9%
Operating Profits:	5%

 UTC Fire & Security — security and fire protection services

Revenues:	10%
Operating Profits:	6%

• UTC Power — fuel cell systems for on-site, transportation, space and defense applications (UTC Power does not report financial information as a separate segment)

OTIS ELEVATOR COMPANY 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 "humanengineered" 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.
- 1985 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" selfadaptive 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 incorpoates a standard family of electronic controls, variablefrequency 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 peoplemover 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 Otis 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 (<u>www.otis.com</u>) 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 jointventure 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, making Gen2 the first global product.
- 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 millionsquare-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 and will be home to the highest outdoor observation deck in the world.
- 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 highspeed 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 Introduce Gen2[®] Comfort system, which expands the Gen2 elevator product line to better serve the residential and small-scale commercial markets.
- 2005 Win \$27 million in contracts to install the most modern Otis equipment available in Granite Tower and T1 Tower in Paris' La Défense business district.
- 2005 Announce contracts valued at more than \$22 million to install 277 elevators, escalators and Trav-O-Lator[®] moving walkways in six new shopping malls located in Austria and several Eastern European countries.

- 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 in 2008.
- 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-ofa-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.
- 2006 Announce record order in Kuwait to supply and install 90 escalators and 48 Gen2[®] elevators for a 1.6 million-squarefoot mall project in Al-Ardiya.
- 2006 Win contract to install 70 Gen2[®] elevators and eight escalators in a major residential development on Dubai's landmark Palm Jumeirah Island.
- 2006 Announce record contract in Denmark to supply 62 Gen2[®] elevators for a new apartment complex in Copenhagen's Orestad district.
- 2006 Win record contracts in India to supply and install 174 elevators and escalators for a new super mall in Mumbai and a major IT complex in Pune.
- 2007 Win contract to supply and install 111 elevators and escalators for the renovation of the Beijing South Railway Station.
- 2007 Awarded nearly \$4 million contract to supply and install elevators at The St. Francis Shangri-La Place, expected to be the Philippine's tallest residential towers.

- 2007 Win contract to install nearly 70 elevators in New Songdo City, the largest private development project in the world located along Incheon's waterfront 40 miles southwest of Seoul, Korea.
- 2007 Announce \$5 million contract to supply and install Gen2[®] elevators for Citi Field, the new world-class home of the New York Mets, scheduled to open in 2009.
- 2007 Win an \$11 million order for Aqua, the latest high-rise tower under construction as part of Chicago's premier Lakeshore East community.
- 2007 Announce contract to supply 113 elevators, escalators and moving walkways for Bahrain City Centre, the kingdom's first leisure and shopping destination and its largest mall.
- 2007 Open the world's first "green" elevator factory located in China's Tianjin Economic-Technological Development Area. Using advanced building materials and methods, the site is expected to reduce energy usage by at least 25 percent compared to conventional structures.
- 2007 Win contracts for a total of 142 elevators, escalators and moving walkways for three large commercial projects in Russia: Moscow's Auchan hypermarket, and the Metropolis office and shopping mall complex, and the Sony Trade Centre in Yekaterinburg.
- 2007 Announce contract to supply and install 17 elevators and escalators at 400 George Street, an office building in Brisbane's central business district in Queensland, Australia.
- 2007 Win order to supply and install 106 energy-efficient elevators at Prince Town and Sunshine Mansion, two luxury residential developments in China's Liaoning Province.
- 2007 Announce contract to install the first Compass[™] destination entry system in the United Arab Emirates and provide 53 elevators and six escalators in two office and residential towers in Abu Dhabi.

- 2007 Win a \$26 million contract to provide elevators and escalators at The Bow, a 59-story office building in Calgary, Alberta, Canada.
- 2007 Announce record contract to supply and install 580 Gen2[®] Comfort elevator systems at Tres Molinos, a luxury resort in the Murcia region of southeast Spain.

FACT SHEET

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