



**Otis**

A United Technologies Company

Otis Elevator Company

Partnering with

The Metropolitan  
Government of Nashville and  
Davidson County  
&

National Intergovernmental  
Purchasing Alliance Company



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Short Fact Sheet

Otis Elevator Company  
Nashville Branch  
901 Charlotte Avenue  
Nashville, Tennessee 37203  
(615) 498-5977 Fax (615) 256-0461  
For Service 1-800-233-6847  
brent.eubanks@otis.com



Brent Eubanks  
Senior Account Manager-Southern Region

January 19, 2011

Reference: **Preventative Maintenance RFP 10-123**

Thank you for your interest in partnering with Otis for The Metropolitan Nashville & Davidson County vertical transportation RFP 10-123. We sincerely appreciate this opportunity.

Otis is the largest and longest running elevator company in the world. We have major projects such as the Luxor Hotel in Las Vegas, the Eiffel Tower in Paris France, and the brand new Burj Khalifa in Dubai (the tallest building in the world). Based in Farmington, Connecticut, and a part of the United Technologies Corporation, Otis has been around for over 150 years as our founder, Elisha Otis, invented the first safe elevator.

Currently, our maintenance can include industry leading technological advances such as the Remote Elevator Monitoring system, our eService website giving you transparency with Otis as you can see reports on your individual elevator units, and Event Driven Emails with every visit by a mechanic to your building. Our Otis Maintenance Management System continues to lead the industry in assuring that your elevator equipment is properly maintained at the proper time.

Please feel free to contact me with any questions and thank you for your valuable time.

Respectfully:

A handwritten signature in blue ink, appearing to read "J. Brent Eubanks", is written over a light blue rectangular background.

J. Brent Eubanks  
Otis Elevator Company-Southern Region



**IPA Nashville**

**RFP 10-123**

**January 20, 2011**

# Introductions

Tom DiZio - National Account Manager

John Jellerichs – Nashville General Manager

Brent Eubanks – Nashville Account Manager

# UTC Overview

## Building Systems



UTC Fire &  
Security



UTC Power



Carrier



Otis

## Aerospace



UTC Research Center



Pratt Whitney



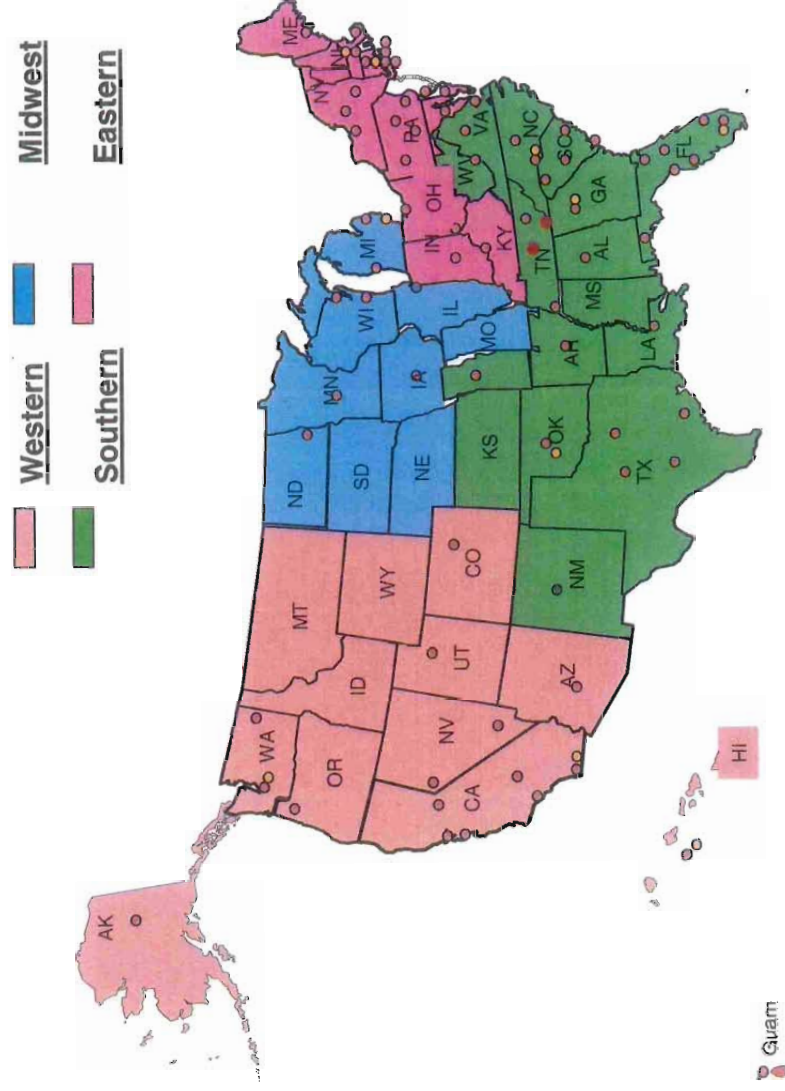
Hamilton Sundstrand



Sikorsky

**\$56 billion**

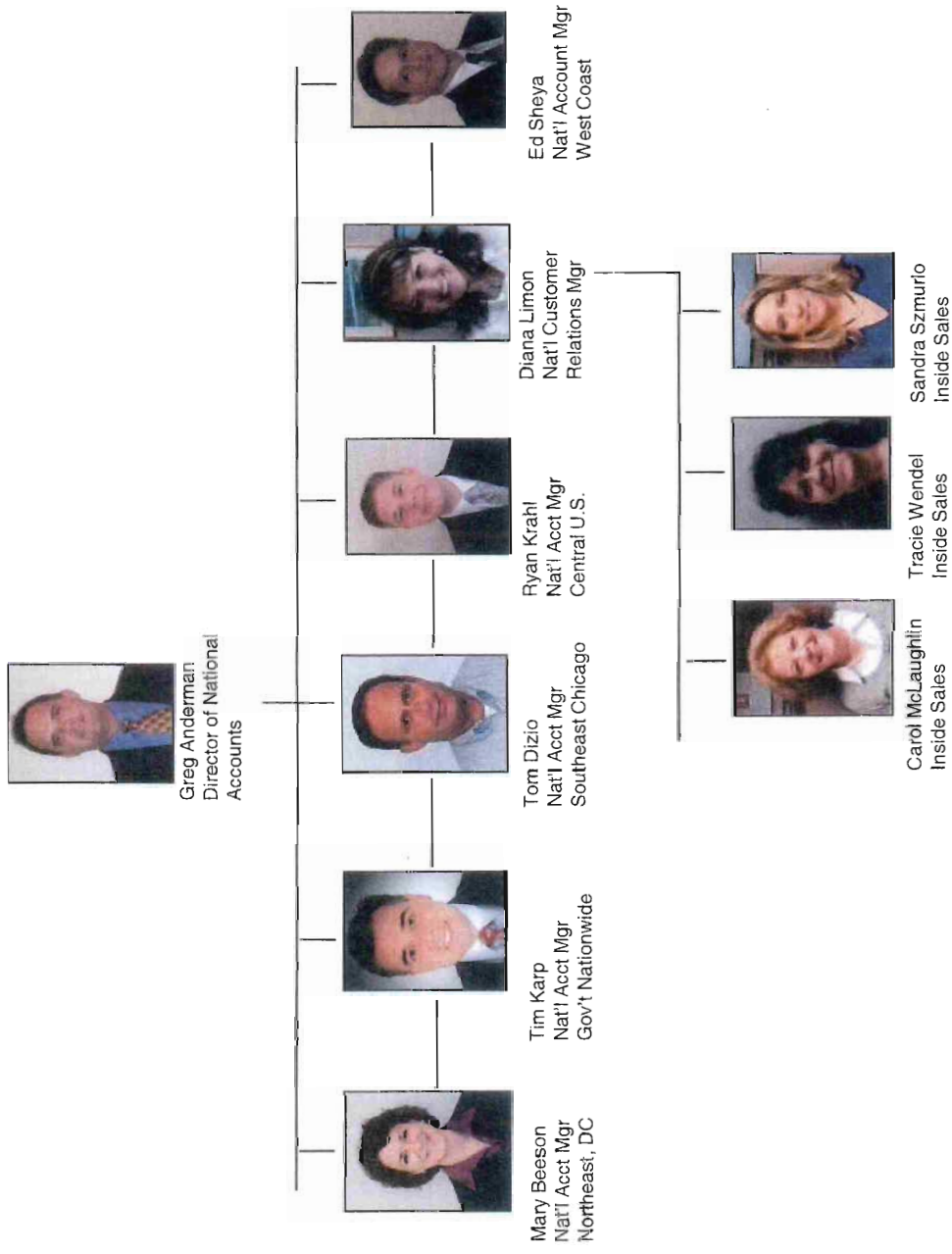
# Otis Regions



100% Coverage  
123 Branch Offices



# Organizational Chart National Accounts





# Nashville Org Chart

Regional Vice  
President  
Chris Doot

Regional General Manager Jeff Duggan	Regional Safety Manager Terry Stepp	Regional Field Ops Manager Jim Tyson	Regional Field Ops Manager Wayne Markham	Regional Modernization Manager Mike Hopper	Regional Sales Manager Chris Vanairsdale	Regional Mod Ops Manager Bill Korn	Regional Field Engineer Brandon Jackson
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General Manager  
John Jellerichs



Account Manager  
Brent Eubanks



Modernization  
Superintendent  
Wes Watlington



Administrative Assistant  
Kim Barnes



Maintenance Supervisor  
Jason Gregory



Nashville Mechanic Team

## Why Otis?

- World-Class service, products and support
- Technology
- Geography, presence and size
- Quality
- Training
- Safety – best in the industry

# Otis Global Scale - 2009

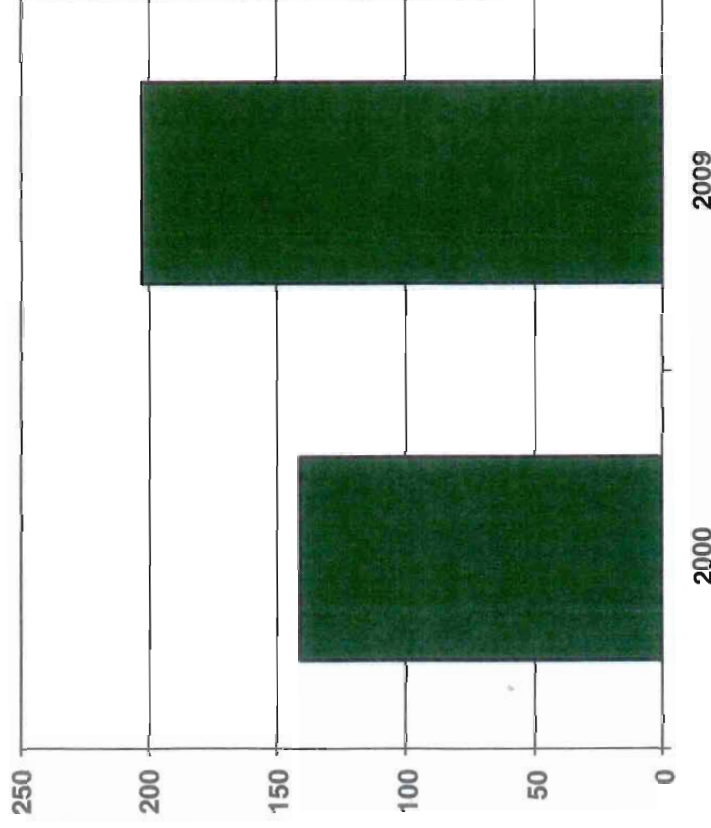
## Revenues



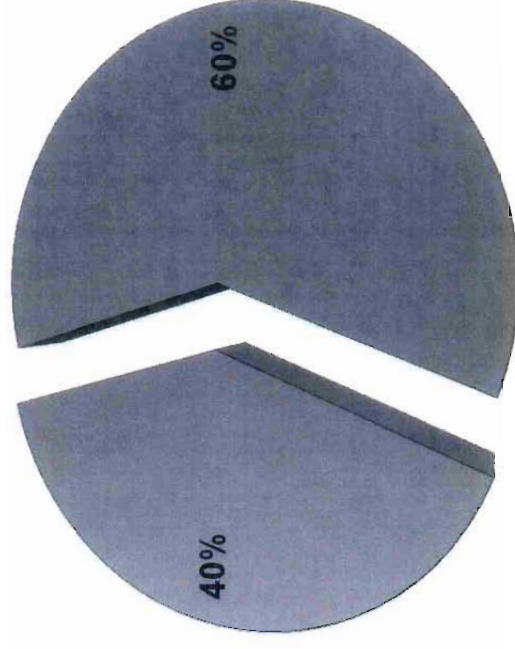
# Maintenance Portfolio

Maintenance portfolio  
Units (000's)

Equipment OEM  
% of portfolio



**120 branches**  
**4,000 service mechanics**



## Non-Otis Portfolio

Thyssen	Dover
Schindler	Westinghouse
Kone	Montgomery
MCE	

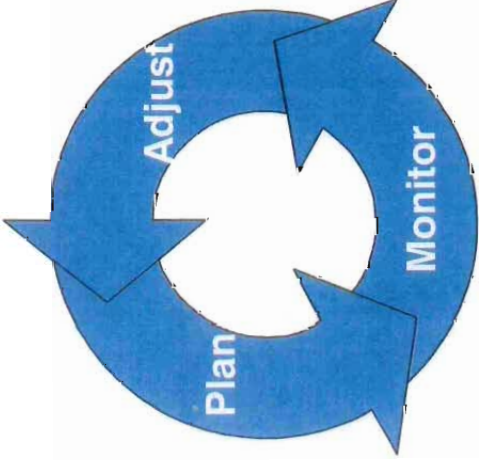
# Otis Value

- Otis Maintenance Management System **OMMS®**
- OtisLine 24 Hr Customer Care Center
- Remote Elevator Monitoring (REM)
- OtisROLE
- Parts support
- e\*Service
- Event Driven Emails



OMMS®

- Otis
- Maintenance
- Management
- System



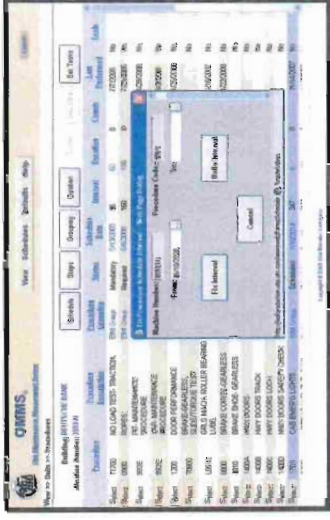
*Tailored to elevator configuration.*

*Consistent quality building by building,  
mechanic by mechanic*

## Maintenance Planning & Tracking System

### Three Primary Components

1. Standard Work Processes
2. Dynamic Scheduling System
3. Closed Loop Documentation



# OtisLine®

1.7 Million

- Annual number of incoming telephone calls for inquires, messages and service

10 Seconds

- Average wait time before speaking to a Customer service representative

English:

(800) 233-OTIS

French:

(800) 238-OTIS

Spanish

(800) 872-OTIS

Centralized dispatching from a single 800 number

"Closed loop" trouble call dispatching and tracking

Information becomes part of central database





# Technical Education Center

## Training Simulators

- Dover T- III / TIV
- Dover DMC
- Swift 5000
- Swift Futura
- Westinghouse EPOCH1
- Westinghouse MPH 2
- Montgomery Miprom 21
- Otis LRVF
- Otis E411M-MS / M-VF
- Thyssen TAC 20



# Training, Safety, Knowledge

All technicians have completed union requirements to progress from Helper to Mechanic, and receive continuous training:

On-the-job	Computer-based
Classroom	Interactive peer/supervisor
Field Education Articles	Technical Information Publications

All Otis field employees are required to complete mandatory safety training:

Weekly safety jobsite talks	First Aid/CPR
Monthly safety training	Fatality Prevention Audits
Safety Stand-down day	Unannounced audits and inspections

Otis technicians understand specific property requirements

Policies	Culture
Procedures	Priorities and Needs

Competitor equipment being serviced by Otis technicians:

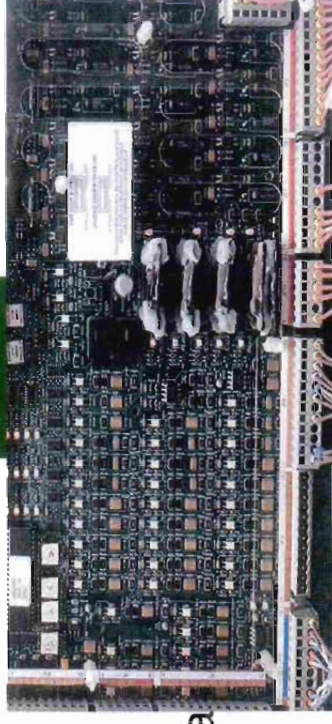
Schindler	Dover
Reliable	Montgomery-Kone
Westinghouse	ThyssenKrupp/U.S. Elevator

# Otis Remote Elevator Monitoring

Otis' **Remote Elevator Monitoring** compatible  
With Otis & Non-Otis Systems **REM<sup>®</sup>**

- 24/7 Connection to Otis Line
- Detecting trapped passengers
- Collecting elevator performance data
- Performing diagnostics
- Providing customer reports
- Establishing a voice link from the elevator car to OtisLine or a rescue service

250 - 400 diagnostic points  
remotely monitored 24/7





# Remote On-Line Expert

## ● ROLE®

- The ROLE system has the specific skills of each expert within a database.

4 REM Experts

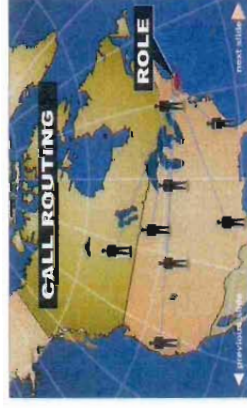
8 ROLE Engineers

10 National Field Engineers

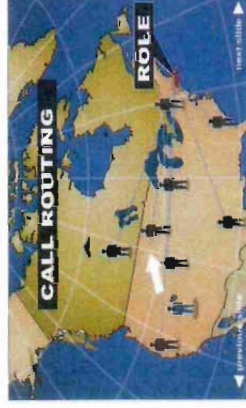
10 Competitor Field Engineers

25 Regional Field Engineers

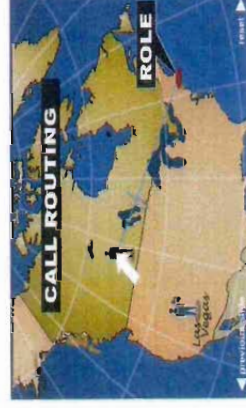
30 Service Parts Engineers



An Otis mechanic uses their Web phone to contact ROLE.



They are guided through a series of questions to determine the appropriate expert.



The mechanic is connected directly to the ROLE expert who can best assist with the problem at hand.

# Parts Support

## ○ Otis and Non-Otis

- ▶ Otis Service Center (OSC) located in Bloomfield, CT
- ▶ Dedicated non-Otis Parts Support
  - Support Specialists
  - Recommendations for Part Upgrades
  - Microprocessor board repair and diagnostics
  - Major components always stocked for quick repair
  - Fills orders for overnight delivery for 30,000 part #'s, equals 95% of orders
- ▶ More than 37,000 lined-up parts in system - 15,000 for Non-Otis Equipment



# e\*Service

**OTIS**



Otis Elevator Company  
U.S. / English

Hello, John Smith

Account Manager: Linda Williams  
(1-855-555-5200)

Log Out

Define Preferences

Automated Email Reports

Download Service Data

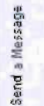
Add Contracts



Performance Dashboard



Place a Service Call



Send a Message



View Open Service Calls & Messages

Reports  
Select Report

View Mode

Building

Contract

All Contracts

Building

All Buildings

Unit

All Units

1 Contract  
29 Buildings  
89 Units

Performance Dashboard

10/01/2007 - 09/30/2008 Modify Date Range

Report Definition  
Print Report

Click here for more details

## Performance

## Service Calls

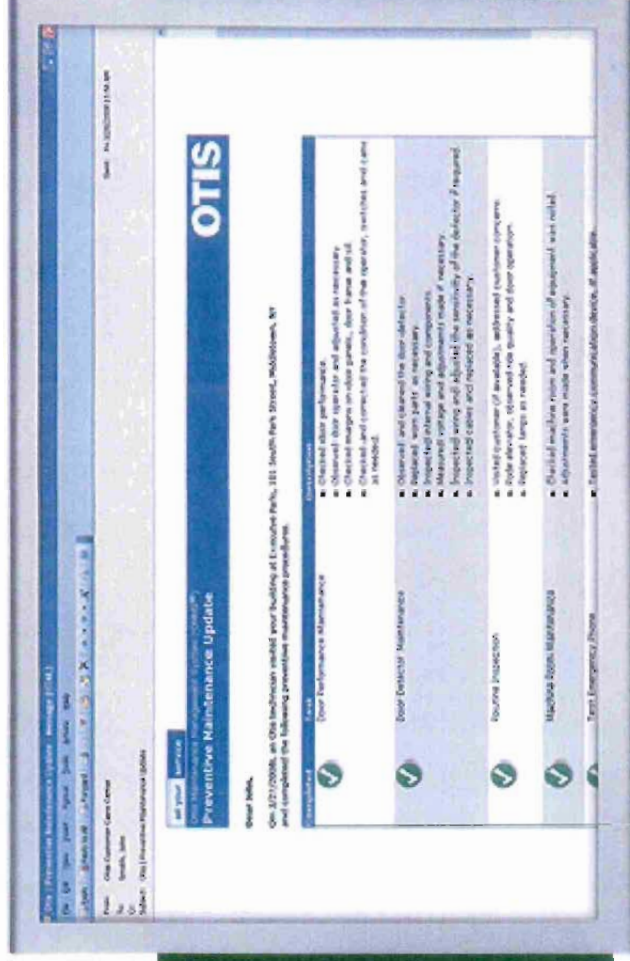
## REM\*

## What's REM Monitoring?

Building	Number of Units	Availability	Customer-Initiated Calls	REM-Initiated Calls	Total	REM Units Installed	Annualized Runs (000s)	Annualized Door Ops (000s)
EPH108731	1	22.2	1	1	2	1	160.0	525.0
EPH108781	1	22.8	1	0	1	0	0.0	0.0
EPH108796	2	100.0	2	0	2	0	0.0	0.0
EPH108802	2	100.0	1	1	2	2	402.0	1265.0
EPH108805	2	100.0	1	0	1	0	0.0	0.0
EPH108806	1	25.8	1	0	1	1	96.0	320.0



# Event Driven Email



Email sent when OMMS tasks are completed and closed.

Sent morning after work is closed by mechanic.



# Safety Performance Metrics

## NATIONAL ELEVATOR INDUSTRY STATISTIC 2008

Lost Day Severity Rate (LDSR)

250

200

150

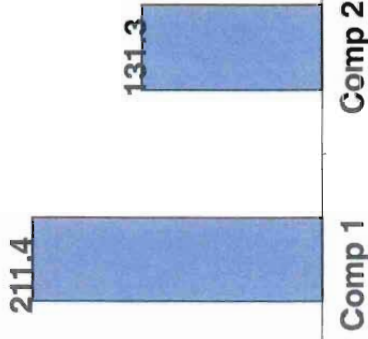
100

50

0

OTIS

all  
safe



Formula:  $\frac{\# \text{ Lost Time Days} \times 200,000}{\text{Hours worked}}$

Total Recordable Incidence Rate (TRIR)

10.00

8.00

6.00

4.00

2.00

0.00

Lost Time Incidence Rate (LTIR)

6.00

5.00

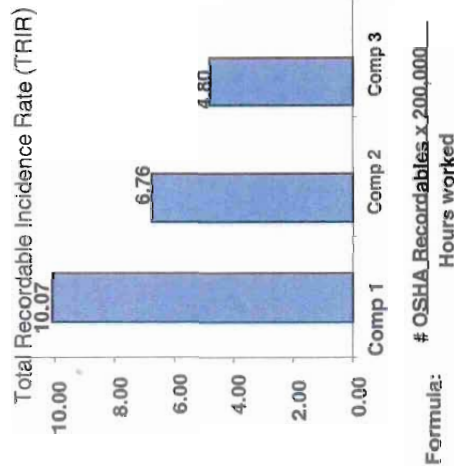
4.00

3.00

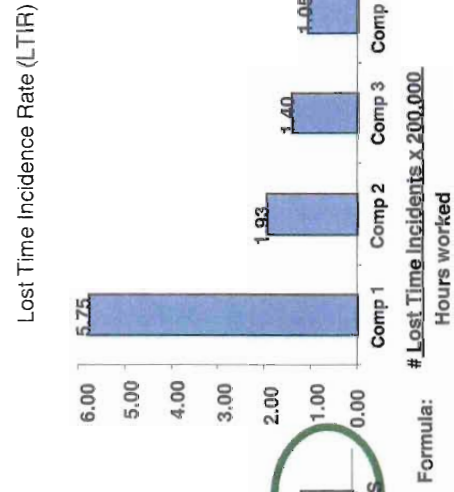
2.00

1.00

0.00



Formula:  $\frac{\# \text{ OSHA Recordables} \times 200,000}{\text{Hours worked}}$



Formula:  $\frac{\# \text{ Lost Time Incidents} \times 200,000}{\text{Hours worked}}$

# Transition Plan

**Prior to the commencement date of a contract Otis follows a Standard Process for starting a new service contract with preliminary administrative duties and field operation tasks:**

- Assign building ID to each site ( For immediate identification)
- Assign Machine number to each non-Otis unit and link to state# and apply stickers to units.
- Give list of contacts and phone numbers
- Load equipment into Elevator Information Maintenance database system

**Field Operations starting commencement day of contract:**

**Survey job for potential hazards and immediate repairs**

- 1) **Supervisor Survey:**
  - Load tests (Next due dates/Completed)
  - Safety Stickers (OTIS required)
  - Reprogram Elevator phones (Reprogram to call OTISLINE) 800-toll free
  - Door Data (Speed,Torque,Time)Per ElevatorCode
- 2) **Mechanic Survey:**
  - Identify Parts needed (Not in local warehouse)
  - Order parts cabinets
  - Technical articles
  - Acquire keys and place lock boxes
  - Verify as-built wiring diagrams
  - Survey and load data into Otis Maintenance Management System for proper assignment of tasks to be scheduled
- 3) **Competitor group and field engineer:**
  - Technical training
  - Copy software for back up
  - Give technical assistance and articles

# Questions / Discussion

## General

1. Does your pricing cover the PM schedules exactly as specified in the RFP? Yes, our pricing as proposed covers the exact specifications as set forth in the RFP. Those requirements are on pages 18-22 of the RFP. Please provide a schedule of services to be performed and the frequency that they will be performed for a:
  - a. Traction elevator (Burch Building)
  - b. Hydraulic elevator (Metro Office Building)
  - c. Chair Lift (Historic Courthouse)
  - d. Platform Lift (Burch Building)

For each of these examples there are two options. First, our base bid included the requirements as set forth on pages 18-22 of the RFP. We will adhere strictly to these requirements. Secondly, the alternate for OMMS varies depending on several factors. These factors include the type of building, usage, type of elevator, brand, control system, features, etc.
2. Does your company have all the tools and equipment necessary to service every make of elevator in our system as identified in the RFP? This includes computerized / electronic programming equipment and any other parts, programs, tools or equipment necessary to ensure the proper maintenance and operation of the elevators. Otis stocks locally the most commonly used components and lubricants. Otis will also comply with the stocking requirements in the RFP. Any parts not stocked locally are available through our Otis Service Center. Should parts be able to be acquired on the open market, Otis would then procure those tools.
  - a. If not, how do you propose to provide the service as required by the RFP? Any parts that are not stocked will be dealt with on a case-by-case basis.
  - b. Who shall be responsible for the cost of any additional equipment, tools etc. necessary to perform the proper maintenance and repairs of the elevators? The contractual terms and responsibilities would be dealt with on a case-by-case basis.
3. Does your company stock parts for every make of equipment to be serviced as listed in the RFP?
  - a. If not, what is your plan for providing parts not stocked? Otis stocks locally the most commonly used components and lubricants. Otis will also comply with the stocking requirements in the RFP. Any parts not stocked locally are available through our Otis Service Center. Should parts be able to be acquired on the open market, Otis would then procure those tools.
4. Do you have back-up staffing to cover your technicians if they are out for any period of time? Yes we do. Our current maintenance and repair staff would augment their current routes for the coverage time.



5. As stated in the RFP, page 6, there is no volume of work guaranteed. Will your pricing remain the same regardless of the amount of equipment to be serviced? Yes, the pricing will remain the same.
  - a. How would your pricing be affected if the MNPS decided not to use this contract? The pricing would remain the same on a unit by unit price.
  - b. If the Library decided not to? The pricing would remain the same on a unit by unit price.

## Business Plan

1. What is the price for the Remote monitoring? Remote Elevator Monitoring (REM) is provided at no further cost to Metro. REM does require the use of the existing code required phone line. The phone line we require is a non-PDX phone line. REM "piggybacks" off of this line and communicates the data to our REM center for diagnostic use.
2. How is REM information communicated to your engineers? Does this require us to install data lines or telephone lines? REM takes between 250 and 400 data points off of each elevator's run. This information is transmitted via the existing code required phone line in each elevator. Per State of Tennessee Law, each elevator is required to have a properly-operating, dedicated phone line. REM uses this line, when a call is not currently being placed, to transmit the data taken from the individual elevator's runs.
3. Is OMMS an additional cost? If so, what is the cost of OMMS? No, OMMS is our system for providing maintenance. OMMS stands for Otis Maintenance Management System. OMMS would be used in the place of the visit requirements in the RFP. The OMMS option is the voluntary alternate that was included.
4. Describe how you will split Davidson County and Metro Nashville and the mechanics that will service each region. Reference page 16. We will utilize additional labor and our current maintenance mechanic base to divide up the units by geography. We use Geo Codes to determine the most safe and efficient manner to divide the routes.
5. Describe how spare parts and inventory are stored on a national and local basis. Otis has spare parts locally at our 901 Charlotte Avenue location and in each mechanic's vehicle. Otis also has the industry's largest parts warehouse, the Otis Service Center, in Farmington, CT. This facility can send out most parts overnight, for less common parts that may not be stocked locally.
6. Identify potential risks associated with the execution of this contract and how your firm proposes mitigating those risks. Otis foresees only the risk of terms and conditions. Those would be handled between our legal team and Metro. Any decisions that would need to be made by Otis would involve the Local General Manager, Regional General Manager, and our lawyers.

## Qualifications and Experience

1. Describe the beginnings of your government experience 150 years ago. Otis was founded over 150 years ago. Otis' government experience has varied through the years. Otis handles a variety

of government work from modernizations, parts, & service for local, state, and federal governing bodies. We are sister companies with Sikorsky, Pratt Whitney, and Sundstrand who sell directly to the federal government.

2. Maintenance supervision is critical. Describe how the challenges of the maintenance supervisor's residence location will be overcome in order to ensure adequate supervision of the technicians. Jason Gregory, Maintenance Supervisor, resides in Davidson County. His location provides him adequate access to both interstate and primary roads for quick response to issues. He is also equipped with a company Blackberry Smartphone so that he can be reached 24/7. Otis's supervisors are provided tools that allow for technicians and jobsites to be tracked via GPS to provide efficiency and accountability.
3. Detail the number (both current and to be hired) of mechanics proposed to service the contract and how the organization chart provided is affected. How many technicians will you have dedicated to servicing our elevators? For the bid to the RFP specifications, Otis would add seven (7) additional mechanics to handle the unit count and requirements in the RFP. For the OMMS option, Otis would add additional manpower to our staff. The number of mechanics is directly related to the frequency structure that is outlined in our proposal. The organizational chart would be unaffected, in reference to any vertical adjustments.

### Capacity and Ability

1. Provide details on how manpower can be adjusted. For the bid to the RFP specifications, Otis would add seven (7) additional mechanics to handle the unit count and requirements in the RFP.
2. Describe how the technicians proposed will satisfy the requirements of the RFP. What is the service area for the technicians? The technicians will be briefed on the contract specific requirements and will be instructed as to the expectations from Metro and Otis. The technicians each have an assigned route. Those routes vary in size and unit count. Technicians currently maintain Metro Nashville and surrounding suburbs.
3. Do all of your technicians have TAPS background checks? Our mechanics have not had the TAPS background check; however, upon execution of the contract all technicians will undergo such checks.
4. Detail why Otis will not be responsible for Automatic Elevator's controllers. Historically, the proprietary AE1010 board has been manufactured with a timer that will cause the elevator to shut down. The solution to this concern is a handheld diagnostic tool that is job specific. This tool is not made available to competitors due to Kone's acquisition of Automatic Elevator Co. Due to the proprietary nature of this product and the lack of tools available for purchase, Otis Elevator Company cannot be held responsible for the AE1010 board's electrical timing mechanisms or patterns.
5. Metro Nashville may not accept all of the exceptions proposed on pages 60 and 61; how does this alter your proposal? They would need to be discussed on a case-by-case basis.



6. In the response to the national program, several file icons were presented in the proposal, however, the actual document for the Otis Fact Sheet was not included. Please provide the document. Please see the attached documents.

7. Provide a detailed response to Exhibit A, 2.1 Corporate Commitment, 2.2 Pricing Commitment, 2.3 Sales Commitment. Present your response to section 3.3 Marketing and Sales.

As a supplier to IPA, we will establish a mutually acceptable Agreement to be used Nationally with all public agencies. We will promote the agreement with all and all dealings we become involved with where it would be applicable. We will review our existing customer data base to determine if there are any jobs we currently have that may be able to be resigned under the agreement within the first 60 days of the signing of the agreement. As the National Account Manager at Otis, Tom DiZio will accept responsibility to manage the account with the assistance of our inside sales support staff at HQ.

All pricing presented to IPA will be the lowest available for the type of equipment and geographic area of any particular site. If we determine that there is a lower existing price available, we will agree to match same.

It is our intention, if we receive the award, to work with IPA identify each area's "Otis Regional Sales Manager" and introduce them to the IPA representative for the area. Through constant dialogue between Otis RSM's, IPA representatives and myself (quarterly calls?) the goal will be to identify opportunities on each side and work together to provide proper introductions to clients and work to gain mutually beneficial business opportunities. All resulting sales will result in incentive compensation paid by Otis to the appropriate sales individual who closes a contract.

8. Discuss your response to the national program through National IPA and how national pricing is determined. Provide a completed Excel national pricing workbook.

Pricing for elevator buildings are individualized per property based on the age, type, rise, scope requested, environment and usage of the elevators. We survey a property and develop what we feel will best fulfill our obligation based on the needs of the property and budgetary constraints of our client. There is no set "standard pricing" but rather based on labor requirements and anticipated material usage. Contract labor rates and material indices are provided.

Utilizing our OMMS services and the E Service data, we constantly review the callback history, procedures performed, usage of elevators and overall performance of the equipment. We review findings on a regular basis with the client.



## 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

## SIZE AND SCOPE

### *Employment*

- Approximately 61,000, with 53,000 outside the United States

### *Revenues*

- US \$11.7 billion in 2009, of which 80 percent was generated outside the United States

### *Installed Base*

- Approximately 2.3 million Otis elevators and escalators in operation worldwide

### *Service Base*

- 1.7 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, Zambia
- 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, Bulgaria, Croatia, Czech Republic, Germany, Hungary, Ireland, Poland, Romania, Serbia, Slovakia, Slovenia

# OTIS FACT SHEET

## WELL-KNOWN INSTALLATIONS

### Asia Pacific

- ASEM Tower, Korea (elevators, escalators)
- Beijing Metro line, China (escalators)
- Burj Khalifa, United Arab Emirates (elevators, escalators)
- Hong Kong and Shanghai Bank, Hong Kong (elevators, escalators)
- Incheon Airport, Korea (elevators, escalators, moving walkways)
- 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)
- Shanghai World Financial Center, China
- Singapore MRT (elevators, escalators)
- Two International Finance Center, Hong Kong (elevators)

### Europe

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

### Americas

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

## PRODUCTS

### Elevators

- Gen2™ machine-roomless elevator for a range of applications, including small-scale commercial and residential, and low-, mid- and high-rise buildings and modernizations
- 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

### Elevator Dispatching

- Compass™ destination management system provides 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 conventional systems with non-regenerative drives

**OTIS** FACT SHEET

## UNITED TECHNOLOGIES CORP.

- \$53 billion in revenues in 2009, 206,700 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: 35% (of UTC)

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

Revenues: 21%  
Operating Profits: 11%

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

Revenues: 24%  
Operating Profits: 26%

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

Revenues: 11%  
Operating Profits: 12%

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

Revenues: 12%  
Operating Profits: 9%

- UTC Fire & Security — security and fire protection services

Revenues: 10%  
Operating Profits: 7%

- 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.

# OTIS FACT SHEET

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| 1979 | Introduce Elevonic™ 101, a completely micro-processor-based elevator control system  | 1991 | Acquire majority interest in Hankook Engineering, Seoul, Korea.   |
| 1981 | Introduce Elevonic™ 401, the first "human-engineered" control system with synthesized speech, information display and security systems.              | 1992 | Sign joint-venture agreements in China (Guangzhou and Beijing), Poland, Ukraine and Russia.   |
| 1983 | Introduce OTISLINE™, a computerized, 24-hour-a-day dispatching service for mechanics in North America.   | 1992 | Introduce and sell "fuzzy-logic" self-adaptive dispatcher modules in gearless elevator systems in Japan.  |
| 1984 | Equip the world's tallest hotel, the 73-story Westin Stamford at Raffles City, Singapore, with 79 elevators and 20 escalators.                       | 1992 | Install shuttle system at Narita Airport near Tokyo, Japan.   |
| 1984 | Form first manufacturing joint venture in China at Tianjin.  | 1992 | Open Quality Assurance Center in Bristol, Conn.   |
| 1985 | Introduce OTISLINE in France.  | 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. |
| 1985 | Install Otis shuttle people-mover system using proprietary advanced-technology Hovair™ suspension to connect Harbour Island and downtown Tampa, Fla. | 1993 | Win \$50-plus million contract, the largest new equipment award in industry history, for Petronas Twin Towers in Kuala Lumpur, Malaysia.                                  |
| 1987 | Dedicate 28-story test tower and engineering center in Bristol, Conn.  | 1994 | Otis Chairman George David elected Chief Executive Officer of United Technologies Corporation.  |
| 1988 | Introduce Remote Elevator Monitoring (REM), a diagnostic system for checking elevator performance from distant locations in North America.           | 1994 | Return to Vietnam, signing joint-venture agreements with LILAMA in Hanoi and Ho Chi Minh City's Construction and Elevator Company.  |
| 1989 | Introduce innovative linear induction motor elevator in Japan.   | 1994 | Install shuttle system for Delta Air Lines in Cincinnati, Ohio.   |
| 1989 | Introduce first machine-roomless elevator in Japan.  | 1994 | Introduce Otis 506 NCE escalator with a flexible modular design that can be assembled to individual specification.  |
| 1989 | Introduce Elevonic™ 411 and Elevonic™ 311, the most advanced elevator systems in the world, to the international market.                             | 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.     |
| 1990 | Introduce Elevonic™ 411M elevators and Elevonic™ 311M elevators for worldwide modernization market.  | 1995 | New factory in Guangzhou, China, begins production.   |
| 1990 | Sign joint-venture agreement outside Moscow in Russia.   | 1995 | Win \$29 million contract with Housing Development Board of Singapore.  |
| 1991 | Sign joint-venture agreement in St. Petersburg, Russia.  |      |   |

# OTIS FACT SHEET



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| <p>1995 Win industry-record \$77 million contract to supply escalators to the Metropolitan Rapid Transit System in Taipei, Taiwan.</p> <p>1995 Acquire Boral Building Technologies of Australia.</p> <p>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.</p> <p>1996 Win \$16.5 million contract in Shanghai, China, largest ever there, to supply 120 heavy-duty escalators for the Metro Line 2 project.</p> <p>1996 Win a \$16 million contract to supply 94 escalators and elevators to the Gateway II project in Hong Kong.</p> <p>1996 Form joint venture with Pomagalski, S.A. of France to engineer, manufacture, sell and install roped automated people-mover systems and inclined elevators.</p> <p>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.</p> <p>1997 Win a pair of contracts totaling \$20 million to supply and install 91 elevators and escalators in Las Vegas.</p> <p>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.</p> <p>1997 Win a \$12 million contract to supply and install 37 elevators and escalators for an office building/hotel project in Sydney, Australia.</p> <p>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.</p> | <p>1997 Win a \$10 million contract to supply and install 74 elevators and escalators at the Grand Gateway complex in Shanghai, China.</p> <p>1998 Form Hangzhou Xizi Otis Elevator Company in China's Zhejiang Province. This is Otis' fifth joint venture company in China.</p> <p>1998 Form Otis China Limited, a holding company to manage five joint ventures in China.</p> <p>1998 Acquire majority ownership of South African company, which becomes a wholly owned subsidiary of Otis.</p> <p>1998 Acquire minority shares of European Operations from Mannesmann Demag, a subsidiary of Germany's Mannesmann A.G.</p> <p>1998 Win \$8.1 million contract to supply and install an automated people mover system at the Minneapolis-St. Paul International Airport.</p> <p>1998 Win \$68 million contract to supply and install an advanced people mover system at new Northwest Airlines terminal in Detroit.</p> <p>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.</p> <p>1998 Win \$13 million contract to supply 24 elevators (14 are Skyway) and 25 escalators for the Raffles Square project in Shanghai, China.</p> <p>1999 Invest \$26 million to buy out minority partners and take majority ownership stake in Otis India.</p> <p>1999 Launch e-business strategy with revised Web site (<a href="http://www.otis.com">www.otis.com</a>) and new e-business products: e*Direct (on-line elevator specifying and ordering) and e*Service (on-line service customer Web site).</p> <p>2000 Introduce an OTISLINE dispatching center in China.</p> |
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# OTIS FACT SHEET

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| <p>2000 Win \$25 million automated people mover contracts for Huntsville (Alabama) Hospital and a second system at Minneapolis-St. Paul International Airport.</p> <p>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.</p> <p>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.</p> <p>2000 Invest more than \$500 million to form LG-Otis Elevator Company, a new joint-venture company with LG Electronics in Korea.</p> <p>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.</p> <p>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.</p> <p>2001 Increase, from 30 percent to 80 percent, company's interest in Hangzhou Xizi Otis Elevator Company, the joint-venture company in Hangzhou, China.</p> <p>2001 Complete modernization of the Otis elevator cars serving the upper landing of the Eiffel Tower in Paris.</p> <p>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.</p> <p>2002 Win \$10.3 million in contracts to modernize elevator systems in three high-rise office towers in Paris' prestigious La Défense business district.</p> | <p>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.</p> <p>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.</p> <p>2002 Form new joint venture, Jiangnan Express Elevator Company, with Suzhou Jiangnan Elevator (Group) Co. Ltd. in China's Jiangsu Province.</p> <p>2002 Form new joint venture, Xian Express Elevator Company, with Xian Elevator Factory in China's Xian City expanding into western China.</p> <p>2003 Win contracts totaling \$31 million to supply and install elevators, escalators and platform screen doors for subway line in Shenzhen in southern China.</p> <p>2003 Announce acquisition of Amtech Elevator Services from San Francisco-based ABM Industries.</p> <p>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.</p> <p>2003 Announce contract to install 111 elevators and escalators in Guangzhou's Grand View Mall, largest shopping mall in Asia.</p> <p>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.</p> <p>2003 Super Double-Deck elevators installed in the 54-story Mori Tower in Tokyo's Roppongi Hills complex.</p> <p>2003 Otis-LG wins \$9 million contract to supply 340 elevators for Advanced Business Park in Beijing, largest order ever received by Otis-LG.</p> |
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# OTIS FACT SHEET

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| <p>2003 Introduce the machine-roomless Gen2 elevator in North America and Japan.</p> <p>2003 Consolidate operations in China by exchanging shares in Hangzhou Xizi Otis Elevator Company for an increased and controlling interest in Otis China Limited.</p> <p>2003 Celebrate the 150<sup>th</sup> anniversary of Otis Elevator Company.</p> <p>2004 Announce \$10 million contract in Taiwan to supply and install 145 escalators and elevators for Taipei's Mass Rapid Transit (MRT) system.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> | <p>2004 Announce contract to install 64 elevators and escalators in the Shanghai World Financial Center complex, which will be built in the Pudong district.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>2004 Win contract to install 100 Gen2 elevators in Zhangjiang High-Tech Park in Shanghai, China, Otis' largest single Gen2 contract.</p> <p>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.</p> <p>2005 Introduce Gen2 Comfort system, which expands the Gen2 elevator product line to better serve the residential and small-scale commercial markets.</p> <p>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.</p> <p>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.</p> |
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| <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>2006 Win contract to supply and install 42 Gen2 elevators for 21 apartment buildings owned by the Ministry of Awkaf in Kuwait City.</p> | <p>2006 Win record order in China's Zhejiang Province to supply and install 120 elevators for the Shunfa Jiajing Tiancheng residential complex in Hangzhou.</p> <p>2006 Announce contract to supply and install 85 elevators and escalators for an extension of Madrid's underground metro.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>2006 Announce record order in Kuwait to supply and install 90 escalators and 48 Gen2 elevators for a 1.6 million-square-foot mall project in Al-Ardiya.</p> <p>2006 Win contract to install 70 Gen2 elevators and eight escalators in a major residential development on Dubai's landmark Palm Jumeirah Island.</p> <p>2006 Announce record contract in Denmark to supply 62 Gen2 elevators for a new apartment complex in Copenhagen's Orestad district.</p> <p>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.</p> <p>2007 Win contract to supply and install 111 elevators and escalators for the renovation of the Beijing South Railway Station.</p> <p>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.</p> |
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| <p>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.</p> <p>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.</p> <p>2007 Win an \$11 million order for Aqua, the latest high-rise tower under construction as part of Chicago's premier Lakeshore East community.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> | <p>2007 Win a \$26 million contract to provide elevators and escalators at The Bow, a 59-story office building in Calgary, Alberta, Canada.</p> <p>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.</p> <p>2008 Win a \$74 million contract with ECE Europa Bau- &amp; Projektmanagement GmbH to supply and install elevators, escalators and moving walkways for 19 shopping centers throughout Europe.</p> <p>2008 Win more than \$60 million in contracts for Central Market in Abu Dhabi City.</p> <p>2008 Announce contract to provide 264 energy-efficient escalators at Hangzhou Metro Line 1 in China.</p> <p>2008 Announce contract to provide a mix of Elevonic 411 gearless, geared and Gen2 elevator systems for the Trump International Hotel &amp; Tower in Toronto.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>2009 Announce contracts to supply and install 1,300 elevators in public housing estates for the Singapore Housing and Development Board (HDB).</p> |
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# OTIS FACT SHEET

- 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.

**OTIS** FACT SHEET

From the Eiffel Tower to Chicago's Hancock Center, from the Petronas Towers in Kuala Lumpur to suburban office parks and health-care facilities throughout North America, Otis has collaborated with the world's most renowned architects and developers.

With sales over \$11 billion and a network of offices covering more than 200 countries and territories, Otis is the world's leading manufacturer of elevators, escalators and other people-moving equipment. We provide customers with solutions — from environmentally safe hydraulic cylinder protection and a break-through elevator door system, to revolutionary high-rise and horizontal transportation systems. Our expertise in engineering, electronics and information technology results in the highest quality equipment on the market.

While global in scale, Otis performs with the spirit of a local service company. With nearly 130 branch offices, serving more than 350 North American towns and cities, Otis people are committed to safety and reliability. We've instituted the industry's most rigorous quality testing and have raised safety standards to an unprecedented level. We've created state-of-the-art maintenance processes that feature 24-hour on-site monitoring, diagnostics and automatic dispatching. What's more, Otis maintenance is designed to meet our highest performance standards for the life of the equipment.



Otis Test Tower and Quality Assurance Center, Bristol, Conn.

## Overview

### Who We Are

- World's largest company in the manufacture and service of elevators, escalators, moving walks and other horizontal transportation systems
- Wholly-owned subsidiary of United Technologies Corporation

### Size and Scope

#### Employment

- Approximately 11,000 in North and South America; approximately 61,000 worldwide
- Two-thirds of employees are field installers and mechanics averaging 15 years of experience at Otis

#### Revenues

- \$11.7 billion worldwide in 2009

#### Installed Base

- More than 2.3 million Otis elevators and escalators in operation throughout the world

#### Service Base

- Approximately 1.7 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

- Engineering headquarters in Farmington, Conn. and facilities in Japan, France, Germany, China, Korea, Spain, Austria, Brazil, India and Czech Republic
- Strategic Integration Teams (SITs) in Bloomington, Ind.; Cernusco, Italy; Bologna, Italy; and Tianjin, China
- 29-story test tower and engineering center located in Bristol, Conn.
- Quality Assurance Center (adjacent to Bristol test tower) to test components and subassemblies
- 45-story test tower located in Shibayama, Japan

## Well-Known North American Installations

- 7 World Trade Center, New York (elevators, Compass® system)
- CN Tower, Toronto (glass-enclosed observation elevators)
- The Space Needle, Seattle (elevators)
- John Hancock Center, Chicago (elevators)
- Luxor Hotel, Las Vegas (inclined elevators in a pyramid-shaped hotel)

## United Technologies Corporation

- \$53 billion in revenues in 2009
- 206,700 employees
- Major operating units:
  - Otis Elevator Co. — elevators, escalators and people movers
  - Pratt & Whitney — gas turbine engines
  - Carrier — air conditioning, heating and ventilating equipment
  - Sikorsky — helicopters
  - Hamilton-Sundstrand — advanced aerospace and industrial products
  - UTC Fire & Security — security and fire protection services
  - UTC Power — fuel cell systems



## FACT SHEET

### Milestones

- 1853 Elisha Graves Otis founds the company in Yonkers, New York, after he invents a safety mechanism for a lifting platform
- 1888 Win contract to install elevators in Eiffel Tower
- 1925 Install first control system with a "memory" at St. Luke's Hospital, in Chicago, permitting automatic operation without an operator
- 1967 Install 255 elevators and 71 escalators in the World Trade Center in New York City
- 1983 Introduce OTISLINE®, a computerized, 24-hour-a-day dispatching service for mechanics in North America
- 1987 Dedicate 29-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
- 1992 Open Quality Assurance Center in Bristol, Conn.
- 1993 Win \$50-plus million contract, the largest new equipment award ever in industry history, for Petronas Towers in Kuala Lumpur, Malaysia
- 1998 Otis introduces the SKYWAY™ system: The world's fastest AC gearless elevator system, featuring the largest load capacity and the world's first flexible double-deck elevator
- 2000 Announce European 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. U.S. release 2003
- 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
- 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
- 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
- 2009 Launch Gen2® L-Series in North America. System brings traction benefits and Gen2® belt technology to low rise buildings

### Products

#### Elevators

- Gen2® machine-roomless elevator
- Gearless elevators for high-rise buildings, geared elevators for mid-rise buildings (up to 20 stories), and hydraulic elevators for office buildings, apartments and other low-rise structures
- Double deck elevators
- Heavy duty freight and service elevators
- ReGen® regenerative drives
- Compass® destination management system

#### Modernization

- Extensive product line to improve performance, aesthetics and reliability of elevator systems through the refurbishment of elevator cabs and the installation of modern control systems

#### Escalators and Moving Walks

- Escalators for facilities of all kinds and TRAV-O-LATOR® moving walks for train stations, airport terminals and shopping centers

#### 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 to continuously monitor the performance of elevators enabling faster detection and precise diagnosis to ensure optimal performance
- Otis Elite™ Service provides incredibly fast response time, real-time status updates, and the ability to modify elevator functions with a simple phone call

### Research and Development

- Maintain world leadership by investing heavily in advanced elevator, electronic and computer technology
- Engineering centers in several countries connected electronically, making possible the instant and efficient exchange of technology worldwide



TD Bank, Winnipeg, Manitoba



Northern Trust Bank, Chicago

Otis on the Internet: [www.otis.com](http://www.otis.com)  
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