



Otis Americas
C/O Otis Service Center
212 W. Newberry Road
Bloomfield, CT 06002
USA

December 6, 2017

Dear Valued Supplier:

Otis Elevator Company, a division of United Technologies Corporation (UTC), is committed to a robust Code of Ethics which guides our performance and is integrated into everything we do. Since we rely heavily on our many suppliers in our production of superior products, we need suppliers who meet high standards for business practices, environmental responsibility and operational excellence. We would like to take this opportunity to share with you the following letter from our parent company, UTC, as well as further acquaint you with key aspects of our ethics program, our expectations for suppliers' conduct, and Otis Purchase Order Terms and Conditions.

Gifts Policy

Otis employees who have direct purchasing responsibility (including those supporting the purchasing function, such as vendor quality control, source selection or development engineers) may accept meals and refreshments served during business meetings held at the facilities of subcontractors, vendors or suppliers, but may not accept any other business gift (including gratuities, off-site meals, and entertainment) of any value from a subcontractor, vendor, or supplier with whom they have a business relationship. This applies equally to a prospective subcontractor, vendor or supplier. We take our policy very seriously and enforce it vigorously. To avoid embarrassment or more severe consequences, please communicate this policy to all in your company who have contact with Otis employees. Our policy is predicated on maintaining impartiality and mutual respect. We wish to avoid even the appearance that Otis' business decisions are based on anything other than merits of our business relationship.

Supplier Code of Conduct

Our Standard Terms and Conditions require each of our suppliers to adopt a code of conduct suitable to its business:

Supplier shall adopt and comply with a policy statement or code of conduct regarding business ethics ("Code"). This Code will be suitable for Supplier's business and as a minimum will require compliance with all applicable laws and regulations. The Code shall assure a safe and healthy work environment, prohibit the use of child or forced labor, provide for the protection of the environment and minimization of waste, emissions, energy consumption and the use of materials of concern and prohibit engagement in corrupt practices (e.g. facilitating, offering or paying any bribe). This provision creates no additional duties for Buyer with respect to Supplier and confers no rights on third-parties.

We expect that you already have or will adopt a suitable Code of Conduct by the end of 2017. To access the UTC Supplier Code of Conduct, please visit our website at <http://www.utc.com/Suppliers/Pages/Default.aspx>. Additionally, Otis and our parent company, UTC, are offering suppliers access to online ethics training. If you are interested in using this resource or have questions for us, please contact us at SupplierCOC@utc.com.

Reporting Ethical Violations

In addition to normal management reporting channels, Otis has a team of local Ethics & Compliance Officers located in local regional offices and led by a Regional Ethics & Compliance Officer, Torsha Hicks, who is based at our West Palm Beach Florida Headquarters. Their role is to remain independent of operating management and to investigate and act on allegations brought to their attention. Torsha may be reached at 561-618-4658 or at Torsha.Hicks@otis.com. Additionally, UTC has established an Ombudsman's office that suppliers can use if they encounter business-related concerns. Information about this resource is available at: <http://www.utc.com/How-We-Work/Ethics-And-Compliance/Pages/Ombudsman-Program.aspx>.

Purchase Order Terms and Conditions

Otis Standard Terms and Conditions of Purchase, Short Form, dated June 16, 2017.

Otis Elevator Company maintains its standard purchase order terms and conditions (T's & C's) on our website, which can be accessed at the "Information for Suppliers" link located at <http://www.otis.com/site/us/Pages/InformationforSuppliers.aspx>. As with many organizations today, we are making the T's & C's available to each of our suppliers online. This is an environmentally-sensitive and economical way to distribute this document. These T's & C's cover the entire Otis family of elevator companies, including but not limited to Amtech Elevator Service, Coastal Elevator Service Corp., Delta Beckwith Elevator Company, Northwest Elevator Company, Otis Centrallex, Pacific Coast Elevator, Unitec Elevator Company, Unitec Parts Company, United Elevator, Vertical Transportation Services, and Ver Tech elevator. If you would prefer to receive a hard copy of the T's & C's, please call 1-866-384-2152 to make this request, and we will be happy to mail you a copy.

If your organization currently has a signed existing supplier contract with Otis (such as a Supplier Letter Agreement, Supplier Long Term Agreement (LTA) or Preferred Supplier Agreement (PSA)) that includes terms and conditions, the referenced T's & C's may not apply to the purchases covered by such agreements. For any purchases made through the issuance of a purchase order, without another governing supplier contract, the T's & C's will apply. We recommend that you review the T's & C's periodically as they may be updated from time to time. We have discontinued the use of pre-printed T's & C's on the back of the purchase orders; however, if you receive a purchase order containing pre-printed T's & C's, be advised that they are completely superseded by the active T's & C's located on the Otis website.

Invoice Submission and Accounts Payable

For invoice submission instructions, based on Otis business unit, please refer to the document located at the following link: <http://www.otis.com/site/us/Pages/InformationforSuppliers.aspx>.

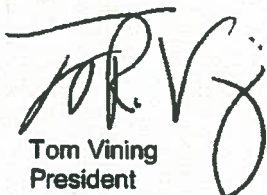
All invoices must contain the following for payment consideration:

- 1) Valid Otis/Otis Affiliate PO number
- 2) Supplier Remit to address

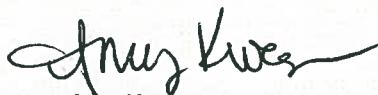
To change your payment method from check to an Electronic Funds Transfer (EFT), please refer to the documents located at the following link: <http://www.otis.com/site/us/Pages/InformationforSuppliers.aspx>.

Please accept our best wishes and our sincere appreciation to everyone in your organization who has helped us during this past year. Your continued support is truly the most valuable gift you can provide.

Sincerely,



Tom Vining
President
Otis Americas



Amy Kroeger
Senior Director of Supply Chain
Otis Americas