

Our new workplace

**A GUIDE TO PROTECTING
YOUR HEALTH**

OTIS
Made to move you™



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A message from Judy Marks

Colleagues,

I'd like to thank you for your tireless efforts throughout this pandemic. Your commitment, dedication and resiliency are a reminder that our Otis culture is strong. Even during the most challenging of times – we believe in us, we strive to be the best, and we are better together.

As we move towards the next phase of recovery and begin the process of safely returning to Otis facilities, we've developed this guide to inform you of actions we've taken to prepare sites, new processes and work styles that we'll all need to adjust to, and what we expect of you. **We all play an important role in keeping each other safe and healthy.**

Understanding that many regions of the world are at different stages in the recovery and re-entry process, there will be some variance in the actions that must be taken; these will be communicated to you directly by your local management team. Globally, we continue to be guided by internal and external subject matter experts as well as health, hygiene and safety recommendations from the World Health Organization and national and local governments.

In addition, our core values and Absolutes have remained top of mind as we have made each decision throughout this process; they are foundational to the way we work. They have compelled us to meet and exceed our commitments, serve our customers during challenging times, and they will shape how we thoughtfully approach our return to on-site work.

- **Safety**, because we always put safety first – whether it's the well-being of our colleagues on a jobsite or the factory floor, or the 2 billion people around the world we move each day.
- **Ethics**, because our reputation reflects who we are and our values.
- **Quality**, because the work we do has a real impact on people's lives.

Being in business for more than 167 years, we have experienced all types of markets and historic events – and each time we rose to respond. I'm confident we will emerge, succeed and thrive. #WeAreOtis.

Stay safe,



Judy



SAFETY

ETHICS

QUALITY

Our principles for creating a safe workplace

As we transition into the recovery phase, it's critical to set and adhere to a collection of guiding principles. Our principles are purposefully global, enabling all colleagues – no matter their role or geographic location – to confidently adjust to their new normal. Because they are grounded in our Absolutes and informed by guidance provided by global health agencies and experts, contract partners, and importantly, input from you and our own leaders, the principles authentically represent how we behave as members of the Otis family.

We will:



Put people first

We understand the dynamic demands of our colleagues inside and outside of the workplace and will take a holistic and flexible approach to addressing your personal and professional needs.



Be leaders in our communities

We apply best practices from around the world to meet – and, in many cases, exceed – safety, health and hygiene, travel and other policies and practices set by regional, national and local governing bodies.



Prioritize safety

We uphold the highest safety standards and provide the necessary supplies – PPE, sanitizer, cleaning materials – to help keep you safe.



Face a new normal together

We support your needs in this new environment and will communicate frequently and transparently. We're committed to staying connected with you as we progress through the phases of recovery. Ensuring that you are informed is paramount to our shared and enduring success.

Click on the icon to link to the website



Your resources



We recognize that the sudden transition to remote working was – and perhaps continues to be – difficult for many of us. We also understand that the idea of changing our routines again, to return to on-site work, can be equally challenging. We have several resources – including direct support from your local HR business partner – to help you navigate your return to on-site work and manage workplace changes.

While specific resources will vary region to region and country to country, in all cases we have the tools, programs and experts to support you, including, but not limited to:

- Physical and mental health and well-being
- Flexible work arrangements
- Health or payroll benefits
- Inclusivity and eliminating potential stigmas
- Virtual workforce training
- Leadership through change

Additionally, if you or a family member would like to talk to a counselor during this challenging time, you may access free, confidential assistance through the Employee Assistance Program (EAP).

If you have questions, we encourage you to talk to your supervisor, manager, HR business partner or EH&S leader. Where available, visit the [myHR portal](#) , or contact the team at otismyhr.com .

If you feel more comfortable speaking anonymously, we understand. You can send a message or talk to a person in your local language and at any time (available 24 hours/day and 7 days/week) via:

OR

Protecting your health: at a glance

As communities begin to emerge from COVID-19 lockdowns, we will see fundamental shifts in our workplaces and ways of working. These shifts are designed to protect you. Our people are at the heart of our business and we are committed to your safety. The changes you can expect are designed to keep us all safe.

How we have prepared



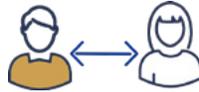
SAFE RETURN MEASURES

- Evaluate and address facility and jobsite risks including ventilation inspection
- Adjust on-site staffing to minimize the number of people present
- Implement temperature screenings at building entrances



SANITIZATION & PPE

- Establish robust cleaning protocols; disinfect sites with a confirmed exposure
- Offer face masks as required by law and hand sanitizer or soap
- Reduce the number of touch points and physical contact with common surfaces



SOCIAL DISTANCING & WORKSPACE CHANGES

- Rearrange work stations and implement one-way floor travel
- Limit in-person meetings; cap capacity for essential in-person meetings
- Eliminate on-site food service, or offer "to go" boxes only



EXPOSURE & CONFIRMED CASE REPORTING

- Track site attendance; notify colleagues of exposure as needed
- Respond to all confirmed cases, while adhering to our privacy policy

What we ask of you

While we've implemented important safety measures, we need the help of all of our colleagues to keep each other safe. Here's how you can play a role in keeping yourself, your peers and your customers safe:



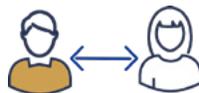
SELF-MONITOR YOUR HEALTH

- Take your temperature regularly
- If you have symptoms such as a fever, cough or difficulty breathing, stay home
- Notify your supervisor if you experience symptoms



MAINTAIN PROPER HYGIENE MEASURES

- Follow proper hygiene and hand washing techniques
- Wear a mask, face covering or other PPE in the presence of others
- Disinfect tools and supplies daily and avoid sharing with others
- Bring your own meals as possible



FOLLOW SOCIAL DISTANCING RULES

- Maintain physical distance from others
- Use virtual meeting options to communicate with customers or colleagues
- Limit time in building common areas; proceed directly to your work area



SPEAK UP

- Notify your supervisor if you experience symptoms or are diagnosed with COVID-19
- Engage your supervisor, jobsite manager or building owner if you feel unsafe
- Adhere to Otis privacy and discrimination policies



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What we are doing to reduce COVID-19 risks

We take our responsibility to provide you with a safe working environment very seriously. Before any of our offices or factory locations reopen, or before our field professionals return to a jobsite, we have taken several steps to protect your health and well-being.

Our robust, multilayered approach to prevent the spread of COVID-19 is focused on four key areas:



What we are doing to reduce COVID-19 risks



01. Safe workplace measures



STAFFING

In partnership with regional management, we have determined the most appropriate staffing model for your return on-site. The decision is based on local conditions, guidelines and policies, and is designed to minimize crowding and address social distancing needs.

The staffing model most appropriate for your location may include staggered return dates, staggered shifts, alternating remote work and on-site work, or the continuation of remote work.

We recognize that some of you may have personal situations that warrant special consideration or an alternative work arrangement. In these cases, please consult with your local HR business partner as appropriate.



TEMPERATURE SCREENING

Any formal temperature screening at your on-site workplace will be coupled with your own health self-assessment before coming to work each day. You should always remain home if you have an elevated temperature or feel unwell.

Office and Factory

- In select locations, we will require temperature screenings at building entry points. Where appropriate, facilities will adhere to strict protocol as it relates to temperature screening. You will receive clear instructions for the process at screening points.
- We will do our best to provide screening points that allow for privacy, adequate social distancing, face masks and frequent sanitization. We will also provide a discreet exit for those with elevated temperatures along with immediate sanitization after a person is identified with an elevated temperature.

Field

Third-party building and property managers may require a separate temperature screening before permitting access to a site, independent from Otis protocol. If you have concerns about a third-party's screening process, please contact your supervisor.

What we are doing to reduce COVID-19 risks



01. Safe workplace measures

 **RISK ASSESSMENTS**

- All of our offices, factories and field jobsites have been evaluated to determine and address COVID-19 risks to ensure you are returning to a safe work environment.
- We have always conducted jobsite risk assessments, and we have modified our protocol to include COVID-19 safety requirements and reinforced these updates with all supervisors.
- For field jobsites, we have worked with general contractors and building owners, as well as employee representative groups, to ensure every site is ready to resume activity in accordance with local regulations.



What we are doing to reduce COVID-19 risks



02. Sanitization and personal protective equipment (PPE)



CLEANING PROTOCOLS AND PROTECTIONS

- We have established daily cleaning protocols at each Otis facility. These protocols specify approved cleaning materials and cleaning procedures for high-touch surfaces to ensure you always have access to cleaning materials.
- We will provide hand sanitizer at building entrances and in common areas, with signage reminding you to wash or sanitize your hands regularly.
- We have and will continue to thoroughly disinfect any facilities with confirmed COVID-19 exposure.
- Where necessary, we will provide you with face masks, as well as adequate hand-cleaning and hand-sanitizing facilities and supplies.



VENTILATION

- We have checked building ventilation to ensure it provides proper air quality and circulation, and meets the requirements and recommendations of local and global health organizations.
- Where appropriate, we have increased the air filtration capabilities of our existing equipment.



TOUCHPOINT REDUCTION

We have developed practices to decrease touchpoints and reduce physical contact with these surfaces. This may include leaving interior doors open or installing touchless entry technology.



Note: Public safety codes, building codes, applicable laws and security requirements will not be compromised.

What we are doing to reduce COVID-19 risks



03. Social distancing and workspace changes



SOCIAL DISTANCING

- We will follow local government and health organization guidelines for social distancing. Your facility may control traffic flow using one-way travel floor markers and implementing “in” and “out” pathways.
- In some cases, building entry points may be restricted to make it easier to track those coming into the building and to ensure you are properly directed to any required temperature screening points.
- Where appropriate, we may rearrange desks, individual workstations and furniture to enable social distancing and discourage gathering at common areas such as coffee machines, vending machines and water coolers.
- We may provide a protective barrier for lobby security stations.
- External building visitors will be limited to those considered business essential and they will be required to follow the same screening and safety protocols. In some cases, non-Otis visitors may need to sign waivers to enter Otis buildings.



IN-PERSON MEETINGS

- We will restrict travel and large meetings to those deemed business critical and comply with local guidelines limiting the number of people at gatherings.
- We will ask that in-person internal meetings are conducted using teleconferencing technology, which will be provided. Telephone and video meetings will continue to be the preferred methods of communication.
- For business critical in-person meetings, we will limit capacity and require participants to wear face masks. Excess seating will be removed to enable adequate social distancing.

What we are doing to reduce COVID-19 risks



03. Social distancing and workspace changes



FOOD SERVICES

- In some locations, we may no longer serve food. We encourage you to bring your own meal and eat at your desk or individual workstations.
- We will eliminate custom preparation stations at most locations and offer “to-go” meal kits, disposable packaging and utensils, and touch-free payment.
- We will implement social distancing for cafeteria payment lines and provide a protective barrier for cafeteria cashiers.
- Where cafeteria seating is required, we will implement required social distancing by properly staging café seating and removing excess seating.



What we are doing to reduce COVID-19 risks



04. Exposure and confirmed case reporting



- We will implement daily attendance tracking, such as entry-point badge swipes, at some locations. This is designed to help us notify individuals in the case of inadvertent exposure in the building.
- We have established a strict policy for responding to confirmed cases. The Otis HR team and managers will continue to follow this policy, as well as the Otis privacy policy.



What we ask of you

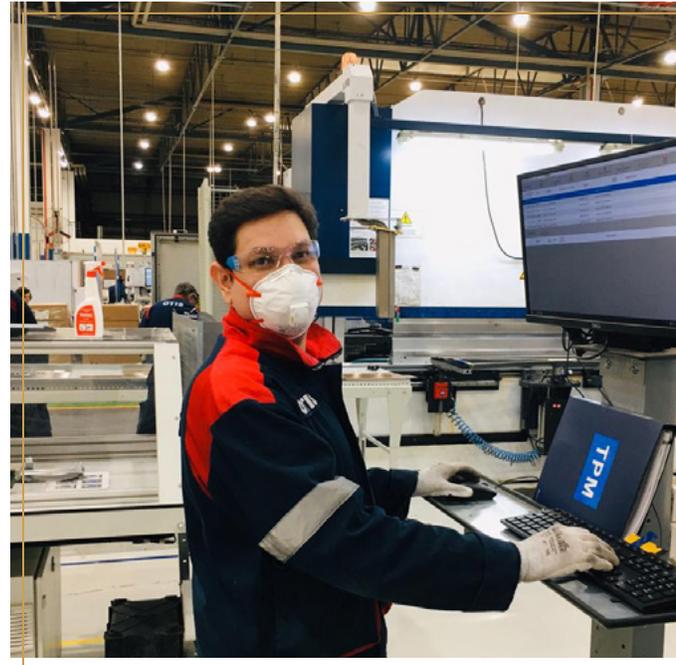
In addition to the steps we have taken as an organization to offer a safe work environment for our colleagues, each of you plays a role in keeping each other safe. We ask that you take the following steps for our collective health and safety as we return to on-site work.

1 Self-monitor your health

2 Maintain proper personal hygiene

3 Follow social distancing rules

4 Speak up



01. Self-monitor your health

- Self-monitor your temperature and symptoms before coming to work and stay home if you have an elevated temperature or generally do not feel well.
- If you exhibit any symptoms of COVID-19, follow the directions of your local health authority to seek medical attention and notify your supervisor.
- If you experience symptoms at work, please notify your supervisor immediately and return home as soon as possible.



Note: Otis will not tolerate workplace discrimination or retaliation against any colleagues for reporting a suspected or confirmed case of COVID-19.

What we ask of you

02. Maintain proper personal hygiene

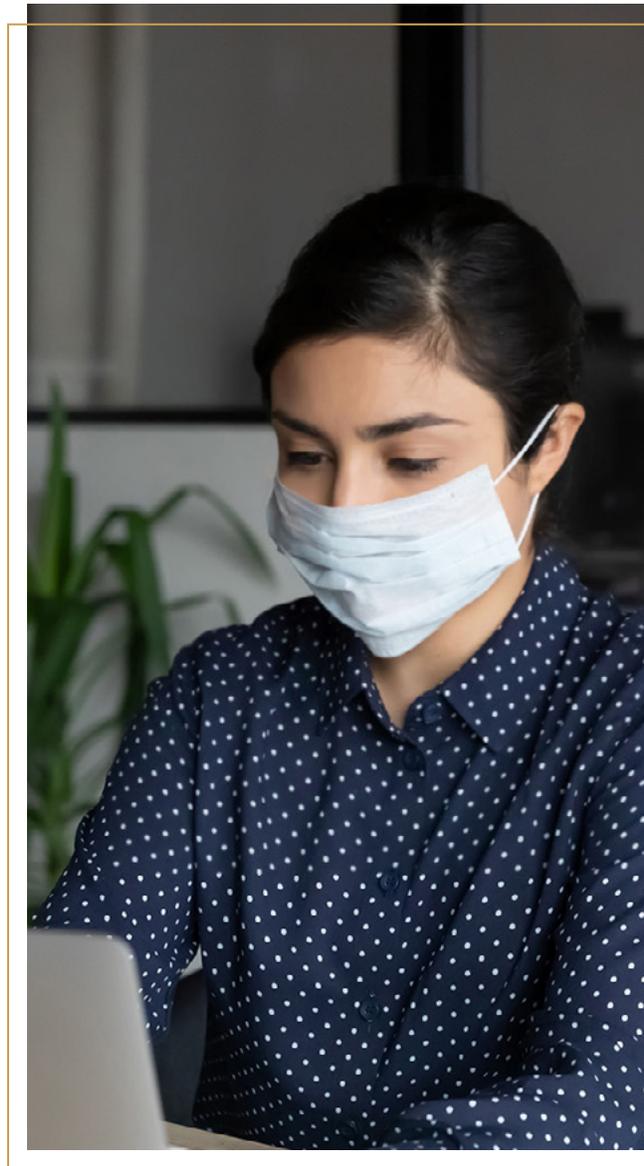
Everyone should follow local health organization and facility guidelines for personal hygiene. As mentioned, we will provide you with hand sanitizer, face masks, and other needed PPE. We recommend that you bring your own meals to work and eat at your desk or individual workstation.

Office and Factory:

- Do not share desks, individual workstations or any office supplies or equipment with anyone else. Limit your use of shared printers to essential needs, and wash your hands or use hand sanitizer immediately after accessing the printer's touch controls.

Field:

- Perform daily disinfection of jobsite tools, tooling, PPE (safety belts, hard hats, gloves, work clothes, etc.) and other equipment contacted without gloves.
- Do not share your hand tools with anyone else. If unavoidable, the tools should be properly disinfected prior to touching.



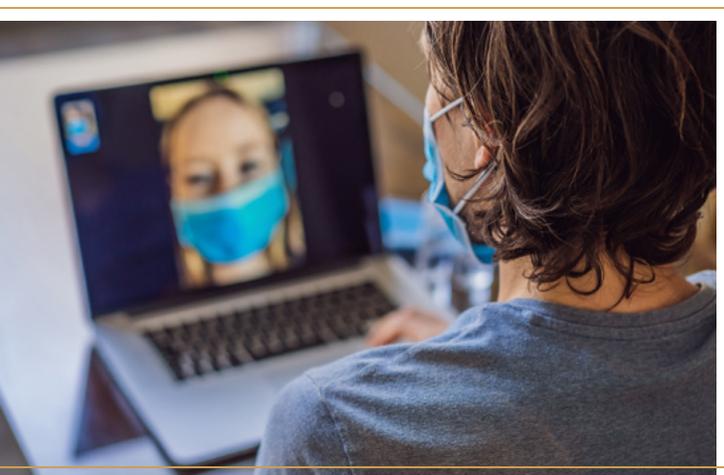
What we ask of you

03. Follow social distancing rules

- Always wear a face mask when you are in public and cannot socially distance at work.
- Keep at least 6 feet (approximately 2 meters) between yourself and others, even when you wear a face mask.
- Follow local health organization and facility guidelines for other proper social distancing measures and PPE use. Notify your local Legal, HR or EH&S leaders if you cannot follow any of these guidelines.
- When communicating with customers, try to use the telephone as much as possible. Limit facility visitors to those considered business essential.
- Whenever possible, conduct in-person internal meetings through alternate means, such as teleconferencing technology. Limit in-person meetings to those deemed business critical.
- Minimize potential risk of exposure by proceeding directly to your specific work area, minimizing direct contact with colleagues or trades on-site and leaving the location as soon as work is finished.
- Try not to gather at common meeting points such as coffee makers, vending machines and water coolers. Follow strict social distancing practices in other common areas such as kitchenettes and restrooms.
- If eating in the cafeteria, abide by social distancing and proper hygiene guidelines. Do not share your utensils, containers or food with others.



Note: Public safety codes, building codes, applicable laws and security requirements must not be compromised.



04. Speak up

- Notify your supervisor or HR business partner if you are feeling unwell.
- Engage your supervisor if you feel unsafe on the jobsite due to COVID-19 concerns.
- Provide feedback on the measures in place or if you have suggestions for improvement.

Frequently asked questions

We encourage you to visit our [COVID-19 Response page on Otis.com](#)  to learn more about how we're addressing new health risks, stepping up to help in the communities in which we live and work, and read important messages shared with our customers and passengers.

1. How will I know when I should return to on-site work?

Return dates will vary depending on locations, and sometimes individual teams and departments. You will receive details regarding return dates, actions you may need to take, and any new protocols or ways of working from your Regional General Manager, Managing Director, Site Leader or Regional Field Operations Leader.

2. Is everyone coming back to work on-site?

Each region, country or operation will implement return to on-site work plans and protocols based on their current situation, local legal guidelines or directives, and business needs. Potential plans may include: staggered return dates, staggered start times, alternate days in the office or possibly continuing to work remotely if the nature of your work allows for it. Local leadership teams will make these decisions, based on what works best to ensure your safety while addressing the needs of our customers.

3. What do I need to do before returning to on-site work?

The steps you need to take before returning may vary depending on your location but could include a self-health assessment and temperature screening. You will receive guidance on any actions you need to take at your location directly from your local management team.

4. What is being done to ensure work locations are safe?

Otis is taking steps at all our office and factory locations to accommodate social distancing practices, provide PPE and follow personal health and hygiene guidance in accordance with the health advisories of national and local governments and the World Health Organization (WHO). These steps include enhanced cleaning protocols, the addition or expansion of hand-cleaning and sanitizing stations and supplies throughout facilities, temperature screenings and other actions, as necessary and where permitted, to protect your health and safety and prevent the transmission of the virus.

5. What if I don't feel comfortable coming back to work on-site yet?

We understand that some colleagues may be hesitant to return to on-site work. If you have concerns, share them with your supervisor and discuss arrangements for addressing these concerns.

6. Will there be temperature screenings on-site?

Depending on your location and local regulations, temperature screenings may be mandated or recommended. In these cases, you'll receive clear instructions at the screening point. All results will be kept private and confidential.

Frequently asked questions

7. How will Otis protect my privacy and health-related information?

We recognize that health information is sensitive personal information that requires careful management. Temperature screening will be conducted in a manner that offers as much privacy as practical for the site. We will not record temperatures unless required by local law, regulation or rule. If temperature screening takes place on-site, we will use that information to decide whether to grant you access to the facility. If access is denied, it will be up to you to notify your manager; your manager will provide further guidance. In the event that you test positive for COVID-19, you must report that information to your manager for contact tracing purposes. We will notify co-workers that someone in the office or work site has a confirmed COVID-19 diagnosis (we will not provide a name). This notification is necessary in order to trace close contacts and ensure that co-workers have the information they need to take necessary precautions.

8. What happens if a colleague at an office or work site becomes infected with COVID-19?

We have established clear protocols for responding to a confirmed COVID-19 exposure on-site. If a colleague is diagnosed by a medical professional with COVID-19, we will immediately trace any close workplace contacts and notify them of the potential need for testing or the observance of a 14-day isolation period. All possible steps must be taken to protect the privacy of everyone affected. Anyone impacted will then follow the existing return to on-site work guidelines. We will also ensure all impacted office or factory locations are appropriately isolated and work surfaces are sanitized to eliminate potential cross-contamination.

Managing an evolving situation

Established in response to the pandemic, Otis Task Force teams were created to support leaders and colleagues globally. In consultation with global and local health resources, these teams have played a critical role in offering expertise and developing informed recommendations for our business response, recovery and return to on-site work strategy.

Together, global, regional and functional leaders will continue to collaborate to share best practices, formalize frameworks, and simply and effectively communicate guidance while recognizing the flexibility necessary to accommodate national, regional and local orders and policies.

As we've seen, the timing and severity of the pandemic have varied by location. Similarly, the process by which we return to on-site work will be dynamic. Each location must adapt and put forth specific guidance in partnership with local counsel, EH&S, Human Resources and leadership.

Our priority has always been – and will continue to be – your health and safety. Here's a look our task force structure and how these teams are partnering to offer input to the changes that will create a safe environment for all of us:

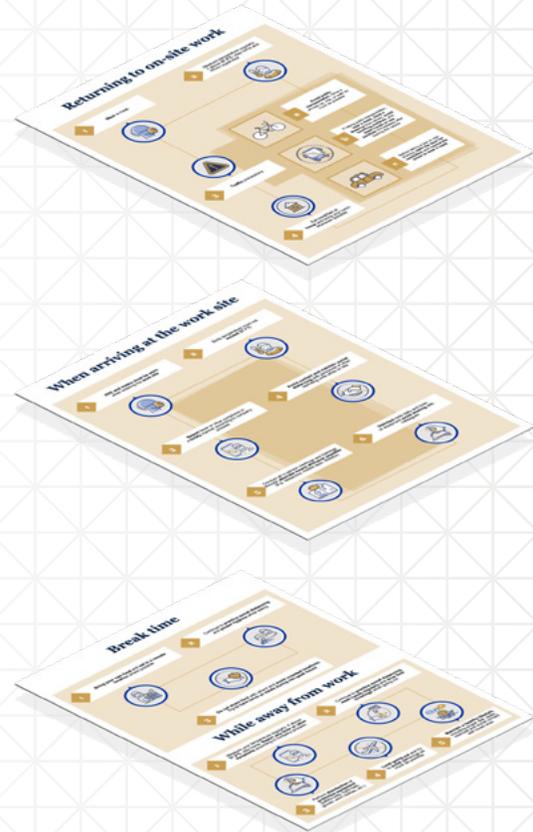


Appendix

Social distancing and personal hygiene visuals

Your health and safety are always top of mind for all of us, yet some of the new safety practices we're putting in place may be an adjustment when you return to on-site work.

To help familiarize you with what you can expect to see as reminders throughout your work locations, we've created several sets of simple visuals. You can also download these for your own use.



Remember to follow recommended hygiene and social distancing practices when using a lift

- IF A LIFT ALREADY HAS SEVERAL PASSENGERS WAIT FOR THE NEXT ONE
- AVOID TOUCHING PANELS, MIRRORS AND HANDRAILS
- AVOID TOUCHING YOUR EYES, NOSE AND MOUTH
- WASH YOUR HANDS AS SOON AS POSSIBLE
- FOLLOW LOCAL FACE MASK REQUIREMENTS INSIDE A LIFT

For more tips and information visit www.who.int

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to
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