

**SUBJECT: *North America Otis OSC Suppliers: Compliance & Change***

Dear Otis OSC Suppliers,

To be – and remain – the industry leader and an enduring, healthy company for decades to come, we are proactively making changes to mature our ways of working, meet new customer demands and exceed expectations.

Effective immediately, Otis is implementing a new structure and approach to logistics management that will enable us to streamline operations, improve inventory control, increase reliability, and reduce freight and operating expenses – resulting in a best-in-class customer and field colleague experience, while favorably positioning our business for the future. We aim to provide better service through on-time delivery and real-time information, such as part and order tracking.

This renewed focus on customer satisfaction and quality service requires optimal performance from our suppliers as well.

**As a reminder, compliance expectations are outlined below:**

- When you signed on as an Otis OSC supplier, you agreed to the Otis standard PO terms and conditions, which can be found on the Supplier page of Otis.com.
- Otis requires full compliance with our packaging, parts and labeling requirements.
- **All shipments for Otis must include proper labeling/information or the shipment will be considered nonconformant** (see attached outlined requirements).
- **Pack slips are required on all shipments.**
- All items shipped must have the correct parts and quantities that match the pack slip and the Otis Purchase Order.
- Any shipment quantities under or above the quantity on the Purchase Order must be approved by Otis OSC prior to supplier shipment.
- All parts must be built and shipped per the relevant drawing or specifications.
- If the relevant drawing or specification provides that a part requires “kitting”, the material must arrive to Otis OSC per the kitting requirement.
- Suppliers should only ship and bill for shipping costs through Otis's freight accounts.
- **You must ship to the address provided on the PO or release.** If you cannot ship to the address that is provided (for example if you do not export, etc.), you may NOT re-route the shipment to another address. Please contact Otis OSC.

A critical piece of Otis’s new approach to logistics management is the transfer of OSC’s warehousing operations to DHL. Responsibilities of DHL will include storage, inventory control, picking, packing shipping, and providing the best-in-class WMS technology to provide our customers with real-time order status. DHL has a proven track record within Otis, having handled material logistics for our Latin America

and China/Australia businesses, and we are confident that our expanded partnership will help us achieve our customer satisfaction and quality service goals.

Effective immediately, DHL will assume primary responsibility for upholding Otis warehouse compliance. As part of those duties, DHL will follow through on rejecting materials for nonconformance at the expense of the supplier. Additionally, our new standards for packaging/label/receipt acceptability will be closely monitored by both the Otis Supply Chain team and DHL. Please note, DHL is strictly a warehouse and will not have the capacity to operate in the same way that OSC previously did. Noncompliant material will not be held for an extended period of time. DHL's label and packaging standards can be accessed [here](#) including information about DHL's requirements and parts rejection process.

DHL will keep detailed records on noncompliance/nonconformance of suppliers and share this information with our Otis OSC team. If ongoing supplier performance does not meet our expectations, the Otis Supply Chain team will reach out to discuss supplier's plan to resolve the nonconformance. Your point(s) of contact at Otis will remain the same and these reviews and follow-up communications will only happen on an as-needed basis.

**For your information, the consequences for non-compliance will include:**

- Immediate material rejection notice from Otis
- Material return to supplier at supplier's expense
- Supplier to provide conforming material
- Supplier contract/agreement/relationship to be re-evaluated

**Important Resources:** As we transition into this relationship with DHL, we have resources available to support any questions you may have. The "Supplier" page on Otis.com includes several DHL resources including DHL's calendar, hours of operation and hours of receiving. This can be accessed [here](#).

**Effective April 21, 2025, all shipments going to DHL should be directed to:**

DHL Group  
5879 N. Graham Rd  
Whiteland, IN 46184

**Effective April 21, 2025, all shipments going to OSC should be directed to:**

Otis Service Center  
212 W. Newberry Rd  
Bloomfield, CT 06002


**Effective April 21, 2025, Otis will still be ordering parts that are to be shipped to various locations outside of OSC and DHL. Please pay close attention to the address on every purchase order. You must ship to the address on the purchase order.**

**REQUIRED:** As confirmation of our continued work together, please acknowledge receipt of this communication and your commitment to meet the requirements through our Terms and Conditions by [completing this form](#) before April 11, 2025.

To have a follow-up discussion, please reach out to a member of our Otis OSC team or submit an inquiry to [GPOTISNAFieldSupplyChain@otis.com](mailto:GPOTISNAFieldSupplyChain@otis.com), where you can also ask questions.

Thank you for your continued partnership. We look forward to moving forward with you as a trusted Otis partner.

Best regards,

A handwritten signature in blue ink, reading "Christopher Bailey". The signature is written in a cursive, flowing style.

Christopher Bailey

Senior Vice President, Supply Chain