



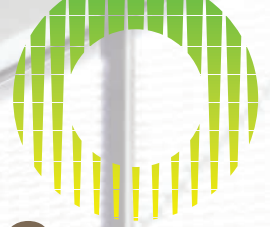
Orona

2016

CORPORATE SOCIAL
RESPONSIBILITY







Orona

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01. INSTITUTIONAL MESSAGE



01.1 PRESIDENT'S MESSAGE

“ORONA continues to create employment and wealth in our community”

Oier Lizarazu
President

Thanks to the personal and collective commitment, participation and involvement of all at ORONA, in 2016 we came to the end of another successful financial year.

We continue to put forward initiatives for successful development in a European context, where the market is becoming increasingly complex. ORONA's social-business project is still going strong, allowing us to continue to build the future with great enthusiasm.

In this context, ORONA continues to create jobs and wealth in our community, staying true to our basic principles - such as cooperative experience - and which, undoubtedly, will contribute to personal and professional development in all of us.

I am very grateful to everyone for your involvement in our project and I encourage you all to continue to contribute, as we will need this to continue building our future.

Best regards.



01.2 MANAGING DIRECTOR'S MESSAGE

In globalised and extremely complex circumstances, ORONA completed a successful financial year in 2016.

Thanks to personal and collective participation and involvement, the ORONA social-business project was able to successfully negotiate a landscape strewn with uncertainties, one which is here to stay.

ORONA continues its process of consolidation in the global context. The 2016 financial year was particularly positive, with our presence increasing to reach 652 M euros of income.

ORONA is a social-business reality, noteworthy for its ongoing firm commitment to innovation and a leader in the lifts services sector.

The Orona Ideo Factory is a long-term undertaking, an open look at the world configuring our collaborative innovation space. This new ecosystem of innovation based entirely on university, scientific, business and societal tenets, enables us to develop the best products and services in the lifts market for our Clients.

Finally, I would like to extend everyone my thanks and appreciation for your outstanding contribution. I would also like to invite you to continue contributing to this exciting social-business project, which belongs to us all.

Well done and good luck for the future.

Reaching further together.

“ORONA is a social-business reality, noteworthy for its ongoing firm commitment to innovation and a leader in the elevation services sector”

Javier Mutuberria
Managing Director

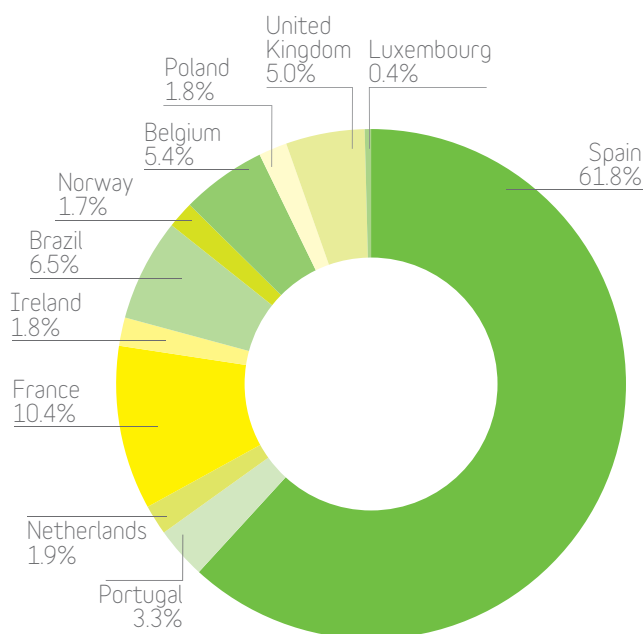
02. CORPORATE SOCIAL RESPONSIBILITY



02.1 COMMITMENT TO SOCIETY

Corporate Social Responsibility is inherent to our culture and *raison d'être*.

ORONA's unambiguous principle, commitment to the future, assumed from the outset, is to satisfy the needs and expectations of present generations, without sacrificing the possibilities of the future. So that job creation, personal development and the quality of working life according to our cooperative principles, form the day-to-day essence of ORONA. The pursuit of excellence in order to keep the customer satisfied is the common denominator of all our actions: Social, Environmental and Economic.



02.1.1 Commitment to our Customers

ORONA always spells Customer with a capital 'C'. This is because our company culture and values are focused on a firm commitment to ethics, respect and outstanding fulfilment of the Customer's expectations. This commitment is also enriched by our special awareness of those users whose needs represent an additional challenge in the overall design of the products and services that ORONA offers society. Our approach is to avoid as far as possible the creation of surroundings that may restrict or incapacitate any type of user in any way. All of this represents our commitment to sustainability with a comprehensive and strategic focus that is aligned with our concept of commitment to the future. This is linked to ORONA's values and social business project.

02.1.2 Commitment to employment

The status of partner and worker in a cooperative workplace marks the difference with people working in any other workplace. Dissemination and implementation of our values: commitment (to workers' Health and Safety, to Society, to the Community, to the Environment, to our Customers, who we offer high-quality Services and Products), trustworthiness (both trust and reliability) and our flexibility and agility, are the tools we use to achieve a corporate positioning that is sensitive to, and respectful of, Human and Employment Rights.

We closed the 2016 financial year with 4,760 workers thanks to our efforts to maintain, and even increase, activity in countries in which we already operate.

These posts are distributed as follows: 2,940 in Spain, 496 in France, 309 in Brazil, 239 in the United Kingdom, 259 in Belgium, 156 in Portugal, 89 in the Netherlands, 87 in Ireland, 81 in Norway, 87 in Poland and 17 in Luxembourg.





02.1.3 Commitment to training

ORONA supports skills development and training for the people who are part of the organisation with the aim of ensuring the sustainability of the social business project.

In a changing environment with new processes, application systems, different locations, etc., the ability of our staff to adapt to these new realities is key.

In terms of training, courses in languages, project management, applications, management techniques, technical knowledge, prevention, etc., have continued to play a prominent role in 2016.

Training will also present some significant figures this year in terms of financial investment, the number of hours committed, the number of courses completed and the number of participants, as can be seen in the following table:

Training 2016			
Investment	No. Hours	No. Participants	No. Courses
€ 54,1657	25,143	2,034	209

As a result of the Training Plans that have been completed, notable development can be seen in the potential skills of our staff, allowing 27% of the organisational adjustment needs arising over the financial year to be covered through internal promotions.

02.1.4 ORONA's involvement in the United Nations Global Compact

Collaboration and solidarity are consistent with our corporate values and principles, and are part of the overall strategy of ORONA.

That is why ORONA approved its adherence to the Global Compact, as it has done since 2007. It is a sign of Orona's commitment to developing a management model based on ethical values, that respects protection of the environment and promotes the development of social and cultural initiatives in the community, as an integral part of it.



02.1.5 Plan for equality between women and men

ORONA has been recognised by Emakunde as a collaborating entity for the equality of women and men since 2013.

This recognition certifies that ORONA carries out actions that encourage and promote greater equality between women and men, and the overcoming of the obstacles that prevent that equality.

In 2016, 13.5% of the total number of jobs in Orona S. Coop. were occupied by women and, in the management and technical areas, this percentage rises to 25.2%.

02.2 COMMITMENT TO THE ENVIRONMENT

The first company in the elevation sector worldwide certified in Eco-design (ISO 14006).



Thanks to the demands the company places on itself, and in line with its commitment to eco-efficiency, in 2016, we again increased our ratio of eco-designed equipment, achieving a figure of 80% of eco-designed equipment manufactured and on the market.

The new design of the compact, high-performance Orona G-02 Competitive machine makes it one of the most efficient models on the market. The new motor manufacturing process allows it to achieve an efficiency of over 90% and a reduction in the machine's total weight by 30% in comparison with other standard solutions.

As one of the leading manufacturers in the elevation sector, ORONA has secured the maximum energy efficiency rating in all usage categories, as established by the new ISO 25 745 regulation. This is specifically the O3G X-15 model, mainly targeted at public facilities for medium to high traffic. Energy efficiency is a key component to be able to compete in the European market.

In January 2016 ORONA joined the Basque Ecodesign Center initiative as a leader in eco-design in the elevation sector. This is an entity in a context of partnership between private sector companies and the Basque Government, whose objective is the conceptualisation and implementation of innovative eco-design projects.

ORONA continues opting to place innovative and efficient lift models on the market that meet the strictest energy standards, smaller space requirements and a higher level of performance and comfort.

02.2.1

ORONA's Environmental Policy

In 2016, ORONA continued to work on the full integration of Environmental Management into its Management Systems.

Some achievements include:

- Manufacturing activity has risen by 113% compared to the previous year, reaching 12,046 devices.
- We have worked to improve consumption of resources, where an energy efficiency audit has been conducted. Lighting has been changed accordingly, allowing a 5% reduction in energy consumption.
- The management of “electronic scrap” and of “sanitary waste” has been improved.
- Training has been given on waste management and segregation to the company in charge of managing Orona's canteen.

- Work has continued on disseminating good environmental practices among our subcontractors.

The environmental impact generated by ORONA's business activities is relatively low. However, that does not exempt us from our commitment to use resources efficiently and to generate less waste in line with our commitment to the circular economy.

The environmental impact generated by ORONA's business activity is relatively low compared to other industrial activities and services, yet our responsibility and commitment to the protection of the environment, in a continuous improvement process, including pollution prevention, sustainable use of resources and the generation of a reduced amount of waste stressing its reduction at source, are aligned to our commitment to the circular economy. We are always subject to strict compliance with the applicable legal requirements.

As an example, you can see the environmental indicators that improved in 2016 in the following table:

Aspect	Type	Measure
HAZARDOUS WASTE	Alkaline degreasing	From 24,620 kg to 0 kg
	Waste coolants	From 19,585 l to 8,440 l (43%)
	Disposable bio-sanitary	From 4,000 kg to 2,500 kg (62.5%)
	Absorbent sepiolite	From 160 kg to 0 kg
	Electronic components	From 8,034 kg to 7,640 kg
ENERGY CONSUMPTION	Electricity	From 5,509 MWh to 5,556 MWh
CONSUMPTION OF MATERIALS	Wood consumption	From 1,143 TN to 1,143 TN
	Office paper	From 10,216 kg to 7,653 kg (66%)

02.3 COMMITMENT TO THE COMMUNITY

Profits at ORONA only make sense when they are measured as social profits.



Year after year, in line with our commitment to standing with society, we allocate a portion of our profits through the COEPC (Contribution for Education and Cooperative Promotion), supporting projects in training and educational development, as well as in the research field, along with various cultural and social initiatives.

0.2.3.1 COEPC - Mandatory Contribution for Education and Cooperative Promotion

In 2016, ORONA set aside €353,030 to promote research and education centres, support cultural, social and training activities, as well as for cooperative development projects in third-world countries.

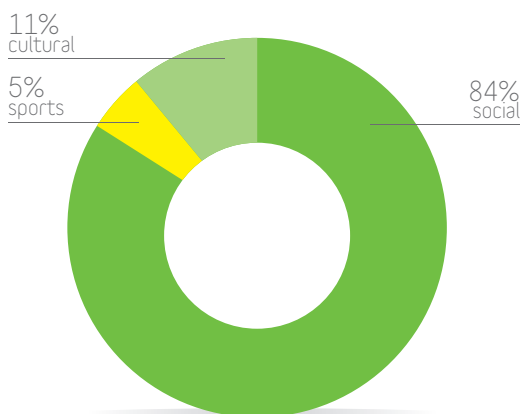
0.2.3.2 Contribution to Mundukide

ORONA is a founding partner of Mundukide, an NGO dedicated to promoting development cooperation projects with different disadvantaged people and groups, sharing experiences, resources and expertise, to promote the self-managed and comprehensive development of the parties involved, activating the solidarity of the world of cooperative work.

The Mundukide project combines a variety of activities designed to achieve results that will withstand the passage of time. In 2016, ORONA earmarked €36,000 from the COEPC funds for Mundukide.



€ distribution by organisation type



02.4

COMMITMENT TO THE FUTURE

Orona Ideo symbolises our vision of the future.



Orona Ideo is already the natural habitat for our innovation ecosystem, while at the same time serving as the most visible icon of our commitment to ensuring the long-term sustainability of the social business project.

This qualitative leap in our innovation model, which brings together business, research and universities in the same environment, is already producing results in research in vertical transport systems, energy efficiency and energy storage systems.

Orona Ideo aims to be a place that looks to the world, uniting in a common strategy of courage in face of challenges and commitment to the future.



02.4.1

Orona Fundazioa

In 2016 Orona Fundazioa was three years old, carrying out innovative and social innovation projects to contribute to the generation of open environments for business, academic, university, research, institutional and social realms in general.

The ORONA Foundation represents ORONA's most human side, striving to serve not only the people who are part of the organisation, but society as a whole.

In its capacity for offering internal service, Orona Fundazioa is the pillar of development for all of those who form part of ORONA, approaching training from a holistic perspective.

In the terms of service to the environment, the Foundation's activity is structured around the following parts:

- Institutional development, establishing partnerships with national, regional and local institutions.
- International development, including the objectives and methodology of the institutional development line, focusing primarily on the countries in which ORONA is present.
- Educational development, establishing links with universities, developing a project with different unique features, Faculty of Faculties.
- Community development, establishing more direct links with society and attempting to boost its development in several complementary ways, including: wealth creation, social-cultural development and academic development.



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