



#weare**orona**



2024  
**Sustainability  
Report**

-EN-



# 01

## **We are Orona**

President's Message	4
General Management's Message	5
Report Context	6
Materiality analysis	8
Business model	11
Stakeholders	17

# 02

## **Integrity and ethics**

Respect for Human Rights	21
Orona Fundazioa	25
Participation model	32
Fight against corruption and bribery	34
Supplier Code of Conduct	38

# 03

## **Social**

Job creation	40
Health and safety promotion	42
Training and professional development: Orona University	46
Gender equality and diversity management	47

# 04

## **Green**

Commitment to the environment	57
Added value in products and services	61
Monitoring business impacts	65
Impact on the supply chain	69
Biodiversity protection	72
Orona Ideo	76







# We are Orona

President's Message	4
General Management's Message	5
Report Context	6
Materiality analysis	8
Business model	11
Stakeholders	17



## PRESIDENT'S MESSAGE

**“ Our people's commitment,  
participation and dedication  
are key to our growth and social  
contribution**

I would like to begin this message by expressing my sincere thanks to all of the people who are part of our organisation. The commitment, participation and dedication of our employees has been key to meeting this year's challenges and continuing to move forward with determination towards our objectives of growth and social contribution.

In keeping with the nature of Orona and in order to strengthen a solid and competitive cooperative, we have managed to close a good year and continue to create jobs, reaching a total of 6,486 people in 13 countries.

As a member of the United Nations Global Compact network for more than 18 years, we have once again renewed our adherence to the Compact and its principles, which represent an essential guide for continuing to make progress in the areas of sustainability to which we are firmly committed.



**IKER ARGOTE**  
President

In an environment marked by constant global changes and economic challenges, it is essential to continue strengthening our socio-business project to ensure its sustainability and growth. In 2025 we will continue to promote strategic projects in the institutional and business spheres, with the aim of further strengthening our cooperative experience in Europe.

I encourage you to continue contributing to our project. Your commitment is and will continue to be an essential pillar for building a solid and promising future.

My best regards

GENERAL MANAGEMENT'S  
MESSAGE**“ Our socio-business project  
based on cooperative experience,  
continues to consolidate its position  
in Europe**

As the year 2024 drew to a close, the great challenges we live with in an increasingly volatile and complex world have once again become apparent. Global instability has recently been exacerbated by geopolitical conflicts and trade tensions, continually redefining the global economy, society and politics. In addition, technological disruption, with the unstoppable advance of areas such as Artificial Intelligence (AI), or the increasingly accelerated impact of climate change, among others, are factors that increase the challenges ahead. In this context, only companies and organisations that are prepared to deal with uncertainty will be able to move forward successfully.

Despite the complexity of the situation, and thanks to the commitment of our team of people and the strength of our project, in 2024 we achieved sales of 1,111 million euros, a workforce of 6,486 people and an EBITDA of 168 million euros, which implies sustained overall growth and improvement in Orona's business performance.



During this financial year we have relaunched the socio-business project and we have worked on the definition of the different key strategic projects in the cooperative sphere, which will contribute to strengthening our socio-business model, as well as our competitive position. Our project, based on cooperative experience, continues for another year to strengthen our position in Europe, moving steadily towards our Orona EU 2030 vision.

In 2024, we celebrated 10 years since the birth of Orona Ideo, which we consolidated as an experience of innovation, sustainability and openness to our surroundings, becoming a benchmark in Europe. Together with Orona Fundazioa, we continue to collaborate with various social entities in order to create a more inclusive and supportive environment, where we seek to create a space for meeting and collaboration, reaffirming our commitments to social transformation.

Let me take this opportunity to invite and encourage you to continue contributing to shaping our future.

My best regards



## REPORT CONTEXT

# A reference model of sustainability

This report has been prepared using in part the baseline model of ESG sustainability in order to identify and group lines of action in the department of sustainability at Orona. It is also based on the Reporting Initiative (GRI) benchmarking guide, the UN Global Compact Principles and their correlation with the Sustainable Development Goals (SDGs).

With regard to environmental issues, in line with the guidelines of the Environmental Management ISO 14001, Ecodesign Management ISO 14006, Environmental Statement ISO 14025 Product Stewardship, ISO 14064 Carbon Footprint and Energy Efficient lifts ISO 25745-2; and with regard to Occupational Health and Safety ISO 45001.

Orona also has a EcoVadis corporate sustainability bronze rating assessment for the financial year 2024. The [EcoVadis](#) platform measures the performance of the organisation with respect to the environment, human rights and labour rights, business integrity and sustainable sourcing.



Based on our commitment to sustainability and the well-being of our stakeholders, we seek to generate a **positive impact on the environment**, integrating responsible practices in our processes and decisions

Throughout 2024, our organisation has operated in a global environment characterised by economic uncertainty and geopolitical conflicts that have affected the world economy. This highly complex and volatile context has required continuous adaptation and strategic decision-making in order to minimise risks and take advantage of the opportunities that have arisen.

Despite the challenges, we have managed to maintain a strong market position, closing the year with positive activity levels on a global scale.

In this report we can refer to:

- Orona, S.Coop., Parent company, using its own legal name.
- Each of the dependent entities, in which case we will refer to them using their own company name.
- References to countries: in which case we would be integrating the consolidated information of all the companies into the data provided (parent company and / or subsidiaries) that are part of said country.
- Orona: in case no previous categories are specified, it will be understood that we are referring to the current situation.

The information provided in this report is based on the criteria of comparability, materiality, relevance and reliability according to the information, knowledge, experience and analysis work carried out by the management team and corporate bodies, supported by the ordinary and specific internal dynamics that have taken place throughout the 2024 financial year.

Annex I defines the quality, environment, eco-design and occupational health & safety policy at the workplace.





## MATERIALITY ANALYSIS

### We are **active** and **involved**

The relationship of our organisation with our stakeholders, understood as people or organisations that are directly or indirectly impacted by our activity, is based on mutual trust, respect and continuous collaboration.

Communication and dialogue are essential in the relationship we have with our stakeholders, always seeking to generate shared value and to contribute to the development of the common good.

The materiality analysis carried out comprises:

- Stakeholder Identification and Mapping
- Preliminary Identification of Material Issues
- Dual Materiality Analysis

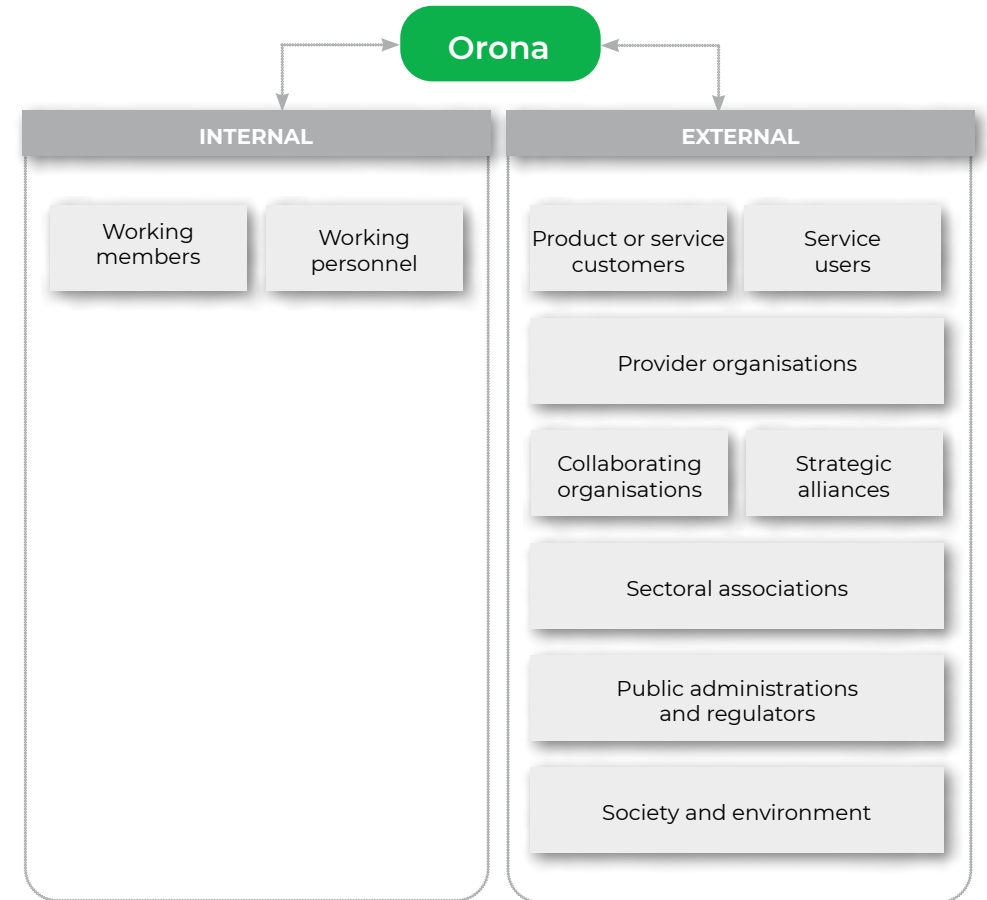




### STAKEHOLDER IDENTIFICATION AND MAPPING

The materiality analysis is based on the identification of the parties involved and their needs and expectations, collected as part of the annual process of management review of the Integrated Management System.

In this process, the situation of Orona's stakeholders is analysed on an annual basis, indicating possible changes that may occur both in the relationship between these and in their needs and expectations, or in the way the organisation responds to the same. It also identifies the main communication mechanisms maintained with each of the parties.



PRELIMINARY IDENTIFICATION OF MATERIAL ISSUES

Through an analysis in secondary sources of references in our environment to different levels, a list of material topics is drawn up. The selection has been made on the basis of the themes with the highest level of occurrence in the references analysed.

This selection of material topics originating from external sources is also complemented by the needs and expectations of Orona's stakeholders.

Following the analysis process carried out for the financial year 2024, it is determined that the selection of material items resulting from the previous exercise remain relevant for 2024.

DUAL MATERIALITY ANALYSIS

The material issues were analysed using a dual materiality approach:

- Impact materiality: Identifying the impact of our activity on the economy, society and the environment.
- Financial materiality: Identifying the impact for Orona arising from material issues.

The identification of impacts is carried out with the collaboration of several internal expert personnel and through consultation of external information sources. Subsequently, the importance of the impact was assessed by identifying the most significant ones. The result is a dual materiality matrix and a list of priority material issues to be addressed in this Non-Financial Information Statement report.

In the financial year 2024 there were no significant changes to the company's organisational and operational structure, and there have been no material changes in external factors that could generate new impacts or modify existing ones, so that the materiality analysis resulting from the previous year is still relevant at the date of preparation of this report.

IMPACT MATERIALITY	PRIORITY	<ul style="list-style-type: none"><li>• Equality, diversity and inclusion</li></ul>	<ul style="list-style-type: none"><li>• Climate change</li><li>• Health and safety of employees</li><li>• Professional development, engagement and retention</li><li>• Monitoring business impacts</li><li>• Creating value in the environment</li><li>• Added value in products and services</li></ul>
	RELEVANT	<ul style="list-style-type: none"><li>• Business ethics, compliance</li><li>• Respect for Human Rights</li><li>• Circular economy</li></ul>	
		RELEVANT	PRIORITY
FINANCIAL MATERIALITY			

## BUSINESS MODEL

### Our way of **being** and **doing**

We are a European socio-entrepreneurial project made up of more than 6,000 people. Our activity is focused on offering 360° solutions that cover the whole of the value chain of design, manufacture, installation, maintenance, modernisation, rehabilitation and replacement of lifts, escalators, ramps and corridors, for all market segments.

We are one of the world's top 10 manufacturers in the field of lifting, we are able to provide all kinds of lifting solutions to our customers, whether they are construction companies, property developers, end users or distributors, or other companies in the lifting sector. We have two production plants that make us the leader in production capacity for complete equipment in Europe.

We differentiate ourselves by a local and centralised production at our two plants in Europe, reflecting our commitment to the local economy and maintaining local employment.

This flexible and dynamic production capacity, focused at all times on our customers, allows us to ensure that 1 out of every 10 new lifts in Europe is Orona, and that more than 300,000 lifts worldwide use our technology.



**Sustainable  
mobility  
solutions**



**Own  
organisation  
in 13 countries**



**6,486  
People**



**2 production  
plants  
in Europe**



## VALUE CHAIN

Our activity is focused on offering 360° solutions that cover the entire value chain.

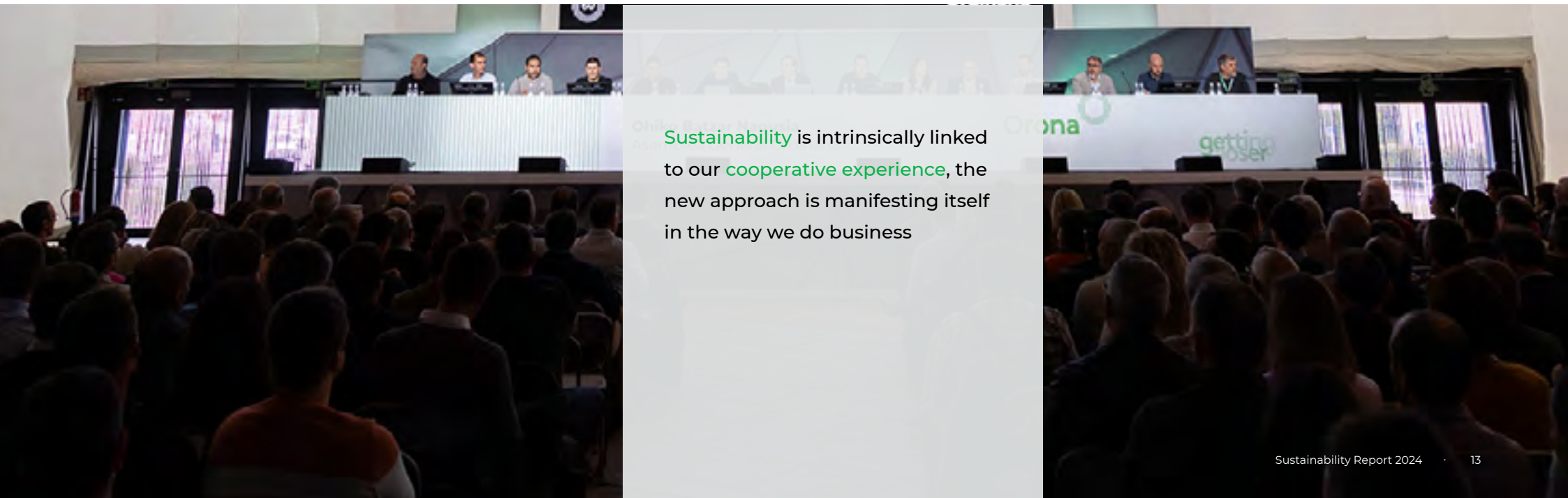


## OUR ORIGINS ARE AS A COOPERATIVE

The fact that Orona, S. Coop. as a co-operative, and its continuity today under the same legal formula, is due to its firm determination to defend values such as commitment, proactivity, proximity and innovation with meaning; values that we convey in each and every one of the products we manufacture, in the services we provide, and in the relationships we maintain with all our stakeholders.

Our cooperative experience is intrinsic to the philosophy of sustainability, with a firm commitment to people, society and the environment:

- Job creation, personal development, and a work-life balance are implicit in our cooperative principles.
- The various dynamics within the cooperative ensure permanent and fluid two-way communications and participation.
- Since it was established, Orona has been characterised by its commitment to solidarity and social responsibility with the environment. Each year, we allocate a portion of our profits to social and development projects.
- We firmly believe that we must act in a responsible manner by minimising the impact of our business and our products on the environment.



Sustainability is intrinsically linked to our cooperative experience, the new approach is manifesting itself in the way we do business

The business model is based on two strategies:

#### COMPREHENSIVE MODEL:

##### A MODEL IN ITSELF THAT INCLUDES THE DIFFERENT REALITIES

Deploying all the links on the value chain of the sustainable vertical mobility of people and focused on the European market, we have a direct presence through Holding companies in 12 European countries (Germany, Belgium, Spain, France, the Netherlands, Ireland, Luxembourg, Malta, Norway, Poland, Portugal, and the United Kingdom) and 1 country in South America (Brazil).

#### EXPORT MODEL:

##### WE SUCCESSFULLY OPERATE IN MORE THAN 100 COUNTRIES

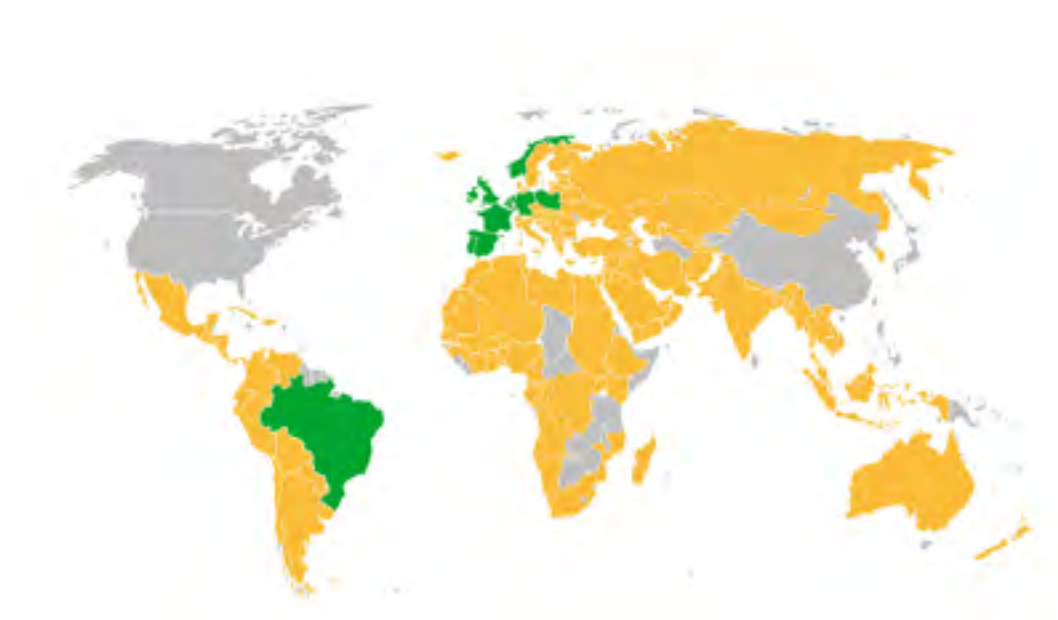
We supply our products through distribution partners in all other international markets. We currently operate successfully in more than 100 countries.

13

Countries with  
direct  
presence

+100

Countries via  
distribution  
companies





## UNIQUE PROJECTS

Our catalogue of solutions makes it possible to respond to any challenge asked of our clients, with capacity to both manufacture fully standardized products and carry out customized projects adjusted to different demands the construction environment poses, so that our products are optimally integrated. The extensive typology of emblematic sites that use Orona products proves this.

Some of the most significant examples in recent years:

- Torres de Martiricos - residential building, Malaga (Spain)
- IMED Levante - Hospital, Benidorm (Spain)
- Building 4, Business Park - office building, Sofia (Bulgaria)
- Revolucija - office building, Belgrade (Serbia)
- Olaberria Shopping Centre (Spain)
- Montserrat Market, Barcelona (Spain)
- Centro Comercial Sexta Avenida, Madrid (Spain)
- Esclat - Supermarket, Seu d'Urgell (Spain)
- Zara Lisboa - Rossio (Portugal)
- Zara Paris - Rue de Rivoli (France)
- Bershka Barcelona - Passeig de Gracia (Spain)
- Lefties Torre Annunziata (Italy)
- Pull & Bear Cardiff (United Kingdom)

The integration of our highly energy-efficient solutions in these type of buildings is a key factor in obtaining environmental labels (LEED or BREEAM).

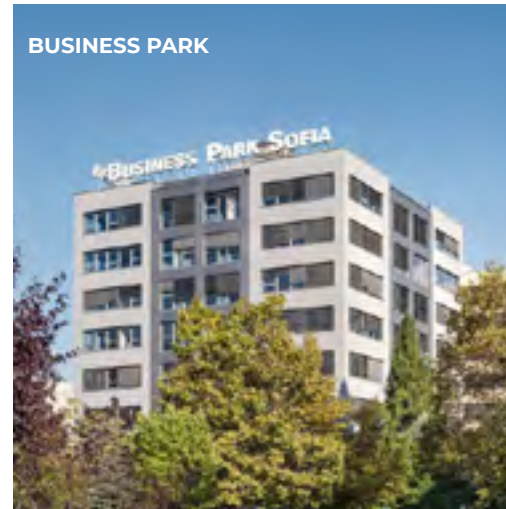
TORRES DE MARTIRICOS



IMED LEVANTE



BUSINESS PARK



ESCLAT



BERSHKA



PULL&BEAR



## HIGHLIGHTS OF THE YEAR

### 60TH ANNIVERSARY OF THE COOPERATIVE

In 2024, we celebrated 6 decades of Orona, S.Coop.'s history by focusing on the people who have been part of the organisation throughout our history, contributing their involvement and commitment, and carrying on this legacy that has been passed down from generation to generation.

This anniversary also coincides with the 10th anniversary celebrations of Orona Ideo, a benchmark in the technological field in the Basque Country. An ecosystem which was born with a clear focus on innovation and sustainability, by means of the collaboration of Business, a University and a Technological Centre, and which today is firmly established as a symbol of Orona's cooperation model showing clear openness and interrelation with the local environment through Orona Fundazioa.



### PARTICIPATION IN TRADE FAIRS

During 2024 we participated in various trade fairs in the lifting industry with the aim of continuing to raise awareness of our Orona Next solutions platform and to expand our network of relationships with local partners internationally.

- Elevator Show, Dubai (United Arab Emirates) - September
- Lift City Expo, Riyadh (Saudi Arabia) - October
- Lift Expo Poland, Warsaw (Poland) - October



Elevator Show  
Dubai



Lift City Expo  
Riyadh




Lift Expo Poland  
Warsaw



## STAKEHOLDERS **Closer to you**

We actively engage with our stakeholders. Through various points of contact and communication, we maintain an ongoing dialogue to learn first-hand about your needs and expectations related to our business and sustainability.



Guided by our **purpose** of "Improving people's connections by shortening distances", we approach all the **people** and groups that contribute to our socio-entrepreneurial project





## Working personnel

We seek to promote the development of people, the search for a work-life balance, and the creation of an inclusive working environment.

Points of contact and communication

- Usual management dynamics (team meetings, management plan, etc.)
- Annual SDR interview (performance appraisal)
- Holding of IPFs (Institutional Participation Forums)
- Participation in Committees (Health and Safety, Equality, etc.)
- Training programmes and activities
- Internal communication channels: intranet, OronaLine, and noticeboards



## Working members

We encourage communication with members and their participation in the socio-entrepreneurial project.

In addition to the points of contact and communication for employees, members participate in the following complementary dynamics:

- Annual General Assembly
- Informative meetings prior to the General Assembly
- Dialogue with Board Members to convey requests and concerns
- Corporate Board meetings
- Participation in institutional working committees



## Sectoral associations, public authorities and regulatory bodies

We collaborate with global initiatives, sectoral associations and public authorities to share issues related to our activity.

Points of contact and communication:

- ELA (European Lift Association) Board Vice-Presidency
- Member of the Board of EEA (European Elevator Association)
- Vice-presidency on the Board of FEEDA (Spanish Elevator Business Federation)
- Member of the Board of FA (Fédérations des Ascenseurs)
- Member of AGORIA (Belgium)
- Board Member of VLR (Nederlandse Vereniging voor Liften en Roltrappen)
- Board Member of ILEA (Irish Lift & Escalator Association)
- Member of LEIA (Lift and Escalator Industry Association)
- Member of ANIEER (National Association of Lift and Escalator Manufacturers)
- Member of the Board of HLF (National Association of Lift Suppliers)
- Spanish provincial or regional associations
- Participation in dynamics with public authorities and regulatory bodies
- Adherence to the UN Global Compact, communication of progress, and participation in change accelerator programmes



## Customers

Architectural studios, construction and development companies, public authorities, property administrations, companies, homeowners' associations

Our aim is to establish long-term relationships with our customers to be able to design and deliver products and services that meet their needs.

Points of contact and communication:

- Visits and meetings
- Participation in sectoral or thematic trade fairs, congresses and conferences
- Permanent contact through customer support areas
- Publication of information through corporate reports, brochures, media, website and social networks
- Responding to public procurement requirements and supplier approval questionnaires
- Adhering to global sustainability initiatives such as the Global Compact and obtaining certifications



[Link to the publication](#)



## Service users

Every day, we move 25 million people to their destinations. We work to be able to offer you a safe, comfortable journey.

Points of contact and communication:

- Regular preventive and corrective maintenance programmes
- Permanent contact (24h/365 days) via the contact centre
- Attention through the contact forms on the corporate websites and through the workplaces themselves
- Publication of information through websites, social networks and the media
- Specific communications aimed at users through service stickers in the lift cars



Example of merchandising delivered to customers with messages related to Sustainable Development Goals



## Provider organisations

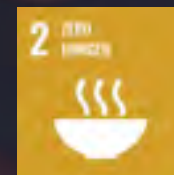
We maintain a close relationship with our suppliers to offer more competitive and sustainable solutions.

Points of contact and communication

- Regular meetings and gatherings
- Visits to the supplier's premises
- Participation in trade fairs
- Application for adherence to the supplier code of conduct
- Promotion of certifications that endorse their management system

Respect for Human Rights	21
Orona Fundazioa	25
Participation model	32
Fight against corruption and bribery	34
Supplier Code of Conduct	38

# Integrity and ethics





## RESPECT FOR HUMAN RIGHTS

### A commitment to **society** and to our **cooperative** character

Orona respects and promotes human rights as a fundamental part of the values that underpin our cooperative culture and our commitment to the environment.

Our commitment extends to respecting human rights in all our activities, based on international standards, measures and best practices, our own policies and strict compliance with the existing legal framework.

As described in the Articles of Association of Orona, S.Coop. the *raison d'être* of the Cooperative, which brings together a group of people, is the promotion of their human, economic and social development through the exercise of its business activity, integrated in solidarity and respectfully in the communities and environments to which it belongs.

Likewise, as a cooperative, our own governance system has instruments for information and the participation for the entire group of people in the organisation, which favours respect for human rights while conducting business.



The nature of our **cooperative model**, as set out in our articles of association, responds directly to the principle of respect for **human rights**

The cooperative nature, as well as in day-to-day operations, is conveyed to all the working partners through various training courses held at the cooperative:

- Oronena program
- Training for the corporate bodies (Governing Council and Social Council)
- Training of new members

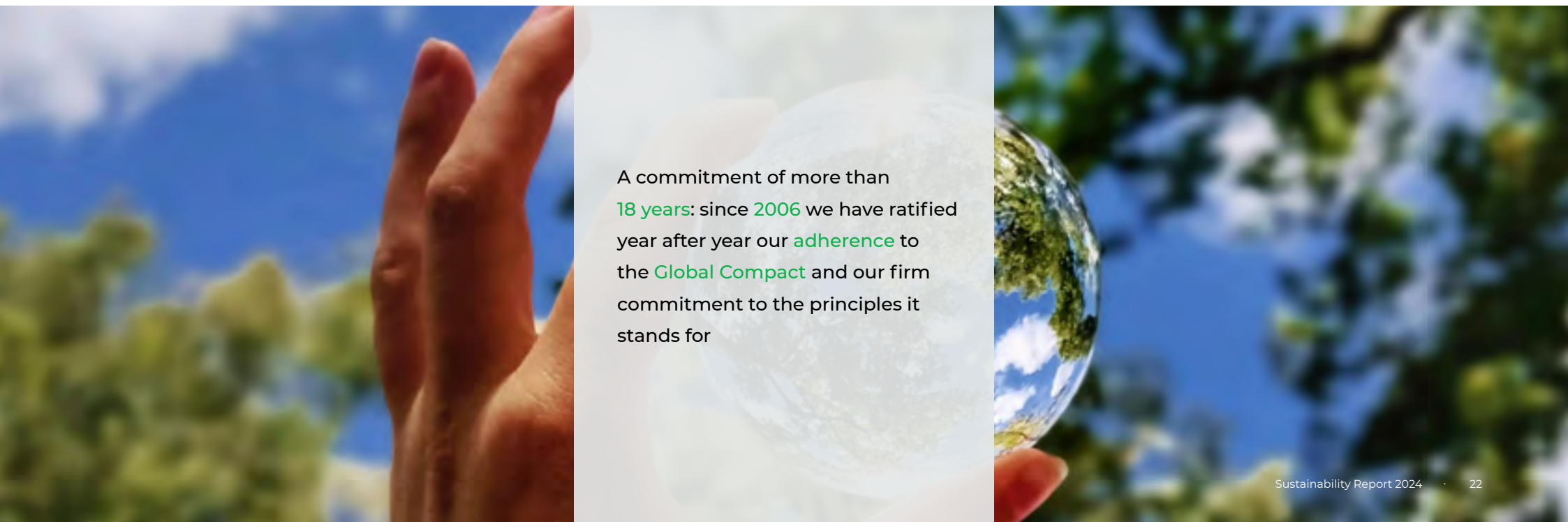
In all other companies and countries, existing internal regulations and rules, as well as the dynamics of social dialogue ensure both compliance with the applicable legislation in each country and respect for human rights.

#### COMMITMENT TO SOCIETY:

##### ACCESSION OF ORONA TO THE UN GLOBAL COMPACT

We are proud to be part of the Global Compact network to the extent that we are aware that the Pact represents a fundamental guide for moving forward in the sustainability commitments to which we feel closely linked.

We understand that our actions linked to each principle of the Global Compact show the effective ratification of our adhesion, with the hope that our actions will help further consolidate concepts such as respect for Human Rights and good environmental practices, and promote sustainability both in the business world and in society.



A commitment of more than  
**18 years:** since **2006** we have ratified  
year after year our **adherence** to  
the **Global Compact** and our firm  
commitment to the principles it  
stands for

Through the assumption and application throughout the organisation of the 10 Principles of the Global Compact, we respond in turn to our own cooperative principles:



### Human Rights

- **Principle 1:** Companies must support and respect the protection of internationally recognised fundamental human rights within their sphere of influence.
- **Principle 2:** Companies must ensure that their companies are not complicit in the violation of human rights.



### Labour Standards

- **Principle 3:** Companies must support freedom of association and the effective recognition of the right to collective bargaining.
- **Principle 4:** Businesses must support the elimination of all forms of forced or coerced child labour or coerced child labour.
- **Principle 5:** Companies must support the eradication of child labour.
- **Principle 6:** Companies must support the abolition of discriminatory practices in employment and occupation.



### Environment

- **Principle 7:** Businesses should maintain a precautionary approach that favours the environment.
- **Principle 8:** Companies should encourage initiatives that promote greater environmental responsibility.
- **Principle 9:** Companies must encourage the development of environmentally friendly technologies.



### Anti-corruption

- **Principle 10:** Companies must work against corruption in all its forms, including extortion and bribery.

For our adherence to the Global Compact, see [Orona, S. Coop | UN Global Compact](#)

With the aim of complying with the 2030 Agenda set by the United Nations, since 2015 we have made progress in the evaluation, monitoring and improvement of the Sustainable Development Goals.

Of the 17 goals, we have focused on the development of the following 12. During 2024, we continued to make progress on these objectives through initiatives such as those highlighted in the image below:



In 2024, coinciding with the celebration of "Global goals week" promoted by the Global Compact, we have shared initiatives and responsible practices via Linkedin, that we are carrying out in the field of sustainability and the Sustainable Development Goals.



Article published on environmental initiatives



Article published on social initiatives



Article published on integrity and ethics initiatives

## HUMAN RIGHTS VIOLATIONS

There have been no cases of complaints of human rights violations within the organisation or affecting third parties such as indigenous peoples.

Due to the type of activity carried out by Orona and the countries in which it operates, neither operations management nor supplier management are considered risk areas.

However, with the aim of ensuring that the activity of the providers of productive procurement is also aligned with respect for human rights, since 2020, there has been a prerequisite that they adhere to the Orona Supplier Code of Conduct.



## ORONA FUNDAZIOA

# Fostering educational, cultural and social development

### Commitment to the following SDGs

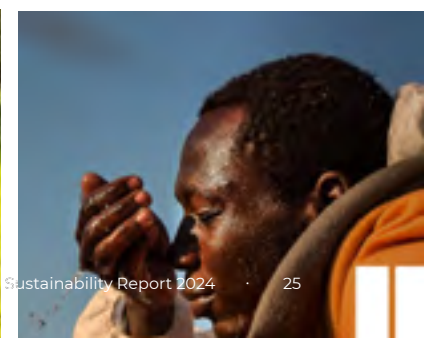


In accordance with the provisions of the articles of association, the purpose of Orona Fundazioa is to carry out, on a non-profit basis, all those activities and initiatives aimed at promoting and encouraging actions in the field of education, training and research in all areas of knowledge in line with the evolving needs of society.

The foundational aims include the promotion and management of education and research centres, and the provision of material resources for the development of education, training and research activities, as well as the organisation of congresses, seminars, courses, symposia and conferences.

The Foundation also aims to promote and support the social economy and the spreading of the values of cooperativism, the promotion of professional integration and the support of all kinds of cultural, social and charitable activities.

# #oronafundazioa



The objective of Orona Fundazioa is to contribute to the development of society in terms of socio-economic, cultural, educational, social and sporting activities.

To this end, we collaborate in projects with social agents, providing infrastructure, human capital and fundraising.

The foundation is governed with a global vision of both external and external objectives, providing coherence to its operations.

Our contribution model is proactive. Activities are carried out in conjunction with social partners, and resources are provided, such as infrastructure, human capital, relational capacity and financial resources.

For yet another year, the foundation is contributing to Orona's social innovation, adding further monetary contributions made annually through COFIPs (Contribution for cooperative education and promotion and other public interest purposes)

under the criteria of the Social Council.

## AREAS OF ACTION

Orona Fundazioa's activity is organised around three main areas of action::

- COFIP
- Gizarterantz
- Events

The first two areas, COFIP and Gizarterantz, are geared towards generating a positive and tangible impact on society. This is achieved through direct support to associations, initiatives or specific projects led by different social entities.

The aim is to enhance the work that these organisations are already doing in their field of action, thus promoting social benefits on multiple fronts.

In this way, Orona Fundazioa contributes to creating a more inclusive, equitable and supportive environment by collaborating with those who work in favour of collective well-being.

The third area, Events, focuses on the organisation and management of activities in the spaces that Orona Fundazioa has available within the Orona Ideo environment. These events are very diverse in nature and objectives, and can be promoted by different types of actors:

- The agents that form part of the Orona Ideo ecosystem, who find in these spaces a place to share knowledge, collaborate and strengthen the network.
- Associations or social entities that, in line with the values of the foundation, use these facilities to carry out activities that benefit the community.
- Companies interested in holding meetings, presentations, conferences or corporate events in an innovative and unique environment.

With this structure, Orona Fundazioa seeks not only to generate impact through direct social action, but also to provide a space for meeting and collaboration that enriches the social and entrepreneurial fabric, consolidating its commitment to social transformation and sustainable development.

## COFIP

Since its beginnings, Orona Fundazioa has stood out for its firm commitment to solidarity and its social responsibility towards the environment, values that constitute one of its main hallmarks. This commitment is reflected in the continued dedication of a portion of annual profits to COFIP (Contribution for education, cooperative promotion and other public interest purposes).

These contributions also support cultural, social and sporting initiatives, consolidating the foundation's positive impact in multiple areas relevant to the community.

The management of this aid is carried out through the Social Councils, which act as intermediaries in the allocation of resources. Orona Fundazioa distributes the funds available according to the number of members represented on each board. This distribution model ensures that the impact is tangible and equitable in all locations where Orona, S. Coop. operates, strengthening the social and economic fabric at the local level.

With this initiative, Orona Fundazioa reinforces its commitment with the creation of opportunities and sustainable development, consolidating its position as a key player in social transformation and community progress.



In the distribution of COFIP donations made in 2023, the commission that oversees the distribution of aid has decided to promote the following 4 associations, with the most significant aid:

- **Arnasa Gipuzkoa** (Cystic Fibrosis Association of Gipuzkoa) whose aim is to provide comprehensive care for people with cystic fibrosis and their families and/or carers.
- **Pausoka Elkartea**, an association made up of mothers and fathers of children with special needs that works to offer quality rehabilitation therapy.
- **Apoyo Dravet** is a community created by families of people affected by rare diseases with epilepsy and Dravet syndrome whose aim is to promote scientific research to improve the quality of life of patients and their environment.
- **Salvamento Marítimo Humanitario (SMH)**, a humanitarian organisation providing rescue and assistance to migrants and refugees on the transit routes to Europe.

## GIZARTERANTZ

### LINE OF ACTION FOR THE DEVELOPMENT OF SOCIETY AT THE LOCAL LEVEL

The line of action for the development of the environment (Gizarterantz) is the one that is most directly rooted in local society, aiming to promote its development in various dimensions:

- Education, training, and research.
- Cultural, social and charitable activities.
- Promotion of the Basque language.

Our projects are developed in a number of key areas, each aimed at generating a positive and lasting impact. We work on different initiatives that seek to transform and improve various fundamental aspects of our society. The following are the areas of action on which we focus, committed to progress and sustainability in each of them.

#### COOPERATIVE EXPERIENCE

We support development projects through the solidarity values of the cooperative experience.

#### KILOMETRE 0

This encompasses different initiatives that seek to turn the way food is produced and consumed towards a more sustainable model that also promotes the development of the local economy.

#### SOCIAL COHESION

We promote the social inclusion of groups at risk of exclusion, trying to revive a sense of belonging among local groups and encouraging the connection between different actors.

#### ACADEMIC DEVELOPMENT

We seek to promote educational innovation among educational institutions, enabling students to acquire and develop new skills.

#### CULTURAL DEVELOPMENT

We want to keep cultural activity alive in our society, as a contribution and nod to the future.

#### PROMOTION OF THE BASQUE LANGUAGE

We support projects and activities aimed at promoting the Basque language as part of our cultural identity.

#### BIODIVERSITY

Biodiversity is itself a key natural asset and we promote its importance and preservation for economic development and social progress.



## MAJOR PROJECTS 2024

The year 2024 has been an important milestone in reaffirming our commitment to solidarity and active collaboration with various social entities. In Orona Fundazioa, we believe that working together with the social agents in the surrounding area is fundamental to building a sustainable and meaningful impact on society.

During this period, we have strengthened our relationships with many organisations that play an essential role in different social fields. This ongoing collaboration has not only allowed us to exchange experiences and knowledge, but also to identify opportunities in order to maximise the scope and effectiveness of the projects we develop together.

The focus of our activity has been based on seven strategic areas of carefully defined actions for responding to emerging needs of the community and aligned with the foundation's core values. These areas include support for inclusive education, the promotion of sustainable environmental issues, the promotion of social inclusion, the development of cultural, health and wellbeing initiatives, labour inclusion and the promotion of social innovation.

Among this year's outstanding projects, we have promoted initiatives aimed at improving the quality of education by providing resources and tools that promote learning on equal terms. We have also worked on programs aimed at strengthening the employability of vulnerable groups, providing specialised training and support for their integration into the labour market.



In the area of sustainability, we have launched joint actions with environmental organisations to raise awareness of the importance of caring for the environment, promoting concrete measures to reduce environmental impact. Similarly, we have collaborated with cultural actors to preserve and disseminate local cultural heritage, ensuring that future generations will be able to enjoy this legacy.

Each of these projects reflects the spirit of co-operation and commitment that guides Orona Fundazioa. We firmly believe that social change is built through joint efforts, and we will continue to dedicate our resources, knowledge and energy to strengthening these partnerships. Our purpose is clear: to make an impact that positively transforms people's lives and contributes to the overall well-being of society.

## MAJOR PROJECTS 2024

### COOPERATIVE EXPERIENCE

**Cooperation projects**  
Mundukide Fundazioa

**Cooperativism Day**  
Onda Vasca

### KILOMETRE 0

**Nutrition project**  
Diameter 200

**Amillubi**  
Biolor Elkarte

**General Assembly**  
ENBA - Euskal Nekazarien Batasuna

**Agro-ecological farm**  
Karalabeleko

**Merkatu-e**  
San Martin Market

### SOCIAL COHESION

**Kind Surf**  
Surf Kluba Shelter

**Denur - barrier-free swimming**  
Hegalak Zabalik

**Guztion Olatuak**  
Donostiako Zurriola Surf Kluba

**Authentic Day by Orona Fundazioa**  
Donosti Cup

**Saskiamets**  
Askatuak

**Adapted rowing**  
Hernani Arraun Elkartea

**Errebeldeak fest 2024**  
Give me Tvision

**Acquisition of medical standing frames**  
Aspace Gipuzkoa

**Bizipoza Jaialdia**  
Bizipoza Elkartea

**Leaving is a right**  
Argilun Kultur Elkartea

**Gertu kultura**  
Kultur Kabia Elkartea

**Kolore Guztiak Day**  
Kolore Guztiak

**Jornada FGDA**  
Fed. Guipuzcoana  
Adapted Sports Association

**EMAKTIVA Program**  
EDE Fundazioa

**Equality Day - Gautena**  
Autism Association of Guipuzcoa

**Hirube kooperatiba 5th anniversary**  
Hirube Kooperatiba



For more information on the supported projects  
consult the [Orona Fundazioa Report 2024](#)

### ACADEMIC DEVELOPMENT

**First Lego league**  
Santo Tomas Lizeoa

**Technology workshops**  
Doplay

**PBLDAY**  
Mondragon Unibertsitatea

**Piano Recital**  
Hernaniko musika eskola

**Book presentation**  
Hik Hasi

**EHI Day**  
EHI - Euskal Herriko Ikastolak

### CULTURAL DEVELOPMENT

**Nao San Juan**  
Albaola

**Festival Tolofolk**  
Jeajeaka Kultur Elkartea

**Awareness-raising project**  
Landarbaso

**Basque culture book Louisbourg-Canada**  
Jauzarrea

**Pairs Ski Lift Championship**  
Erremontari

**Ombuaren itzala film**  
Eguzki Art Zinema

**150th Anniversary**  
Valentin Larrea

**Short film Let me go**  
Ander Iruretagoiena

**Orfeón Donostiarra**  
Orfeón Donostiarra

### PROMOTION OF THE BASQUE LANGUAGE

**Ikastolen jaiek - Erronka Initiative**  
EHI - Euskal Herriko Ikastolak

**Bertsolari Aldizkaria**  
Bertsozale Association

**Matx Application**  
Tokikom

**Korrika**  
AEK

### BIODIVERSITY

**Recovery of natural spaces**  
Irukurtzeta Fundazioa

**Ornithology Projects**  
Aranzadi Science Society

## EVENTS

Orona Ideo is a space that acts as a meeting point for different actors in the surrounding locality, promoting collaboration, the exchange of ideas and the strengthening of local networks.

It also offers its facilities for the holding of events organised by third parties, thus promoting interaction between different sectors and consolidating itself as a key venue for activities of common interest.

Throughout 2024, 88 events were held, of which 23 were third-party meetings. The total number of events generated an attendance of 7,088 people.



**88**  
meetings or events

**7,088**  
visitors



## PARTICIPATION MODEL

### A model that guarantees communication and participation

Communication and participation are implicit in our cooperative principles. The organisational structure itself guarantees permanent and fluid two-way communication and participation.

Through the bodies of institutional representation and participation, in addition to the executive channels, in the cooperative sphere, the members and employees of Orona, S. Coop. are actively involved in the progressive development and consolidation of our cooperative experience and the associated regulatory framework.

The Social Council is configured as a participatory, advisory, information and social monitoring body for general interests or problems, undertaking to collaborate, within its field of action, with the Governing Board and Management.

At the end of 2024, in accordance with the organisational and corporate configuration, Orona had 7 Social Councils, with a total of 111 members, meeting on a quarterly basis to address issues related to the development of the socio-business and institutional dynamics.



The creation of Orona, S.Coop. as a **cooperative** from the outset, and its continued existence today under this same legal structure, reflects its solid conviction in the promotion of values such as **commitment, collaboration, initiative and closeness**



The counsellors in turn hold regular information meetings (FOPI-Institutional Participation Forum) that are held in the different workplaces with the aim of informing and actively participating, dealing with issues of general interest and of the activity being developed by the Social Council.

The general assembly is the governing body of expression of the corporate will of the members of Orona. Among other functions, it has the exclusive power to adopt different agreements in the organic, economic and corporate spheres.

In this respect, a high level of institutional activity was maintained in 2024:

- Ordinary Assembly held in person on 26 April.
- Number of Social Councils held: 25 throughout the year.
- Governing Councils held: the ordinary Governing Councils have continued to be held every month, as well as the extraordinary ones that have been deemed necessary due to different circumstances.

On the other hand, at the rest of the companies that make up Orona, the same values of social dialogue and information are guaranteed through different representation groups.

90.4% of the workforce has a reference collective bargaining agreement both in Spain and in the other countries where Orona operates. Similarly, the representation of their interests is guaranteed through effective mechanisms established by law in each case (trade union representation and associated dynamics).



## FIGHT AGAINST CORRUPTION AND BRIBERY

### Our **values**, central core of our **DNA**

Orona has strong values that form the core of its DNA as an organisation and are intimately linked to all the activities that are carried out on an ordinary and extraordinary basis.

We compete in the lifting sector with other organisations in the pursuit of business objectives, but this competition always takes place within the framework of established national and international legislation.

Orona requires its organisation to behave ethically at all times, including strict compliance with current regulations.

Strict observance of the applicable regulations in its relations constitutes one of the fundamental values of Orona's internal policy in its relations with other companies and market operators.

These standards are:

- Antitrust Laws & Regulations
- Criminal Code



Among the inalienable values shared by the entire organisation are **honesty**, **transparency** and **ethics**

Among the set of active initiatives in the fight against corruption and bribery, the following should be highlighted:

### CORPORATE SOCIAL RESPONSIBILITY MANUAL

For this purpose, Orona, S. Coop. has a "Corporate Responsibility Manual", which is part of the training and documentation received together with the the Onboarding Plan. This handbook covers everything related to the way in which we must behave in the marketplace according to the responsibilities that are assigned to us.

The manual contains a series of guidelines aimed at avoiding any attitude contrary to free competition, as well as to prevent a series of offences contemplated in the Criminal Code, such as computer damage, damage to industrial property, corruption, bribery, influence peddling, etc., which would entail penalties or negative consequences for the organisation.

Everyone in the organisation accepts that they can be audited by internal or external personnel who will verify by any means available to them that there is no non-compliance.

The main aspects developed in the guidelines refer to:

- Conduct: prohibition of abusive conduct, of a dominant position...
- Antitrust Law: prohibited agreements, control of aid, agreements and abuses
- Procedures established to ensure compliance with competition law
- Behaviour instructions
- Procedures on subcontracting
- Prohibition of unfair competition, deception, misleading omission, denigration....
- Offences typified in the criminal code: bribery, influence peddling, corruption...

In the same way, Orona's financial departments actively collaborate with the financial institutions with which they work to ensure that there are no breaches due to money laundering, contributions to non-profit organisations or any other type of irregular transactions.

## ORONA STATUTORY AND REGULATORY FRAMEWORK

The MERO (Orona Statutory and Regulatory Framework) is one of the projects which is at the service of the socio-entrepreneurial project and aims to adapt and update the entirety of the Statutory and Regulatory Framework of Orona, S. Coop. Its implementation constitutes an integrative experience capable of driving broad organisational participation and defining a policy framework committed to the future.

2024 was the year in which Orona's Development Policy Framework was awarded the final impetus, with the adoption of the Internal Rules of Procedure together with the updating of the Articles of Association at the Ordinary General Meeting. With this, a new phase of Regulatory Development began, in which work organisation regulations were drawn up and shared in relation to work schedules, leave management, teleworking, leaves of absence, health and family and reduced working hours. To achieve this, it has been necessary to harmonise and agree on institutional and business management and it has been essential to combine the dynamics channelled through the participatory bodies (social councils, etc.) with the work dynamics of the management sphere (contrasting teams, etc.).

## PORTUGAL

In 2024, Orona Portugal designed, developed and implemented a whistleblowing channel allowing the reporting of possible irregularities in any of the areas or processes in which the company operates.

The Whistleblower Channel responds to the objective of providing Orona with a mechanism for internal communication of potential unethical practices and professional conduct irregularities, through an effective, rapid and adequate system for their detection, investigation and resolution. Such behaviours may be related to issues such as conflicts of interest, fraud or theft, bribery, corruption and money laundering, public health, antitrust and consumer protection, data protection and others.

In the event of a report of possible irregularities or inappropriate conduct, we will ensure Orona's integrity and reputation, and ensure that employees are safe and secure in the workplace.





## BRAZIL

AMG Orona adopted its Code of Conduct in 2024. This code includes specific sections that make explicit the commitment to the fight against corruption and bribery and the defence of free competition. On the one hand, in relation to the fight against corruption, it ensures that ethical conduct is maintained, and ensures that corruption is strongly opposed in operations, such as the financing of corruption, concealment of interests, falsification of documents and money laundering. On the other hand, in the context of the prevention of bribery, it prohibits unlawful kickbacks, illegal discounts and any form of unauthorised sponsorship or hospitality.

It also establishes the requirement to act ethically, transparently and responsibly.

Finally, in relation to the defence of free competition, it strictly prohibits document fraud, the exchange of favours with competitors, price fixing, refusal to sell in order to benefit competitors and circumvention of internal processes and, in general, any practice involving unfair competition.

In addition, the Code of Conduct itself establishes the obligation of all employees to report possible situations contrary to the above through a whistleblowing channel that guarantees privacy and integrity.

## UNITED KINGDOM

At Orona Ltd in 2024, both the Employee Handbook, which contains the regulations most directly related to the organisation of the work itself, and all other regulations were revised and updated. Among them, the Anti-Bribery and Corruption Policy should be noted and the Whistleblowing Policy.

The Anti-Bribery and Corruption Policy determines that bribery involves offering or receiving incentives to obtain commercial, contractual, regulatory or personal advantages and clearly states that workers are not permitted to offer or accept bribes, such as tickets to sporting events to secure business or employment for family members in exchange for influence. It also determines that political donations are prohibited and charitable donations must be legal and ethical.

In terms of the Complaints Policy, it establishes the obligation of all employees to report any behaviour that may be in breach of the provisions of the above and establishes a secure channel for disclosing such circumstances

## POLAND

Orona SP has approved and published in 2024 the "*Procedura Zgłoszeń Wewnętrznych*" where it lays down the commitment to the fight against corruption, money laundering, personal data protection and other relevant areas. It also identifies specific situations and behaviours that could constitute a violation in these areas. In order to ensure a safe and secure environment, a whistleblowing channel is also established whereby complaints will be verified while protecting the whistleblower.

## SUPPLIER CODE OF CONDUCT

### A **policy** of **specific conduct**

In 2020, the Purchasing department, where most of the management is centralised, introduced adherence to the 'Code of Conduct for Orona suppliers' as an essential condition for registering suppliers for productive purchases.

This document is based on three main cornerstones:

- Compliance with labour standards: occupational health and safety, freedom of association and collective bargaining, elimination of forced labour and abusive hiring policies, support for the eradication of child labour and support for the abolition of discriminatory practices in employment .
- Environment: its preventive approach, environmental responsibility, and the use of environmentally friendly technologies.
- Business ethics: confidentiality, respect for intellectual and industrial property rights and work against corruption

Orona reserves the right to terminate any contract with a supplier who does not comply with it.



# Social

Job creation

40

Health and safety promotion

42

Training and professional development: Orona University

46

Gender equality and diversity management

47



## JOB CREATION

**Quality of working life in line with  
our cooperative principles**

Job creation, people development and a quality of working life in line with our cooperative principles are the fundamental elements of Orona's raison d'être.

We ended the financial year 2024 with a total of 6,486 people employed, thanks to the effort made to maintain and even increase activity in developing countries where we have a presence. This number of people is an increase over the previous year of 375 people, consistent with our commitment to employment.

Since its foundation, Orona has assumed the clear principle of meeting the **human, economic and social** needs and **aspirations** of working people and society in general, through the development of its business activity with a solid commitment to the future



A breakdown of the number of workers by country, disaggregated by gender, age and professional category as at 31 December 2024 is as follows:

### EVOLUTION OF THE WORKFORCE BY GENDER

	2022			2023			2024		
	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL
Belgium	41	251	292	47	274	321	45	286	331
Brasil	40	172	212	41	184	225	41	187	228
France	110	576	686	136	710	846	142	740	882
Germany		1	1	4	21	25	5	20	25
Ireland	14	102	116	14	107	121	15	93	108
Luxembourg	3	19	22	3	19	22	3	18	21
Malta	6	27	33	6	38	44	7	40	47
Netherlands	14	126	140	24	144	168	25	154	179
Norway	10	107	117	10	110	120	14	105	119
Poland	20	99	119	25	144	169	31	167	198
Portugal	22	171	193	28	173	201	27	181	208
Spain	411	2,980	3,391	415	3,109	3,524	442	3,344	3,786
UK	64	233	297	71	254	325	80	274	354
Total	755	4,864	5,619	824	5,287	6,111	877	5,609	6,486

Most of the net increase in staffing experienced in 2024 has been in the form of an increase in the number of male employees (322, an increase of 6.1%), although the increase in the total number of female employees has also been significant (53, an increase of 6.4%).

## HEALTH AND SAFETY PROMOTION

**Occupational health  
and safety**

Orona's health and safety policy is part of the "Quality, environment, eco-design and occupational health and safety" and expressly includes the senior management commitments on OSH:

- Eliminate hazards, reduce risks and provide safe and healthy working conditions for the prevention of injury and deterioration of the health of workers.
- Ensure the training, information, consultation and participation of workers in health and safety at work.
- Comply with applicable legal and regulatory requirements, as well as other requirements to which the organisation subscribes, regarding occupational health and safety.
- Consideration of occupational health and safety management as a strategic factor for the fulfilment of the commitments defined by the organisation.
- Providing the necessary resources for the fulfilment of OSH-related objectives.



This policy is developed through an ISO 45001 certified Occupational Health and Safety Management System. In this way, the health and safety of all the people who form part of Orona is established as a main and essential objective of the organisation and preventive activity is integrated into all areas of business management and hierarchical levels of the organisation. The policy is integrated into the welcome plans and published on the intranet, as well as in the sustainability reports and in the Non-Financial Reporting Statements, with the Health, Quality, Safety & Environment (HQSE) department in charge of developing the necessary processes to ensure its proper implementation throughout the organisation.

In 2024, important steps have been taken in the organisation of the prevention of occupational risks. On the one hand, it is worth highlighting the constitution of a Prevention Service for all Orona companies in Spain. This service is made up of technical prevention staff from Orona companies. In this way, 100% of the preventive activities both in Orona, S.Coop. and in the rest of the companies in Spain are carried out with our own resources and based on the objectives set out in Orona's policy.

On the other hand, the number of QSE technicians at Orona, S.Coop. has increased, aligning the preventive organisation to the structure of the co-operative.

In 2024, internal OSH audits were carried out in all companies and work centres in Spain to verify compliance with the requirements of the integrated OSH management system and the applicable legal requirements. The deviations detected in these audits and in the external certification audits have been managed through the non-conformities module of the HQSE management application, identifying the non-conformities, observations and opportunities for improvement, as well as the actions defined for their correction. Detailed follow-up has been carried out on a monthly basis, monitoring the status of these deviations.

It is also worth highlighting the consolidation work for the systematisation of OSH management control in the different companies, through the definition of objectives, the preparation of scorecards and monthly discharges in Orona, S.Coop and the rest of the companies in Spain and Portugal.

Moreover, it is worth highlighting the important activity carried out by Orona University in the field of occupational risk prevention training.

## RISK ASSESSMENTS

At the Spanish level, one of the main activities of the OSH Management System is risk assessments. Orona has the procedure SMA-01 "Identification of risks and assessment", which sets out the scope, methodology and periodicity of review of these assessments. Annually, preventive planning contains details of the risk assessments to be carried out during the year. These assessments were carried out by technical staff from the prevention service, after which the preventive measures to be adopted were defined and the job cards and risk maps were updated, as information tools for all workers. The planning and results of risk assessments have been shared with workers' representatives in the Health and Safety Committees. In addition to the risk assessments carried out at the industrial sites, the risk assessments for the assembly and maintenance activity were updated in 2024.

## OCCUPATIONAL RISK PREVENTION INSPECTIONS

Occupational risk prevention inspections or internal audits are another relevant activity of the OSH Management System. Through these actions, the implementation of operational requirements for the prevention of occupational risks in Orona's processes is audited. Specifically, in 2024, occupational risk prevention inspections were carried out at all workplaces of all companies in Spain.

## EMERGENCY AND SELF-PROTECTION PLANS

In 2024, the emergency and self-protection plans of the plants were revised for Hernani, Vitoria and Orona Ideo. Following the review, the intervention teams at these sites were updated. Likewise, 3 evacuation drills were carried out (one for each of the plants) and two chemical alarm drills were carried out at the Hernani plant. In addition, 26 evacuation drills were carried out at Orona's workplaces in Spain and Portugal.

## HEALTH AND SAFETY STANDARDS

In addition, and following the provisions of the SMA 02- "Information, consultation and participation of workers" procedure, 4 Health and Safety Committees were held, with representation from the prevention delegates. These committees are held both in Orona, S.Coop. and in each of the companies in Spain and Portugal.

Similar standards for OSH management are used in other countries, complying with the legislation in force in each case.



TRAINING AND PROFESSIONAL DEVELOPMENT:  
ORONA UNIVERSITY**Commitment  
to training**

One of the main inputs at Orona, S. Coop. for the preparation of the training plan over almost two decades has been the annual evaluation of each employee, as well as the biennial evaluation of managers by their teams.

The group as a whole evaluates itself, evaluates its manager and receives regular and structured feedback on its performance, projecting expectations and accepting commitments on its attitudes, skills and knowledge, which is an essential input for the development of training plans.



Orona University develops its training plans at its 4 schools:

1. Cooperative Experience School
2. Technical School
  - Proposed training pathway for technical fields
3. Business School
  - Skills
  - Digitalisation
4. Interdisciplinary School
  - Languages
  - Occupational Risk Prevention
  - CyberAcademy

During 2024, we continued to make progress in the use of methodologies and innovative tools that allow us to improve the dynamisation and information associated with training. Emphasis has been placed on the design of our courses, using participatory exercises and dynamics and incorporating gamified and virtual reality content.

We are still in the process of digitising the management of training by means of an LMS (Learning Management System) tool with the objective of facilitating the launching, convening, registering and monitoring the training activity, as well as digitisation and dissemination of training content to the entire group of employees.



GENDER EQUALITY AND DIVERSITY  
MANAGEMENT**Universal accessibility for people  
with diverse abilities**

At Orona, we are committed to the social integration of people with disabilities through their integration into the workplace, a commitment that goes beyond legal requirements. We encourage inclusion in our recruitment processes through collaboration with several special employment centres, as well as through the dissemination of vacancies through specialised channels aimed at this group.

The Spanish General Law on Disability aims to promote and foster the integration into the labour market of people from this group. At Orona, not only do we comply with these precepts, following the necessary protocols to ensure access for persons with disabilities. We are also activating activity measures and we are also promoting the equivalent economic measures provided for in the absence of such measures.

In our group companies established in other countries, we also follow the directives established by local laws, reaffirming our global commitment to diversity and inclusion.





## BELGIUM

Comfortlift Orona, focused on accessibility solutions such as stairlifts and domestic lifts, continues and strengthens its collaboration with Ewoud Vromant, a leading Belgian road and track cyclist who competes in adapted cycling.

During 2024 we supported Vromant on his journey to the Paralympic Games. He won two silver medals in the men's time trial C2 and men's individual pursuit C2.

This collaboration, in addition to promoting the visibility of people with functional diversity, but also inspires many people to overcome their own challenges.



## FRANCE

We continue to post vacancies through the CAP Emploi portal, which facilitates the integration of people with disabilities into the labour market.

During the 28th European Disability Employment Week, held from 18 to 24 November 2024, Orona France reaffirmed its commitment to diversity and equality. Internal messages were sent to employees to raise the visibility of this group, highlighting their valuable contribution to the projects and encouraging applications from this group.

In addition, they reiterated the commitment to prevent and combat any discriminatory remarks or actions. Orona is a company committed to diversity and promotes the integration of people with different profiles, whether by gender, origin or age.

## UNITED KINGDOM

The "Equal Opportunities and Dignity at Work Policy" internal regulation sets out the criteria and protocols regulating the company to ensure fair and equitable treatment to all groups with whom it may interact, whether they be those present in the company itself (internal regulations) or those who have the option of accessing the (selection processes).

An updated "Anti-Harassment and Anti-Bullying" policy was adopted in 2024 in which inclusive attitudes are encouraged from the point of view of the diversity of the collective, with specific mention of the collective of people with disabilities. It also reiterates a commitment to providing a safe and respectful workplace and to promote a working environment based on dignity and trust, and free from discrimination, harassment, intimidation or victimisation.



## BRAZIL

Orona AMG has approved its Code of Conduct in 2024, which includes a section on respect for human dignity and the promotion of an adequate and sustainable working environment. In this section, the commitment to diversity in general and to people with disabilities in particular is made explicit and, at the same time, prohibited conduct in the workplace with respect to this group is determined.

## UNIVERSAL ACCESSIBILITY

Likewise, accessibility is guaranteed in our facilities, eliminating architectural barriers in order to facilitate access in all cases. This aspect is especially relevant in the facilities of the headquarters and production plants in Hernani, as these are the sites with the largest numbers of personnel.

## EQUALITY AND COMMITMENT TO EQUAL TREATMENT AND OPPORTUNITIES BETWEEN WOMEN AND MEN

Orona, S. Coop. has been recognised by Emakunde as a collaborating entity for the equality of women and men since 2014. This recognition accredits that actions are being carried out that encourage and promote greater equality of women and men, and the removal of obstacles to equality.



In turn, Orona, S. Coop. is part of the Emakunde BAI SAREA network of collaborating companies, promoted by Emakunde-Basque Women's Institute and made up of Collaborating Entities for the Equality of Men and Women.

Orona, S. Coop. as a member entity of BAI SAREA and in accordance with the principles for the empowerment of women proposed to companies by UN Women, is committed to:

1. Promoting equality of women and men within the organisation's management.
2. Treating women and men equally at work.
3. Respecting and defending human rights and non-discrimination.
4. Ensuring the health, safety and welfare of all staff.
5. Promoting the professional development of women.
6. Carrying out pro-equality business development, procurement and marketing practices.
7. Promoting equality in the socio-occupational environment, assessing and disseminating progress for equality between women and men.

Ours is a male-dominated sector, in which it is also difficult to incorporate women because of the low availability of suitable female candidates in the labour market with technical vocational training requirements. In order to overcome this obstacle and to promote equality, in coordination with Lanbide we have prioritised profiles of women and people over 50 years of age.

Likewise, as part of the collaboration agreement between Orona, S.. Coop. and Emaktiva, we have supported the holding of an event at the Orona Fundazioa facilities, focused on reflecting on employment, equality and inclusion.



#### IV EQUALITY PLAN 2023 - 2026

In 2024, Orona, S. Coop. drew up its new Equality Plan for 2023 - 2026, based on the evaluation of the implementation of the previous Equality Plans and on the updating of the assessment on the equality of men and women in the enterprise.

Likewise, the equality plans of Ga-Lo, S.L.U. and Ulahi, S.A.U. have been updated and registered for the period 2024-2026.

The remaining companies with more than 50 employees (Pecrés, S.L.U., Bayfer, S.L.U., Ascensors Girona, S.A.U., Balear de Ascensores, S.L. and Ascensores BurgasDiher, S.L.U.), also have Equality Plans in line with legal requirements.

The measures set out in this equality plan are framed by and respond to issues analysed in the staffing assessment, which provides for a detailed analysis of the workforce and identifies the main weaknesses and strengths that are observed.

Legislative developments concerning issues affecting the equality plan have also been taken into account when considering the measures.

Finally, the actions developed under previous plans have been considered, giving continuity to some of them in order to make further progress on these issues.



The III Plan for Equality between Men and Women of Orona, S. Coop. (2023-2026) is structured around four areas of intervention:

- 1. Management for equality:** to ensure the viability and value proposition of the organisation's equality policies by strengthening the structures for their promotion, the visibility of Orona's commitment to equality between men and women, training in equality, the dissemination of management for Equality, collaboration with other organisations for its promotion, and the strengthening of the measures promoted within the context of the plans.
- 2. Managing people from a gender perspective:** integrating equality in Orona's main management tools, promoting access to male-dominated professions for women, the professional development of women, integrating gender perspective in management processes and complying with the obligations of the salary audit and the salary register.
- 3. Health and gender:** to guarantee a risk-free and healthy working environment with measures such as the adaptation of the protocol for the prevention of and action against sexual and gender-based harassment, the inclusion of the gender perspective in the prevention of occupational risks, the creation of spaces and equipment suitable for women and men and the inclusion of TSH (Thyroid-Stimulating Hormone) analysis in medical check-ups of female workers.
- 4. Transformative culture for equality:** promoting change for equality through reconciliation, participation and communication, favouring communication that fosters equality, co-responsible reconciliation, analysis of organisational culture in terms of gender and intersectionality, and participation in STEAM initiatives for equality.

Additionally, Orona, S. Coop. has developed several actions throughout the year aimed at reinforcing the strategy followed in equality policies. Among these we could highlight:

#### International Working Women's Day (8 March):

- Dissemination of the Emakunde campaign on notice boards in work centres in the Basque Autonomous Community and Navarre, and on the screen of the Gallery building in Orona Ideo.
- Visibilisation of women producers (videos and posters in Orona Ideo and Lastaola canteens).
- Social media: LinkedIn messages and videos with images of women and men from Orona.
- Videos with images of women and men and with the # of International Women's Day at Orona Ideo and production plants in Hernani and Vitoria.
- Lighting of the Epele-Lastaola bridge in Hernani.



[Link to LinkedIn's publication](#)



The #oronawomen campaign was launched on social media to recognise the talent and dedication of the women who make Orona a leading company.



[Link to LinkedIn's publication](#)



[Link to LinkedIn's publication](#)



[Link to LinkedIn's publication](#)

#### Monitoring and auditing of the non-sexist use of language and images in corporate documents and publications:

- Annual Report 2023
- Sustainability Report 2023
- Orona website
- Corporate Presentation 2024
- Commercial catalogues
- Postings on notice boards
- General communications

#### Participation in STEAM initiatives for equality:

- Inspire STEAM, boosting the presence of women in different technical disciplines.
- PBL Day, an annual event held at Orona Ideo where the best engineering projects of Mondragon Unibertsitatea are awarded.
- Experiences in schools, with the participation of women workers who make their work experience visible and promote interest in science and technology among children.

#### ORGANISATIONAL STRATEGY AND CULTURE FOR EQUALITY

We promote an organisational culture committed to equality through projects that encourage the participation of Orona's people in the equality project, their awareness and training, the visibility of the organisation's commitment to equality between women and men, as well as through the consolidation of the measures developed in Plans I and II and the monitoring, evaluation and communication of the implementation of the III Equality Plan and the identification of points for improvement.

## OCCUPATIONAL HEALTH

We ensure a risk-free and healthy working environment by combating the case of and gender-based violence or violence against LGBTBI people.

In 2024, the protocol for the prevention of harassment for both reasons was updated and unified and the result of this work was the Protocol for prevention and action in the event of workplace harassment, sexual harassment, gender-based harassment, harassment or violence against LGBTBI people, and other conduct contrary to sexual freedom and moral integrity in the workplace.

This protocol establishes a method accessible to all persons, which ensures the prevention, management and resolution of discriminatory behaviour from the perspective of sexual orientation, gender identity or expression.

This procedure is applicable to all Orona staff and other persons who providing services in the organisation, without prejudice to compliance by other companies with respect to their personnel in the framework of the provision of services with the company.

## PERSONNEL MANAGEMENT

We systematise the processes that guarantee equal treatment and opportunities, including promoting the entry of women into professions where they are under-represented, encouraging career development without gender bias and intervening to reduce pay inequalities not linked to seniority.

## PRODUCT DESIGN AND MARKETING

We incorporate the gender perspective in our activity by means of equal representation of women and men in labels, catalogues, advertisements, web, videos, etc. and the inclusion of a gender perspective in product design. (security, daily needs...)

## UNITED KINGDOM

In 2024 the specific regulations have been updated in accordance with the current legislation in relation to non-discrimination on the grounds of age, disability, sex, gender reassignment, pregnancy, maternity, race, sexual orientation, religious belief or on the grounds of being married or in a civil partnership, both direct and indirect (Equal Opportunities and Dignity at Work Policy).

In this line, a new anti-bullying and anti-harassment policy has been introduced. (Anti-Harassment and Anti-Bullying Policy). This policy takes proactive measures to prevent all forms of harassment, including sexual harassment, among employees. In order to achieve this, the onboarding for new hires includes the following content on equality, diversity and inclusion and on the prevention of bullying. It is also stipulated that employees participate in equality-related training and that managers know how to effectively implement this policy and prevent harassment in the workplace.

In order to contribute to the aforementioned objectives, training content has been generated during 2024 and shared with the internal workforce.

The definition of the terms and conditions of employment are determined by the job and not by personal characteristics based on professional and geographical comparisons.

There is also a protocol for reporting cases of possible discrimination and the formal procedure to be followed is set out in the internal regulations.

Ultimately, commitments are made to provide a safe and respectful working environment and to promote an atmosphere based on dignity and trust, free from discrimination, harassment or bullying.

#### BELGIUM

In Belgium, these directives are included in the company's Internal Regulations in Article 3 and Annex 4, incorporating, among others, the provisions of the Collective Agreement No. 25 on equal working conditions and equal pay for women and men. This paragraph aims to ensure that men and women receive equal pay for equal work or work of equal value.

This guarantee covers all elements and conditions of pay, ensuring that job evaluation systems do not lead to discrimination and provides mechanisms for seeking remedial action for those who believe they have suffered detriment.

#### BRAZIL

As mentioned above, Orona AMG adopted its Code of Conduct in 2024, which spells out its commitment to ensure equal treatment regardless of gender, sexual orientation, origin, ethnicity, marital status, family status, disability, religion or other attributes. In the same vein, it prohibits discriminatory statements and establishes reporting channels to identify and remedy violations of the Code of Conduct.

#### POLAND

Orona, Sp. z o.o. has introduced training for the management team in order to counter harassment and discrimination in the workplace. The aim is to promote knowledge and raise awareness of harassing or bullying actions and behaviours, and to identify appropriate ways to support people affected by such situations.

Because of its role as a key figure in the generation and communication of the organisational culture, it is trained in awareness-raising and promotion of the values of a friendly and supportive working environment based on mutual respect and trust.

In the rest of the companies we work with the same values of equal opportunities between women and men, taking as a reference the measures adopted in Orona, S. Coop. and always scrupulously respecting the legislation in force in each country.

# Green

Commitment to the environment	57
Added value in products and services	61
Monitoring business impacts	65
Impact on the supply chain	69
Biodiversity protection	72
Orona Ideo	76





## GREEN

**Commitment  
to the environment**

Orona, in line with the current global situation and the Sustainable Development Goals of the United Nations Global Compact, and aware of its responsibility towards the environment and the expectations of its stakeholders, maintains and promotes environmental certifications such as:

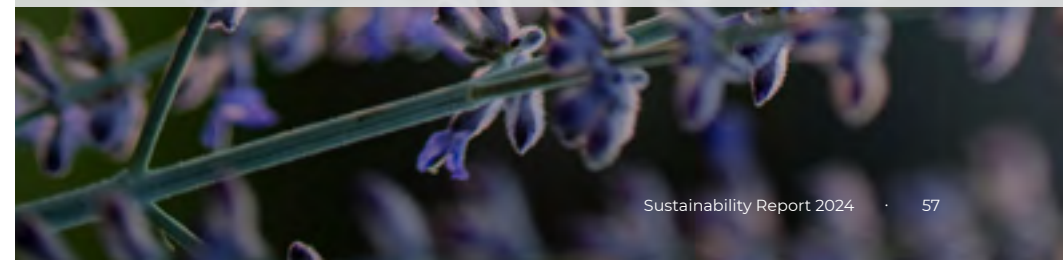
- Environmental Management (ISO 14001)
- Ecodesign Management (ISO 14006)
- Environmental Product Declaration (ISO 14025)
- Carbon footprint (ISO 14064)
- Energy efficiency of lifts (ISO 25745-2)

## 2024 MILESTONES

- The percentage of eco-designed devices issued during the last year increased to 95%.
- Development of a proprietary calculator for the calculation of the organisation's carbon footprint according to ISO 14064.
- Publication of 5 Environmental Product Declarations in the INIES database (Database of Environmental and Health Declaration Sheets for construction products), according to the PEP Ecopassport program.



We believe in the importance of acting **responsibly**, striving to reduce the impact of our activities and products on the **environment**



#### OUR ONGOING COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY ENCOMPASSES

- Commitment to the environment by promoting the transition to a circular economy model.
- The growing market interest in more energy-efficient lifts that also offer higher levels of comfort and safety.
- A model of pragmatic and relevant innovation.
- Increasing customer satisfaction and adapting to increasingly demanding legislation at both national and European level.
- Obtaining environmental certifications that endorse our track record.

To meet environmental expectations and be aligned with both the Sustainable Development Goals (SDGs) and the policy initiatives of the European Green Deal, Orona aims to strengthen transparency through actions such as:

- Carbon neutralisation with a life-cycle approach promoting the reduction of environmental impacts derived from the activity.
- Eco-design for a circular economy and verification of eco-labels such as environmental product declarations.
- Maintenance of the integrated management system, complying with voluntary environmental management standards and assessing new certifications.

In addition to the environmental management track record of our organisation and our products and services, during the 2024 financial year we added the milestone of the publication in the INIES database of 5 Environmental Product Declarations, according to the PEP Ecopassport program. Ecopassport.



As described in the Quality, Environmental, Eco-design and Occupational Health and Safety Policy (Annex I), a document published in the sustainability report and communicated to all employees of the organisation, in addition to legal compliance, we have been committed for years to pollution prevention and continuous improvement.

This is reflected in the annual identification and evaluation of environmental aspects; one of the bases for the establishment of environmental improvement objectives, which, led by HQSE (Health Quality Safety Environment), are transferred and materialised in different environmental programs in ISO 14001 certified companies.

#### ENVIRONMENTAL AWARENESS

During 2024, the environmental awareness-raising system was maintained, aimed at all Orona, S.Coop. employees and other companies in Spain and Portugal, in order to publicise the main environmental concepts and projects being developed within the organisation by means of information packs.

Likewise, with the aim of disseminating different specific content on Orona's Environmental Management System and spreading good environmental practices in the organisation, an online training module to be completed by employees was developed in conjunction with Orona University. During 2024, the sharing of this training module with the Orona, S.Coop. group has continued, also introducing it to those responsible for the environment in associated companies in Spain.

With this training, Orona confirms its commitment to raising environmental awareness among the group as part of the organisation's environmental strategy.





## EXTERNAL COMMUNICATION ON SOCIAL MEDIA

Orona reinforces its commitment to the environment by publishing environmental content regularly on social media, both in Spain and in other countries.



[Link to publication](#)



[Link to publication](#)



[Link to publication](#)

In the same way, Orona promotes environmental awareness through other media and participation in various forums and by developing different activities with the aim of sharing experiences and publicising aspects related to environmental sustainability and the circular economy:

## BASQUE ECODESIGN CENTER

Orona participates in the [Basque Ecodesign Center](#) with other Basque companies and the public companies Ihobe and SPRI. The mission of this initiative is to promote the piloting of methodologies and the development of innovative projects, which respond to Euskadi's priorities for the implementation of the circular economy among the Basque business community, with a twofold focus: on improving competitiveness, and on prevention of environmental impacts.

We have been part of this working group since 2016, as a driving company of the Basque Country, contributing our knowledge and experience in terms of eco-design and the circular economy in order to achieve a more environmentally friendly industry and aligned with the environmental challenges of the 2030 Agenda.

## PARTICIPATION IN THE UNIVERSITY MASTER'S DEGREE ON "CIRCULAR ECONOMY: APPLICATION TO BUSINESS"

For yet another year, Orona has collaborated as a speaker at the master's degree program at the Basque Country University UPV-EHU "Circular Economy: Applied to business", providing its experience and its most relevant case studies in the field of environmental sustainability.



## ADDED VALUE IN PRODUCTS AND SERVICES

**The environmental factor is key in the design process**

Through eco-design, we introduce the environmental variable in the design and development of our products and services. The aim is to minimise and avoid, as far as possible, the environmental impact that these products have on the environment throughout their life cycle.

In addition, eco-design is considered the main tool for the establishment of circular economy strategies, as it makes it possible to prevent waste associated with the life cycle of products and services before it arises.

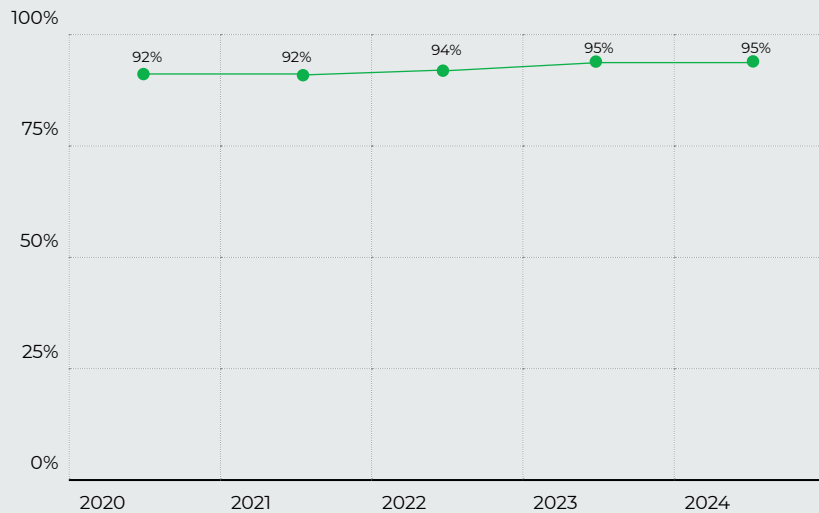
**→ A SUSTAINABLE PRODUCT AND SERVICE PLATFORM**

At Orona we incorporate the environmental factor as an additional criterion in the design process of new products and services, always analysing the evaluation of the environmental impacts attributable to a product or service during all stages of its life cycle with a cradle-to-grave approach.



The Orona Next product and service platform optimises the company's portfolio of solutions by promoting eco-designed solutions with a lower environmental impact. The percentage of eco-designed devices issued during the last fiscal year increased to 95%.

#### EVOLUTION OF SHIPPED ECO-DESIGNED EQUIPMENT



Through the Life Cycle Analyses (LCA) that Orona carries out both in the design of new products and in their redesign, we are able to establish strategies in order to minimise the environmental impact of products and services, thus contributing to decarbonisation.

Orona has incorporated **eco-design** management into its **Integrated Management System (IMS)**, facilitating the analysis of its context and the monitoring of key performance **indicators** for making effective improvements

These analyses are carried out systematically thanks to the implementation of ISO 14006, and are essential for making a full carbon footprint calculation and being able to identify the main areas for improvement.

### ADDED VALUE IN PRODUCTS

Orona, in its desire to contribute to the wealth of the surrounding environment and to reduce the environmental impact of the materials acquisition phase, is strongly committed to contracting local suppliers, acting as a driving force within its supply chain. We are committed to local manufacturing, as the organisation with the largest production capacity for complete lifts in Europe.

In the same way, Orona continues to work on improving energy efficiency of its products during their use phase by providing its customers with solutions such as energy regeneration systems, energy-saving gearless drives, LED lighting and automatic and stand-by lift shutdowns. At present, the Orona Next Essentia and Orona Next Smart solutions have a rating of highest energy efficiency according to VDI 4707 and ISO 25745-2.

Orona provides its customers with full information on the environmental impact of its [Essentia](#), [Smart](#) and [Smart+](#) series through environmental product declarations verified by an independent third party.

In 2024, given the relevance of the French market for Orona and in compliance with the RE2020 French environmental legislation, 5 Declarations have been published. Environmental Product in the [INIES database](#), according to the PEP Ecopassport programme. The aim of these publications is to facilitate the life cycle analysis of buildings in order to reduce their environmental impact.



The results of environmental product declarations are conducive to the attainment of environmental badges, for buildings with sustainable construction projects that have an Orona lift installed, such as the LEED certification or BREEAM



### ADDED VALUE IN SERVICE

In addition to the above-mentioned developments on the product side, various actions have also been carried out in order to reduce the environmental impact of the service activity.

Within the scope of the service, conservation activity is associated with the use of of a fleet of vehicles necessary for the movement of professionals to the facilities to be maintained.

At Orona we are aware of the importance of taking steps towards an electric vehicle fleet. At present, this transition is associated with considerable problems due to the low level of development of freight infrastructures, the dispersion of the fleet and the potential impact on productivity.







## MONITORING BUSINESS IMPACTS

**The Carbon Footprint,  
a **key** indicator****→ CARBON FOOTPRINT**

Orona, S.Coop. has been calculating its carbon footprint since 2019 in order to identify the main sources of Greenhouse Gas (GHG) emissions and to establish actions for eliminating them or, failing that, to mitigate them as much as possible.

The verification of this calculation has been carried out under the ISO 14064 standard based on the GHGs produced by our activity: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O and HFCs.

The calculated carbon footprint for 2023 was verified in 2024. This calculation includes the greenhouse gas emissions generated by 100% of the facilities of Orona, S.Coop. and the rest of the companies in Spain.

Carbon footprint analysis is defined as an **essential parameter** for the organisation, in order to verify the impact of actions taken towards decarbonisation

## INDIRECT EMISSIONS FROM SOURCES LOCATED OUTSIDE OF THE ORGANISATIONAL BOUNDARIES

In 2023, as in previous years, all relevant indirect emissions have been taken into account within the verification scope of Orona's carbon footprint calculation in Spain. With this exercise we are able to provide greater information and transparency to all stakeholders.

At Orona, we believe that the key to industrial carbon neutrality lies in mitigating indirect GHG emissions from sources outside the organisation's boundaries, and to this end, we continue to work on projects such as green purchasing and the development of new eco-designed solutions.

In order to reduce our emissions by 50% by the year 2030 and to aim for carbon neutrality by 2050, we will continue to carry out actions at Orona in line with the requirements of the Global Compact to which we are adhered and its goals of sustainable development.

### → NATURAL RESOURCE CONSUMPTION

As part of our commitment to the sustainable use of natural resources and in line with the guidelines set out in the Environmental Pollution Prevention Policy, we regularly monitor environmental management indicators in order to ensure legal compliance and quantify the environmental impact of our activities.

## WATER CONSUMPTION

The industrial processes used to manufacture lifts are the largest source of water consumption. Currently, most of this resource comes from legalised catchments from rivers and aquifers in the surrounding area in order to achieve a more sustainable consumption of this natural resource. If necessary, this consumption is supplemented with water from the water mains, maintaining a balance between the two sources and consolidating control over this resource.

During the 2024 financial year, despite having managed to reduce even the absolute values of consumption despite the increase in units manufactured with respect to the previous year, a trend is maintained without significant variations and always below the catchment limits established by the Hydrographic Confederations.

## NATURAL GAS CONSUMPTION

The control of the processes, and the improvements established in them, as well as the climate itself, have helped to considerably improve the ratio of natural gas consumption per manufactured appliance throughout 2024.

## ENERGY CONSUMPTION

The year 2024 has been a year marked by high temperatures in both summer and winter at most of Orona's worksites and by the implementation of new actions in terms of reducing energy consumption.

If we look at the consumption indicators, we can see that during 2024 the energy consumption in relative values of industrial plants has declined considerably, obtaining the best ratio of kWh per lift manufactured in recent years.

The rest of the Spanish companies and the international sphere also show this trend, which is widespread in most workplaces, where the increase in absolute consumption values derives from the expansion or acquisition of new companies.

As in other years, in 2024, actions to reduce energy consumption were carried out linked to the change of technology, regulation and automation of lighting, optimisation of service routes and modernisation of production facilities for more efficient ones. These actions are established in line with the macro objectives of the organisation that HQSE deploys in all areas in order to continue reducing the environmental impacts of our activity. Continuing with this trend and with the aim of having greater control of the energy used, with a view to 2025, actions are being assessed in the different Orona infrastructures in order to further reduce energy consumption.



## FUEL CONSUMPTION

Fuel consumption continues to be a relevant aspect of Orona's environmental impact due to the large number of vehicles in the service area and, therefore, the high incidence of CO<sub>2</sub> emissions.

The increase in the absolute values of fuel consumption is monitored and fully in line with the specificities of the business and the increase in the maintenance fleet, and consequently, of the fleet of vehicles of the different Orona companies. Aware of the effect of this impact on our business, we continue to work actively on the progressive purchase of more environmentally sustainable vehicles and on overall fuel saving measures in the service area.



## RAW MATERIAL CONSUMPTION

The evolution of the consumption of the main raw materials shows a slight reduction in 2024 compared to the previous year.

Through eco-design, we address the reduction of the environmental impact of the stage of obtaining raw materials and components used in the manufacture of products.

Our main objective is to design and develop products with the minimum possible amount of resources, while maintaining technical and quality specifications.

## → WASTE MANAGEMENT

We carry out waste segregation in accordance with current legislation in all Orona companies. All waste generated in both the industrial and service sectors is managed according to its origin and recovered or disposed of according to its properties.

## WASTE GENERATION FROM INDUSTRIAL PLANTS

Industrial plants account for most of the impact in this area. In 2024, both Hazardous and Non-Hazardous waste managed through Waste Managers decreased by 4% per lift manufactured compared to the previous year. The increasing optimisation of processes has a positive impact on this indicator, which in absolute terms shows differences with respect to previous years in specific waste derived from industrial cleaning and other interventions carried out on an ad hoc basis due to the needs of the process itself.



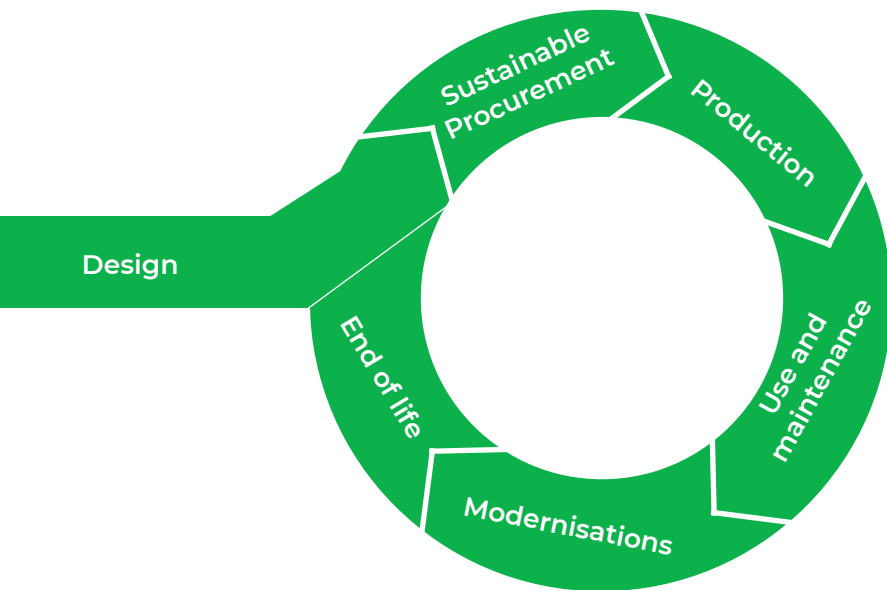
IMPACT ON THE SUPPLY CHAIN:  
SUSTAINABLE PROCUREMENT OF PRODUCT AND SERVICE

## **Transition to a circular economy model**

At Orona, we believe in a model of collaboration among those involved in the supply chain of our activity in order to implement actions to improve environmental sustainability.

We continue to work on the design and deployment of a practical and operational method for the integration of environmental criteria into purchasing and procurement, in order to define a sustainable purchasing policy, decisively driving the transition towards a circular economy model.

We have a track record of more than two decades in moving towards a [circular economy](#)



### DESIGN

We eco-design our lifts according to the ISO 14006 standard, thanks to which we can identify different environmental impacts derived from the life cycle of the lifts they are manufactured. These impacts are analysed with the aim of establishing reduction measures and to develop increasingly sustainable products.

With this in mind, at Orona we value the inclusion of secondary raw materials as a substitute for pure raw materials and thus promote responsible consumption of resources. We therefore incorporate these materials, such as steel and concrete, into the main raw materials used in the manufacture of our products.

### SUSTAINABLE PROCUREMENT

At Orona, we try to act as a guiding force in our supply chain, transforming our activity and taking steps towards an increasingly circular economy.

This way, we promote sourcing materials and services from local suppliers, thus reducing the environmental impact of transport.

This geographical proximity means that the type of transport used for almost all supplies is by land, avoiding other more environmentally damaging means of transport such as air or sea transport.

Furthermore, we are committed to local and centralised manufacturing, being leaders in production capacity for complete lifts in Europe.

We apply environmental criteria to the packaging used for the distribution of our lifts, in order to ensure responsible packaging, minimising the use of plastics and reinforcing the use of wood and cardboard with PEFC and FSC forest management and chain of custody certification.

## PRODUCTION

Since 2019, we have electricity with renewable energy guarantees in our production plants and at all workplaces in Spain, contributing to the achievement of decarbonisation targets set by the organisation.

In order to reduce waste generation, it is worth noting that we prioritise the use of returnable packaging in our material procurement processes.

On the other hand, as one of the priority objectives of the circular model is the elimination of landfill waste, it should be noted that at Orona more than 99% of the Non-Hazardous Waste generated in the manufacturing process is sent for recovery. In addition, the organisation has managed to recover more than 20% of the Hazardous Waste generated in the industrial sector by 2024.

## USE AND MAINTENANCE

Orona pursues the highest energy efficiency category for its lifts according to ISO 25745 through the design and improvement of the components that affect the energy consumption of the product.

Within the lift's life cycle, maintenance processes are key to prolonging its useful life with guaranteed operation and safety.

In this phase, it should also be noted that Orona, through internally developed applications, optimises maintenance routes, offering a better service, avoiding unnecessary journeys and improving fuel consumption ratios.

## MODERNISATIONS

Modernisation solutions, like maintenance processes, are aimed at extending the service life of the existing product.

Modernisations are based on the replacement of lift components, resulting in an improvement of the product's energy efficiency and consuming fewer material resources than a complete replacement of the lift, thus supporting the transition to a circular economy.

## END OF LIFE

Once the end of life of the product has been reached, the different materials can be easily segregated for subsequent recovery.

Steel accounts for around 60% of the materials used in Orona's lifts and thanks to the high degree of recyclability of this material, the use of primary resources for the manufacture of new products is largely avoided.

## BIODIVERSITY PROTECTION

**We protect  
our environment**

Orona understands biodiversity as the living fabric of our planet and the basis of human wellbeing, making clear its commitment to its protection through different collaborations with public and private bodies, always bearing in mind the objective of helping to minimise possible effects.

During 2024, Orona continued to collaborate with the Aranzadi Science Society in order to maintain its commitment to promoting the protection of urban biodiversity, the ultimate aim of which is to research, publicise and educate on the need to promote and conserve the biodiversity of the environment in which we live.

Specifically, two projects of the Aranzadi Ornithology Department have been supported, within the framework of the 75th anniversary of the Ringing Office.



We promote initiatives that ensure the conservation of **biodiversity in our environment**, with the aim of extending our reach in line with our company values



### ATLAS OF MIGRATORY BIRDS OF THE BASQUE COUNTRY

We have collaborated in the preparation and publication of the Atlas of migratory birds of the Basque Country, the first work of this nature to be published in the Basque Country. The atlas will be published in the collection 'Munibe Monographs. Nature Series', published by the Aranzadi Science Society itself.

Bird ringing consists of the capture and tagging of wild birds, by means of ring bands or tags with unique codes. This is a technique with more than 100 years of history, internationally recognised for the study, monitoring and conservation of avifauna.

Bird ringing has direct application in various areas of bird research and conservation. It is applied in the study of bird migrations, in the study of population trends and in many other areas of ornithology that are ultimately necessary to develop effective and sustainable policies for the conservation of natural heritage



### INTERNATIONAL BIRD RINGING PHOTO CONTEST

This is a nature photography competition organised by the Ringing Office of the Aranzadi Science Society, whose aim is to publicise the mission, vision and values associated with scientific bird ring banding, in favour of the knowledge and conservation of this group of living creatures.

We are looking for high quality photographs, both technical and aesthetic, of wild bird species, observed in the wild, carrying any type of individual identification tag or tracking device. Birds that, through these tags, provide a history of monitoring and conservation and, ultimately, illustrate the raison d'être of ring banding.



### IRUKURUTZETA FUNDAZIOA: RECOVERY OF NATURAL SPACES

The Irukurutzeta Foundation was set up in 2021 and its purpose is the recovery, maintenance and integration of the areas of natural and historical interest of Karakate, Kortazar, Irukurutzeta and Agarreburu (Gipuzkoa).

Orona has collaborated with the Foundation in 2024 by supporting various initiatives:

- Forest conservation: clearing of bushes, scrub, etc. on the Foundation's rural land in order to maintain the forest in a proper condition.
- Animal care: care and feeding of native animals belonging to the Foundation such as the Pottoka and the Basque Country mountain horse.
- Repair of perimeter stakes for the conservation of the protected area for fauna.
- Planting of autochthonous trees such as beech, oak, holm oak, ash, etc. During the winter with the aim of recovering and conserving the autochthonous flora.



### ELIMINATION OF INVASIVE SPECIES IN THE URUMEA RIVER BASIN

We maintain our collaboration with the Basque Water Agency (URA) by adopting conservation measures for the Special Area of Conservation (SAC) is2120015 - Urumea ibaia / Urumea River.

Throughout 2024, the actions set out in the Management Plan for this SAC were carried out, maintaining the resprouting of *Platanus hispanica* and *Robinia pseudoacacia* ringed this year.

During the year, *Cortaderia Selloana* and *Buddleja Davididii* found in the access area to the facilities have also been eliminated, and the dried *Robinias* identified on the banks of Orona have been analysed and cut up and deposited on the banks of the basin itself in accordance with the procedures for the conservation and improvement of the biodiversity of the environment.

### WATER OUTFLOW

Orona continues to maintain strict control of its industrial discharges by complying with the limits set by legislation.

The analyses carried out at the Vitoria plant are well below the legal limits established in the Municipal Ordinance on Non-Domestic Dumping.

This compliance, which is also ensured at the industrial plant in Hernani, is reinforced by the installation of a continuous discharge meter, which collects periodic random samples managed by Aguas del Añarbe and reports statistical data to us on the 7 most representative parameters of the sample.

## EMISSIONS

Orona, S.Coop. systematically monitors all of its emission sources catalogued through the APCA Authorisation in Vitoria and Orona Ideo and the Integrated Environmental Authorisation of the Hernani plant, guaranteeing strict legal compliance certified by ISO 14001.

Periodically, measurements of CO, NOx, Volatile Organic Compounds and Particulates are carried out, reporting in all cases values well below the established limits.

## ENVIRONMENTAL NOISE

Orona has established regular environmental noise measurements for its industrial plants where it maintains mandatory requirements in this regard. Measurements are also taken when there are modifications to processes that generate environmental noise.

The activity at Orona's workplaces is not likely to generate nuisance in the environment and therefore no ambient noise measurements are taken for these facilities.

During 2024, an environmental noise measurement was taken at the boundaries of the Hernani industrial plant, showing a substantial improvement with respect to the results of the previous measurement, mainly as a result of the work carried out in the vicinity of the cladding manufacturing facilities.

Therefore, we can continue to ensure that according to the current noise data, we are far from causing any impact on neighbours and the environment.

## LIGHT POLLUTION

The location of the corporate headquarters, the industrial plants and the vast majority of the workplaces on industrial estates, the number of jobs on industrial estates considerably reduces the impact of any light pollution that Orona generates.

Nevertheless, in line with country-specific implementing legislation and recommendations in this regard, we continue to take action with the primary objective of protecting the night environment.

During 2024, the need to maintain emergency lighting at the outdoor installations of the Vitoria industrial plant has been analysed, adapting the timing and reducing the amount of light emitted by 75%.

Also in line with the previous financial year, brand-related upgrades were made to the illuminated signs at several workplaces, taking advantage of these interventions to improve both the dispersion and reflection of light and the efficiency of the service with state-of-the-art materials and systems.

The aim of these measures is to safeguard the environment against light pollution, preserving the natural conditions of night-time hours for the benefit of the health of people, flora, fauna and the nocturnal ecosystems themselves.

## ORONA IDEO

**A benchmark  
in sustainability**

## ORONA IDEO, A PIONEERING SPACE IN EUROPE

This is a pioneering space in Europe that brings together all the actors involved in the innovation process: Company, University and Technology Centre.

This is a genuine exercise in sustainability and innovation, applying the latest technologies in vertical mobility and energy efficiency. The energy consumed in Orona Ideo comes entirely from renewable energy sources and the recycling of energy from installed lifts.

The bioclimatic design of our buildings has taken into account the passive use of energy through their orientation, the surface area to volume ratio and the envelope of each building, which have been designed with tailor-made solutions for each case and in accordance with the use of the spaces inside each one of them. Green roofs, the use of rainwater, the local generation of renewable energy and the integration of solar energy collector surfaces have been maximized in the designing of the buildings.



Orona Ideo is an **ecosystem** that was born with a clear focus on innovation and sustainability, through the **collaboration** of companies, universities and technology centres



### ZERO, ORONA'S CORPORATE HEADQUARTERS

The Zero building is home to Orona's corporate and innovation headquarters, which is inspired by the circular brand image and lifting activity. It is a Nearly Zero Energy Consumption Building (NCEB) thanks to its bioclimatic architecture, photovoltaic panels and the availability of local renewable thermal energy for air conditioning.

### ORONA FUNDAZIOA BUILDING

Fundazioa is a hybrid building that has communal services and also houses university teaching spaces.

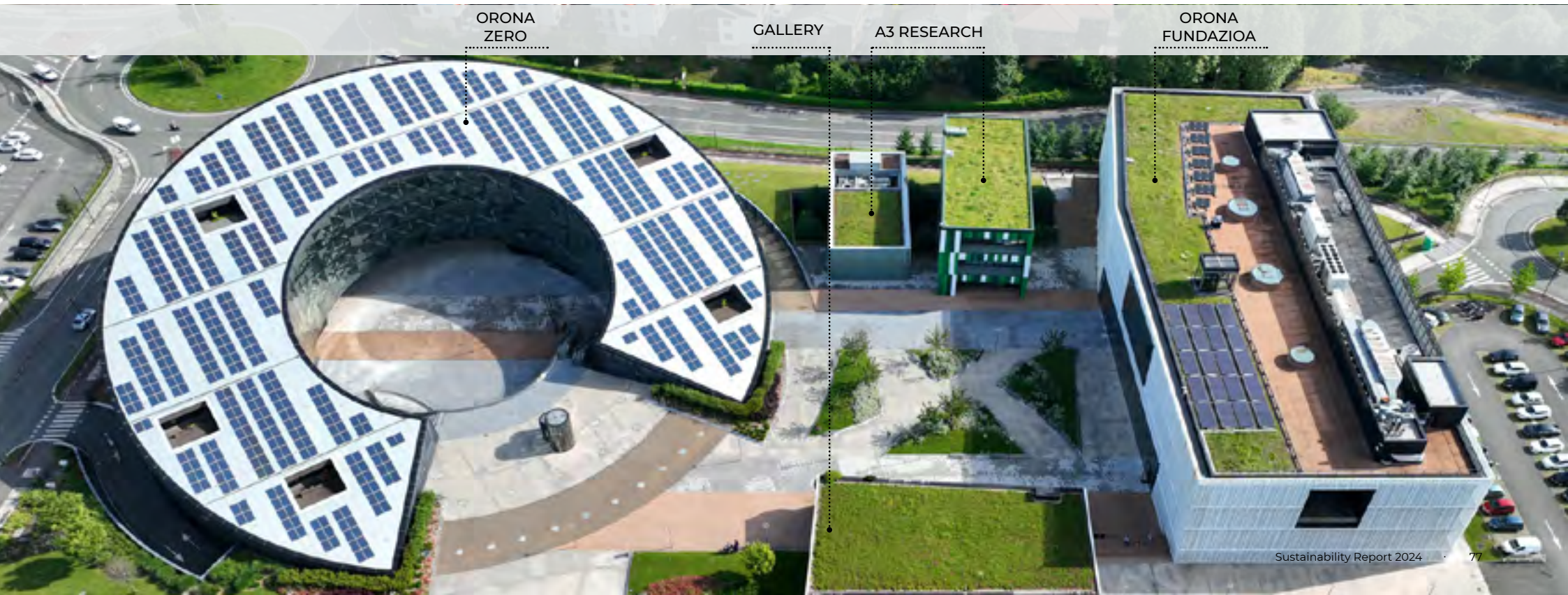
### A3 RESEARCH A SPACE THAT BRINGS TOGETHER LABORATORY AND RESEARCH

A3 Research has laboratories and offices dedicated to research in advanced electrical storage systems.

### GALLERY, THERMAL PRODUCTION PLANT

Gallery is where all Orona Ideo's thermal energy is generated and distributed to the rest of the buildings. Energy management is carried out by means of a BMS (Building Management System), which monitors all the buildings of the complex in real time.

The Orona Ideo buildings are the first complex of buildings in Europe to obtain LEED Gold and BREEAM Excellent ratings.



### CLEAN ENERGY GENERATION

Thermal energy is produced on the plot itself through district Heating-Cooling from 100% renewable sources. Part of the electricity is generated by a large photovoltaic roof on the Zero building and the rest is obtained from the grid by purchasing energy with a guaranteed source. Since its launch, the project has been able to obtain valuable data on its actual operation and to verify compliance with the NREB (Nearly Zero Energy Building) criteria.

### DISTRICT HEATING-COOLING

The energy concept is based on the premise of making the most of the District Heating-Cooling of the complex, which is made up of installations that are powered by various renewable energy sources located on the plot itself: geothermal, solar thermal, biomass, absorption and chiller. In this way, 100% of the thermal energy required by Orona Ideo's buildings comes from renewable sources.

The design of the renewable systems has been carried out with priority given to solar thermal energy, followed by biomass and geothermal energy.

In heat production, biomass, which is the dominant source of energy generation, uses certified pellets as fuel, while geothermal energy plays a very important role in covering the demand for cooling.



Electricity



Photovoltaic panels



Thermal Energy

Absorption



Biomass



Geothermal



Solar Collectors



Conventional chiller





### PHOTOVOLTAIC ROOFING

The renewable electrical energy is produced by the solar panels integrated into the roofing on the Zero building.

### CO<sub>2</sub> EMISSIONS

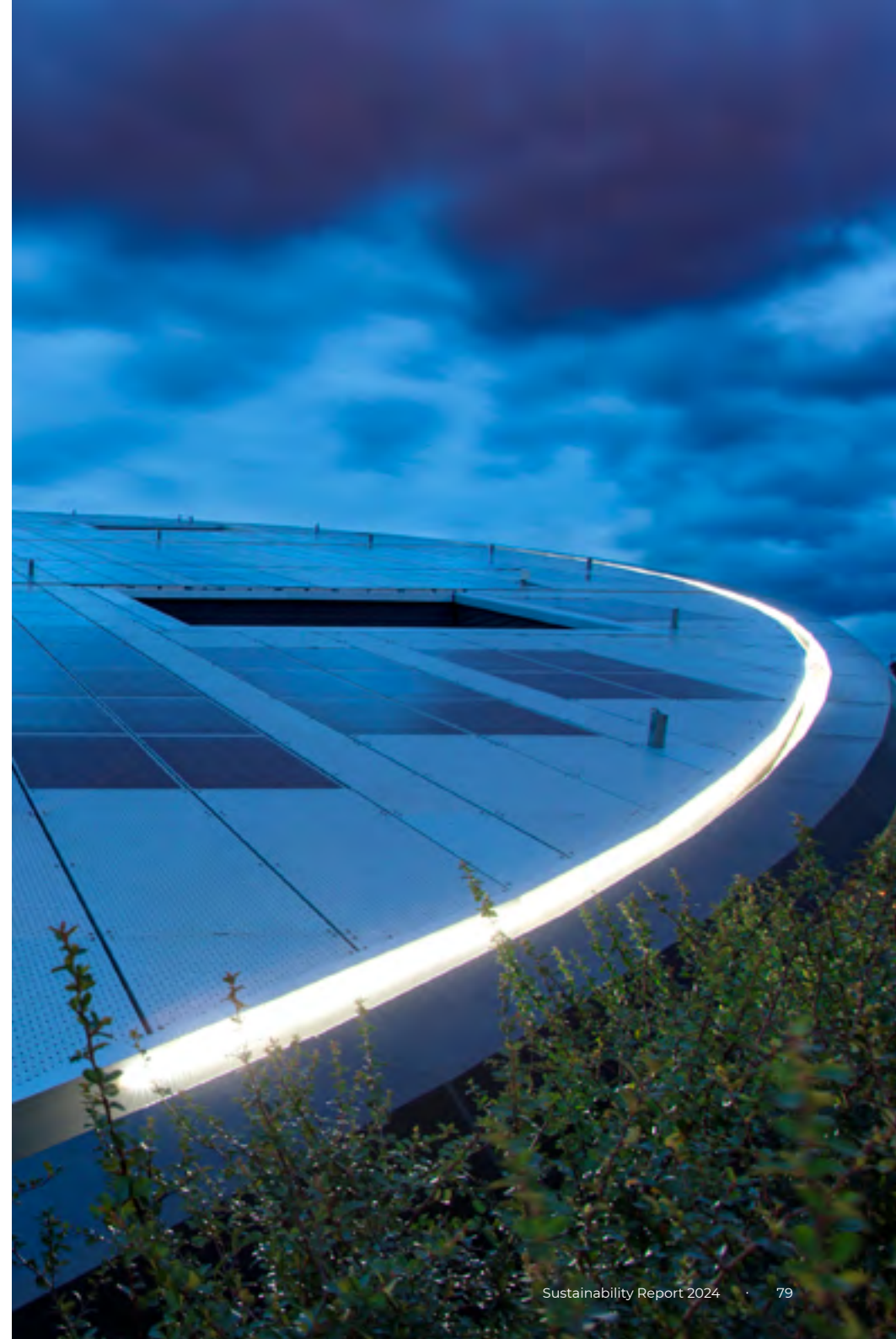
Very positive results have been obtained since they are clearly below the amounts established as a reference in the most demanding standards of sustainable construction.

In 2024, as in previous years, the reduction in CO<sub>2</sub> emissions from Orona Ideo's buildings was significant, mainly due to the purchase of electricity from a guaranteed source

### WATER CONSUMPTION

Orona Ideo has a 30 m<sup>3</sup> rainwater collection tank supplying water to the irrigation system of the green areas and, after the modification carried out in 2021, also for supplying the wastewater pipes used in the toilets and urinals of the Zero and Fundazioa buildings, which is used in the latter pipes only during periods of heavy rainfall, which is when there is a surplus of rainwater that can be used for this purpose.

The volume of rainwater used depends on the annual rainfall. Rainwater harvesting in 2024 was higher than in previous years. This shows a reduction in the consumption of mains water in practically all systems, except for the Gallery system, which shows an increase due to greater evaporation of water from the cooling tower and possible leakage from the thermal lines.





# Annex



## ANNEX I

**Quality, environment, eco-design  
and occupational health & safety  
policy at the Workplace**

Orona's co-operative nature is closely linked to the development of values such as commitment, proactivity, proximity and innovation with meaning; values that are transferred to each and every one of the products that are manufactured, the services that are provided, and the relationships that are maintained with all stakeholders.

Orona considers that the management of quality, environment, eco-design, health and safety at work, are strategic factors for the fulfilment of commitments defined by the organisation. Therefore, an integrated management system has been established and implemented in accordance with the UNE-EN ISO 9001, UNE-EN ISO 14001, UNE-EN ISO 14006 and ISO 45001 standards.

Orona's management defines this policy as a reference framework for the establishment of objectives related to the integrated management system, providing the necessary resources and undertaking the following commitments:

- Meet the needs and expectations of our customers and other stakeholders.
- Comply with applicable legal and regulatory requirements, as well as other requirements to which the organisation subscribes, in terms of quality, environment, eco-design and occupational health and safety.
- Ensure the process of continuous improvement of management systems, processes, products and services throughout their life cycle.
- Guarantee the training, information, consultation and participation of employees in matters of health and safety at work, quality and environmental protection.
- Eliminate hazards, reduce risks and provide safe and healthy working conditions for the prevention of injury and deterioration of the health of workers.
- Protect the environment and prevent pollution in order to minimise the environmental impacts generated by the activity.
- Implement and keep this Policy up to date and communicate it publicly to all interested parties.



[orona-group.com](http://orona-group.com)

