



Orona

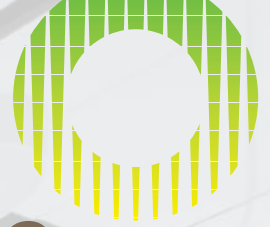
2017

CORPORATE SOCIAL
RESPONSIBILITY

Orona 



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Orona

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01. INSTITUTIONAL MESSAGE



01.1 PRESIDENT'S MESSAGE

“The commitment to the future of those present here today will consolidate this Cooperative Project in Europe”

Oier Lizarazu
President

Thanks to the personal and collective commitment, participation and involvement of everyone at ORONA, in 2017 we came to the end of another successful financial year.

We continue to raise initiatives to strengthen our project, and to accommodate new generations. As in the past, it is this commitment to the future of those present today that will consolidate the cooperative project in Europe, and the transformation processes that we have initiated will enable us to face a new competitive dimension in Europe.

Thanking everyone involved, I encourage you to persevere with our project. It will be key to ensuring our autonomy and continuing to build our future.

My best wishes.



01.2 MANAGING DIRECTOR'S MESSAGE

Commitment, Trust, Reliability, Flexibility and Agility, along with Cooperative Principles, form the foundation that underpins the relationship we have with our environment as essential values to build and develop our social-business position now and in the future.

This commitment has been the foundation of our success, and we believe it is the foundation we need to continue our consolidation throughout Europe. We are faithful to the idea that we can be great without losing the essence of who we are, what makes us different and what makes us succeed.

In this regard, in 2017 we have taken another important step down that path.

In quantitative terms, we have overcome some psychological barriers that we had set as objectives, having for example, exceeded 5,000 staff and sales of 700 million €.

In qualitative terms, we are preparing for the Project Orona EU with multiple initiatives, among which we can highlight organizational transformation, the digitalisation project or the targeting of assets, just to name a few.

I would like to point out that in 2017 we celebrated the fourth anniversary of Orona Ideo, which represents the mainstay of our model of innovation and generates an ecosystem that allows us to be in permanent contact with society, with an increasingly relevant role of the Orona Fundazioa. Our commitment to the future and the environment are essential to ORONA, and that is why we are committed to generating knowledge through collaborative environments based on the relationship between University, Research, Business and Society.

Within our CSR, this year we have once again confirmed our commitment to the United Nations Global Compact, further bolstering concepts such as respect, good practices in the field of the environment or the sustainability of our products and services.

We are very proud of how this year has culminated, since it is the culmination of all the excellent work carried out, and because it constituted an important step toward building our future, though we are well aware there is still a long road ahead.

Congratulations to all of you.

“Aspiring to consolidate a Cooperative Project in Europe”

Javier Mutuberria
Managing Director

02. CORPORATE SOCIAL RESPONSIBILITY



02.1 QUALITY, ENVIRONMENTAL AND OCCUPATIONAL HEALTH AND SAFETY POLICY



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

ORONA in its business project strategically assumes total quality as the way to place its products and services on the market. Commitment to strict compliance with legal requirements applicable in all matters and areas of responsibility. ORONA is also committed to continuous improvement of all its processes and operations, as the basis for efficiency, effectiveness and competitiveness.

The environmental impact generated by ORONA's business activity is relatively low compared with other industrial and services activities, however, our responsibility and commitment to the protection of the environment, in a continuous process of improvement, including pollution prevention, sustainable use of resources and reduction of generated waste leading to source reduction, are aligned with our commitment to the circular economy.

In 2016, ORONA, in its continuous improvement dynamics, achieved full integration of Quality in its Comprehensive

Management System in Spain. In 2017, it integrated Environmental Management. We are still working to standardise criteria and ways of doing things in other countries of our operation.

In particular, we made the following Occupational Health and Safety commitments:

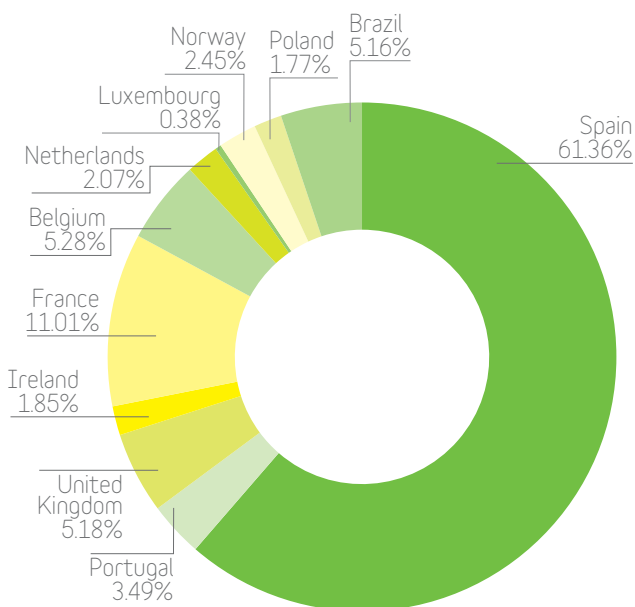
- **Eliminate hazards and reduce risk.** Provide safe and healthy working conditions. The protection and improvement of the OHS of all members of ORONA is carried out through occupational risk prevention, improving working conditions and promotion of health.
- **For minimum damage and deterioration of health,** integrating OHS management at all levels of the organisation, assigning functions and derived responsibilities. OHS management must be considered at the highest level by all the people of the organisation.

Providing a framework of reference for establishing OSH objectives, and assigning the necessary and relevant resources to meet commitments.

02.2 COMMITMENT TO SOCIETY

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

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



02.2.1 Commitment to our Customers

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

02.2.2 Commitment to employment

We closed the 2017 financial year with 4,979 workers thanks to our efforts to maintain, and even increase, activity in countries in which we already operate.

Staff.

ORONA total staff detailed by country with direct presence.

Spain	3,055	Netherlands	103
Portugal	174	Luxembourg	19
UK	258	Norway	122
Ireland	92	Poland	88
France	548	Brazil	257
Belgium	263	Total ORONA	4,979





02.2.3 Commitment to training

2017 is a year in which ORONA greatly increased its ability to impact the management of its team's knowledge.

Thanks to organisational improvements oriented toward Talent management, already in 2017 the company is able to face the future with better guarantees.

Various initiatives have also allowed us to continue making progress on the consolidation of the ORONA Corporate University.

During this financial year, we have also made progress within the scope of incorporating innovative methodologies that allowed us to update some of the dynamics and contents of annual training plans.

Likewise, significant improvement has been made in the generation of information, which allows better subsequent management of the training initiative.

Statistics:

Training 2017			
Investment	No. Hours	No. Participants	No. Courses
504.664 €	16.420	1.537	287

· Comparison 2017 versus 2016:

- High incidence of collaborative training in 2017.
- 20% increase in direct investment in training in 2017.

As a result of the Training Plans that have been completed, notable development can be seen in the potential skills of our staff, allowing 32.43% of the organisational adjustment needs arising over the financial year to be covered through internal promotions.

02.2.4 ORONA's involvement in the United Nations Global Compact



Network Spain
WE SUPPORT

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

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

02.2.5 Plan for equality between women and men

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

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

In 2017, 13% of the total number of jobs in Orona S. Coop. were occupied by women and, in the management and technical areas, this percentage rises to 21%.

02.3 COMMITMENT TO THE ENVIRONMENT

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



Thanks to the demands the company places on itself, and in line with its commitment to eco-efficiency, in 2017, we again increased our ratio of eco-designed equipment, achieving a figure of 86% of eco-designed equipment manufactured and on the market.

ORONA applies eco-design criteria when designing each and every one of the solutions, with technologies that allow a reduction of energy consumption both during manufacturing and operation, ensuring recyclability of components and thereby contributing to global sustainability.

In 2017, ORONA launched the new range of aesthetic solutions that adapts to new trends in architecture, in line with the concepts of naturalness and luminosity, which characterise Orona 3G cars.

Also, we have presented Orona 3G X-19, the Gearless electric solution without a machine room, especially designed to guarantee optimal access flexibility for medium loads, optimizing car spaces with ORONA technology.

In addition, technologies that allow for implementation of M2M functionality into lifting device components, bringing connectivity and communication to both operation and user service, are being taken into consideration at all stages of innovation and development.

02.4 COMMITMENT TO THE COMMUNITY

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



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

0.2.4.1 COEPC - Mandatory Contribution for Education and Cooperative Promotion

In 2017, ORONA set aside €395,770 to promote research and education centres, support cultural, social and training activities, as well as for cooperative development projects in third-world countries.

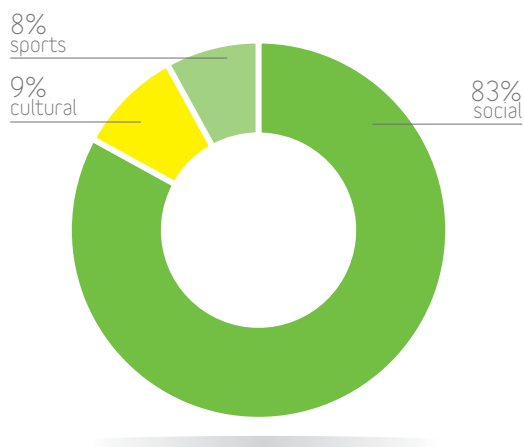
0.2.4.2 Contribution to Mundukide

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

The Mundukide project combines a variety of activities designed to achieve results that will withstand the passage of time.



€ distribution by organisation type



02.5 COMMITMENT TO THE FUTURE

Orona Ideo symbolises our vision of the future.



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

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

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

02.5.1 Orona Fundazioa

In 2017 Orona Fundazioa was four years old, carrying out innovative and social innovation projects to contribute to the generation of open environments for business, academic, university, research, institutional and social realms in general.

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

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

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

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





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