



#we
are
orona



2021
**Sustainability
Report**

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Letter from the **Chairman**

Oier Lizarazu

Similar to the previous year, 2021 was characterised by the persistent impact of the pandemic, which has continued to have a significant impact on society in general and on our social and business activities as well.

Despite this complication, we have been adapting our work processes to guarantee Orona's employees' health, and thanks to the efforts and involvement of all of them, we have once again been able to complete an excellent financial year.

The present and the near future will continue to present us with demanding challenges, so we will have to continue working on the different strategic projects in the institutional and business spheres, in order to continue taking firm steps in the development of our European cooperative experience.

We are proud to be part of the Global Compact network as we are aware that it represents a fundamental guide towards the achievement of the sustainability commitments to which we feel closely bound. Today, we ratify our support to the Global Compact and our commitment to the principles it defends.

I would like to thank all the people who make up Orona for their commitment, participation and personal and collective involvement, and I would like to encourage you to continue contributing to our project. It will be key to ensuring our autonomy and continuing to build our future.

My best wishes.



Letter from the **Managing Director**

Aitor Azkarate

We continue to be immersed in a global context that is becoming more complex each year and with a degree of uncertainty not experienced in recent decades. We are sailing from a pandemic that has had a socio-economic repercussion never foreseen, to a geopolitical conflict not suffered in Europe in the last 70 years.

In this scenario, we are convinced that it is essential to continue shaping a robust and competitive Socio-business Project in order to face future challenges with solidity. As in the past, this will be possible thanks to the extraordinary commitment of the people who make up our Socio-business Project and the emphasis on service to meet the needs of the more than 25 million people we bring to their destinations every day.

Our technology is present in more than 100 countries with almost 300,000 units and we continue to bet on a project based in Europe but with a global reach.

In this socio-economic context that we have witnessed in 2021, thanks to the efforts of our team of more than 5,500 people, we have managed to achieve extraordinary sales of €832 million and an EBITDA of 139 million euros.

In 2022, we will continue under the direction of the Orona EU 2030 project and the CIC Strategic Plan (Consolidation - Innovation - Competitiveness). Our strong commitment to competitiveness, innovation and digital transformation will be key to being able to adequately respond to the consolidation project in Europe.

Orona Ideo, the maximum exponent of our Innovation model, continues to be a nuclear pillar in our Orona Socio-business Project. Overseen by Orona Fundazioa, it is a clear example of openness and cooperation with our closest environment; aligned with the United Nations 2030 Agenda and its Sustainable Development Goals (SDGs), intrinsic in Orona's DNA.

Finally, I would like to take this opportunity to reiterate my thanks to the entire Orona team for their participation and effort in this challenging stage of our almost sixty years of life as a Socio-business Project.

Best wishes and good luck.

REPORT CONTEXT

A reference model of sustainability

This report has been prepared using in part the ESG sustainability reference model to identify and group lines of action in the sphere of Orona sustainability. It is also based on the reference guidelines of the Global Reporting Initiative (GRI), the Principles of the United Nations Global Compact and their correlation with the Sustainable Development Goals (SDGs).

Regarding environmental aspects, it follows the guidelines of ISO 14001 Environmental Management Systems and Audit, ISO 14006 Eco-design Management, ISO 14025 Environmental Product Declaration, ISO 14064 Carbon Footprint and ISO 25745 Energy Efficiency of Lifts; and regarding Occupational Health matters, ISO 45001.

The Annex defines the quality, environmental and occupational health and safety policy.



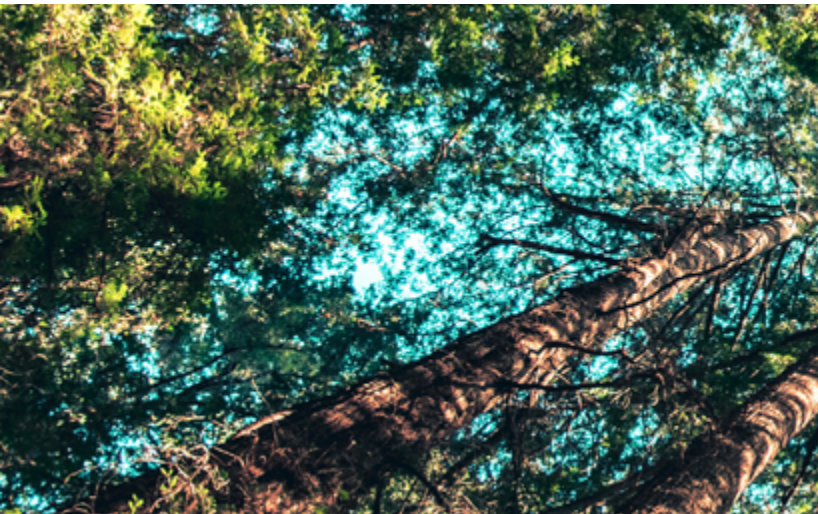
Orona's corporate purpose reflects the main trends of the society in which it plays **an active and involved part**, thus meeting the expectations of all stakeholders as the social agent that we are.

2021 has been clearly marked by the context generated by COVID-19. As an organization, we have had to respond to a constantly changing new reality, adapting our work processes and defining various safety measures in order to maintain our social entrepreneurial activity, prioritizing the safety and health of workers.

In this report we can refer to:

- Orona, S. Coop., parent company, using its own legal name,
- the consolidated situation, referring to it as Orona,
- each of the dependent entities in which case we will refer to them using their own company name, or
- references to countries, in which case we would be integrating the consolidated information of all the companies (headquarters and/or subsidiaries) that are part of that country into the data offered.

The information provided in this report responds to 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 2021 financial year.



Our motivation is to bring people **closer**. That is why we **innovate** with meaning, to eliminate the barriers that keep us apart. Because we are only able to do things from the **closeness**, the closeness of a unique **community** that has a common goal: to **shorten distances**





MATERIALITY ANALYSIS

We are active and involved

In this report, priority has been given to information on those areas that, either because of their relevance in Orona's management model, strongly marked by their own, unique and independent cooperative experience, or because of their material importance, have a greater impact or they are sensitive elements from the perspective of the interest groups of which we form part and interact.

In this sense we will make special reference to:



ENVIRONMENTAL ISSUES

All **environmental issues** related to the Environmental Management and Circular Economy systems, fundamentally focused on Spain, as this is the geographical area in which the two production plants are located, and all the activity related to the conception of our product and service solutions.



SOCIAL ISSUES

The **social issues**, and those related to working people in general, who are our essence within the framework of the cooperative experience of Orona, an experience with full force and firm roots in the Europe of the 21st century.



ORGANIZATION OF WORK, HEALTH AND SAFETY AND SOCIAL RELATIONS

In particular the **issues related to the organization of work, safety and health and social relations**, with special emphasis on its development within Orona, S.Coop, as this is the cooperative parent company and main company, and therefore, where a higher level of development has been achieved in these areas, and our commitment is to extend it to all the organization.



SOCIAL AND ENVIRONMENTAL GOVERNANCE

Orona's **commitment to social and environmental governance**, from its own cooperative roots, is deployed throughout the organisation in a cooperative commitment shared by all its employees.



ORONA FUNDAZIOA

The work carried out by Orona Fundazioa, as a channel for its social work, in permanent contact with society.

Issues like,

PROTECTION OF HUMAN RIGHTS

The **protection of human rights**, given that we carry out our activity in countries with high levels of social and legal protection, where the potential risks in these areas (child exploitation, abuse, violation of the rights of indigenous peoples, etc.) are practically non-existent as a result of the degree of development economic and social rights of said countries and the protection of said rights through a complete system of normative and government guarantees that watch over their fulfilment; either

ANTI-CORRUPTION AND ANTI-BRIBERY MEASURES

The **measures to fight corruption and bribery**, where there is already a Corporate Social Responsibility Manual implemented in Orona, S.Coop. and is in the phase of extension to the rest of the organization,

are the subject of this report with a lower level of materiality for the reasons stated here.



STAKEHOLDERS

Closer to you

AN APPROACH TO PEOPLE'S NEEDS

The approach to our stakeholders entails an in-depth reflection on the needs of each of the audiences we address, analysing the factors of attraction and connection.

In addition, it is necessary to generate communication channels in two directions to analyse the evolution of these variables over time.

The following are identified as stakeholders:

- Working people
- Partner people
- Clients and users
- Provider entities
- Sector entities

Next, we describe the relationships with the network of client and supplier entities, and users. The information corresponding to workers, partners and society in general is dealt with in section number 3 called "Social".



At the core of our **purpose**

"Improving **people's** connection by shortening distances", we wanted to get closer, more than ever, to all the people or groups that contribute to our socio-entrepreneurial project.

CLIENT ENTITY AND USERS

We are people who serve people and therefore, we put our client at the center of everything we do. We care about your safety and well-being. Within this family we include our most direct clients (B2B), as well as client-users (B2B2C).

We segment our client entities into families to better adapt our approach and value offer to each of them:

- Owners of the facilities (includes neighbourhood communities, private client entities and public administrations) and users
- Property administrators
- Architects
- Construction or promoter companies
- Distributors

The satisfaction of this stakeholder is a top level objective of Orona, deployed throughout the organization through its processes and projects.

To this end, in addition to holding meetings (trade fairs, visits, etc.), the permanent monitoring of maintenance park management data and direct requests through the Contact Center stands out as a tool to measure the direct perception of the elements that make up Orona's value offer, and identify factors that allow us to improve our competitiveness.

PROVIDER ENTITY

The Procurement department, where most of the management is centralised, has developed a document "Code of Conduct for Orona suppliers", which promotes a specific conduct policy for them. Orona reserves the right to terminate any contract with a supplier that does not comply with it.

This document is based on three main cornerstones:

- Compliance with labour regulations: 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 employment practices.
- Environment: their preventive approach, environmental responsibility, and the use of environmentally friendly technologies.
- Ethics in business: confidentiality, respect for intellectual and industrial property rights and work against corruption.

In addition, an exhaustive monitoring of compliance by the supplier company with the ISO 9001 reference standard is carried out, positively assessing compliance with ISO 14001 and ISO 45001.

In 2021, 60% of our purchase volume has been made to companies that have the ISO 14001 environmental certificate.

99.97% of the purchase volume in 2021 was made from suppliers that have adhered to our code of conduct, compared to 99.11% the previous year.

SECTOR ENTITIES

Our sector has a level of regulation and control that ensures the safety and comfort of users and customers. The client and consumer have the best guarantees to benefit from a service or product of the quality and safety provided for in the legislation. Our sector has planned Periodic Inspections of our activity by third parties.

The protocols established by the Administration provide for mandatory reports in the event of serious incidents in the facilities, and periodically we must justify compliance with the minimum conditions to be able to carry out our activity, in addition to the possibility of being directly audited by the Administration itself. All this with the aim of guaranteeing a service of sufficient quality and safety for the group of users of our products and services.

The Orona product is based on the European standard EN 81, a world reference for lift design, in terms of safety and performance requirements. Likewise, the Contact Centres in each country process and treat, through demanding protocols, all warning, breakdown or claim calls from end users.

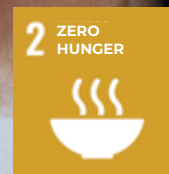
Delving deeper into Orona's interest in participating in the evolution and improvement of the sector, the companies belonging to Orona actively participate in the following associations:

- ELA: European Lift Association
- EEA: European Elevator Association
- FA: French lift federation
- AGORIA: Belgian Lift Association
- VLR: Dutch Lift Association
- FEED: Spanish Lift Federation



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Integrity and ethics





RESPECT FOR HUMAN RIGHTS

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

Orona's own values are those of Impulse, Closeness, Innovation with meaning and Community, these values being the ones that form the basis that sustains the relationship we maintain with our environment as essential values to build and develop our current and future socio-business position.

On the other hand, the cooperative principles endorsed by our membership to the [Mondragon Cooperative Movement](#) mark our own character as a cooperative company, being present in our day to day on a continuous basis:

1. Free membership
2. Democratic organisation
3. Labour sovereignty
4. Instrumental and subordinate nature of capital
5. Participation in management
6. Remunerative solidarity
7. Inter-cooperation

8. Social transformation
9. Universal character
10. Development of education

The assumption of these principles, in addition to daily operations, is internalised in the different training sessions carried out in the cooperative:

- Oronena Program
- Formation of social bodies (Governing Council and Social Council)
- Training of new partners

COMMITMENT TO SOCIETY:

ORONA'S INVOLVEMENT IN THE UNITED NATIONS GLOBAL COMPACT

Since 2006, we have ratified the Global Compact year after year and are firmly committed to the principles it upholds. We are proud to be part of the Global Compact network in the sense that we are aware that the Compact represents a fundamental guide for advancing the Sustainability commitments to which we feel closely linked.

We understand that our actions linked to each principle of the Global Compact demonstrate the effective ratification of our adhesion with the hope that our actions contribute to further strengthen concepts such as respect for Human Rights, good practices in the field of the environment, and to have a greater presence of sustainability both in the business world and in society.

By embracing and implementing the 10 Principles of the Global Compact throughout the organisation, we are in turn responding to our own co-operative principles:

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

- **Principle 6:** Companies must support the abolition of discriminatory practices in employment and occupation.
- **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.
- **Principle 10:** Companies must work against corruption in all its forms, including extortion and bribery.

Annually Orona, S. Coop. presents its Progress Report as required of its members by the United Nations Global Compact.

In order to comply 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 objectives, we have focused on the development of the following 12:



The trend of recent years in terms of sustainability has focused on working on the environmental axis with the objective set at a global level of not increasing the planet's temperature by more than 1.5 °C with the imminent need to decarbonise the activity that we all carry out and all as part of society. In this context, the United Nations has launched an ambitious program (Climate Ambition Accelerator) for training in this area at a global level. Being aware of the active role that Orona must play in this matter, we have participated in this training throughout 2021 in order to internalize the key concepts to work on the goal of being carbon neutral in 2050.

To consult the Progress Report see [Orona, S.Coop | UN Global Compact](#)

HUMAN RIGHTS VIOLATION

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 is established, it is not considered a risk area, neither in the management of operations nor in that of suppliers.

However, with the aim of guaranteeing that the activity of suppliers is also aligned with respect for Human Rights, since 2020 it is required as an essential condition that they adhere to the Orona supplier code of conduct mentioned in the parts section interested in this report.

PROFITS AT ORONA ONLY MAKE SENSE WHEN THEY ARE MEASURED IN TERMS OF SOCIAL PROFITS

Since its origins, Orona has been characterised by its commitment to solidarity and its social responsibility towards the environment, this being one of its hallmarks.

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

€532,100
has been allocated to

- the promotion of study and research centres
- support cultural, educational and social activities
- cooperative development projects in third world countries



ORONA FUNDAZIOA

Our commitment to sustainable development

In accordance with the provisions of the founding statutes, Orona Fundazioa aims to carry out, without any profitable motive, all activities and initiatives aimed at promoting and building upon actions in the field of education, training and research in all areas of knowledge, in line with the changing needs of society.

A SOCIAL PURPOSE

Likewise, Orona Fundazioa sets out to promote and support social economy and spread cooperative values, promote employability and support all kinds of cultural, social, charitable and welfare actions.

Through our Foundation, Orona aims to reinforce its commitment to society by bolstering the basic foundations of its educational, regional and institutional development, as well as the development of research.



PROJECTS DEVELOPED IN 2021

Orona Fundazioa aims to develop its environment in socio-economic, social, educational and cultural terms, based on its unique cooperative experience, a model based on the development of activities in collaboration with social agents, contributing its infrastructure, relational capacity, human capital and fund-raising if necessary.

The local area development line takes root most directly with society at a local level. The projects supported are, therefore, in accordance with the mission of Orona Fundazioa, and are included in the following areas:

- From farm to table
- Social cohesion
- Academic development
- Cultural development

The activity of Orona Fundazioa is focused on the regions surrounding the Orona corporate headquarters. Below we offer a brief description of some of the most outstanding projects within each category.



CONTRIBUTION TO MUNDUKIDE

Orona, S. Coop. is a founding partner of Mundukide, an NGO created in 1999 dedicated to promoting development cooperation projects with different disadvantaged peoples and groups, sharing experiences, resources and skills to stimulate self-managed and comprehensive development for the parties involved by activating the solidarity of the world of cooperative work.

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

81,037
meals provided



DIAMETER 200 HEALTHY DIET AND DEVELOPMENT OF THE LOCAL ECONOMY

It is a food project promoted by Orona Fundazioa that has the dual objective of promoting healthy eating and promoting the development of the social economy.

This unique and proprietary food model is based on offering Orona employees and the Orona Ideo user group (Orona, Mondragon Unibertsitatea and Ikerlan) seasonal, top-quality food produced locally. The food is processed using traditional methods, prioritising respect for the environment and the groups of farmers, ranchers and fishermen receive a fair price for their harvest or catch.

We continue to collaborate with the agro-ecological farm Karabeleko, the main supplier of fresh vegetables to the Diameter 200 restaurant. It is unique in so far as it employs persons facing mental health problems. There is also a consumption group among the workers of Orona Ideo, Epele and Lastaola in Hernani, which receives a weekly basket of organic vegetables from this farm.

This dining service is offered through the Orona Ideo canteen, operated by Gure Elikagai SL, which has a cafeteria-restaurant open to the general public. This space was the first company canteen service registered with a state-level ecological certification (INTERECO).

In order to minimise food waste, the food to be consumed is cooked in each shift and not at the same time. Likewise, the food left over that day is consumed by the canteen employees the following day, and is also donated to neighbours of the canteen workers identified as needy.

For the supply of these meals, with respect to the total volume of food purchases in 2021, 68% is a local product (it originates from a diameter of 200 km) and 15% is an organic and fair trade product.



DRAGONES DE LAVAPIÉS (FOOTWASH DRAGONS): SOLIDARITY, RESPECT AND COMMUNITY

Los Dragones de Lavapiés is a neighbourhood initiative, launched by a group of parents living in the same neighbourhood of Madrid, whose mission is to weave, through sport and competition, ties of solidarity, respect and community, fostering dialogue between people of very diverse cultures from all corners of the planet.

Thanks to the collaboration of Orona Fundazioa with Donosti Cup, one of the senior teams, in which five refugees play, participated in the international grassroots football tournament that took place in San Sebastian from July 4 to 19, 2021.



HERNANI RUGBY ELKARTEA, WOMEN'S AND INCLUSIVE RUGBY

Hernani Rugby Elkartea is a local revitalising agent that moves hundreds of people towards the team and solidarity values that are typical of the practice of this sport.

Orona Fundazioa supports the club's women's and inclusive rugby team, contributing to its goal of creating a welcoming space for everyone who comes to the club, accepting the differences of each person, be they gender, age or function.

AITA MARI DOCUMENTARY

The objective of this documentary is to narrate the solidarity project of the Humanitarian Maritime Rescue and the Aita Mari ship, making the population aware of the drama experienced by thousands of people in their flight across the Mediterranean.

Orona Fundazioa has contributed financially to the production of this documentary made in Euskadi and presented at the state level. The documentary was released in commercial cinemas from 3 December in different cities such as Donostia, Bilbao, Madrid and Barcelona.



DIRECCIÓN JAVI JULIO PRODUCCIÓN SANTI DONAIRE EDICIÓN/ASUNTA IGOR ARABAOLAZA GUION FERNANDO EIRRE PRODUCCIÓN EJECUTIVA NERVIO OPERADORES DE CÁMARA JAVI JULIO, IGOR ARABAOLAZA, RICARDO GARCÍA VILANOVA, CELIA HERNÁNDEZ, PASCAL POISSONNIER, IÑAKI GEREÑU, BEŠAT GEREKA SONIDO ENTREVISTAS DANIEL IGLESIAS ANIMACIONES IGOR ARABAOLAZA COLOR IRUSOIN POSTPRODUCCIÓN DE SONIDO XANTI SALVADOR, KOLDO CORELLA BANDA SONORA PELLO RAMÍREZ (TICSO) SONIDO ESTUDIO VÍCTOR SÁNCHEZ (ELKAR ESTUDIOA) DISEÑO TÍTULOS Y CARTEL BELÉN BEMBÉ TRADUCCIONES FERNANDO MAHIA, EDOU THIAM



THE EGG

The purpose of The Egg, the school of Artificial Intelligence promoted by Orona and created by start-up Skootik, is to train a critical mass of local data analysts and specialists in Artificial Intelligence. This way the number of experts capable of adding technological value to our economy will multiply.

Orona Fundazioa houses one of the two academic headquarters of artificial intelligence project The Egg and also supports the project financially by providing equipment and spaces for its classroom.

There were 18 students in the 2021 academic year. In 2022, there will be 35 students who presented the academic activity 21/22 last November at Orona Ideo.



REMONTÉ

This Navarrese-Gipuzkoan modality is only practised in 2 frontons: in the Galarreta fronton and in Euskal Jai Berri in Huarte-Pamplona.

The "remonte" is one of the most spectacular forms of Basque basket ball, in which technique and the great speed with which the ball is hit are the main features.

During 2021 Orona Fundazioa has supported the celebration of the individual remonte tournament, Orona, with a special follow-up on television for 9 weeks on EITB.



OSASUNLEKU A COLLABORATION WITH OSAKIDETZA AND CHILLIDA MUSEUM

As a continuation of the support for people affected by the COVID-19 pandemic and after having carried out the Jakioro activity in 2020, Orona Fundazioa has contributed to a program aimed at health professionals who are being subjected to repeated stressful situations and for long periods of time, working hours due to the pandemic.

An activity notebook was developed for health professionals in the form of a tour of the museum's sculptures.

Orona Fundazioa and Chillida Leku collaborate in favour of their environment and seek to consolidate an ecosystem of social innovation. Osasun Leku wants the visit to Chillida Leku to be an experience that helps improve the quality of life of the people who care for us, through the cultivation of psychological flexibility, a conscious experience, openness and involvement.



PARTICIPATION MODEL

A model that ensures communication and participation

Communication and participation are implicit in our cooperative principles.

The organizational structure itself guarantees permanent and fluent two-way communication and participation.

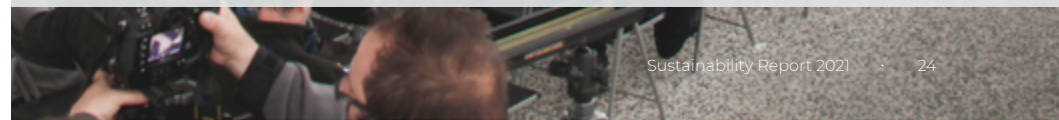
Through our institutional representation bodies, in addition to the executive channels, within the cooperative the members and workers of Orona, S. Coop. actively participate in the definition and development of our social entrepreneurial project.

The Council of Partners is our cooperative members' representative body. Its basic functions are information, monitoring, advice, awareness raising and consultation with the Governing Body and the Management for all aspects affecting the general features of work relations.

The General Assembly is the most important supreme body of the cooperative, whose agreements reflect the will of the members. Made up of all the members, it holds the sovereignty of the cooperative, decides on the topics and issues of greatest interest and marks the main lines of the cooperative.



The fact that Orona, S. Coop. was set up from the outset as a **cooperative**, and that it continues to operate today under the same legal formula, is due to its firm determination to defend values such as **commitment**, **participation**, **proactivity** and **proximity**.

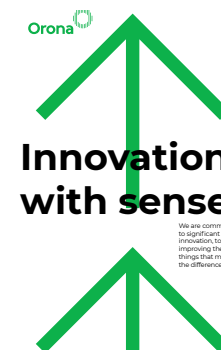
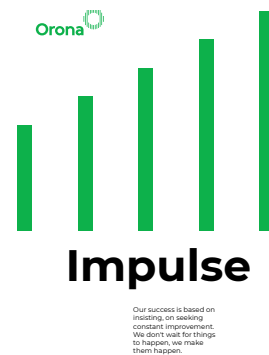


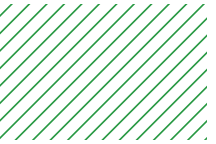
Activity in this regard in 2021 have been extensively conditioned by the evolution of the pandemic. Despite all these difficulties, we have maintained a high level of institutional activity even in those events that normally require the presence of people for their normal development. These meetings have continued to be adapted to a virtual/mixed format in each case, which has involved a great deal of effort on the part of the participants.

- Ordinary Assembly: held online on 18 June.
- Meetings of the Council of Partners held: more than 25 in the whole year.
- Governing Councils held: the ordinary Governing Councils have continued to be held each month, as well as as many as deemed necessary due to the circumstances.

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

93.2% of the workforce has a reference collective agreement both in Spain and in the rest of the countries in which Orona has a presence. In the same way, the representation of their interests is guaranteed through the effective mechanisms legally established in each case (union representation and associated dynamics).





FIGHT AGAINST CORRUPTION AND BRIBERY

Our values, the core of our DNA

Orona has solid values that are part of the central core of its DNA as an organization and that are intimately linked to all the activities that are carried out in an ordinary and extraordinary way.

Orona, how could it be otherwise, competes in the lifting sector with other organizations in search of achieving its business objectives, but this competition is always carried out within the framework of established national and international legislation.

Orona requires its organization to conduct itself ethically at all times, which includes strict compliance with the regulations in force.

One of the fundamental values of Orona's internal policy is the strict observance of the applicable regulations in its relations with other companies and market operators.

These standards are:

- Competition Law
- Unfair Competition Laws
- Criminal Code

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

A MANUAL THAT ESTABLISHES A COMMITMENT OF RESPONSIBILITY

For this purpose, Orona, S. Coop. has a "Corporate Social Responsibility Manual" which forms part of the training and documentation received together with the Welcome Plan. This manual includes all things related to the way in which we should behave in the market based on our assigned duties.

The manual includes a set of guidelines aimed at preventing any approach contrary to free competition, as well as preventing the crimes included in the Criminal Code, such as damage to computer systems, industrial property damage, corruption, bribery, graft, etc., which would entail penalties or negative consequences for our organization.

All personnel assume that they can be audited by internal or external personnel who will verify by any means at their disposal that there are no non-compliances.

The main aspects developed in the guidelines refer to:

- **Conduct:** prohibition of abusive conduct, dominant position...
- **Competition Law:** prohibited agreements, aid control, 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 defined in the criminal code:** bribery, influence peddling, corruption, etc.

ORONA COMPLIANCE MODEL

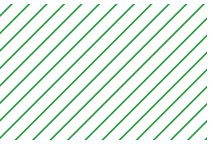
In the same way, Orona's financial departments actively collaborate with the financial entities with which they work so that there are no breaches due to money laundering, contributions to non-profit entities or any other type of irregular transactions.

In addition to the aforementioned measures, Orona has established active policies to detect fraudulent activities in all the most sensitive areas of our organization.

Orona's organisational structure has evolved with the firm commitment to reaffirm our ethical behaviour, as well as in the fight against threats, both internal and external, that could represent significant damage to the IT infrastructure, to the cooperative's most sensitive data (employees' personal data, economic data, organisational data, etc.), as well as to avoid voluntary and malicious interference in the processes and tasks carried out by the organisation, which could lead to activities that are contrary to Orona's ethics.

We will continue this firm commitment to extend to the entire organization and maintain the values that have made us a benchmark of behaviour within the lifting sector, guaranteeing that the organization is internally aligned with that objective and that it is shared as our own.

The Orona Compliance Model has been established with the aim of reaffirming our culture of ethical behaviour among our workers, as well as vis-à-vis the rest of the relevant actors.



SUPPLIERS CODE OF CONDUCT

A specific policy of conduct

The Purchasing Department has a centralized management of supplies. This area has developed a document, the “Code of Conduct for Orona suppliers”, which promotes a specific policy of best practices for them. Orona reserves the right to terminate any contract with a supplier that does not comply with it.

1. Compliance with labour regulations

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 employment practices

2. Environment

Their preventive approach, environmental responsibility, and the use of environmentally friendly technologies

3. Ethics in business

Confidentiality, respect for intellectual and industrial property rights and work against corruption



99.97%

purchase volume 2021 to suppliers adhering to the Orona Code of Conduct



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3 HEALTH & WELLNESS

4 QUALITY EDUCATION

5 GENDER EQUALITY

10 REDUCING INEQUALITIES

EMPLOYMENT GENERATION

Quality of working life in line with our co-operative principles

Creating employment, people's development and quality of working life in accordance with our cooperative elements are the fundamental principles of Orona's raison d'être.

We closed the 2021 financial year with 5,507 workers thanks to our efforts to maintain and even increase activity in the countries in which we operate. This number of people represents an increase over the previous year of 36 people, consistent with our commitment to employment.



Since its inception, Orona's unequivocal principle has been meeting the human, economic and social needs and aspirations of workers and society in general, through the conducting of business activity with a solid commitment to the future.

The detail of the list of workers by country disaggregated by sex, age and professional category as of December 31, 2021 is as follows:

STAFF EVOLUTION BY GENDER

	2020			2021		
	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL
Belgium	38	233	271	40	235	275
Brazil	34	165	199	38	164	202
France	116	541	657	116	566	682
Ireland	18	94	112	17	91	108
Luxembourg	3	16	19	3	16	19
Malta	5	24	29	5	26	31
The Netherlands	16	116	132	15	123	138
Norway	12	101	113	11	108	119
Poland	13	78	91	13	73	86
Portugal	22	178	200	28	177	205
Spain	394	2969	3363	406	2958	3364
UK	61	224	285	65	213	278
TOTAL	732	4739	5471	757	4750	5507

832

million euros
sales

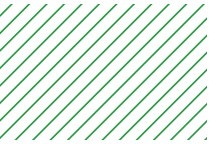
5507

people

139

million euros
EBITDA





HEALTH AND SAFETY PROMOTION

Health and safety at work

Orona's health and safety policy is part of the "quality, environmental and occupational health and safety policy" and expressly includes the following commitments:

- Elimination of hazards and reduction of risks, providing safe and healthy working conditions.
- Protection and improvement of the OSH of all Orona's people, by preventing occupational risks, improving working conditions and promoting health.
- Minimisation of damage and deterioration of health, integrating OSH management at all levels of the organisation by assigning roles and responsibilities.



- Consideration of OSH management at the highest level by everyone in the organisation.
- Provision of a reference framework for the establishment of OSH objectives, and allocation of the necessary and competent resources to comply with the commitments assumed, with special relevance to the training of workers in the area of occupational risk prevention in the hands of Orona University.

This policy is developed through an Occupational Health and Safety Management System certified in ISO 45001 by AENOR. In this way, the safety and health of all the people who make up Orona is established as a main and essential objective of the organization and preventive activity is integrated into all areas of business management and hierarchical levels of the organization.

Orona's Health Quality Safety Environment (HQSE) department is in charge of developing the necessary procedures to guarantee their proper implementation throughout the organization.



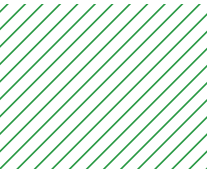
Among the activities carried out in 2021, the following should be highlighted:

- ISO 45001 certification in Orona, S. Coop: industrial area, corporation and work centres where assembly and maintenance activities are carried out.
- Adaptation of the OSH management systems of the subsidiaries in Spain for their certification in 2022. The procedures and instructions related to Health and Safety at Work have been adapted, so as to homogenise the way of proceeding in the scope of the companies that carry out their main activity in Spain and to migrate all of them from OHSAS 18001 to ISO 45001.
- Development of an application for the comprehensive management of Health and Safety at Work in Spain.
- Implementation of a tool for the management of legal requirements in terms of occupational risk prevention, the environment and industrial safety.
- Implementation of a tool to manage the coordination of business activities in Orona Ideo and in the industrial plants of Orona. It incorporates the centralized management of all the subcontractors that access the Orona facilities in the three locations, carrying out a rigorous control of compliance with the requirements in terms of occupational risk prevention.
- Evaluation of safety risks, chemical agents, physical and ergonomic agents of industrial plants, as well as assembly and maintenance activities, following the technical protocol and the periodicities included in the SMA-01 procedure "Identification of hazards and evaluation of risks".
- Investigation of all accidents and incidents that have occurred in all companies.
- Updating of the self-protection plans and emergency plans of the industrial plants and the corporate headquarters.

- Carrying out occupational risk prevention inspections in all work centres of all companies in Spain.
- Carrying out occupational risk prevention inspections for 100% of the assembly and maintenance staff of all the companies in Spain.
- Carrying out inspections of 100% of the work teams employed by the group of assembly and maintenance professionals from all the companies in Spain.

In addition, and following the provisions of the SMA 02- "Information, consultation and participation of workers" procedure, 4 Health and Safety Committees have been held, with representation from the prevention delegates. These committees are held periodically both in Orona, S.Coop and in each of the companies in Spain. Also, the main OSH management dynamics of Orona Zones, Orona Companies, Industrial and Areas have been held.

Finally, it is worth noting the important activity carried out by Orona University in occupational risk prevention training, which in 2021 has involved more than 11,390 hours of training with 919 participants and an average evaluation of the courses of 8.83 (out of a maximum score of 10).



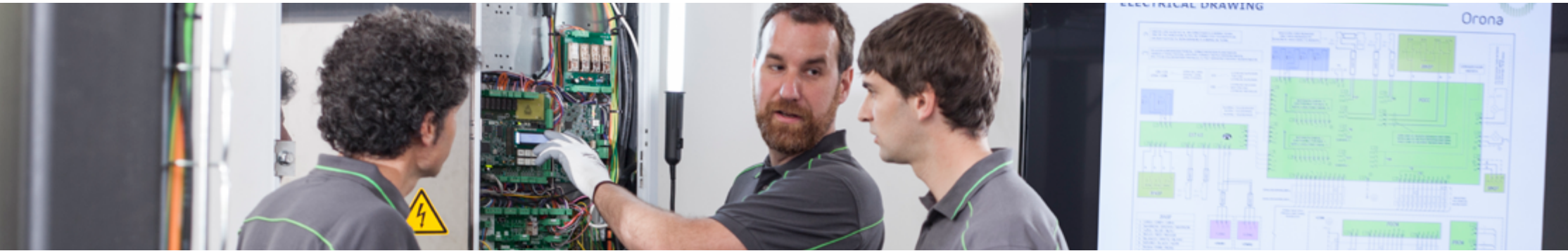
TRAINING AND PROFESSIONAL DEVELOPMENT:
ORONA UNIVERSITY

Commitment to training

Orona has made a significant qualitative leap in its capacity to influence the knowledge management of its human team. Organisational reinforcement aimed at talent management allows it to face the future with better guarantees. The different initiatives implemented have also allowed Orona University to continue to make progress in its consolidation project.

Orona University was created based on Orona's conviction and commitment to people as a differentiating and key element to tackle the strategic challenges of our organization.





The main objectives of Orona University include:

- Promote the cooperative experience of Orona, S. Coop.
- To ensure that Orona's people acquire the knowledge and skills necessary to achieve the strategic objectives set.
- To contribute to the motivation of Orona's people.
- To transmit and share Orona's experience and best practices.
- To train new people joining the organisation.

Orona University develops its training plans through its 4 schools:

1. Cooperative Experience School
2. Technical School
3. Business School
4. Interdisciplinary School

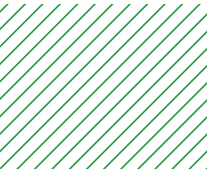
During 2021 we made progress incorporating innovative methodologies that also allowed us to update some of the dynamics and contents of annual training programmes.

Likewise, significant improvements were made to the generation of information, allowing better subsequent management of the training initiative.

Likewise, to improve the training experience in virtual format, a streaming studio has been enabled. In addition, in order to improve interactivity, exercises have been developed with gamification and exploitation by the teacher, exercises in virtual classrooms, use of collaborative whiteboards, etc.

Regarding training activity, the 2021 financial year has been affected by the pandemic in the same way as the 2020 financial year, not having recovered the levels of training hours given in the year 2019.

In general, in 2021, the legally necessary training has been prioritized and in this line this year has been very intense in terms of training in occupational risk prevention.



GENDER EQUALITY AND DIVERSITY MANAGEMENT

Universal accessibility for people with different abilities

At Orona, the social integration of people with intellectual and/or physical disabilities through employability is a commitment that goes beyond legal requirements.

In addition to not discriminating in any way in Orona's selection processes, we have people with disabilities on our own staff, and we work closely through a service contract with various special employment centres.



The Spanish General Disability Law mandates that all Spanish public and private sector companies whose personnel (total count of people employed regardless of the type of hiring) totals 50 or more workers must reserve a 2% quota of their workforce for people with a disability rating equal to or greater than 33%. Among other objectives, this law's purpose is to boost and promote the integration of people with disabilities in the workplace.

In this sense, Orona, S. Coop. complies with the precepts established by the General Disability Law, following the necessary protocols to guarantee access for this percentage of workers with disabilities or, failing that, activating the relevant equivalent activity and economic measures, where appropriate.

Within the group companies established in foreign countries, the directives laid down by the laws of each country are also followed.



FRANCE

Among other best practices, job offers in France are published through “CAP Emploi”, a specific job portal for people with some type of disability, in parallel to the usual channels.

NORWAY

In Norway, “The Act on Gender Equality and the Prohibition of Discrimination” expressly prohibits labour discrimination on grounds of disability, except in job positions that require specific abilities. In addition, in the Norwegian group companies, managers follow the WEA guidelines in sections 4.1 and 4.2 which promote the provision of employment to people with functional diversity and individualised monitoring plans that each manager must report periodically to the NAV (Norwegian Labour and Welfare Administration equivalent to the Social Security Administration) for the suitability of jobs for people with disabilities.

LUXEMBOURG

In Luxembourg, article 24 of the Collective Labour Agreement of Lift Operators expressly mentions non-discrimination in salary for reasons of disability. This information is periodically reported to public administrations.

UNITED KINGDOM

In the UK, the internal Equal Opportunities and Dignity at Work Policy sets out the criteria and protocols by which the company is guided in providing fair and equitable treatment to all groups with whom it may interact, whether they are present in the company (internal policy) or those who have the option of accessing the company (selection processes).



UNIVERSAL ACCESSIBILITY

Likewise, accessibility in our facilities is guaranteed through the elimination of architectural barriers to facilitate access for all. This aspect is especially relevant in the work centres of our headquarters in Hernani (Orona Ideo), as they are the centres with the largest personnel numbers.

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

Orona, S. Coop. has been recognized by Emakunde as a collaborating institution for the equality of women and men since 2014. This recognition certifies that actions are carried out that favour and promote greater equality between women and men, as well as the removal of obstacles to said equality.

In turn, Orona, S. Coop. is part of the tractor group of the network of collaborating companies of Emakunde BAI SAREA, promoted by Emakunde-Basque Institute for Women and made up of Collaborating Entities for the Equality of Women and Men. 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, it has committed to:

1. Promote equality between women and men from the direction of the entity.
2. Treat women and men equally at work.
3. Respect and defend human rights and non-discrimination.
4. Ensure the health, safety and well-being of all staff.
5. Promote the professional development of women.
6. Carry out business development, purchasing and marketing practices in favour of equality.
7. Promote equality in the social and labour environment, evaluate and disseminate the progress made in favour of equality between women and men.



Orona, S. Coop. Since 2018, it has addressed the project to prepare the III Plan for Equality between Women and Men, based on the evaluation of the implementation of the II Plan for Equality (2013-2017) and the update of the diagnosis on equality between women and men in the entity.

Orona, S. Coop. It has an Equality Commission that is responsible for ensuring compliance with the objectives set, monitoring the progress of the different initiatives and proposing the different areas of intervention.

The III Plan for Equality between Men and Women of Orona, S. Coop. (2019-2022) is structured around five lines of intervention:

1. Organizational culture and strategy for equality. Promoting an organisational culture committed to equality.
2. Occupational health. Guaranteeing a work environment that is healthy and free of risks.
3. Shared responsibility for work-life balance. Facilitating personal and professional development.
4. People management. Systematising processes that guarantee equal treatment and opportunities.
5. Product design and Marketing. Incorporating gender perspective into Orona S. Coop.'s activities.

In addition to the Orona Plan, S.Coop. During 2021, the Plans for the Equality of Women and Men have been registered in the Orona Pocrés and Orona Galo companies and diagnoses have been made on equality in Orona Bayfer and Orona Ulahi. In these cases, the negotiating commissions ensure the correct performance of the analysis, diagnosis



With regard to the development of protocols against sexual and gender-based harassment, Orona, S. Coop. has had a protocol against sexual and gender-based harassment since March 2010, which was updated in 2019, based on the recommendations of Emakunde.

There is a Commission for the analysis of possible resources whose function is to detect and carry out a follow-up and investigation of cases of sexual or gender-based harassment and to promote, before the Management, specific and effective measures within the scope of the company and the people who work there. In it, with the aim of combating this problem, ensuring prevention, information, awareness and training on this issue.

Likewise, and with the entry into force in Spain from April 2021 of the Mandatory Salary Registry in accordance with the provisions of RD 901/2020 and 902/2020 of October 13, which establishes the guarantees of fairness in the salary remuneration between women and men and the principles of information transparency that companies must observe in terms of remuneration.

To this end, both in Orona, S. Coop. as in the companies of the group located in Spain with more than 50 people on their staff (Balear de Ascensores, Bayfer, BurgasDiher, Galo, Pecres and Ulahi), remuneration analyses have been carried out by profession and gender, in accordance with the requirements established in the new legislation, and in all cases, prior sharing with the representatives of the workers.



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

UNITED KINGDOM

In the United Kingdom, we have specific regulations in place in accordance with current legislation in relation to non-discrimination based on age, disability, sex, gender reassignment, pregnancy, maternity, race, sexual orientation, religious beliefs and/or marital status, both direct and indirect.

This regulation materializes in practice in measures related to recruitment, training and development, terms of employment and working conditions. In terms of recruitment, vacancies are open to the entire group of equal consideration, publishing with texts that respect the terms of equality. The selection interviews are directed exclusively to experiences, abilities and qualifications, and the process is adapted, in the case of interviewing people with functional diversity.

Likewise, the definition of the terms and conditions of employment are determined based on the position and not on personal characteristics based on professional and geographical comparisons.

There is also a protocol for reporting cases of possible discrimination. The internal regulations contain the formal procedure to be followed.

BELGIUM

In Belgium, for example, these directives are included in the Internal Regulations of the companies in its article 14 and in its annex 4, incorporating, among others, the provisions of the "Collective Agreement" No. 25 regarding equal working conditions and pay for women and men. In addition, every 2 years a survey is carried out among the company's workers to assess their emotional state and detect possible situations of stress, harassment, etc. that required specific actions by the organization.

IRELAND

In Ireland, the Company Policy has specific provisions for dealing with cases of harassment and discrimination based on sex or race, identifying actions and behaviours contrary to the provisions of the law and setting forth the protocols to be followed in each case.

FRANCE

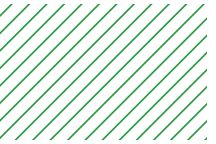
In France, Article 8 of the Internal Regulations of each of the companies includes the legal provisions of the Labour Code and the Criminal Code on sexual harassment and discrimination, establishing the mandatory compliance with said regulations by all workers and warning of the responsibilities that are incurred otherwise.



Green

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GREEN Environmental commitment

Orona, aligned with the current world situation and with the Sustainable Development Goals of the United Nations Global Compact and aware of its responsibility with respect to the environment and the expectations of its stakeholders, maintains and values environmental certifications such as:

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

HIGHLIGHTS 2021

- More than 92% of the devices issued have been eco-designed.
- Calculation and verification of the carbon footprint of Orona, S.Coop. certified according to ISO 14064.
- Publication of Environmental Product Declarations (DAP) of the main lift models.
- Acquisition of electrical energy with a certificate of renewable origin for all the facilities of Orona, S.Coop. and companies in Spain.



We firmly believe that we must act in a responsible manner **minimizing the impact** of our activity and our products in the **environment**.

We have a history of more than two decades in the objective of advancing towards a **circular economy**.

OUR CONSTANT 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 the increasing demands of both national and European legislation.
- Obtaining environmental certifications that attest to our track record.

Since we certified our Environmental Management System (ISO 14001) in 2001 and in 2008 we became the first company in the lifting sector worldwide to obtain the Eco-design certificate (ISO 14006), we have pursued the integration of processes and tools in our day to day that have allowed us to improve the environmental management of our organization and our products and services. As a result, we have also advanced in obtaining various certifications that accompany us on the path of sustainability.

As described in the Environmental Policy, a document published in the sustainability report and communicated to all the workers of the organization, in addition to legal compliance, we have maintained a commitment to Pollution Prevention and Continuous Improvement for years.

This is reflected in the identification and annual 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 materialized in different environmental programs, in companies certified in ISO 14001.



With the aim of sharing experiences and disseminating and advancing in aspects related to environmental sustainability and the circular economy, in 2021 we have participated in various forums, among which we would highlight:

BASQUE ECODESIGN CENTER

Orona has ratified its membership of the [Basque Eco-design Center](#) together with 15 other Basque companies and the public companies Ihobe and SPRI with the signing of the 2021-2025 agreement of this public-private alliance. The mission of this initiative is to promote the piloting of methodologies and the development of innovative projects, which respond to the priorities of Euskadi for the deployment of the circular economy in the Basque business fabric, with a double approach: improving competitiveness, and prevention of environmental impacts.

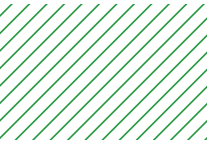
We have been part of this working group since 2016, as a leading company in the Basque Country, contributing our knowledge and experience in terms of Eco-design and circular economy in order to achieve an industry that is more respectful of the environment and aligned with the environmental challenges of the Agenda 2030.

BASQUE GREEN DEAL GUNEA

Participation in the initiative [Basque Green Deal Gunea](#), a program developed by the Basque Government that, based on the European Green Deal, includes the objectives of reducing emissions and generating renewable energy, and was born as an economic model with industry and technology as the main levers. Science, technology, circular economy, industry, energy transition or the food chain itself are aligned with the same goal: fair and sustainable development.

GREEN DEAL AWARD

Electra Vitoria Orona receives the [Green Deal Award](#) promoted by the Vitoria-Gasteiz City Council. This is the seventh edition of these awards, with which the city awarded the European Green Capital Award recognizes the work carried out by companies committed to the green and circular economy, key to meeting the challenge of combating climate change. This recognition has valued the integration of the environmental vision in the design of its lifts.



ADDED VALUE IN PRODUCT AND SERVICE

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

A SUSTAINABLE PRODUCT AND SERVICE PLATFORM

At Orona we integrate the environmental factor as another 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 from cradle to grave.

Through Eco-design we introduce the environmental variable in the design and development of our products and services. With this, it is intended to minimize and avoid, as far as possible, the environmental impact that they cause to the environment throughout their entire life cycle.

In addition, Eco-design is considered the main tool when establishing circular economy strategies, since it allows the prevention of waste associated with the life cycle of products and services before they appear.

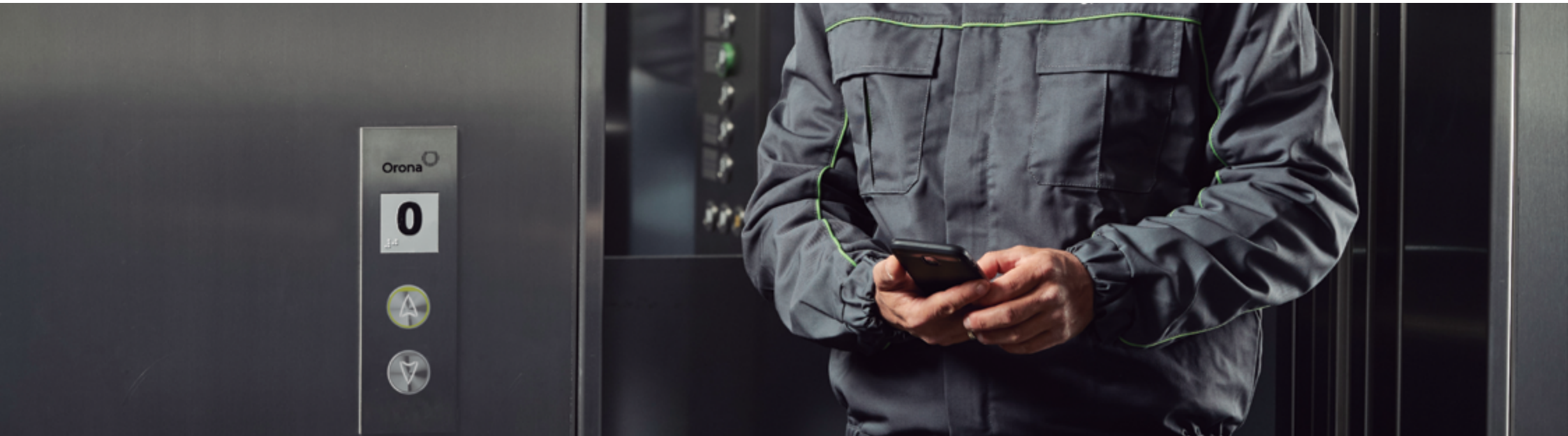


In 2008 we became the first company in the elevation sector certified in Eco-design. Since 2014, more than 70% of the lifts shipped have been eco-designed and in 2021 we have reached a ratio of 92% eco-designed devices.

Since 2008, Orona has incorporated the Life Cycle Analysis (LCA) into its new product design and development procedures, which is applied both to new designs and their redesign.

The LCA of the lift allows us to identify the main environmental impacts of the product (discharges, waste, emissions into the atmosphere, consumption of raw materials and energy, etc.), considering -in turn- all the stages of its cycle of lifetime; from its origin, that is, the extraction and processing of raw materials, through its production/transformation, transport and distribution, and continuing to use, maintenance, reuse, recycling and landfill disposal at the end of its useful life. As a result of the LCA studies carried out on the different models, in 2021 we have published [5 DAP's verified](#) (search for Orona) according to the Product Category Rule for lifts (c-PCR-008).





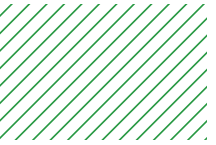
In addition to the aforementioned advances made from the point of view of the product, various actions have also been carried out aimed at reducing the environmental impact of the service activity.

Within the scope of service, mainly carrying out conservation work is associated with the use 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 a fleet of electric vehicles. Currently, this transition is associated with considerable problems due to the low level of development of charging infrastructures, the dispersion of the fleet and the potential impact on productivity itself.

At Orona we are aware that the integration of increasingly sustainable solutions, with technology as an enabler, is a key lever for the progressive transformation of our activity.

Specifically, the development of digitization projects contributes resoundingly to increasing the efficiency and competitiveness of the processes, also reducing, in most cases, our environmental impact.



ACTIVITY IMPACT CONTROL

**Carbon Footprint,
a key indicator**

→ **CARBON FOOTPRINT**

Orona, S.Coop. calculates its carbon footprint since 2019, counting the direct and indirect emissions that are under the control of the organization (scope 1 and 2) in order to identify the main sources of Greenhouse Gas (GHG) emissions and establish actions to eliminate them or, failing that, mitigate them to the greatest extent possible.

The verification of said calculation has been carried out under the ISO 14064 standard considering the GHGs produced by our activity: CO₂, CH₄, N₂O and HFCs.



In order for the calculation of the carbon footprint to become a key indicator for the organization, the HQSE (Health Quality Safety and Environment) field has defined an annual emission reduction target so that this The standard also serves as a verifier of the effectiveness of the actions carried out by the entire organization in terms of decarbonisation.

In 2021, all the electrical energy consumed in the two industrial plants and work centres in Spain originated from 100% renewables thanks to the contracting of energy with a guarantee of origin certificate carried out in 2020.

SCOPE 3

In 2022 we plan to verify the calculation of the carbon footprint of Orona, S.Coop. for the year 2021 under the ISO 14064-1: 2018 standard. This new standard will provide greater information and transparency to all interested parties as it will reflect all relevant emissions, both direct and indirect, of the organization.

With the vision of achieving carbon neutrality, in 2021 we have joined the Climate Ambition Accelerator program of the United Nations Global Compact, whose objective is to train the more than 450 participating companies to face the halving of global emissions by 2030 and reach net zero by 2050.



THE WORLD IS MOVING
TOWARDS A CARBON
NEUTRAL ECONOMY.
**ARE YOU READY FOR
THE TRANSITION?**

[#ClimateAmbition](#)



→ CONSUMPTION OF NATURAL RESOURCES

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.

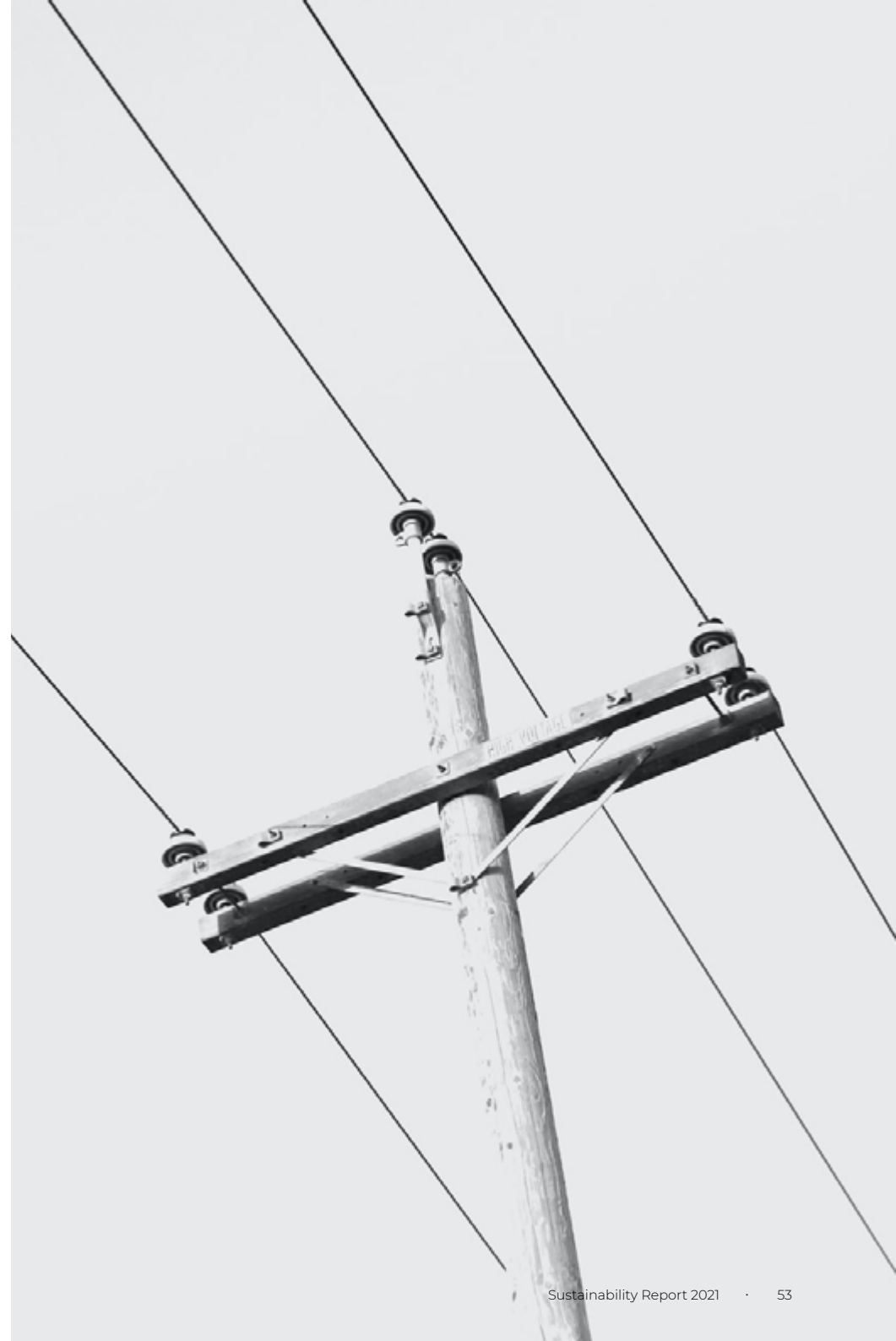
WATER CONSUMPTION

The major consumers of water are the production processes in industrial plants, being a key factor in the priming phases. Currently, the water used in these processes comes mainly from legalized abstraction from local rivers and aquifers in order to achieve more sustainable consumption of this resource.

Always below the catchment limits established by the Confederations, this consumption has been reduced per unit issued in 2021 compared to the previous year.

ENERGY CONSUMPTION

The year 2021 has continued to be marked by the exceptional nature of the health situation. The protocols established by the Ministry of Health, which have prioritized health measures over comfort and energy efficiency, have forced us, among other things, to modify programs related to the air conditioning of industrial plants and offices to ensure ventilation and recirculation of adequate air, maintaining a minimum of comfort in the workplace.



Despite the general increase in energy consumption derived from the search for comfort once the ventilation protocols were established, the implementation of different actions to reduce electricity consumption has led to a slight reduction in the consumption of industrial plants per device issued, while consumption at work centres has remained stable.

This is due to the use of natural gas for the air conditioning of the lantegis in the sites with industrial plants, while 100% of the energy used by the thermal installations of the work centres has an electrical origin.

The actions mostly linked to the change in technology, regulation and automation of lighting and the substitution of thermal installations for more efficient ones, have been carried out in line with the macro objectives of the organization that from HQSE are deployed in all areas with the aim to continue reducing the Carbon Footprint of our activity.

Continuing with this trend, for 2022 projects to install photovoltaic panels and sine wave connector modules are being evaluated to obtain a more sustainable origin on the one hand and greater control of the energy used on the other.

NATURAL GAS CONSUMPTION

The consumption of natural gas in 2021 has suffered an increase of 4% per lift shipped compared to the previous year. This value, influenced by the aforementioned sanitary protocols, has its origin in the increase in operating hours of radiant tubes and heat generators for the comfort of industrial plants. This is the main reason why this year we have not maintained the consumption trend of this fuel that we had been dragging years ago.

Despite having fully automated both the switching on and off of gas air conditioning installations, the need to keep industrial plants ventilated has forced us to modify the criteria for use, thus reporting extra consumption compared to 2020.

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, consequently, the high incidence of CO₂ equivalent emissions.

Acting in the area of planning, developing tools for optimizing maintenance routes, betting on transport with lower emissions and digitizing field operations, will be key to minimizing journeys and reducing fuel consumption.

RAW MATERIAL CONSUMPTION

The evolution of the consumption of the main raw materials remains proportional to the annual lift shipments made.

Through eco-design, as explained in the 'Value added in products and services' section, we address the reduction of the environmental impact of the stage of obtaining the 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.

Regarding the use and consumption of containers and packaging, its monitoring is carried out through Business Plans for the Prevention of Container Waste that have a three-year presentation and annual monitoring in accordance with current legislation.

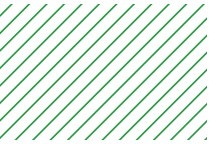
→ WASTE MANAGEMENT

Orona, S.Coop. carries out waste segregation at all its centres in accordance with current legislation. All the waste generated from industrial activity and in services is managed according to its origin and recovered or disposed of according to its properties.

GENERATION OF WASTE FROM INDUSTRIAL PLANTS

In line with other years, Orona values 25% of its hazardous waste, a value that exceeds 50% in the case of hazardous waste of solid origin. On the other hand, 100% of the Non-Hazardous Waste is recovered, except that which can be assimilated to urban waste, which is deposited in a landfill.





PROTECTION OF BIODIVERSITY

We protect our environment

During 2021 we have mainly supported three initiatives related to the protection of biodiversity located mainly in the surroundings of our production facilities.

We continue to collaborate with the Basque Water Agency (URA) adopting conservation measures for the Special Conservation Area (ZEC) es2120015 - Urumea ibaia / Urumea River.

Throughout 2021, the actions foreseen in the Management Plan corresponding to this SAC have been carried out, eliminating all the units of invasive species of *Platanus hispanica* and part of the Japanese Knot, successfully controlling the former and keeping the monitoring phase of the herbaceous species.



This year we have supported initiatives related to **protection** of the **biodiversity** located, fundamentally, in the surroundings of our production facilities.



Due to the indications of the Basque Water Agency, the glyphosate treatment on the species *Platanus hispanica* was ruled out, a less aggressive treatment with sodium chloride has been applied, but which requires us to cut the sprouts for at least two years. This action to treat the sprouts of the *Robinias pseudoacacias* that have appeared after the removal of the banana trees will be carried out in 2022 together with the proposal to continue with the work on Japanese knotweed.

CONSERVATION OF NATIVE TREES SPECIES

Likewise, as a result of a proposal from an Orona partner, a green space has been transferred in 2021 for the location of a seedbed of trees of native species within the production facilities in Hernani. The objective is both to contribute to the conservation of holly and yew trees that are in danger of extinction, as well as to the recovery of oak trees that have their origin in selected acorns from old oak groves in the Urnieta area, in order to conserve their genetics. The seeds obtained will be planted in collaboration with the Gipuzkoa Provincial Council and the Hernani City Council, which donates land for this, through the Marci Barras Association.

With this initiative, the planting of 300 trees is planned in 2022, favouring the recovery of native species in the environment.

BARN OWL IN THE LLANADA ALAVESA

Finally, also in 2021, Orona decided to allocate the prize awarded by the Vitoria-Gasteiz City Council at the 10th Green Pact Business Meeting to finance a project for nest boxes and barn owl ringing in the Llanada Alavesa, with the objective of enhancing and contributing to the improvement of the biodiversity of the area itself.



Together with the Association for the scientific ringing of Txepetxa birds, the Aranzadi Science Society and the Álava Provincial Council, the biodiversity of the barn owl in the Historical Territory of Álava will be favoured by placing nest boxes and ringing of breeding birds and their offspring to observe the effects of the action on the evolution of local populations of the species.

This project, whose first censuses will be completed in 2022, arises because for years there has been a reduction in the population of the barn owl (*Tyto alba*) in much of the agricultural environment of the Llanada Alavesa. This decline is mainly due to three factors: agricultural intensification, collisions with vehicles on the roads and the decreasing availability of suitable structures for nesting. The initiative that we support intends to influence precisely this last factor.

WASTE

Orona continues to maintain strict control of its industrial discharges, rigorously complying with the limits established in its different locations.

The analysis carried out at the Vitoria industrial plant are very far from the legal limits in the 40 parameters with a limit established in the applicable Municipal Ordinance on Non-Domestic Discharges.

This compliance, which is also ensured at the Hernani industrial plant, is reinforced by weekly measurements carried out by Aguas del Añarbe, which reports statistical data on the 7 most representative parameters of the sample.

EMISSIONS

Orona, S.Coop. systematically controls all of its emission sources catalogued through the Integrated Environmental Authorization of the Hernani plant, guaranteeing strict legal compliance certified by ISO 14001.

Measurements of CO, NOx, Volatile Organic Compounds and Particles are periodically carried out, reporting values well below those of the established limits.

AMBIENT NOISE

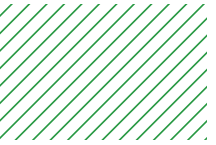
In the same way, periodic measurements of environmental noise are also carried out in industrial plants, which are far from affecting neighbouring areas.

LIGHT POLLUTION

The location of the corporate headquarters, the industrial plants and the vast majority of the work centres in industrial estates considerably reduces the impact of the light pollution that Orona generates.

Even so, in line with the specific applicable legislation and recommendations of each country in this area, we continue to take actions with the main objective of protecting the nightlife.

Throughout 2021, the automatic switch-off and light regulation criteria have been maintained and operations have been carried out to continue improving in this area.



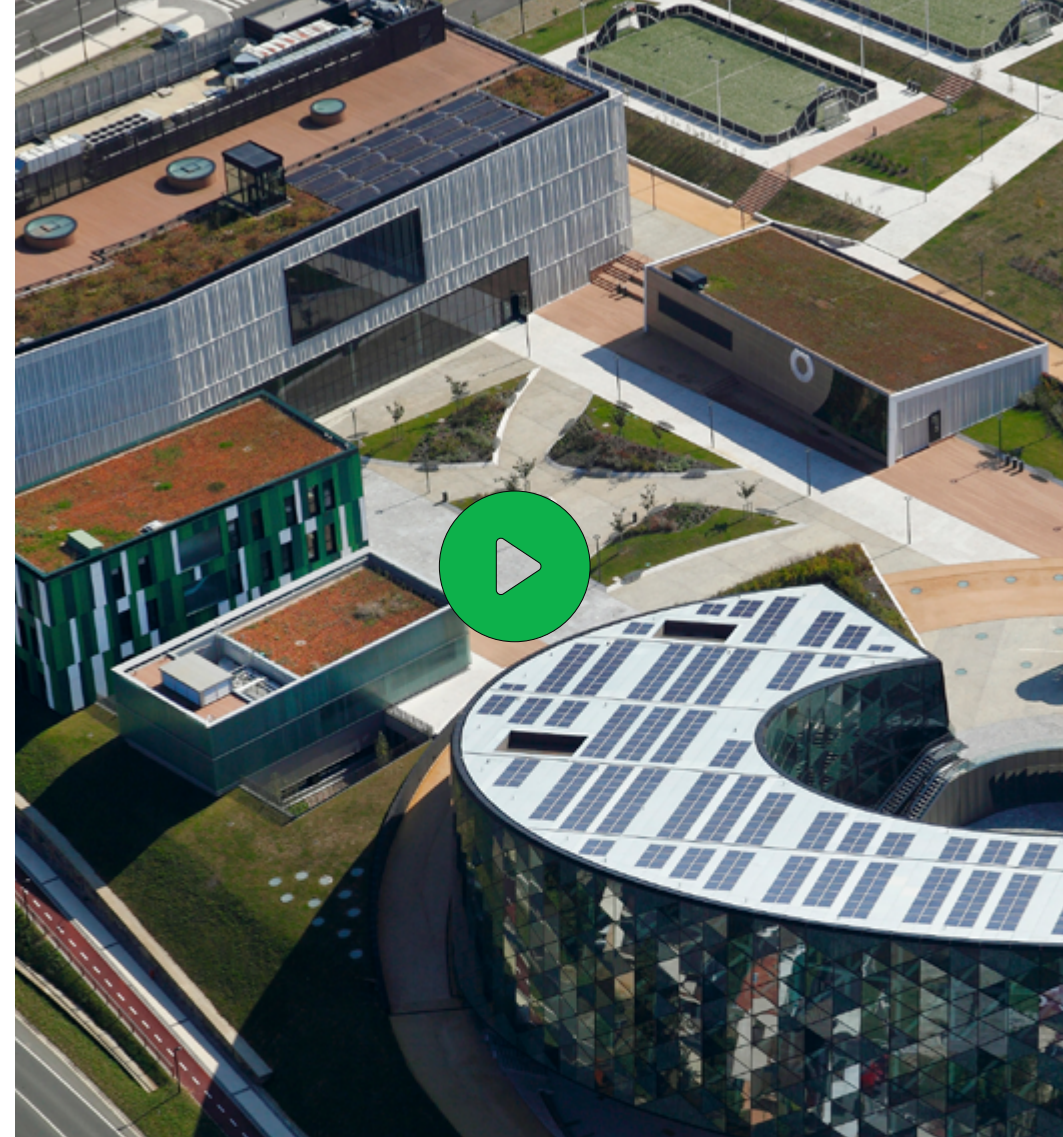
ORONA IDEO Referent in sustainability

ORONA IDEO, A PIONEER SPACE IN EUROPE

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

It is a real exercise in sustainability and innovation, applying the latest technologies in vertical mobility and energy efficiency. The energy consumed in Orona Ideo comes mainly 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 was conceived as an **urban cell** comprising several buildings and their linked urban spaces.

Specific and unique passive and bioclimatic **architecture strategies** have been applied in each case, both at urban and building scale.

ZERO, CORPORATE HEADQUARTERS OF ORONA

The Zero building houses Orona's corporate and innovation headquarters, which is inspired by the circular brand image and lifting activity. It is a building with a net zero energy balance: bioclimatic architecture, photovoltaic panels and 100% renewable thermal energy consumption.

ORONA FUNDAZIOA BUILDING

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

A3 RESEARCH A SPACE THAT COMBINES LABORATORY AND RESEARCH

A3 Research has laboratories and offices dedicated to research into advanced electrical storage systems, while the Gallery is the place where all of Orona Ideo's energy is managed, by monitoring all the buildings in the complex in real time .

Orona Ideo buildings are the first set of buildings in Europe to be rated LEED Gold and BREEAM Excellent.



100%
energy consumed
is of renewable
origin

CLEAN POWER GENERATION

Energy is produced on the plot itself through District Heating-Cooling from 100% renewable sources and a large photovoltaic roof on the Zero building. Since its launch, the project has made it possible to obtain valuable data from its actual operation and to verify compliance with the nZEB (nearly Zero Energy Building) criteria.

DISTRICT HEATING-COOLING

The energy concept design is based on the premise of making the best use of the District Heating-Cooling installation of the complex, which is powered by various renewable energy sources located on the parcel itself: geothermal energy, solar thermal energy and biomass.

Renewable systems have been dimensioned prioritizing solar thermal energy, followed by biomass and geothermal energy.

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

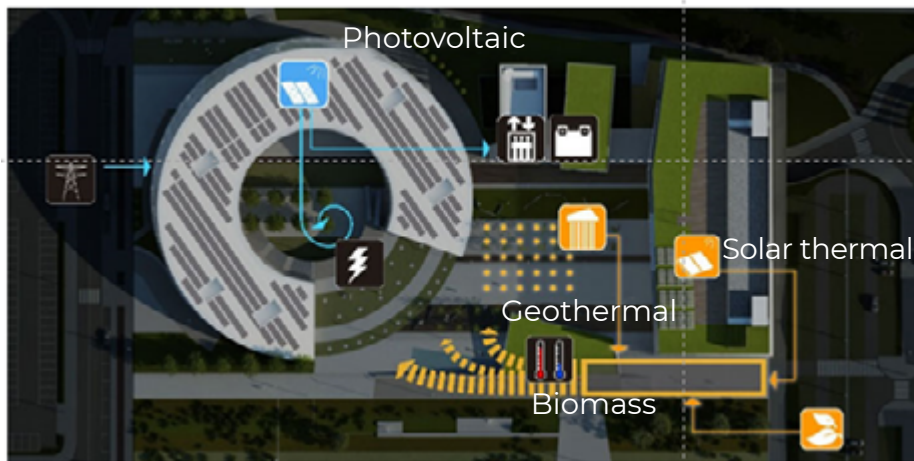
100% of the thermal energy required by the Orona Ideo buildings is of renewable origin (solar thermal, biomass, electricity), 89.56% being generated with renewable technologies installed in Orona Ideo (solar thermal, biomass, geothermal) and the rest electricity.

PHOTOVOLTAIC ROOF

The renewable electrical energy is produced through the solar panels integrated into the roofing of the Zero building.

CO EMISSIONS₂

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 2021 we have obtained a significant reduction in CO emissions₂ of the Orona Ideo buildings mainly due to the purchase of electricity with a guarantee of origin.



Blue shows the origin and consumption of electrical energy and orange shows the origin of the thermal energy distributed through District Heating-Cooling.

WATER CONSUMPTION

Orona Ideo has a 30 m³ rainwater collection tank to supply water for the irrigation circuit of the green areas.

Given that in the geographical area where the complex is located, in many periods of the year the rains are abundant, and in these periods it is not necessary to use said water for irrigation, during 2021 the use of the aforementioned rainwater for the grey water circuit used in the toilets and urinals of the Zero and Fundazioa buildings.

The volume of rainwater used is conditioned by the annual rainfall. However, in 2021 we have achieved a notable reduction in the consumption of water from the municipal network and the volume of rainwater used has increased.





Annex



ANNEX

Quality, environmental and occupational health and safety policy

The status of the member and worker in a co-operative environment makes the difference with respect to workers in any other work environment. The dissemination and implementation of our values: commitment (to worker health and safety, to society, to the environment, to the environment, to our customers, to whom we offer high quality services and products), reliability (the sum of trust and reliability), and our flexibility and agility, are our tools for achieving a business positioning that is sensitive to and respectful of human and labour rights. Environment that facilitates the participation and active consultation of all the people who make up Orona.

Orona's business project strategically assumes total quality as a way of placing its products and services on the market, within the regulatory framework of the European Lifts Directive. Complying scrupulously with the applicable legal requirements in all the matters and areas for which it is responsible. And taking the commitment of continuous improvement for all its processes and operations, as a basis of efficiency, effectiveness and competitiveness.

The environmental impact generated by Orona's business activity is relatively low compared to other industrial and service activities.

Even so, our responsibility and commitment to protect the environment are aligned with our commitment to the circular economy. Immersed in a continuous process of improvement, the pillars of our Environmental Management System are the prevention of pollution, the sustainable use of resources and the generation of less waste, focusing on its reduction at source.

In 2016, Orona, in its continuous improvement dynamics, achieved full integration of Quality in its Comprehensive Management System in Spain. In 2017, Environmental Management was integrated, and in 2021 Occupational Health and Safety under the ISO 45001 standard. 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 reference framework for the establishment of OSH objectives, and allocating the necessary and competent resources to comply with the commitments assumed, with special relevance to the training of workers in occupational risk prevention by Orona University.



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