



Orona

2015

CORPORATE SOCIAL
RESPONSIBILITY







Orona

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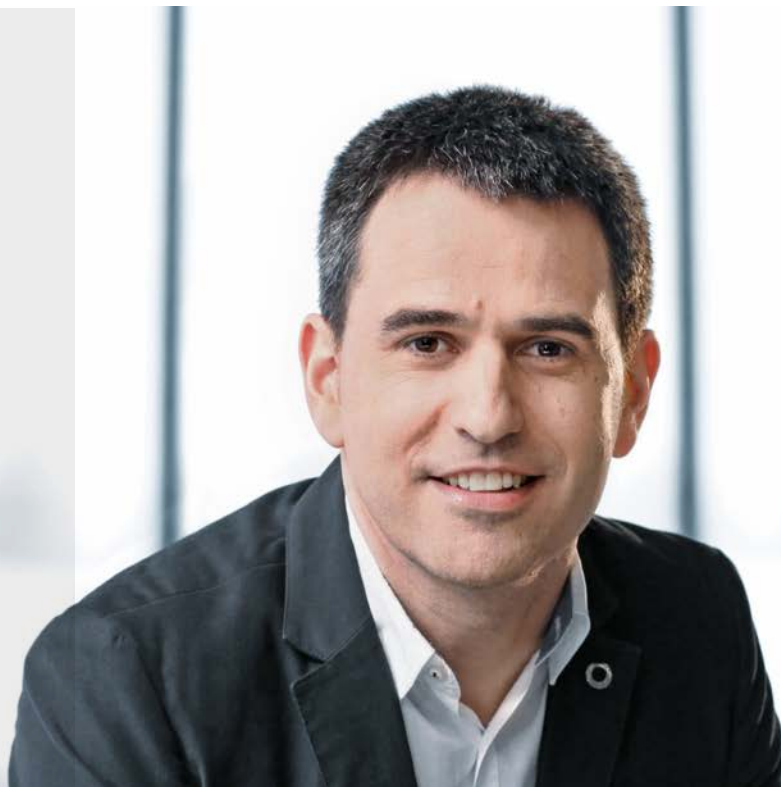
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01. INSTITUTIONAL MESSAGE

01.1 PRESIDENT'S MESSAGE



“ORONA’s social-business project remains strong, allowing us to view the future with enthusiasm”

Oier Lizarazu
President

Thanks to the commitment, personal and collective participation and involvement of all of us at ORONA, we have managed to have a good financial year.

In the past few years we have been able to operate successfully in an increasingly complex market. ORONA's social-business project remains strong, allowing us to look to the future with excitement.

In this period of financial crisis, ORONA continues to create jobs and wealth in the community to which we belong, keeping true to its basic principles including that of cooperative experience. It will undoubtedly contribute to personal and professional development of us all.

Congratulations to all of you who have contributed and participated to our project. From here on, everyone's contributions will be necessary. For that reason, I urge you all to continue building our future.

Best regards.



01.2 MANAGING DIRECTOR'S MESSAGE

In globalised and extremely complex circumstances, ORONA completed a successful financial year in 2015.

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

ORONA continues its process of consolidation in the global context. The 2015 financial year was particularly positive, with our presence increasing to reach 611 M euros of income.

ORONA is a social-business reality, noteworthy for its ongoing firm commitment to Innovation and a leader in the Lifts Services Sector.

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

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

Well done and good luck for the future.

Reaching further together.

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

Javier Mutuberria
Managing Director

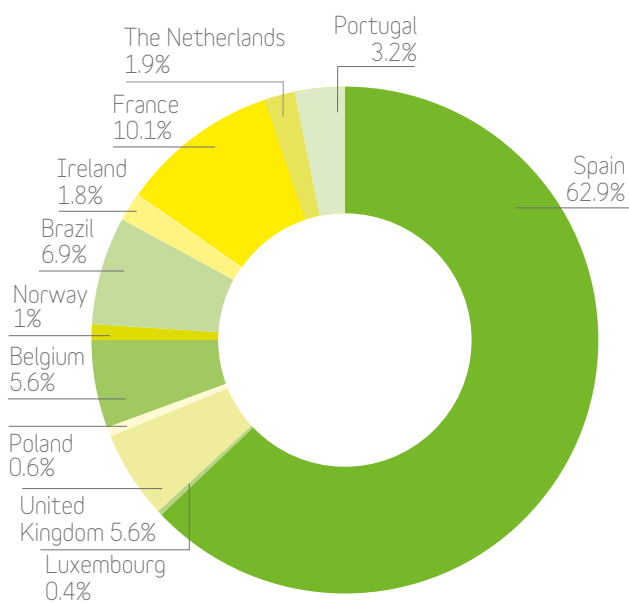
02. CORPORATE SOCIAL RESPONSIBILITY



02.1 COMMITMENT TO SOCIETY

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

Our commitment, to meet present needs and to work in order to meet those of the future, ensuring that job creation, personal development and quality of working life according to our cooperative principles, form the day-to-day essence of ORONA. The pursuit of excellence in order to keep the Customer satisfied is the common denominator of all our actions: Social, Environmental and Economic.



02.1.1 Commitment to our Customers

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

02.1.2 Commitment to employment

The status of owner and worker in a cooperative workplace marks the difference with people working in any other workplace. And the dissemination and implementation of our values: commitment (to society, to the community, to the environment, to our Customers), trustworthiness (both trust and reliability) and our flexibility and agility, are the tools we use to achieve a corporate positioning that is sensitive to, and respectful of, Human and Employment Rights.

We closed the 2015 financial year with 4,494 workers thanks to our efforts to maintain and even increase activity in countries in which we already operate.

These posts are distributed as follows: 2,826 in Spain, 456 in France, 311 in Brazil, 253 in the United Kingdom, 250 in Belgium, 146 in Portugal, 86 in The Netherlands, 80 in Ireland, 43 in Norway, 27 in Poland and 16 in Luxembourg.





02.1.3 Commitment to training

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

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

In terms of training, courses in languages, project management, applications, management techniques, technical knowledge, prevention, etc., have continued to play a prominent role in 2015.

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

Training 2015			
Investment	No. Hours	No. Participants	No. Courses
€667,444	29,097	1,612	112

As a result of the Training Plans that have been completed, notable development can be seen in the potential skills of our staff, allowing 37.84% of the organisational adjustment needs arising over the financial year to be covered through internal promotions.

02.1.3 ORONA's involvement in the United Nations Global Compact

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

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



02.2 COMMITMENT TO THE ENVIRONMENT

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



Thanks to the demands the company places on itself, and in line with its commitment to eco-efficiency, in 2015, we again increased our ratio of eco-designed lifts, achieving a figure of 75% of eco-designed equipment manufactured and on the market.

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

This innovative machine, which has been used in over 60% of the Orona 3G lift solutions manufactured in 2015, along with the new generation of lighter Orona 3G cars, have allowed significant savings to be made both in energy and materials. Plus, the LED lighting and automatic switch-off systems for car lighting contribute to energy savings of over 70%.

These eco-design elements produce new models of lift that are innovative and efficient, and that meet the strictest energy standards, smaller space requirements and a higher level of performance and comfort.

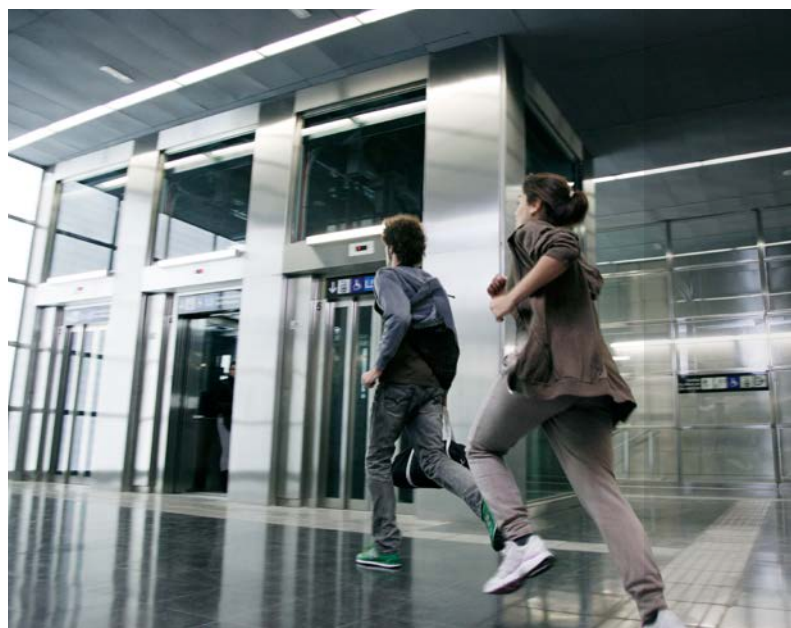
02.2.1

ORONA's Environmental Policy

In 2015, ORONA continued to work on the full integration of Environmental Management into its Management Systems.

Some achievements include:

- a) Manufacturing activity produced 500 equivalent lifts more than the year before:
- Chemical Storage (CS) has been reviewed and updated in view of the study of production plants the previous year.
 - The amount of taladrine waste has decreased, with a 30% improvement over last year's figures.
 - Control of lighting, temperature and compressed air installations has been automated, improving the energy efficiency of the Lastaola production plant in Hernani (Guipúzcoa)
 - Alternative technologies for demineralising water for the door-painting facility have been analysed.



b) Service activity:

- Start of "paperless" management, through Orona Link.
- Dissemination of good environmental practices among our subcontractors.

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

As an example, you can see the environmental indicators that improved in 2015 in the following table:

Aspect	Type	Measure
NON-HAZARDOUS WASTE	Stainless-steel shavings	From 23.14 kg/ lift to 11.15 kg/lift (48%)
	Aluminium shavings	From 0.67 kg/ lift to 0.20 kg/lift (30%)
HAZARDOUS WASTE	Waste taladrine	From 27,928 L to 19,585 L (70%)
	Aerosol containers	From 421 kg to 130 kg (31%)
	Glue containers	From 3,199 kg to 2,480 kg (78%)
	Swarf slurry	From 3,234 kg to 2,000 kg (62%)
ENERGY CONSUMPTION	Electricity	From 5,543 MWh to 5,509 MWh (95%)
	Natural gas	From 1,593,550 KWh to 1,654,000 KWh (100%)

02.3 COMMITMENT TO THE ENVIRONMENT

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, together with various cultural and social initiatives.

0.2.3.1 COEPC - Mandatory Contribution for Education and Cooperative Promotion

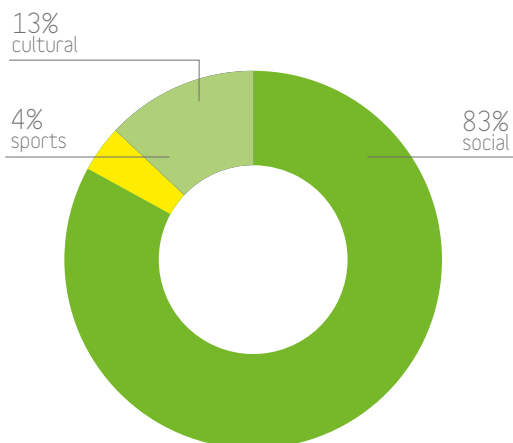
In 2015, ORONA set aside €354,040 to promote research and education centres, support cultural, social and training activities, as well as for cooperative development projects in third-world countries.

0.2.3.2 Contribution to Mundukide

ORONA is a founding partner of Mundukide, an NGO dedicated to promoting development cooperation projects with different disadvantaged people and groups, sharing experiences, resources and expertise, to promote self-managed and integral development of the parties involved, activating the solidarity of the world of cooperative work. The Mundukide project combines a variety of activities designed to achieve results that will withstand the passage of time. In 2015, ORONA earmarked €36,000 from the COEPC funds for Mundukide.



€ distribution by organisation type



02.4 COMMITMENT TO THE FUTURE

Orona Ideo symbolises our vision of the future.



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

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

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

02.4.1 Orona Fundazioa

In 2015, Orona Fundazioa continued down its path of new projects and social innovation to help generate environments that are open to the world of business, academia, universities, research, institutions and society 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, focusing primarily on the countries in which ORONA operates.
- 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 dimensions, including: wealth creation, sociocultural development and academic development.





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