



Orona

2019

CORPORATE
SOCIAL
RESPONSIBILITY



ASCENSORES | ELEVATORS

- 0 Salida
Exit
Puerta 10
Gate 10
- 1 Palco Presidencial
Presidential Box
- 3 Puerta 0
Gate 0
Parking Interior
Underground Parking





Orona

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01. INSTITUTIONAL MESSAGE



01.1 PRESIDENT'S MESSAGE

“We continue to build a differentiated Cooperative Experience in an open and competitive context”

Oier Lizarazu
President

In 2018, the commitment and involvement of all have once again made it possible for ORONA to close the financial year in great shape.

In keeping with our *raison d'être*, we have continued to create jobs, enabling our personnel to reach a total of 5,151 people, who are the real ambassadors of a shared Social-Business Project.

Our commitment to the future and our long history are assets that enable us to remain a flagship company in the elevation sector in Europe.

ORONA continues to be immersed in the development of its Cooperative Experience in Europe: a differentiated, independent Cooperative Experience whose intent is to consolidate ORONA's future in an open and competitive context, based on our Principles and Values.

I want to take this opportunity to thank you all for your effort and support in this exciting Social-Business Project.

My best wishes.



01.2 MANAGING DIRECTOR'S MESSAGE

We are all witnesses to the increasingly complex and rapidly changing conditions of the sector that force companies to boost their capacity for swiftly adapting and responding to issues.

Yet even surrounded by these volatile scenarios, in 2018 ORONA has managed to close the financial year with great outcomes, expanding and consolidating our presence and staying in good competitive shape.

In this respect, we have reached 741M euros in sales, with personnel totalling 5,151 individuals and an EBITDA of 126M euros, representing broad-based growth for our project and a sustained improvement in ORONA's operating results.

ORONA's Social-Business Project continues to consolidate in Europe and is on a steady course that allows us to be among the leaders of the European elevation sector. In this demanding European race, ORONA is immersed in the development of important strategic projects that will allow us to keep the leading positions that we have achieved.

Our continuous improvement of our competitive position, the launching of our products and services platform and ORONA's ongoing digital transformation process will allow us to offer our Clients new solutions and more competitive services.

Orona Ideo, our ecosystem of innovation that continues to be monitored through Orona Fundazioa, is one of the fundamental cornerstones of our Social-Business Project.

Orona Ideo now represents a benchmark in its own right, while at the same time embodying a model of contribution and transparency vis-à-vis the environment around us.

Finally, and most importantly, our great strength continues to be leveraged by the effort, participation and involvement of all the individuals who make up ORONA. For this reason, I want to take this opportunity to invite you all to keep up your hard work participating in this exciting Social-Business Project.

Congratulations, and good luck for the future.

My best wishes.

“Aspiring to
consolidate
ORONA's
Cooperative
Project in Europe”

Javier Mutuberria
Managing Director

02. CORPORATE SOCIAL RESPONSIBILITY



02.1 QUALITY, ENVIRONMENTAL AND OCCUPATIONAL HEALTH AND SAFETY POLICY



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

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

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

In 2016, ORONA, in its continuous improvement dynamics, achieved full integration of Quality in its Comprehensive Management System in Spain. In 2017, it integrated Environmental Management. We are still working to standardise criteria and ways of doing things in other countries of our operation.

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

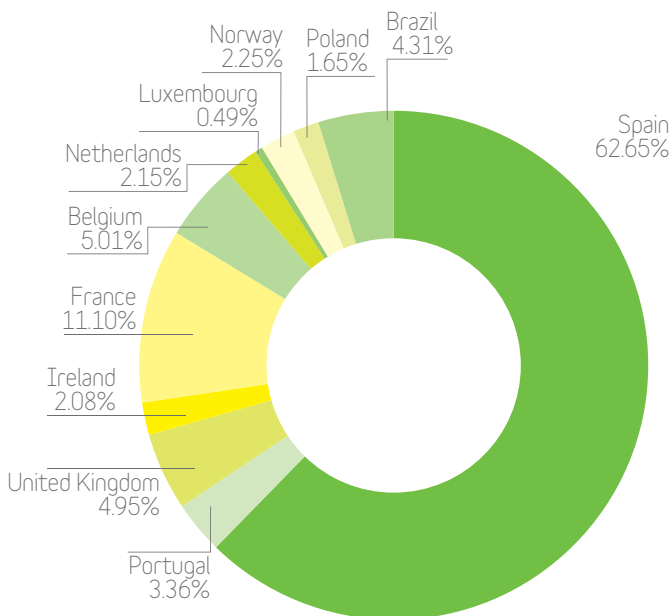
- **Eliminate hazards and reduce risk.** Provide safe and healthy working conditions. The protection and improvement of the OHS of all members of ORONA is carried out through occupational risk prevention, improving working conditions and promotion of health.
- **For minimum damage and deterioration of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

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

02.2 COMMITMENT TO SOCIETY

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

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



02.2.1 Commitment to our Customers

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

02.2.2 Commitment to employment

We closed the 2018 financial year with 5,151 workers thanks to our efforts to maintain, and even increase, activity in countries in which we already operate.

Staff.

ORONA total staff detailed by country with direct presence.

Spain	3,227	Netherlands	111
Portugal	173	Luxembourg	25
UK	255	Norway	116
Ireland	107	Poland	85
France	572	Brazil	222
Belgium	258	Total ORONA	5,151





02.2.3 Commitment to training

The consolidation of the Orona University project has progressed in 2018 through various initiatives.

A unified historical data log on Occupational Risk Prevention training has been generated and training requirements have been mapped by profession, thus simplifying Occupational Risk Prevention training management.

In addition, formative activities have been designed in accordance with needs and using a training style and methodology adapted to the different professionals, to be carried out during 2019.

During the past year, significant training has also been conducted on the use of the ARCA III controller, mainly for conservation and installation professionals.

At the same time, in the area of human resource knowledge management Orona has conducted partner training sessions and it has continued its foreign language development strategy.

Statistics:

Training 2018			
Investment	No. Hours	No. Participants	No. Courses
745,250 €	25,929	3,041	530

· Comparison 2018 versus 2017:

- 48% increase in direct investment in training in 2018.
- High level of participation in training activities, with a 98% increase in the number of attendees in comparison to the previous year.

As a result of the Training Plans that have been completed, notable development can be seen in the potential skills of our staff, allowing 33.33% of the organisational adjustment needs arising over the financial year to be covered through internal promotions.

02.2.4 ORONA's involvement in the United Nations Global Compact



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

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



02.2.5 Plan for equality between women and men

In 2018, ORONA S.Coop. undertook the project for the development of the III Plan for Equality between Men and Women, based on the evaluation of the implementation of the II Plan for Equality (2013-2017) and on the updated diagnosis on equality between men and women in the organisation.

Using the results obtained from the evaluation and the diagnosis, the III Plan for Equality has been designed in a series of work sessions with the Equality Committee.

The project has been developed with the technical assistance of ERABERRIA GUNEA S.L., a consulting organisation certified by Emakunde for the provision of technical assistance in the area of equality between men and women to companies and institutions.

ORONA S.Coop.'s III Plan for Equality between Men and Women (2019-2023) is built around five areas for action (each linked to an objective).

1. Organisational 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 to guarantee equal treatment and opportunities.
5. Product design and Marketing. Incorporating gender perspective into ORONA S.Coop.'s activities.

Since 2014, ORONA S.Coop. has been recognised as a COLLABORATIVE ORGANISATION FOR EQUAL OPPORTUNITIES BETWEEN WOMEN AND MEN by the Basque Government, based on the Letter of Engagement signed by ORONA S.Coop. for the development of a Policy of Equal Opportunities between Women and Men.

In 2018, 13% of the total number of jobs in Orona S. Coop. were occupied by women and, in the management and technical areas, this percentage rises to 20%.



02.3 COMMITMENT TO THE ENVIRONMENT

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



Thanks to the demands the company places on itself, and in line with its commitment to eco-efficiency, in 2018, we again increased our ratio of eco-designed equipment, achieving a figure of 88% of eco-designed equipment manufactured and on the market.

In 2018, we have taken important steps in our continuous transformation process, adapting our capacities and aligning them with the value chain, with a renewed structure and organization, reinforcing team knowledge and skills to guarantee ORONA's technological position and its contribution to the improvement of our competitive position.

ORONA has introduced the Orona 3G X-19 solution into the market. The ecodesign for this solution complies with the ISO 14006 standard, consisting of an electric lift without a machine room that offers access flexibility for average-load competitive solutions and optimized spaces. It has been especially adapted for glazed shafts.

Likewise, technologically advanced solutions have been designed for passenger transport management, such as destination control, adding even more value to our solutions portfolio.

We continue to advance in solutions for lift sensing, connectivity and communications for interaction with lift users and digitization platforms.

ORONA has a firm commitment to sustainability, based on a comprehensive and strategic approach, aligned with the concept of commitment to the future so deeply rooted in our values and social-business vision.

02.4 COMMITMENT TO THE COMMUNITY

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

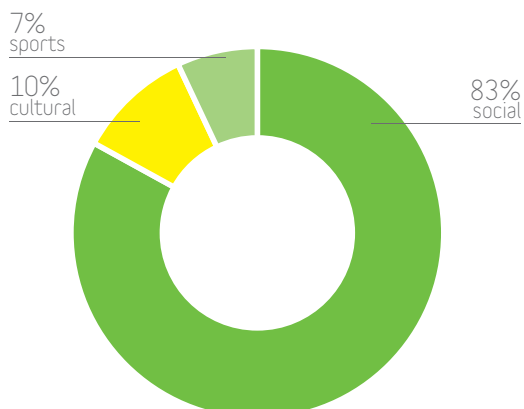


Year after year, in line with our commitment to standing with society, we allocate a portion of our profits through the COEPC (Contribution for Education and Cooperative Promotion), supporting projects in training and educational development, as well as in the research field, along with various cultural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

0.2.4.1 COEPC - Mandatory Contribution for Education and Cooperative Promotion

In 2018, ORONA set aside €443,960 to promote research and education centres, support cultural, social and training activities, as well as for cooperative development projects in third-world countries.

€ distribution by organisation type



0.2.4.2 Contribution to Mundukide

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

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



02.5 COMMITMENT TO THE FUTURE

Orona Ideo symbolises our vision of the future.

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

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

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



02.5.1 Orona Fundazioa

In 2018 Orona Fundazioa was five years old, carrying out innovative and social innovation projects to contribute to the generation of open environments for business, academic, university, research, institutional and social realms in general.

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

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

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

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





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