



#we
are
orona



2021
**Sustainability
Report**

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Letter from the **Chairman**

Oier Lizarazu

Similar to the previous year, 2021 was marked 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 the health of Orona's employees, and thanks to the efforts and involvement of all members of staff, 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, hence we will have to continue working on the various strategic projects in the Institutional

and business spheres, in order to continue taking firm steps in the development of our European cooperative experience.

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 independence and continuing to build our future.

My best wishes.



Letter from the **Managing Director**

Aitor Azkarate

We remain immersed in a global context that is becoming more complex with each passing year and with a degree of uncertainty unforeseen in recent decades. We have left behind a pandemic that has had a socio-economic repercussion never before experienced, to now find ourselves in a geopolitical conflict not seen in Europe in the past 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 from a strong position. 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 each day.

Our technology is present in more than 100 countries with almost 300,000 units and we remain committed to a project based in Europe but with a global outreach.

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 euros 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 for us to adequately respond to the consolidation project in Europe.

Orona Ideo, the maximum exponent of our Innovation model, continues to be one of the main pillars of our Orona Socio-business Project. Overseen by Orona Foundation, 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 during 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's 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 quality, environmental and health and safety policy at is defined in the Appendix.




Orona's corporate purpose reflects the main trends of the society of which it is **an active and involved role**, 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 organisation, we have had to respond to a new reality in continuous change, adapting our work processes and defining various safety measures with the aim of maintaining our socio-business activity, prioritising the health and safety of our workers.


In this report we can refer to:

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

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 drive is to bring people **closer**, that is why we **innovate** in a meaningful way, to remove 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 which, either because of their relevance in Orona's management model - strongly marked by its own unique and independent cooperative experience - or because of their material importance, have a greater impact or are sensitive elements from the perspective of the stakeholders of which we form part and with which we interact.

In this regard, special reference will be made to:

**ENVIRONMENTAL ISSUES**

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

**SOCIAL ISSUES**

Social issues, and those relating to workers in general, are at the heart of the Orona cooperative experience, an experience that is fully valid and firmly rooted in 21st century Europe.

**WORK ORGANISATION, HEALTH AND SAFETY AND SOCIAL RELATIONS**

In particular, **issues relating to work organisation, health and safety and social relations**, with special emphasis on their development within Orona, S.Coop., as this is the cooperative's parent and main company, and therefore where the highest level of development in these areas has been achieved, and we are committed to extending this to the organisation as a whole.

**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 FOUNDATION**

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

Issues such as,

PROTECTION OF HUMAN RIGHTS

The **protection of human rights**, given that we operate 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 economic and social development of these countries and the protection of these rights through a comprehensive system of regulatory and governmental guarantees that ensure compliance; or

ANTI-CORRUPTION AND ANTI-BRIBERY MEASURES

Measures to combat **corruption and bribery**, where a Corporate Social Responsibility Manual has already been implemented in Orona, S.Coop. and is in the process of being extended to the rest of the organisation,

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

STAKEHOLDERS

Closer to you

AN APPROACH TO PEOPLE'S NEEDS

The approach to our stakeholders involves an in-depth reflection on the needs of each of our target audiences, analysing the factors of attraction and linkage.

In addition, two-way communication channels need to be generated to analyse the evolution of these variables over time.

The following stakeholders are identified as interested parties:

- Workers
- Partners
- Customers and users
- Suppliers
- Sectoral entities

The following is a description of the relationships with the network of customer and supplier organisations and users. The information corresponding to employees, partners and society in general is dealt with in section 3, "Social".



With our **purpose** at the centre

"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.

CUSTOMER ORGANISATIONS AND USERS

We are people serving people and therefore we put our customer at the centre of everything we do. We look after their safety and well-being. Within this family we include our most direct customers (B2B) as well as customer-users (B2B2C).

We segment our customers into families in order to better adapt our approach and value offer to each of them:

- Owners of the facilities (including residents' associations, private customer entities and public administrations) and users
- Property administrators
- Architects
- Construction businesses or developers
- Distributors

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

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

SUPPLIERS

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

This document is based on three main axes:

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

In addition, the supplier company's compliance with the ISO 9001 reference standard is closely monitored, and compliance with ISO 14001 and ISO 45001 is positively assessed.

In 2021, 60% of our purchasing volume was made from companies which are ISO 14001 environmentally certified.

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

ENTITIES IN THE SECTOR

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

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

The Orona product is based on the European standard EN 81, the world's benchmark for lift design, in terms of safety and performance requirements. In addition, the Contact Centres in each country process and handle all calls from end-users in the event of warnings, faults or complaints using strict protocols.

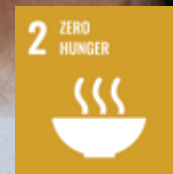
Further deepening Orona's interest in participating in the evolution and improvement of the sector, the companies belonging to Orona actively participate in the following associations:

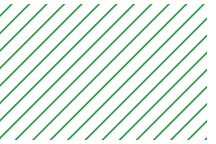
- ELA: European Lift Association
- EEA: European Elevator Association
- FA: French lift federation
- AGORIA: Belgian Lift Association
- VLR: Dutch Lift Association
- FEEDA: Spanish Lift Federation



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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, Proximity, Meaningful Innovation and Community, and these values form the basis of the relationship we maintain with our environment as essential values for building and developing our current and future socio-business positioning.

On the other hand, the cooperative principles endorsed by our membership of the [Mondragon Cooperative Movement](#) mark our own character as a cooperative company, and are present in our day-to-day work on an ongoing basis:

1. Free membership
2. Democratic organisation
3. Sovereignty of labour
4. Instrumental and subordinate nature of capital
5. Participation in management
6. Solidarity in remuneration
7. Inter-cooperation

8. Social transformation
9. Universal character
10. Education development

The assumption of these principles, as well as in daily operations, is internalised in the different training courses held in the cooperative:

- Oronena Programme
- Formation of the corporate bodies (Governing Council and Social Council)
- Training of new members

COMMITMENT TO SOCIETY:

ORONA'S INVOLVEMENT IN THE UNITED NATIONS GLOBAL COMPACT

Since 2006, we have ratified our adherence to 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 as 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 adherence in the hope that our actions will contribute to further strengthen concepts such as respect for Human Rights, good environmental practices, and a greater presence of sustainability in both business and society.

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

- **Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence.
- **Principle 2:** Businesses should make sure that they are not complicit in human rights abuses.
- **Principle 3:** Businesses should uphold the 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 and compulsory labour.
- **Principle 5:** Businesses should support the elimination of child labour.

- **Principle 6:** Businesses should uphold the elimination of discrimination in respect of employment and occupation.
- **Principle 7:** Businesses should maintain a precautionary approach that favours the environment.
- **Principle 8:** Businesses should encourage initiatives that promote greater environmental responsibility.
- **Principle 9:** Businesses should encourage the development of environmentally friendly technologies.
- **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

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

In order to comply with the 2030 Agenda set by the United Nations, since 2015 we have been making progress in the evaluation, monitoring and improvement of the Sustainable Development Goals. Of the 17 objectives, the focus is on the development of the following 12:



The trend in recent years in terms of sustainability has focused on working on the environmental axis with the global objective of not increasing the temperature of the planet by more than 1.5°C with the imminent need to decarbonise the activity that we all carry out as part of society. In this context, the United Nations has launched an ambitious programme (Climate Ambition Accelerator) for training in this area at the global level. Aware of the active role that Orona must play in this area, we have participated in this training throughout 2021 in order to internalise the key concepts for working towards the goal of being carbon neutral by 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 operates, it is not considered a risk area, neither in the management of operations nor in that of suppliers.

However, in order to ensure that suppliers' activities are also aligned with respect for human rights, from 2020 onwards suppliers have been required to adhere to the Orona supplier code of conduct mentioned in the stakeholders section of this report.

PROFIT IN ORONA ONLY MAKES SENSE WHEN IT IS MEASURED IN TERMS OF SOCIAL BENEFIT

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.

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

€532,100

have been earmarked for

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

ORONA FOUNDATION

Our commitment towards sustainable development

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

A SOCIAL PURPOSE

Orona Foundation also aims to promote and support the social economy and disseminate the characteristics of cooperativism, promote professional integration and support all kinds of cultural, social, charitable and welfare activities.

Through the Foundation, Orona aims to reinforce its commitment to society by promoting the basic pillars for its educational, regional, institutional and research development.

PROJECTS DEVELOPED IN 2021

Orona Foundation 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 fundraising if necessary.

The environmental development line of work is the one that is most directly rooted in society at the local level. The projects supported are, therefore, in line with Orona Foundation's mission, and fall into the following areas:

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

Orona Foundation's activity is focused on the areas surrounding Orona's corporate headquarters. Below is a brief description of some of the most outstanding projects within each category.



CONTRIBUTION TO MUNDUKIDE

Orona, S. Coop. is co-founder of Mundukide, an NGO set up in 1999 and dedicated to promoting development cooperation projects with different impoverished peoples and groups, sharing experiences, resources and know-how to promote the self-managed and comprehensive development of the parties involved, activating the solidarity of the cooperative work world.

The Mundukide project brings together various activities aimed at achieving results that will last over time.

81,037
meals provided



DIAMETER 200 HEALTHY EATING AND LOCAL ECONOMIC DEVELOPMENT

This is a food project promoted by Orona Foundation with the dual aim of promoting healthy eating and boosting the development of the social economy.

This unique food model is based on offering Orona employees and the Orona Ideo user community (Orona, Mondragon University and Ikerlan) seasonal, top quality, locally produced food. The food is processed using traditional methods, prioritising respect for the environment, and farmers, livestock breeders 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. Its peculiarity lies in the fact that it is a farm worked by people with 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 canteen service is offered through the Orona Ideo canteen, operated by Gure Elikagai S.L., which has a cafeteria-restaurant open to the general public. This space was the first company canteen service registered with the state-wide 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. In addition, leftover food from the day is eaten by the canteen employees the next day, and is also donated to neighbours of the canteen workers who are identified as needy.

For the supply of these meals, 68% of the total volume of food purchases in 2021 will be local products (originating within 200 km) and 15% will be organic and fair trade products.



DRAGONES DE LAVAPIÉS: SOLIDARITY, RESPECT AND COMMUNITY

Los Dragones de Lavapiés is a neighbourhood initiative, set up by a group of mothers and fathers living in this neighbourhood in Madrid, whose mission is to weave, through sport and competition, bonds of solidarity, respect and community, fostering dialogue between people from very different cultures from all corners of the planet.

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



HERNANI RUGBY ELKARTEA, WOMEN'S AND INCLUSIVE RUGBY

Hernani Rugby Elkartea is a local dynamising agent that moves hundreds of people towards the team and solidarity values inherent to the practice of this sport.

Orona Foundation 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 functionality.

AITA MARI DOCUMENTARY

The aim of this documentary is to narrate the solidarity project of Salvamento Marítimo Humanitario and the ship Aita Mari, raising public awareness of the drama experienced by thousands of people fleeing across the Mediterranean.

Orona Foundation has contributed financially to the production of this documentary made in the Basque Country and presented at national level. The documentary premièred in commercial cinemas from 3 December in different cities such as Donostia, Bilbao, Madrid and Barcelona.





THE EGG

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

Orona Foundation hosts one of the two academic centres of the artificial intelligence project The Egg, also financially supporting the project by providing equipment and space for this classroom.

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



REMONTE

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

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

During 2021 Orona Foundation has supported the celebration of the individual ski lift tournament, Orona, with special television coverage 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 Foundation has contributed to a programme aimed at health professionals who are being subjected to repeated stressful situations and long working hours due to the pandemic.

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

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

PARTICIPATION MODEL

A model that guarantees communication and participation

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

Through the institutional representative bodies, in addition to the executive channels, the members and employees of Orona, S. Coop. play an active role in the definition and development of the socio-business project.

The Social Council is a representative body of cooperative members with the basic functions of informing, monitoring, advising, raising awareness and consulting the Governing Body and Management on all those aspects that affect the general lines of the working relationship.

The General Assembly is the most important governing body of the cooperative, whose resolutions reflect the will of the members. Made up of all the members, it holds the sovereignty of the cooperative, decides on the issues and matters of greatest interest and sets the broad outlines of the cooperative.



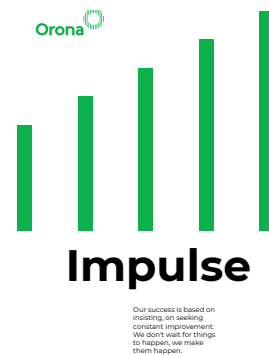
The fact that Orona, S. Coop. was set up from the outset as a **cooperative**, and that it continues to operate today under the same legal formula, is due to its firm determination to defend values such as **commitment**, **participation**, **proactivity** and **proximity**.

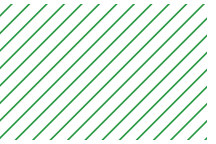
In this respect, the activity for 2021 has been entirely conditioned by the evolution of the pandemic. Despite all these difficulties, we have maintained a high level of institutional activity even in those events that normally require the presence of people for their normal development. These meetings 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 telematically on 18 June.
- Number of Social Councils held: more than 25 throughout the year.
- Governing Councils held: the regular Governing Councils have continued to be held every month, as well as as many others as deemed necessary due to circumstances.

On the other hand, in the other 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 bargaining agreement both in Spain and in the other countries in which Orona operates. Similarly, representation of their interests is guaranteed through the effective mechanisms established by law in each case (trade union representation and associated dynamics).





FIGHT AGAINST CORRUPTION AND BRIBERY

Our values, central core of our DNA

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

Orona, of course, competes in the lift sector with other organisations in pursuit of their business objectives, but this competition always takes place within the framework of established national and international legislation.

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

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
- Legislation to prohibit acts of unfair competition
- Criminal Code

Among the values that cannot be renounced and are shared by the whole of the organisation are **honesty, transparency and ethics**

A HANDBOOK SETTING OUT A COMMITMENT TO ACCOUNTABILITY

For this purpose, Orona, S. Coop. has a “Corporate Social Responsibility Manual” which forms part of the training and documentation received by all new members of staff together with the Welcome Plan. The handbook covers everything related to how we should behave in the marketplace depending on the responsibility we have been assigned.

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

All members of staff assume that they may be audited by internal or external personnel who verify by any means within their power that there is no non-compliance.

The main aspects developed in the guidelines refer to:

- **Conduct:** prohibition of abusive conduct, dominant position...
- **Antitrust law:** prohibited agreements, control of aid, agreements and abuses...
- **Procedures in place to ensure compliance with competition law**
- **Behavioural instructions**
- **Procedures on subcontracting**
- **Prohibition of unfair competition, deception, misleading omission, denigration**
- **Criminal code offences:** bribery, influence peddling, **corruption...**

ORONA COMPLIANCE MODEL

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

In addition to the aforementioned measures, Orona establishes active policies for the detection of fraudulent activities in all the most sensitive areas of the organisation.

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 throughout the organisation and maintain the values that have made us a benchmark for behaviour within the lift sector, ensuring that the organisation is internally aligned with this objective and that it is shared as our own.

With the aim of reaffirming our culture, the ethical behaviour of our employees, as well as with the rest of the relevant actors, the Orona Compliance Model has been set up.

SUPPLIERS' CODE OF CONDUCT

A **policy** of specific **behaviour**

The Purchasing Department carries out centralised procurement management. This area has developed the “Code of Conduct for Orona’s suppliers” document, which promotes a specific conduct policy for them. Orona reserves the right to terminate any contract with a Supplier that does not comply with this document.

1. Compliance with labour standards

Occupational safety and health, freedom of association and collective bargaining, elimination of forced labour and abusive hiring policies, support for the elimination of child labour and support for the elimination of discriminatory employment practices

2. Environment

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

3. Business ethics

Confidentiality, respect for intellectual and industrial property rights, and anti-corruption work

99.97%

purchase volume 2021
to suppliers adhering to
Orona’s Code of Conduct

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GENERATING EMPLOYMENT

Quality of working life in line with our cooperative principles

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

We will end 2021 with a total of 5,507 employees, thanks to the efforts made to maintain and even increase activity in the countries in which we operate. This number of people represents an increase of 36 people over the previous year, consistent with our commitment to employment.



Orona's unequivocal principle, assumed from the outset, is to satisfy the human, economic and social needs and aspirations of working people and society in general, through the exercise of its activity with a strong commitment to the future.

The detailed list of employees by country, broken down by gender, age and professional category at 31 December 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	2,969	3,363	406	2,958	3,364
UK	61	224	285	65	213	278
TOTAL	732	4,739	5,471	757	4,750	5,507

832

million euros
sales

5,507

people

139

million euros
EBITDA



PROMOTING SAFETY AND HEALTH

**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 OHS of all Orona people, by preventing occupational risks, improving working conditions and promoting health.
- Minimisation of health damage and deterioration, integrating OHS management at all levels of the organisation by assigning derived roles and responsibilities.



- Consideration of OHS management at the highest level by everyone in the organisation.
- Providing a reference framework for the establishment of OHS objectives, and assigning the necessary and competent resources to comply with the commitments assumed, with special emphasis on the training of workers in occupational risk prevention by Orona University.

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

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



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

- ISO 45001 Certification at Orona, S. Coop: industrial scope, corporation and work centres in which assembly and maintenance activities are carried out.
- Adaptation of the OHS management systems of the subsidiaries in Spain for certification in 2022. The procedures and instructions related to Health and Safety at Work have been adapted, with the aim of standardising the way of proceeding in the scope of the companies that carry out their main activity in Spain and migrating all of them from OHSAS 18001 to ISO 45001.
- Development of an application for the integrated 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, environment and industrial safety.
- Implementation of a tool to manage the coordination of business activities at Orona Ideo and at Orona's industrial plants. It incorporates the centralised management of all subcontractors that access Orona's facilities in the three locations, carrying out a rigorous control of compliance with the requirements in terms of occupational risk prevention.
- Assessment of safety risks, chemical agents, physical agents and ergonomic risks in industrial plants, as well as assembly and maintenance activities, following the technical protocol and the periodicities set out in procedure SMA-01 "Hazard identification and risk assessment".
- Investigation of all accidents and incidents in all companies.
- Updating of the self-protection plans and emergency plans of the industrial plants and corporate headquarters.

- Carrying out occupational risk prevention inspections in all workplaces of all companies in Spain.
- Carrying out occupational risk prevention inspections of 100% of the assembly and maintenance staff of all the companies in Spain.
- Inspections of 100% of the work equipment used by assembly and maintenance professionals in all companies in Spain.

In addition, and in accordance with procedure SMA 02- "Information, consultation and participation of workers", 4 Health and Safety Committees have been held, with representation of the prevention delegates. These committees are held periodically both in Orona, S.Coop. and in each of the companies in Spain. The main OHS management dynamics of Orona Zonas, Orona Empresas, Industrial and Areas were also held.

Finally, it is worth highlighting the important activity carried out by Orona University in occupational risk prevention training, which in 2021 involved more than 11,390 training hours with 919 participants and an average course rating 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 ability to influence the knowledge management of its staff. Organisational reinforcement geared towards talent management makes it possible to face the future with better guarantees. The different initiatives have also allowed Orona University to continue to make progress in its consolidation project.

Orona University is born out of the conviction and commitment to people at Orona, as a differentiating and key element in tackling the organisation's strategic challenges.





Among the main objectives of Orona University are:

- Promoting the cooperative experience of Orona, S. Coop.
- Ensuring Orona's people acquire the knowledge and skills necessary to achieve the strategic objectives set.
- Contribute to the motivation of Orona's people.
- Transmit and share Orona's experience and best practices.
- Train new people joining the organisation.

Orona University develops its training plans through its 4 schools:

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

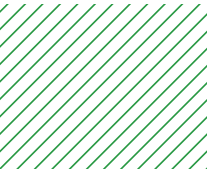
During 2021, progress has been made in the incorporation of new methodologies that have also made it possible to update some of the dynamics and content of the annual

training plans. Likewise, there has been a marked improvement in the generation of information that allows for better subsequent management of the training initiative.

A streaming studio has also been set up to enhance the virtual training experience. In addition, in order to improve interactivity, exercises have been developed with gamification and exploitation by the trainer, exercises in virtual classrooms, use of collaborative whiteboards, etc.

In terms of training activity, the 2021 financial year has been affected by the pandemic as had the 2020 financial year, and the levels of training hours delivered in 2019 have not been recovered.

In general terms, in 2021, priority has been given to legally required training and along this line this year has been very intense in terms of occupational risk prevention training.



GENDER EQUALITY AND MANAGEMENT OF DIVERSITY

Universal accessibility for people with disabilities

At Orona, the assumption of the social integration of people with intellectual and/or physical disabilities through labour integration is a commitment acquired beyond the 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 Law on Disability establishes that all Spanish public and private companies whose workforce (total number of people employed regardless of the type of contract) is 50 or more employees must have a reserve quota in favour of people with a disability equal to or greater than 33% corresponding to 2% of the workforce. This law aims, among other objectives, to promote and encourage the integration of people with disabilities into the labour market.

In this respect, Orona, S. Coop. complies with the precepts established by the General Law on Disability, following the necessary protocols to guarantee access for the percentage of workers with disabilities, or failing this, activating the equivalent activity and economic measures foreseen 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 good practices, in France, job offers are published in parallel to the usual channels through the “CAP Emploi”, a specific job portal for people with disabilities.

NORWAY

In Norway, “The Act on Gender Equality and the Prohibition of Discrimination” expressly prohibits employment discrimination on the grounds of disability, except in jobs requiring specific skills. In addition, in the Norwegian group companies, the management persons follow the WEA guidelines in sections 4.1 and 4.2 which promotes employment facilitation for people with functional diversity 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, the Collective Labour Agreement for lift operators in Luxembourg expressly states in Article 24 that there is no wage discrimination on grounds of disability and this information is reported to the administration on a regular basis.

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 is guaranteed in our facilities, eliminating architectural barriers to facilitate access in all cases. This aspect is especially relevant in the work centres of the central headquarters in Hernani (Orona Ideo), as these are the centres with the largest number of people working there.

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

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

In turn, Orona, S. Coop. is part of the driving group of the network of companies collaborating with Emakunde BAI SAREA, promoted by Emakunde-Basque Women's Institute and made up of Collaborating Entities for the Equality of Women and Men. Orona, S. Coop. as a member of BAI SAREA and in accordance with the principles for the empowerment of women proposed to companies by UN Women, is committed to:

1. Promote equality of women and men from the entity's management.
2. Treat women and men equally at work.
3. Respect and defend human rights and non-discrimination.
4. Ensure the health, safety and welfare of all staff.
5. Promote the professional development of women.
6. Carry out pro-equality business development, procurement and marketing practices.
7. Promote equality in the socio-occupational environment, evaluate and disseminate the progress made in favour of equality between women and men.



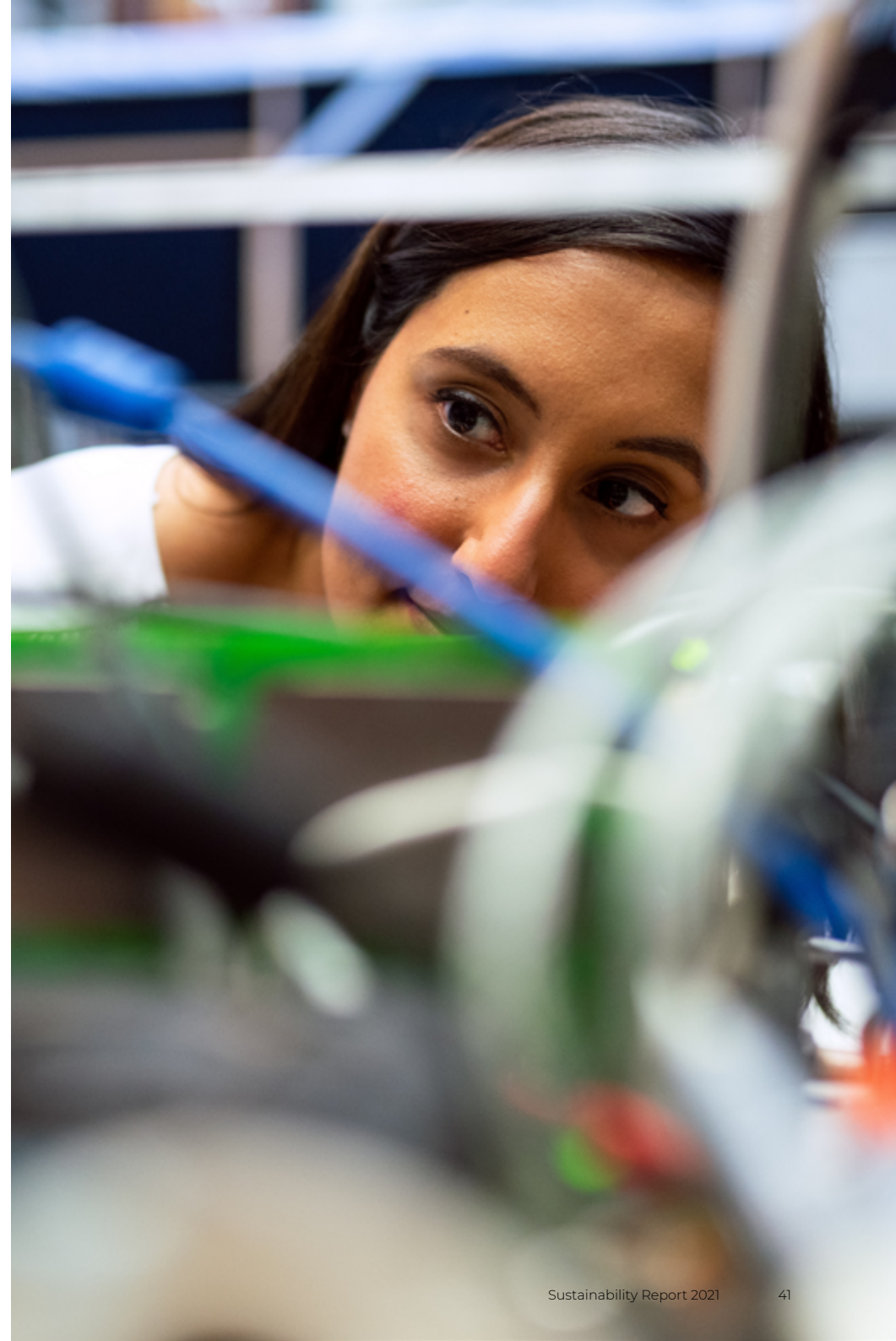
Since 2018, Orona, S. Coop. has been working on the project to draw up the 3rd Plan for the Equality of Women and Men, based on the evaluation of the implementation of the 2nd Plan for Equality (2013-2017) and on updating the diagnosis of equality among women and men in the company.

Orona, S. Coop. has an Equality Committee which is responsible for ensuring compliance with the objectives set, monitoring the progress of the different initiatives and proposing the different lines of intervention.

The 3rd Plan for Equality among Women and Men of Orona, S. Coop. (2019-2022) is structured around five axes of intervention:

1. Organisational strategy and culture for equality. Promote an organisational culture committed to equality.
2. Occupational health. Ensure a risk-free and healthy working environment.
3. Co-responsible work-life balance. Promote personal and professional development.
4. People management. Systematise the processes that guarantee equal treatment and opportunities.
5. Product design and marketing. Incorporating the gender perspective in the activity of Orona, S. Coop.

In addition to the Orona, S. Coop. Plan, during 2021 the Plans for the Equality of Women and Men have been registered in the companies Orona Pocrés and Orona Galo and the equality diagnoses have been drawn up for Orona Bayfer and Orona Ulahi. In these cases, the negotiating committees ensure that the Plan's analysis, diagnosis and definition of actions are correctly carried out.



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 Committee for the analysis of possible resources whose function is to detect, monitor and investigate cases of sexual harassment or harassment for reasons of gender and to promote specific and effective measures within the company and the people who work there, with the aim of combating this problem, ensuring prevention, information, awareness-raising and training on this issue.

Likewise, and with the entry into force in Spain as of April 2021 of the Mandatory Wage Register as stipulated in Royal Decrees 901/2020 and 902/2020, of 13 October, which establish the guarantees equal pay 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. and in the group companies located in Spain with more than 50 employees (Balear de Ascensores, Bayfer, BurgasDiher, Galo, Pecres and Ulahi), pay analyses have been carried out based on profession and gender, in accordance with the requirements established in the new legislation, and in all cases, after consultation with the workers' representatives.



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 UK, we have specific regulations in place in accordance with current legislation in relation to non-discrimination on the grounds of age, disability, gender, gender reassignment, pregnancy, maternity, race, sexual orientation, religious belief or on the grounds of being married or in a civil partnership, both direct and indirect.

In practice, these regulations are embodied in measures related to recruitment, training and development, terms of employment and working conditions. In terms of recruitment, vacancies are open to the whole group on an equal footing, and are published with texts that respect the terms of equality. The selection interviews are exclusively aimed at experience, skills and qualifications, and the process is adapted in the case of interviewing people with functional diversity.

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

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

BELGIUM

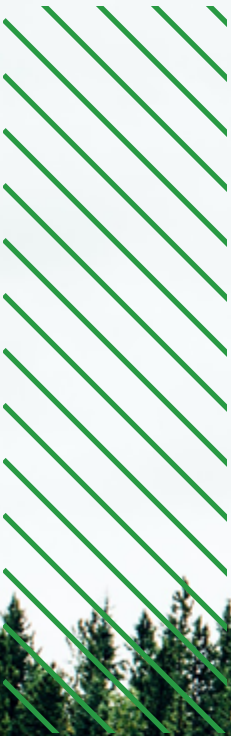
In Belgium, for example, these directives are included in the Internal Regulations of the companies in Article 14 and its Appendix 4, incorporating, among others, the provisions of the Collective Agreement No. 25 concerning equal working conditions and equal pay for women and men. In addition, every two years a survey is carried out among the company's employees to evaluate their emotional state and detect possible situations of stress, harassment, etc. that require specific actions to be implemented by the organisation.

IRELAND

In Ireland, the company's Corporate Policy includes specific provisions for dealing with cases of harassment and discrimination on grounds of gender or race, identifying actions and conduct contrary to the provisions of the law and determining the protocols to be followed in each case.

FRANCE

In France, Article 8 of the internal regulations of each company sets out the legal provisions of the Labour Code and the Criminal Code on sexual harassment and discrimination, stipulating that all employees must comply with these rules and warning of the responsibilities incurred if they fail to do so.



Green

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GREEN

**Commitment with the
environment**

Orona, in line with the current global situation and the Sustainable Development Goals of the United Nations Global Compact, and in the awareness of its responsibility towards the environment and the expectations of its stakeholders, maintains and promotes 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)

MILESTONES 2021

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

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

We have a track record of more than two decades in the objective of moving towards a **circular economy**.

OUR ONGOING COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY ENCOMPASSES

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

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

As described in the Environmental Policy, a document published in the sustainability report and communicated to all employees of the organisation, in addition to legal compliance, we have been committed for years to Pollution Prevention and Continuous Improvement.

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



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 that respond to the priorities of the Basque Country for the deployment of the circular economy in the Basque business fabric, with a two-fold focus: improving competitiveness and preventing environmental impacts.

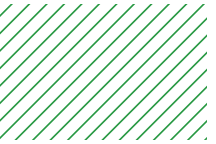
We have been part of this working group since 2016, as a driving force in the Basque Country, contributing our knowledge and experience in terms of Ecodesign and circular economy in order to achieve a more environmentally friendly industry aligned with the environmental challenges of the 2030 Agenda.

BASQUE GREEN DEAL GUNEA

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

GREEN PACT AWARD

Electra Vitoria Orona receives the [Green Deal Award](#) ppromoted by the Vitoria-Gasteiz City Council. This is the 7th edition of these awards, with which the European Green Capital city acknowledges the work carried out by companies committed to the green and circular economy, which are key to tackling the challenge of the fight against 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 Ecodesign we introduce the environmental variable in the design and development of our products and services. The aim is to minimise and avoid, as far as possible, the environmental impact that these products have on the environment throughout their life cycle.

Furthermore, Ecodesign is considered the main tool for establishing circular economy strategies, as it allows waste associated with the life cycle of products and services to be prevented before it appears.

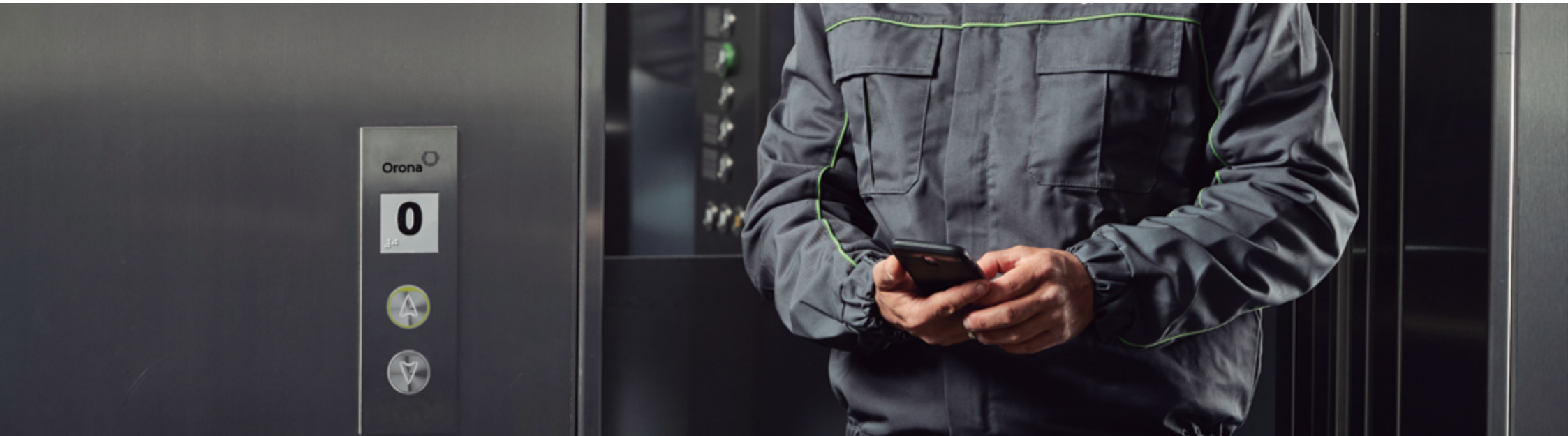


In 2008 we became the first company in the lift sector to be certified in Ecodesign. Since 2014 more than 70% of the lifts shipped have been ecodesigned and by 2021 we have reached a ratio of 92% of ecodesigned devices.

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

The LCA of the lift allows us to identify the main environmental impacts of the product (discharges, waste, atmospheric emissions, consumption of raw materials and energy, etc.), considering - in turn - all the stages of its life cycle; from its origin, i.e. the extraction and processing of raw materials, through its production/transformation, transport and distribution, and on to its use, maintenance, reuse, recycling and disposal in landfill at the end of its useful life. As a consequence 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).





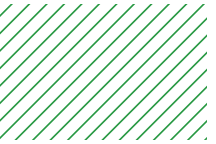
In addition to the aforementioned advances made from the product point of view, various actions have also been taken to reduce the environmental impact of the service activity.

Within the scope of the service, the performance of maintenance work is mainly associated with the use of a fleet of vehicles necessary for the travel of professionals to the installations to be maintained.

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

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.

In particular, the development of digitisation projects contributes significantly to increasing the efficiency and competitiveness of processes and, in most cases, also reduces our environmental impact.



CONTROL OF THE IMPACTS OF THE ACTIVITY

The Carbon Footprint, a **key indicator**

→ CARBON FOOTPRINT

Orona, S.Coop. calculates its carbon footprint from 2019, considering the direct and indirect emissions under the control of the organisation (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 as much as possible.

The verification of this calculation has been carried out under the ISO 14064 standard taking into consideration the GHG emissions 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 organisation, an annual emissions reduction target has been defined within the scope of HQSE (Health Quality Safety and Environment) so that this standard can also serve as a verifier of the effectiveness of the actions carried out by the entire organisation in terms of decarbonisation.

In 2021, all the electricity consumed in the two industrial plants and the work centres in Spain was 100% renewable thanks to the contracting of energy with a guarantee of origin certificate in 2020.

SCOPE 3

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

With the vision of achieving carbon neutrality, in 2021 we joined the United Nations Global Compact's Climate Ambition Accelerator programme, which aims to train more than 450 participating companies to halve 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.

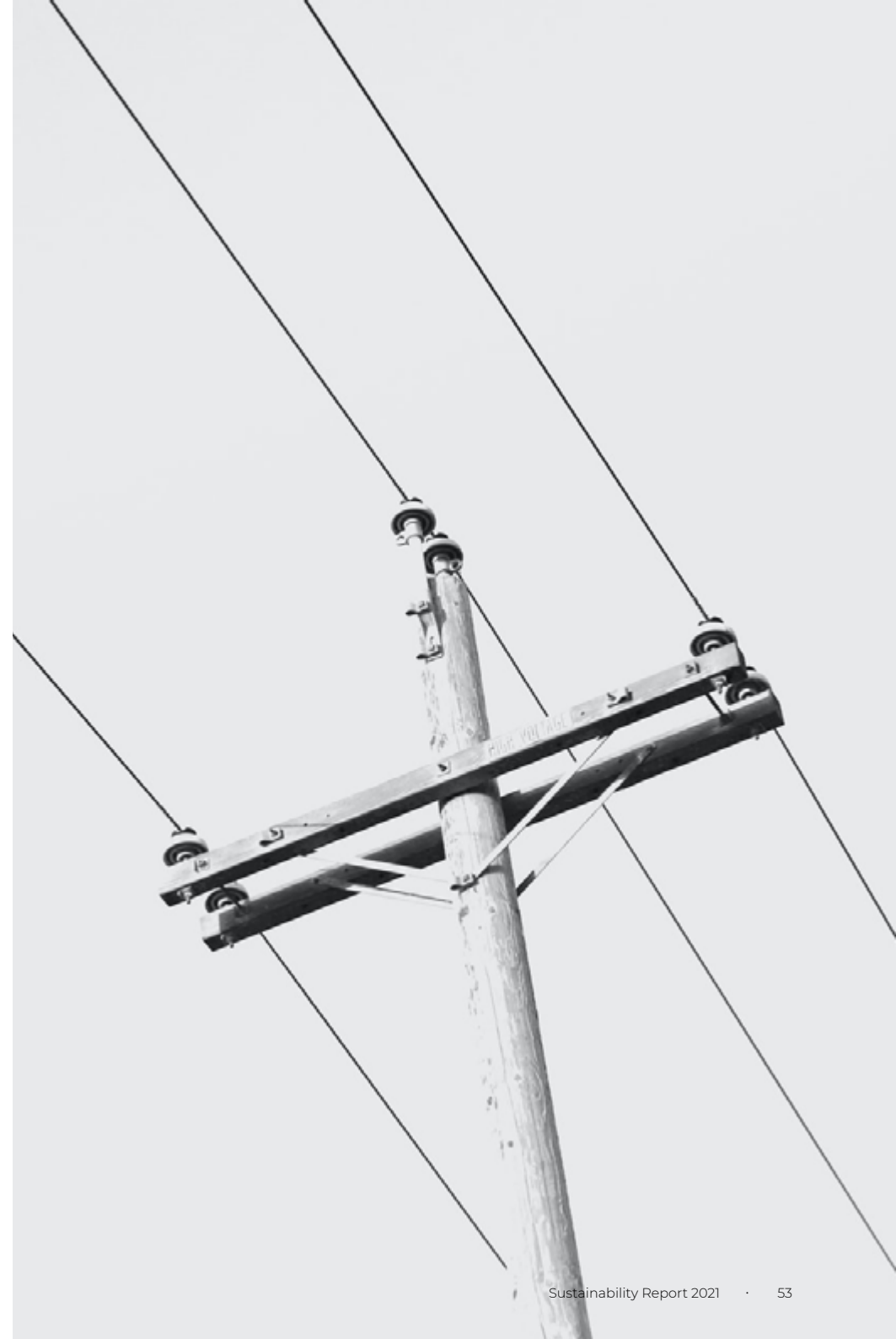
WATER CONSUMPTION

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

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

ENERGY CONSUMPTION

2021 has continued to be marked by the exceptional nature of the health situation. The protocols established by the Ministry of Health, which have prioritised health measures over comfort and energy efficiency, have forced us, among other things, to modify schedules for air conditioning in industrial plants and offices to ensure proper ventilation and air recirculation, while maintaining a minimum level of comfort in workplaces.



Despite the general increase in energy consumption due to the search for comfort once the ventilation protocols were implemented, the implementation of various actions to reduce electricity consumption has led to a slight reduction in the consumption of industrial plants per appliance dispatched, while consumption in work centres has remained stable.

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

The actions mostly linked to the change of technology, regulation and automation of lighting and the replacement of thermal installations with more efficient ones, have been carried out in line with the macro objectives of the organisation that HQSE deploys in all areas in order to continue reducing the Carbon Footprint of our activity.

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

NATURAL GAS CONSUMPTION

Natural gas consumption in 2021 increased by 4% per lift dispatched compared to the previous year. This value, influenced by the aforementioned health protocols, has its origin in the increase of 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 trend in consumption of this fuel that we had been following for previous years.

Despite having fully automated both the switching on and off of the gas air conditioning installations, the need to keep the industrial plants ventilated has forced us to modify the criteria of use, thus reporting an extra consumption with respect 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 by developing tools for optimising maintenance routes, opting for transport with lower emissions and the digitalisation of field operations will be key to minimising journeys and reducing fuel consumption.

CONSUMPTION OF RAW MATERIALS

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

Through ecodesign, as explained in the section 'Added value in product and service', we address the reduction of the environmental impact of the stage involving the sourcing of 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.

With regard to the use and consumption of packaging, it is monitored by means of Business Plans for the Prevention of Packaging Waste, which are presented every three years and monitored annually in accordance with current legislation.

→ WASTE MANAGEMENT

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

WASTE GENERATION FROM INDUSTRIAL PLANTS

In line with other years, Orona recovers 25% of its hazardous waste, exceeding 50% in the case of solid hazardous waste. On the other hand, 100% of non-hazardous waste is recovered, except for waste assimilated to urban waste, which is deposited in landfill.



PROTECTION OF BIODIVERSITY

**We protect
our environment**

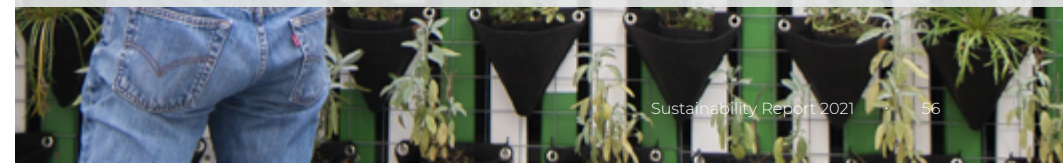
During 2021, we have primarily supported three initiatives related to biodiversity protection, mainly located in the surroundings of our production facilities.

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

Throughout 2021, the actions foreseen in the Management Plan for this SAC have been carried out, eliminating all the invasive species units of *Platanus hispanica* and part of the *Fallopia japonica*, successfully controlling the former and maintaining the herbaceous species in the monitoring phase.



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



Since glyphosate treatment on the *Platanus hispanica* species was ruled out by the Basque Water Agency, a less aggressive treatment with sodium chloride has been applied, but this means that the resprouts will have to be cut back for at least two years. This action to treat the resprouts of *Robinia pseudoacacia* that have appeared after the removal of the banana trees will be carried out in 2022 together with the plan to continue the work on *Fallopia japonica*.

CONSERVATION OF NATIVE TREE SPECIES

Likewise, following a proposal from a member of Orona, a green space has been ceded in 2021 for the location of a tree nursery for native species within the production facilities in Hernani. The aim is both to contribute to the conservation of holly and yew trees that are in danger of becoming extinct, and to the recovery of oak trees that have their origin in acorns selected from ancient oak groves in the Urnieta area, in order to preserve their genetics. The planting of the seeds obtained will be carried out in collaboration with the Provincial Council of Gipuzkoa and the Hernani Town Council, which is providing land for the purpose, through the Marci Barras Association.

With this initiative, 300 trees are expected to be planted by 2022, favouring the recovery of native species in the area.

BARN OWL ON THE ALAVA PLAIN

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 ringing of barn owls in the Llanada Alavesa, with the aim of enhancing and contributing to the improvement of the biodiversity of the area itself.



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

This project, the first censuses of which will be completed in 2022, arose due to the fact that for years there has been a reduction in the population of the barn owl (*Tyto alba*) in a large part of the agricultural environment of the Alava Plain. This decline is mainly due to three factors: agricultural intensification, collisions with vehicles on roads and the decreasing availability of suitable nesting structures. The initiative we support aims to address precisely this last factor.

DISCHARGES

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

The analyses carried out at the Vitoria industrial plant are far from the legal limits for the 40 parameters with limits 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 taken 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 Authorisation of the Hernani plant, guaranteeing strict legal compliance certified by ISO 14001.

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

ENVIRONMENTAL NOISE

In the same way, periodic environmental noise measurements are also carried out in industrial plants, which are far from having an impact on 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.

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

Throughout 2021, the automatic switch-off and dimming criteria have been maintained and operations have been carried out to further improve in this area.

ORONA IDEO

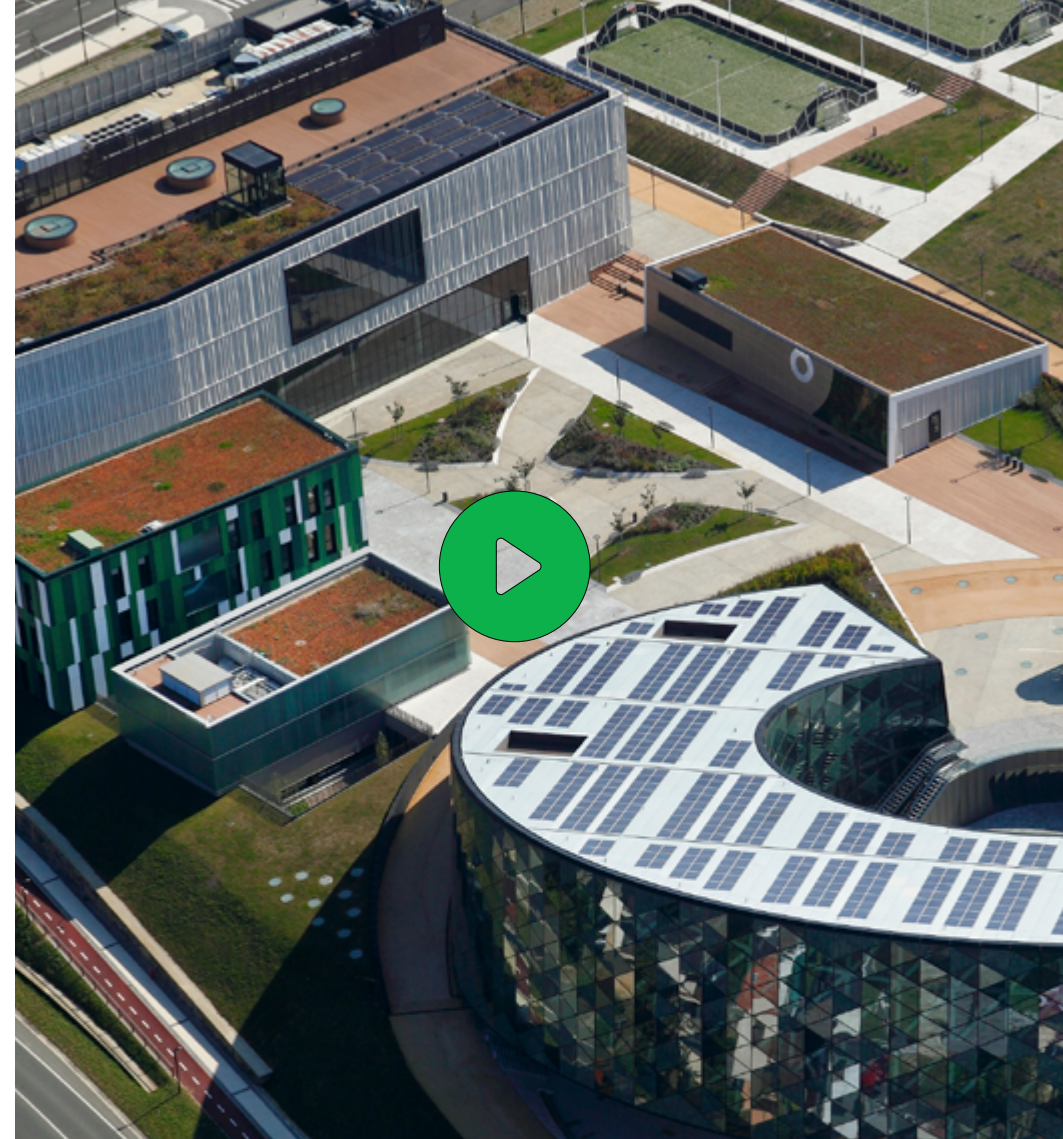
A benchmark in sustainability

ORONA IDEO, A PIONEERING 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 at Orona Ideo comes mainly from renewable energy sources and from the use of energy from the installed lifts.

The bioclimatic design of the buildings has taken into account the passive use of energy through their orientation, the surface area to volume ratio and the shell of each building, which has been resolved with tailor-made solutions in each case and in accordance with the uses inside each of them. Green roofs, the use of rainwater, local renewable energy generation and the integration of solar energy capturing surfaces in the design of the buildings have been maximised.



Orona Ideo has been conceived as an **urban cell** that comprises several buildings and their associated urban spaces.

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

ZERO, ORONA'S CORPORATE HEADQUARTERS

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 zero energy balance: bioclimatic architecture, photovoltaic panels and 100% renewable thermal energy consumption.

ORONA FOUNDATION BUILDING

The Foundation building is a hybrid construction that has communal services and also houses university teaching spaces.

A3 RESEARCH, A SPACE THAT BRINGS TOGETHER LABORATORY AND RESEARCH

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

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



100%
energy consumed
is of renewable
origin

CLEAN ENERGY 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 been able to obtain valuable data on its actual operation and to verify compliance with the NREB (Nearly Zero Energy Building) criteria.

DISTRICT HEATING-COOLING

The energy concept is based on the premise of making the most of the District Heating-Cooling installation of the complex, which is powered by several renewable energy sources located on the plot itself: geothermal energy, solar thermal energy and biomass.

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

In heat production, biomass, which 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 Orona Ideo's buildings comes from renewable sources (solar thermal, biomass, electricity), while 89.56% is generated through renewable technologies installed in Orona Ideo (solar thermal, biomass, geothermal) and the rest from electricity.

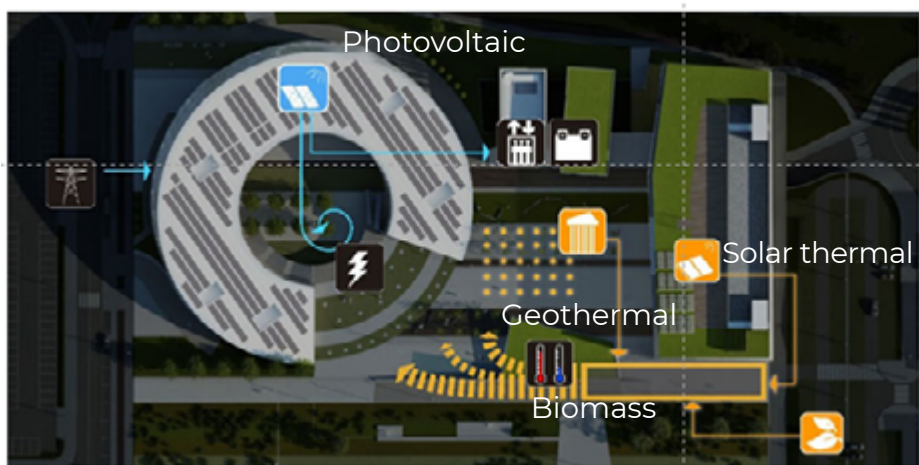
PHOTOVOLTAIC ROOF

Renewable electricity is produced by the solar panels integrated into the roof of the Zero building.

CO₂ EMISSIONS

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

In 2021 we have achieved a significant reduction in CO₂ emissions from Orona Ideo's buildings mainly due to the purchase of electricity with a guarantee of origin.



In blue, the origin and consumption of electrical energy and in orange, 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, rainfall is abundant during a large part of the year, and in these periods it is not necessary to use this water for irrigation, during 2021 the use of rainwater for the grey water circuit used in the toilets and urinals of the Zero and Foundation buildings has been implemented.

The volume of rainwater used depends on the annual rainfall. However, in 2021 we have achieved a significant reduction in the consumption of municipal mains water and the volume of rainwater used has increased.





Appendix

APPENDIX

Quality, environmental and occupational health and safety policy

The status of the member and worker in a cooperative environment marks the difference with respect to workers in any other work environment. The dissemination and implementation of our values: commitment (to workers' health and safety, to society, to our surroundings, 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. An environment that facilitates the active participation and 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 matters and areas within its remit. And taking the commitment to continuous improvement for all its processes and operations, as a basis for efficiency, effectiveness and competitiveness.

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

Yet our responsibility and commitment to environmental protection 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 by reducing it at source.

In 2016, Orona, in its dynamic of continuous improvement, achieved the total integration of Quality in its Comprehensive Management System in Spain. Environmental Management was integrated in 2017, and Occupational Health and Safety under ISO 45001 in 2021. And we continue to work to standardise criteria and ways of doing things in the rest of the countries where we are established.

Specifically in the area of Health and Safety at Work, we have made the following commitments:

- Hazard elimination and risk reduction. Providing safe and healthy working conditions. The protection and improvement of the OHS of all Orona's members is carried out through the prevention of occupational risks, the improvement of working conditions and the promotion of health.
- Minimising harm and health deterioration, integrating OHS management at all levels of the organisation by assigning derived roles and responsibilities. OHS management has to be considered at the highest level by everyone in the organisation.

Providing a reference framework for the establishment of OHS objectives, and assigning the necessary and appropriate resources to comply with the commitments assumed, with special emphasis on the training of employees in occupational risk prevention by Orona University.



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