

#we  
are  
orona



2022

**Sustainability  
Report**

# 01

## **We are Orona**

President's message	4
Managing Director's message	5
Report context	6
Materiality analysis	8
Stakeholders	10

# 02

## **Integrity and ethics**

Respect for Human Rights	15
Orona Fundazioa	20
Participation model	27
Fight against corruption and bribery	29
Supplier Code of Conduct	31

# 03

## **Social**

Employment generation	33
Health and safety promotion	35
Training and professional development: Orona University	38
Gender equality and diversity management	40

# 04

## **Green**

Added value in product and service	51
Activity impact control	54
Biodiversity protection	58
Orona Ideo	62

<b>Annex - Quality, environmental, occupational health and safety policy</b>	<b>66</b>
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President's message	4
Managing Director's message	5
Report context	6
Materiality analysis	8
Stakeholders	10





## President's message

Oier Lizarazu

We are facing an increasingly complex and extremely volatile scenario which, as an organisation, forces us to strengthen our capacity to adapt and respond in an agile way.

Once again this year, true to our mission and thanks to the steps we have taken to create a solid cooperative, we have continued to generate employment, reaching a total of 5,619 staff. These people represent the true ambassadors of a shared project.

We are firmly convinced that a robust and competitive socio-business project must continue to take shape to meet the challenges of the future. Therefore, we will continue to work on various strategic projects in the institutional and business spheres. We aim to keep taking firm steps towards the development of our cooperative experience in Europe.

Once again, we confirm our adherence to the Global Compact and our unwavering commitment to its principles. We are proud to be part of the Global Compact network because we are aware that the Compact represents a fundamental guide to advance in the sustainability commitments with which we feel closely linked.

I would like to take this opportunity to thank all the people who make up Orona for their participation and involvement. I encourage you to continue contributing to our project; your commitment will be key to continue building our future.

Best wishes.



## Managing Director's message

Aitor Azkarate

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We are witnessing an ever more complex and unstable context that forces companies to develop their adaptability and problem-solving competence in the nimblest way possible.

Against this background of uncertainty, Orona's socio-business project continues to consolidate in Europe and maintains a determined course to be present in the group of leading companies in the European lifting sector. In this demanding European market, our organisation is immersed in developing important strategic projects aimed at continuing to maintain our leadership positions.

The drive and efforts of a team of more than 5,619 people have once again been key to achieving, in a complex socio-economic context, record sales of €896 million and EBITDA of €128 million, exceeding the forecasts and on track with the Orona EU 2030 project.

We are in an era of unprecedented disruption driven by innovation and sustainability. Orona Ideo is still the leading example of our innovation model and a central pillar to our socio-business project. Likewise, Orona Fundazioa is a clear expression of openness and cooperation with our immediate environment. We innovate responsibly to bring us closer to a more sustainable future, to contribute with our commitment to the United Nations 2030 Agenda and its Sustainable Development Goals (SDGs).

Finally, I would like to take this opportunity to reiterate my thanks to the entire Orona team for their participation and efforts. We are aware of the important transformations ahead of us, but we face the future with full confidence in the course set by the Orona EU 2030 project and in the strength of our socio-business project.

All the best.



## REPORT CONTEXT

# A reference model of sustainability

This report has been prepared using in part the ESG sustainability benchmarking model to identify and group lines of action in Orona's sustainability area. It is also based on the Reporting Initiative (GRI) benchmarking guide, the UN Global Compact Principles and their correlation with the Sustainable Development Goals (SDGs).

On environmental issues, we follow the guidelines of the Environmental Management System ISO 14001, Ecodesign Management ISO 14006, Environmental Product Declaration ISO 14025, Carbon Footprint ISO 14064 and Energy Efficiency of Lifts ISO 25745-2; and on Occupational Health and Safety issues ISO 45001.

The quality, environmental and occupational health and safety policy is defined in the Annex.



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

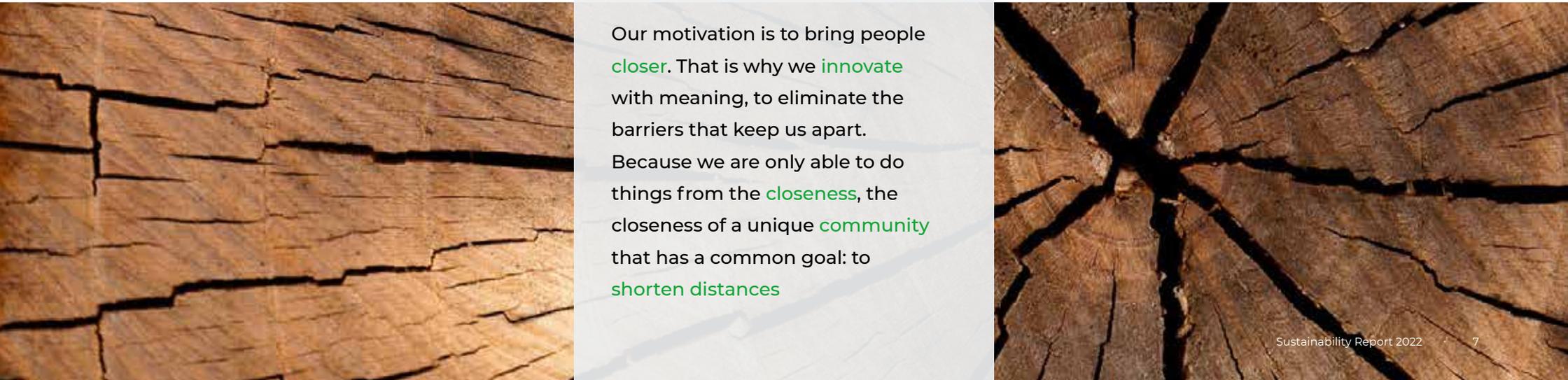
Orona also has the EcoVadis corporate sustainability assessment for the financial year 2021 with a bronze rating. The platform [EcoVadis](#) measures the organisation's performance with respect to the environment, labour and human rights, business integrity and sustainable sourcing.

2022 has been a year of attempts to restore our socio-business activity to the pre COVID-19 levels. As an organisation, we are still immersed in a global context that is becoming more complex every year and with a degree of uncertainty not experienced in recent decades. We have come from a pandemic that has had a socio-economic impact never foreseen before, to a geopolitical conflict not experienced in Europe in the last 70 years.

In this report we can refer to:

- Orona, S.Coop., Parent company, using its own legal name.
- Each of the dependent entities, in which case we will refer to them using their own company name.
- References to countries, in which case we would be integrating into the data provided the consolidated information of all the companies (parent company and / or subsidiaries) that are part of said country.
- Orona: if no casuistry is specified above, it will be understood that we are referring to the consolidated situation.

The information provided in this report correspond to the 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 in place throughout the financial year 2022.



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



## MATERIALITY ANALYSIS

### We are active and involved

Communication and continuous dialogue are the foundation of the relationship between Orona and its stakeholders, understood as people and organisations directly or indirectly affected by our activity.

The materiality analysis carried out comprises:

- Stakeholder identification and mapping
- Identification and prioritisation of material issues
- Development of the materiality matrix

#### STAKEHOLDER IDENTIFICATION AND MAPPING

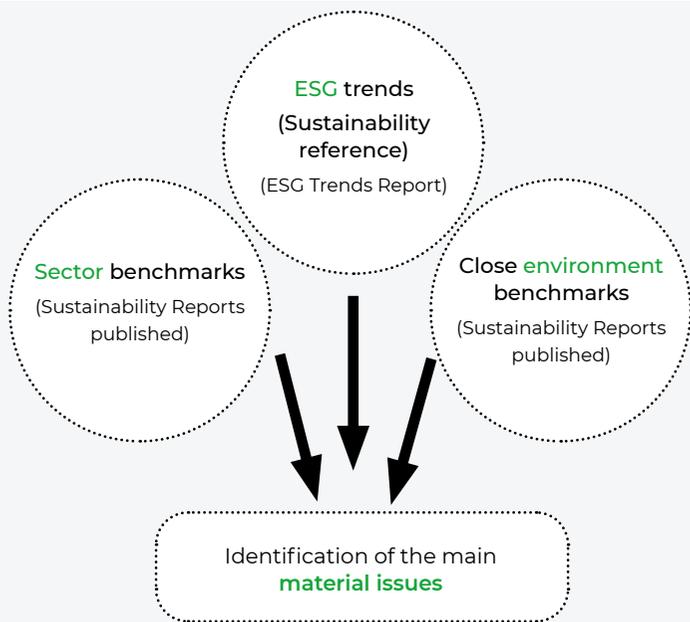
The materiality analysis was based on the identification of interested parties and their needs and expectations, as part of the annual management review of the Integrated Management System.

The process analyses the situation of Orona's stakeholders on an annual basis, indicating possible changes that may occur both in their relationship and in their needs and expectations, or the way in which the organisation responds to them.



### IDENTIFICATION AND PRIORITISATION OF MATERIAL ISSUES

Through an analysis of secondary sources of references in our environment at different levels, a list of material issues has been drawn up. The selection has been made on the basis of the themes with the highest level of presence in the referents analysed.



The prioritisation of material issues for Orona's stakeholders has been done taking into account the correspondence of these material issues with the needs and expectations gathered in the last review of the Orona Integrated Management System by Orona's management.

### DEVELOPMENT OF THE MATERIALITY MATRIX

The materiality matrix has been developed by assigning a degree of relevance to each material issue from the point of view of stakeholders and from the point of view of the organisation or business itself. As a result, the following materiality matrix has been obtained:

Relevance for stakeholders	Priority	<ul style="list-style-type: none"> <li>● Climate change</li> <li>● Professional development, engagement and retention</li> </ul>	<ul style="list-style-type: none"> <li>● Monitoring business impacts</li> <li>● Health and safety of workers</li> </ul>
	Relevant facts	<ul style="list-style-type: none"> <li>● Equality, diversity and inclusion</li> <li>● Business ethics, compliance</li> </ul>	<ul style="list-style-type: none"> <li>● Wealth creation in the environment</li> <li>● Added value in product and service</li> <li>● Information security</li> </ul>
		<b>Relevant facts</b>	<b>Priority</b>

#### Business relevance

- Environment
- Social
- Governance



## STAKEHOLDERS

### Closer to you

Getting closer to our stakeholders brings with it an in-depth reflection of what the needs of each of the audiences we are addressing are, analysing the attraction and linkage factors.

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

The following are identified as interested parties:

- Customers
- Users
- Company suppliers
- Associations, organisations and regulatory bodies
- Non-member workers
- Members

The information corresponding to non-member employees and members is dealt with in section 3, "Social".



At the core of our **purpose**

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



## CUSTOMERS

We put the customer at the centre of everything we do. This family includes our most direct customers: architectural studios, construction and development companies, public administrations, property administrations, companies and homeowners' associations.

### CLOSER TO PEOPLE

- Attendance at international trade fairs such as Interlift 2022 with customers from more than 53 countries.
- 146 publications on social media, including information on sustainability actions.
- More than 17 publications in the specialised press.
- Close proximity to customers through regular meetings and Orona's extensive sales network.



## USERS

We are people who serve people and ensure their safety and well-being. The protection of users is addressed both from the product and from the service.

### CLOSER TO PEOPLE

- Periodic preventive and corrective maintenance programmes that allow us to interact with the customer and gather feedback.
- Care and welfare solutions (social distancing) such as the air purifier.
- Contact Centre service, available 24 hours a day, 365 days a year.
- New website closer to you.
- Participation in the Basque Circular Summit in Ficoba (Basque Country) (see page 50).
- Adherence to the Global Compact (see page 16).
- Participation in the video of the Green Pact of the Vitoria-Gasteiz City Council (see page 50).

The satisfaction of customers and users is a first level objective of Orona, deployed to the entire organisation through its processes and projects.

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



In 2020, the Purchasing department, where most of the management is centralised, introduced adherence to the "Code of Conduct for Orona suppliers" as an essential condition for registering suppliers for productive purchases.

This document is based on three main axes:

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

Orona reserves the right to terminate any contract with the supplier entity that does not comply with it.

#### CLOSER TO PEOPLE

- More than 99% of the volume of productive purchases in 2022 was made from suppliers adhering to our code of conduct.
- 60.6% of our volume of production purchases has been made from companies with ISO 14001 environmental certification.
- Regarding compliance with labour standards, compliance with ISO 45001 is positively assessed.

Likewise, it is verified that in the products supplied by our suppliers, the presence of substances considered as extremely worrying by the European Regulation (EC) no.1907/2006 REACH (Registration, Evaluation, Authorisation and Restriction of Chemical Substances and Mixtures) is below the established limits.



## ASSOCIATIONS, ORGANISATIONS AND REGULATORY BODIES

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

The protocols established by the Administration provide for mandatory reports in the event of serious incidents with installations, and we periodically justify compliance with the minimum conditions to be able to carry out our activity, in addition to the possibility of being directly audited by the Administration itself.

The Orona product is based on the European standard EN 81, a world reference for lift design, in terms of safety and performance requirements.

Delving further into Orona's interest in participating in the evolution and improvement of the sector, the companies belonging to Orona actively participate in varied associations, in many of them holding the Presidency or participating on the Board of Directors.

### CLOSER TO PEOPLE

- ELA Board Member
- EEA Board Member
- Vice-presidency on the Board of FEEDA
- FA (France) Board Member
- Member of AGORIA (Belgian Lift Association)
- VLR (Dutch Lift Association) Board Member
- Spanish provincial or regional associations



Respect for Human Rights	15
Orona Fundazioa	20
Participation model	27
Fight against corruption and bribery	29
Supplier Code of Conduct	31

# Integrity and ethics





## RESPECT FOR HUMAN RIGHTS

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

Orona's own values are those of drive, closeness, meaningful Innovation and community, these values are the basis that sustains the relationship we maintain with our environment as essential values to build and develop our current and future socio-business positioning.

On the other hand, the cooperative principles mark our own character as a cooperative company, being present in our day to day continuously:

1. Free adhesion
2. Democratic organisation
3. Labour sovereignty
4. Instrumental and subordinate character of capital
5. Participation in management
6. Remuneration solidarity
7. Inter-cooperation
8. Social transformation
9. Universality
10. Development of education



Our success is based on insisting, on seeking constant improvement. We don't wait for things to happen, we make them happen.



We are an approachable team at the service of our clients, a team that shortens distances.



We are committed to significant innovation to improving the little things that make the difference.



We are people serving people. Transparent, authentic, with a long-term vision.

As described in the Articles of Association of Orona, S.Coop. (Chapter I, Article 1.2) the raison d'être of the Cooperative, which brings together a group of people, is the promotion of their human, economic and social development through the exercise of their business activity, integrated in solidarity and respectfully in the communities and environments to which they belong.

This cooperative nature, as well as in day-to-day operations, is internalised in the various training courses that take place in the cooperative:

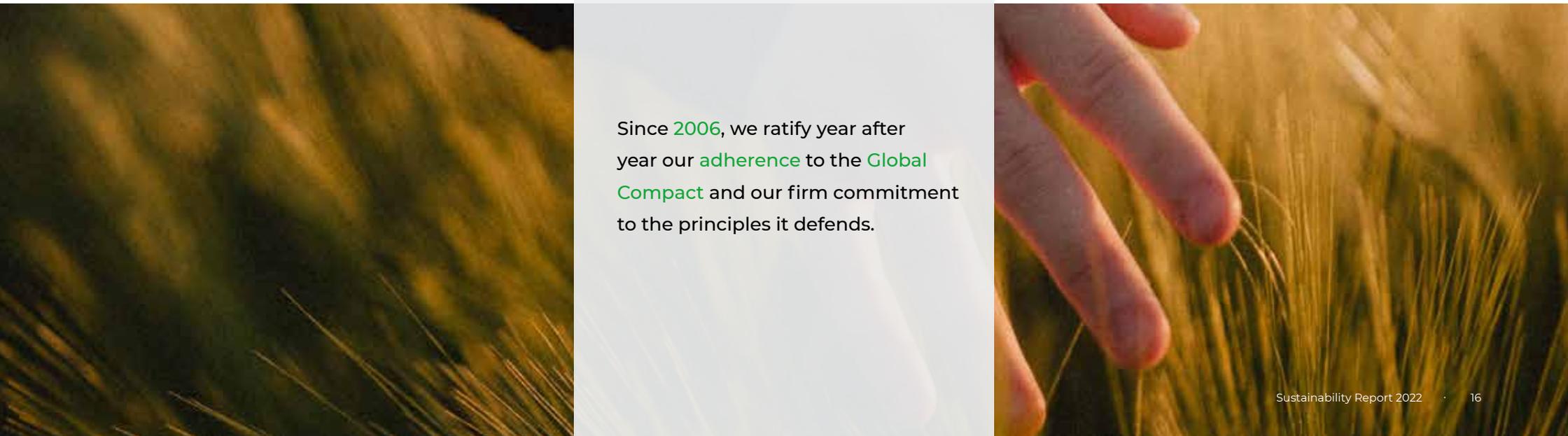
- Orona programme
- Training for the corporate bodies (Governing Council and Social Council)
- Training of new members

#### COMMITMENT TO SOCIETY:

##### ORONA'S ADHESION TO THE UN'S GLOBAL COMPACT

We are proud to be part of the Global Compact network to the extent that we are aware that the Pact represents a fundamental guide to advance in the Sustainability and Corporate Social Responsibility commitments to which we feel closely linked.

We understand that our actions linked to each principle of the Global Compact show the effective ratification of our adhesion with the hope that our actions will help further consolidate concepts such as respect for Human Rights, good environmental practices, and to promote sustainability both in the business world and in society.



Since 2006, we ratify year after year our adherence to the Global Compact and our firm commitment to the principles it defends.

Through the assumption and application throughout the organisation of the 10 Principles of the Global Compact, we respond in turn to our own cooperative principles:

### Human Rights



- **Principle 1:** Companies must support and respect the protection of fundamental human rights, recognized internationally, within their sphere of influence.
- **Principle 2:** Companies must ensure that their companies are not complicit in the violation of human rights.

### Environment



- **Principle 7:** Companies must maintain a preventive approach that favours the environment.
- **Principle 8:** Companies should encourage initiatives that promote greater environmental responsibility.
- **Principle 9:** Companies must favour the development of environmentally friendly technologies.

### Employment Rules



- **Principle 3:** Businesses should uphold freedom of association and the effective recognition of the right to collective bargaining.
- **Principle 4:** Businesses should support the elimination of all forms of forced or compulsory labour.
- **Principle 5:** Companies should support the eradication of child labour.
- **Principle 6:** Businesses should support the abolition of discriminatory practices in employment and occupation.

### Anti-corruption

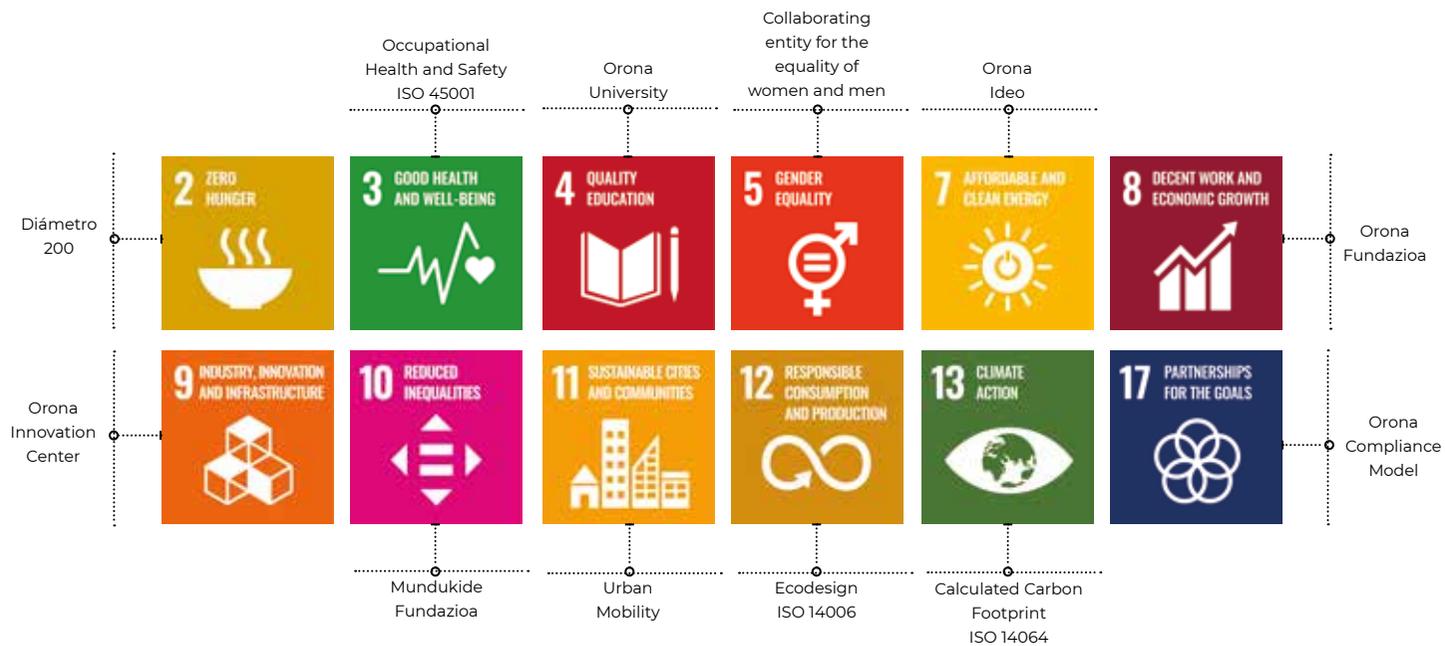


- **Principle 10:** Businesses must work against corruption in all its forms including extortion and bribery.

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

In order to comply with the 2030 Agenda set by the United Nations, since 2015 we have made progress in the evaluation, monitoring and improvement of Sustainable Development Goals.

Of the 17 objectives, we have focused on developing the following 12:



## AT ORONA, THE PROFITS THAT MATTER THE MOST ARE THOSE THAT BENEFIT THE COMMUNITY

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

Likewise, in order for Orona Fundazioa to articulate its activity in accordance with its foundational aims, it receives an amount from the C.O.E.P.C. The remainder is made available to the social councils, the amount being distributed according to the number of members represented by each council. Therefore, a local impact is guaranteed in all the areas where we operate in Orona, S.Coop.

**€496,420**

has been earmarked for

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

## HUMAN RIGHTS VIOLATION

There have been no cases of complaints for human rights violations within the organisation or affecting third parties such as indigenous peoples.

Due to the type of activity carried out by Orona and the countries in which it is established, it is not considered a risk area, neither in terms operations management nor in supplier management.

However, in order to ensure that the activity of suppliers of productive purchases is also aligned with respect for Human Rights, since 2020, adherence to the Orona supplier code of conduct mentioned in the stakeholders section of this report is required as an essential condition.

## TRADE WITH RUSSIA AND BELARUS

As a result of the conflict between Ukraine and Russia, business operations have been disrupted.



## ORONA FUNDAZIOA

# Our commitment to sustainable development

Orona Fundazioa's by-laws state that its purpose is to carry out non-profit activities and initiatives aimed at promoting and actions in the field of education, training and research in all areas of knowledge, in line with the evolution of the needs of society.

### A SOCIAL PURPOSE

Likewise, Orona Fundazioa aims to promote and support the social economy and share the features of cooperativism, promote professional integration and support all forms of cultural, social, charitable or welfare actions.

Through the Foundation, ORONA intends to reinforce its cooperation with society, strengthening the foundations of its educational, regional, institutional and research development.



## PROJECTS DEVELOPED IN 2022

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

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

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

Orona Fundazioa's activity is focused on the regions around the Orona corporate headquarters. Below is a brief description of some of the most outstanding projects within each category.



## MUNDUKIDE

Orona, S.Coop. is co-founder of Mundukide, an NGO set up in 1999, whose mission is to cooperate with countries in the South.

Mundukide works by sharing experiences, resources and the know-how of the cooperative model to promote the self-managed and comprehensive development of the parties involved, activating the values of solidarity inherent to the cooperative experience.

Orona has held the presidency of this entity since its creation and during the first 8 years of its life. Today, Orona continues to be a member of the NGO's board of trustees with sustained financial contributions.



#### DIÁMETRO 200 HEALTHY FOOD AND LOCAL ECONOMIC DEVELOPMENT

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

This unique and 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 Diámetro 200 restaurant. Its uniqueness lies in the fact that it is a farm worked by people with mental health issues.

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 ecological certification at the national level (INTERECO).

In order to minimize food waste, the food to be consumed is cooked each shift and not at the same time. Likewise, the food left over from the day is consumed by the employees of the canteen in the next day, and is also donated to neighbours of the canteen workers identified people in need.

For the supply of these meals, 57% of the total volume of food purchases in 2022 will be local products (originating within 200 km) and/or organic and fair trade products.



### ERRIGORA ASSOCIATION

We have supported the "Lurra, sua, ura, herria" campaign promoted by the Errigora association, with the aim of responding to the crisis situation caused by the fires in Navarre in June, in which more than 15,000 hectares were burnt.

A multidisciplinary team from Errigora has managed all the aid received in the campaign to guarantee the correct development of the lines of work set out. The initiative seeks to promote more sustainable land management and specifically will promote the development of green firebreaks and the promotion of extensive livestock farming as an anti-fire tool.



### SAN MARTIN MERKATU-E

The Orona Foundation wanted to accompany the San Martin Market in the Merkatu-e project, bringing top quality products produced in our environment to the homes of Donostialdea in a sustainable way.

Through Merkatu-e, the traditional market of all life coexists with its digital version, a new platform where you can do your shopping online and receive it at home transported in a Txita vehicle, a company from San Sebastian pioneer in ecological transport with tricycles and 100% electric vehicles.



### DONOSTI CUP, SOCIAL INTEGRATION PROJECT

We have collaborated with Donosti Cup supporting the participation of the team formed by Guarani players from the Bolivian jungle.

As well as taking part in the women's category of the tournament, the team also took part in the "Donosti Authentics Cup", taking part in a match with players from the Mindara association, the Guipuzcoan Association for the Care of People with Functional Diversity, playing a symbolic match in Orona T-shirts.



### DAMETVSION

We contributed to the celebration of the first edition of an inclusive sport and rock festival. The added value that makes the "Errebeldeak fest" festival unique is the normalisation of the image of people with disabilities, organising a day with adapted and inclusive sports activities that ends with a rock concert.

The event is the result of the work carried out by the musician Ibón Casas, who suffers from retinitis pigmentosa and for more than a decade, through the cultural association DameTvSION, has set out to show disability as a real problem that affects millions of people in the world in order to give them visibility and demonstrate that inclusion can continue to improve.



### ZAPOREAK, LESBOS PROJECT

Zaporeak is a non-profit association that supports refugees arriving in Europe (Lesbos, Greece), distributing 2,000 meals a day in an attempt to improve the living conditions of this group.

More than 700 volunteers have dedicated their time and expertise to the association. Along with all of them, refugees collaborate in the kitchen who, in addition to helping with the tasks of cooking and distribution, help with translation and communication with the people in the camps.



### ALBAOLA PROJECT

The main activity of the Albaola Basque Maritime Factory is the construction of historical vessels with the aim of recovering and giving value to what the mastery and knowledge of traditional maritime technology meant for Basque society in past centuries.

The Orona Foundation collaborates with Albaola with the aim of helping to complete the construction of the replica of the Nao San Juan and to encourage the activity of the Factory itself. As a result, we contribute to highlighting the value of craft shipbuilding as part of our intangible heritage.



### SHORT FILM ALABA

The audiovisual piece directed by Josu Martinez aims to narrate the adventure involved in the creation of an ikastola in the 1980s in a small village in Iparralde.

"Alaba" is the fifth short film in a series of short films that aim to show the ups and downs experienced by Basque in the North Basque Country during the different decades of the 20th century. These short films have participated in various international festivals since 2018 and have been well received.

The Orona Foundation has supported this project as a result of its commitment to the Basque language and Basque culture itself.

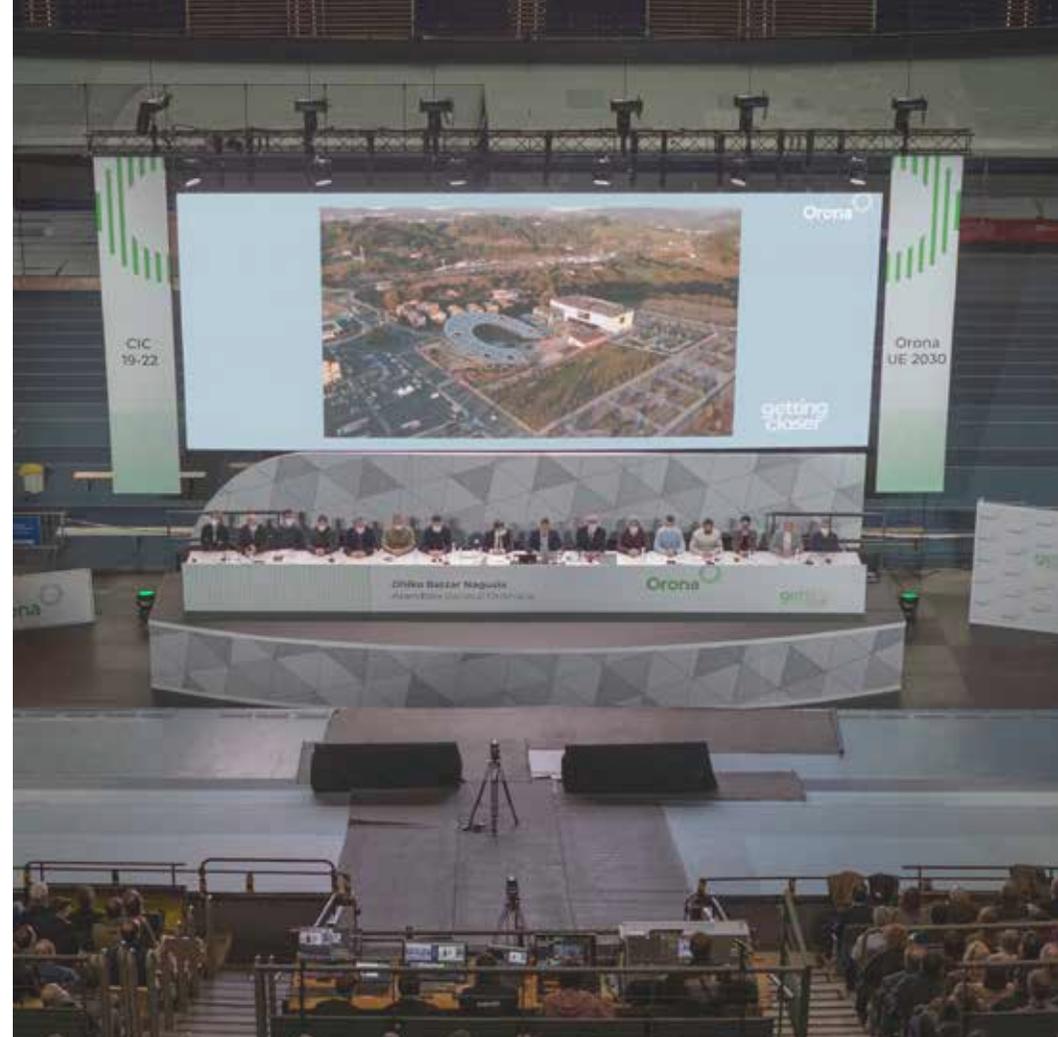


## PARTICIPATION MODEL

### A model that ensures 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 representation bodies, in addition to the executive channels, in the cooperative sphere, the members and workers of Orona, S.Coop have an active participation in the definition and development of the socio-entrepreneurial project.



The fact that Orona, S.Coop. was set up from the outset as a **cooperative**, and 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**.

The Social Council is a representative body of cooperative members with basic functions of information, monitoring, advice, awareness and consultation with the Governing Body and Management in all aspects that affect the general lines of the work relationships.

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

In this respect, a high level of institutional activity has been maintained in 2022:

- Ordinary Assembly held in person on 8 April and Extraordinary Assembly also held in person on 16 December.
- Number of Social Councils held: 25 throughout the year.
- Governing Councils held: the ordinary Governing Councils have continued to be held every month, as well as the extraordinary ones that have been deemed necessary due to different circumstances.

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

88.9% of the workforce has a reference collective agreement both in Spain and in the rest of the countries where Orona is present. Likewise, the representation of their interests is guaranteed through the effective mechanisms legally established in each case (union representation and associated dynamics).



## FIGHT AGAINST CORRUPTION AND BRIBERY

### **Our values,** **central core of our DNA**

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

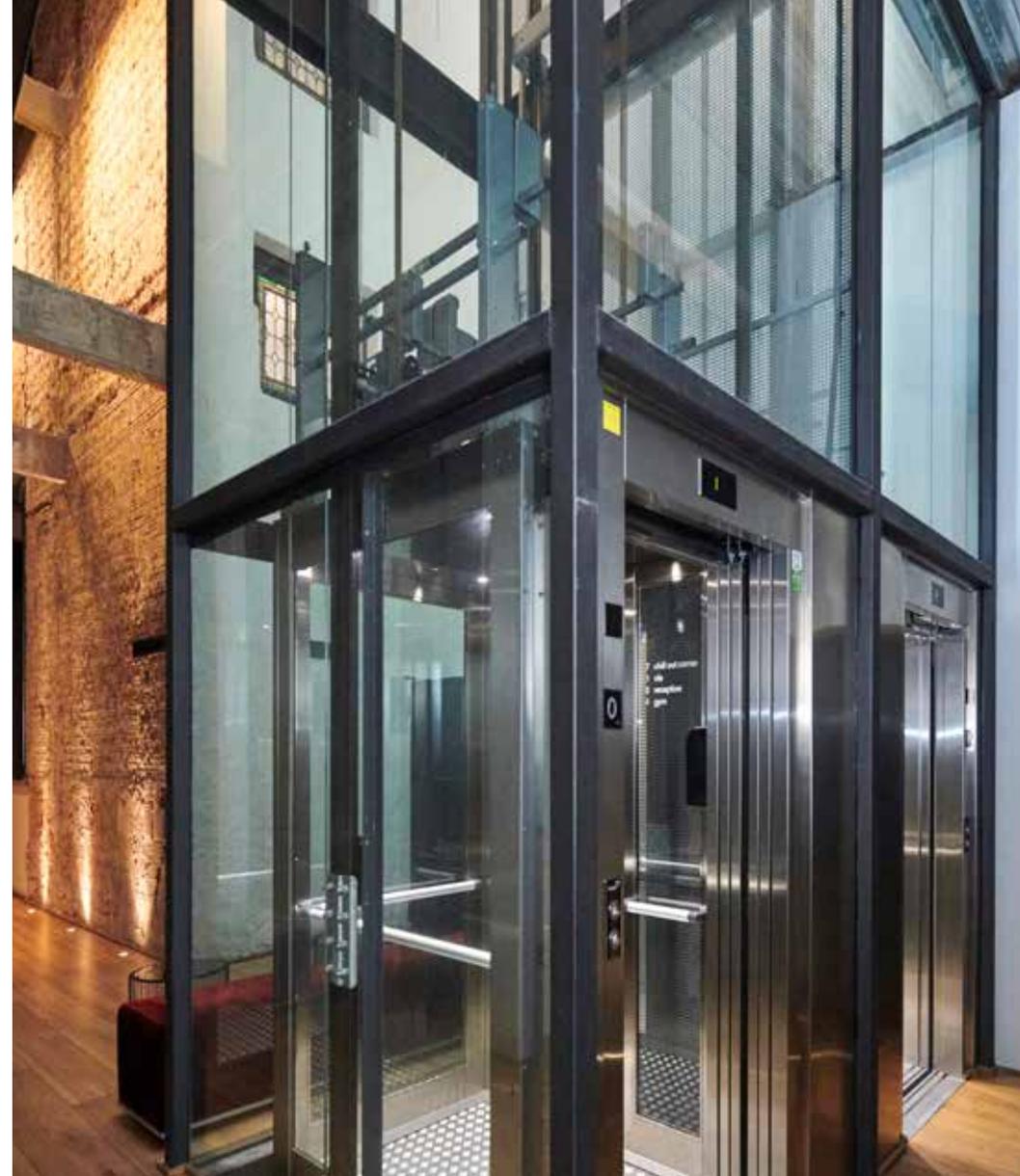
We compete in the lifting sector with other organisations in search of the achievement of the business objectives, but this competition is always carried out within the framework of established national and international legislation.

Orona requires its organisation to act ethically at all times, which includes strict compliance with current regulations.

Strict observance of the applicable regulations in its relations constitutes one of the fundamental values of Orona's internal policy in its relations with other companies and market operators.

These standards are:

- Competition Law
- Unfair competition Laws
- Criminal Code



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

### A MANUAL THAT ESTABLISHES A COMMITMENT OF RESPONSIBILITY

For these purposes Orona, S. Coop. has a "Corporate Social Responsibility Manual" that is part of the training and documentation that is received together with the Welcome Plan. This manual includes everything related to the way in which we should behave in the market based on the responsibility assigned to us.

The manual includes a series of guidelines aimed at avoiding any attitude contrary to free competition, as well as to prevent a series of crimes contemplated in the Penal Code, such as computer damage, damage to industrial property, corruption, bribery, influence peddling, etc., which would entail penalties or negative consequences for the organisation.

Everyone in the organisation assumes that they can be audited by internal or external personnel who will verify by any means available to them that there is no non-compliance.

The main aspects covered in the guidelines refer to:

- **Conduct:** prohibition of abusive conduct, of a dominant position...
- **Competition Law:** prohibited agreements, control of aid, agreements and abuses...
- **Procedures established to ensure compliance with competition law**
- **Behaviour instructions**
- **Procedures on subcontracting**
- **Prohibition of unfair competition,** deception, misleading omission, denigration...
- **Offences defined in the criminal code:** bribery, influence peddling, corruption...

### ORONA COMPLIANCE MODEL

With the aim of reaffirming our culture, the ethical behaviour of working people, as well as with the rest of the relevant actors, the Orona Compliance Model has been established.

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 to detect 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, financial 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 strong commitment to extend to the entire organisation and maintain the values that have established us as a benchmark for behaviour within the elevation sector, guaranteeing that internally the organisation is aligned with that objective and that it is shared as our own.

## SUPPLIER CODE OF CONDUCT

### A specific policy of conduct

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

#### 1. Compliance with labour standards:

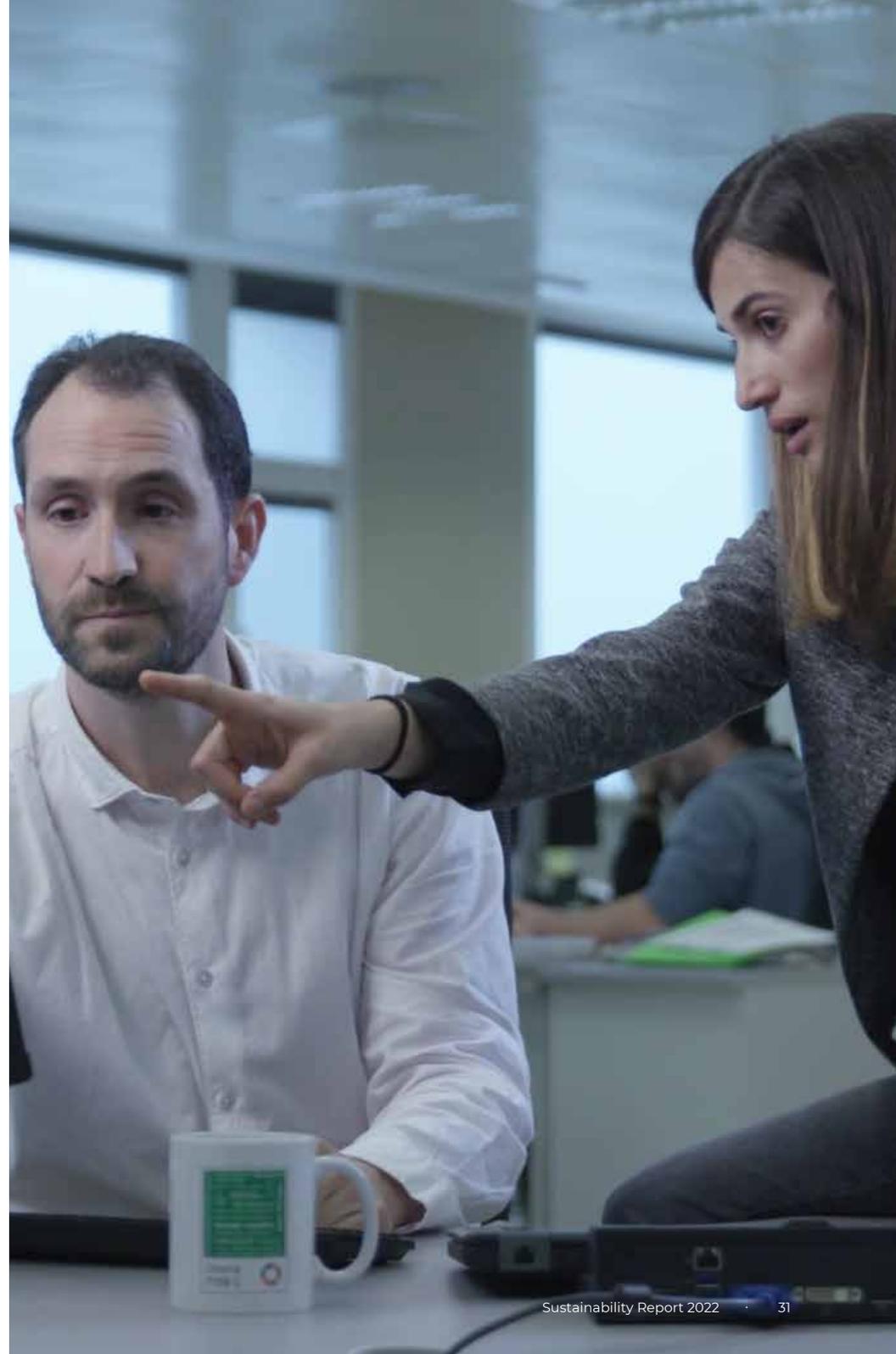
Occupational health and safety, freedom of association and collective bargaining, elimination of forced labour and abusive hiring policies, support for the eradication of child labour and support for the abolition of discriminatory practices in employment.

#### 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 work against corruption.





# Social



Employment generation	33
Health and safety promotion	35
Training and professional development: Orona University	38
Gender equality and diversity management	40



## EMPLOYMENT GENERATION

**Quality of working life in line  
with our cooperative principles**

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

We ended 2022 with a total of 5619 employees, thanks to the effort made to maintain and even increase activity in the countries where we are present. This number of people represents an increase over the previous year of 112 people, consistent with our commitment to employment.

A woman with long brown hair and glasses is working at a workstation in a factory. She is wearing a light blue shirt and is looking down at her work. The workstation is equipped with various cables and a large speaker. The background shows a complex industrial structure with metal frames and glass panels.

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 business activity with a clear commitment to the future.

The detail of the list of employees by country, broken down by gender, age and professional category as at 31 December 2022 is as follows:

### STAFF EVOLUTION BY GENDER

	2020			2021			2022		
	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL
Belgium	38	233	271	40	235	275	41	251	292
Brazil	34	165	199	38	164	202	40	172	212
France	116	541	657	116	566	682	110	576	686
Germany							1	1	
Ireland	18	94	112	17	91	108	14	102	116
Luxembourg	3	16	19	3	16	19	3	19	22
Malta	5	24	29	5	26	31	6	27	33
Netherlands	16	116	132	15	123	138	14	126	140
Norway	12	101	113	11	108	119	10	107	117
Poland	13	78	91	13	73	86	20	99	119
Portugal	22	178	200	28	177	205	22	171	193
Spain	394	2969	3363	406	2958	3364	411	2980	3391
UK	61	224	285	65	213	278	64	233	297
<b>TOTAL</b>	<b>732</b>	<b>4739</b>	<b>5471</b>	<b>757</b>	<b>4750</b>	<b>5507</b>	<b>755</b>	<b>4864</b>	<b>5619</b>

**€896**

million in  
sales

**5,619**

people

**€128**

million in  
EBITDA



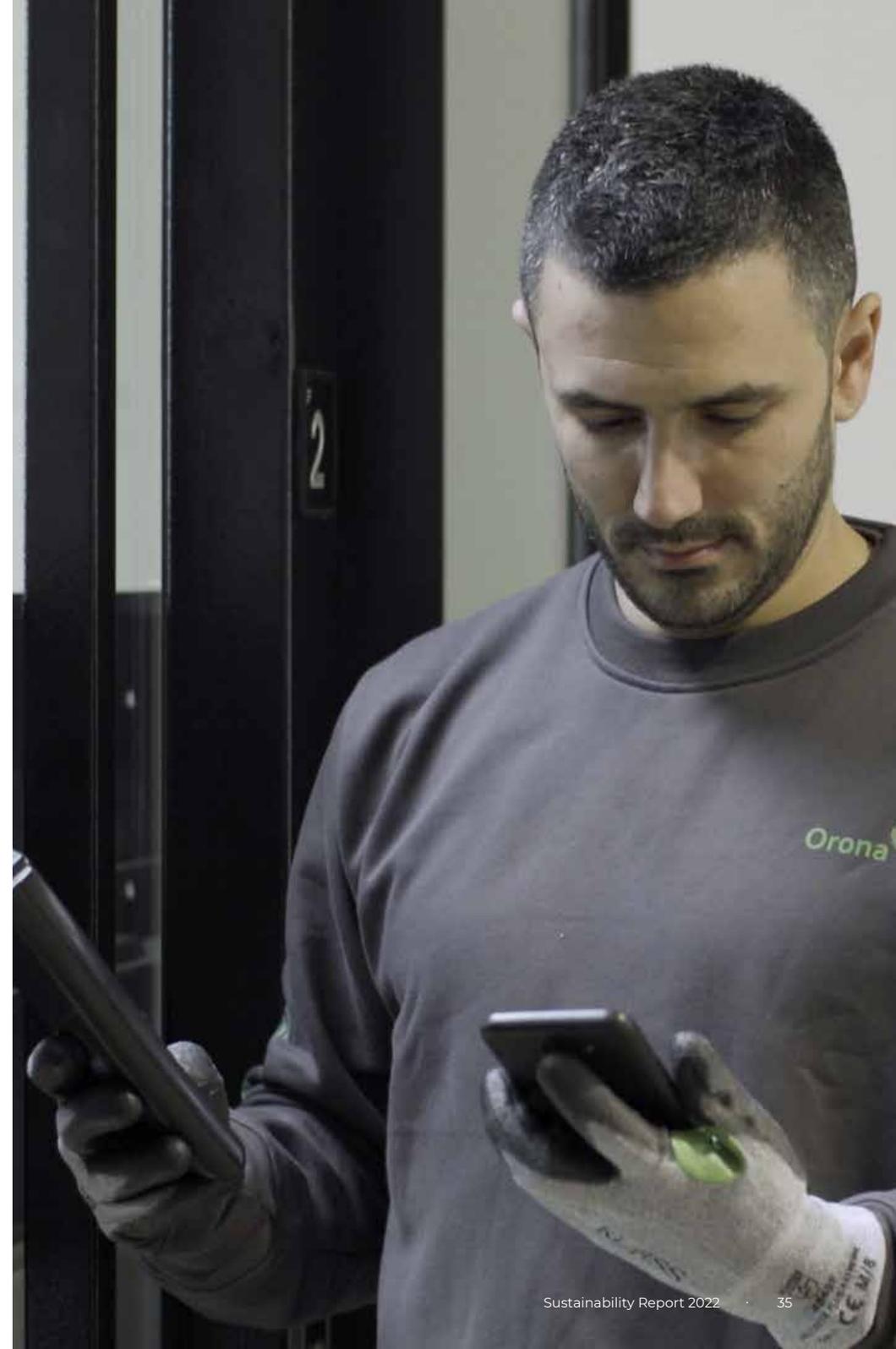
## HEALTH AND SAFETY PROMOTION

**Health and safety  
at work**

Orona's health and safety policy is part of the "Quality, environmental and occupational health and safety policy" and expressly includes the commitments of senior management in the area of OSH:

- Eliminate hazards, reduce risks and provide safe and healthy working conditions for the prevention of injury and deterioration of the health of workers.
- Ensure the training, information, consultation and participation of workers in health and safety at work.
- Comply with applicable legal and regulatory requirements, as well as other requirements to which the organisation subscribes, regarding occupational health and safety.
- Consideration of occupational health and safety management as a strategic factor for the fulfilment of the commitments defined by the organisation.
- Providing the necessary resources for the fulfilment of OSH-related objectives.

This policy is developed through an ISO 45001 certified Occupational Health and Safety Management System. 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.



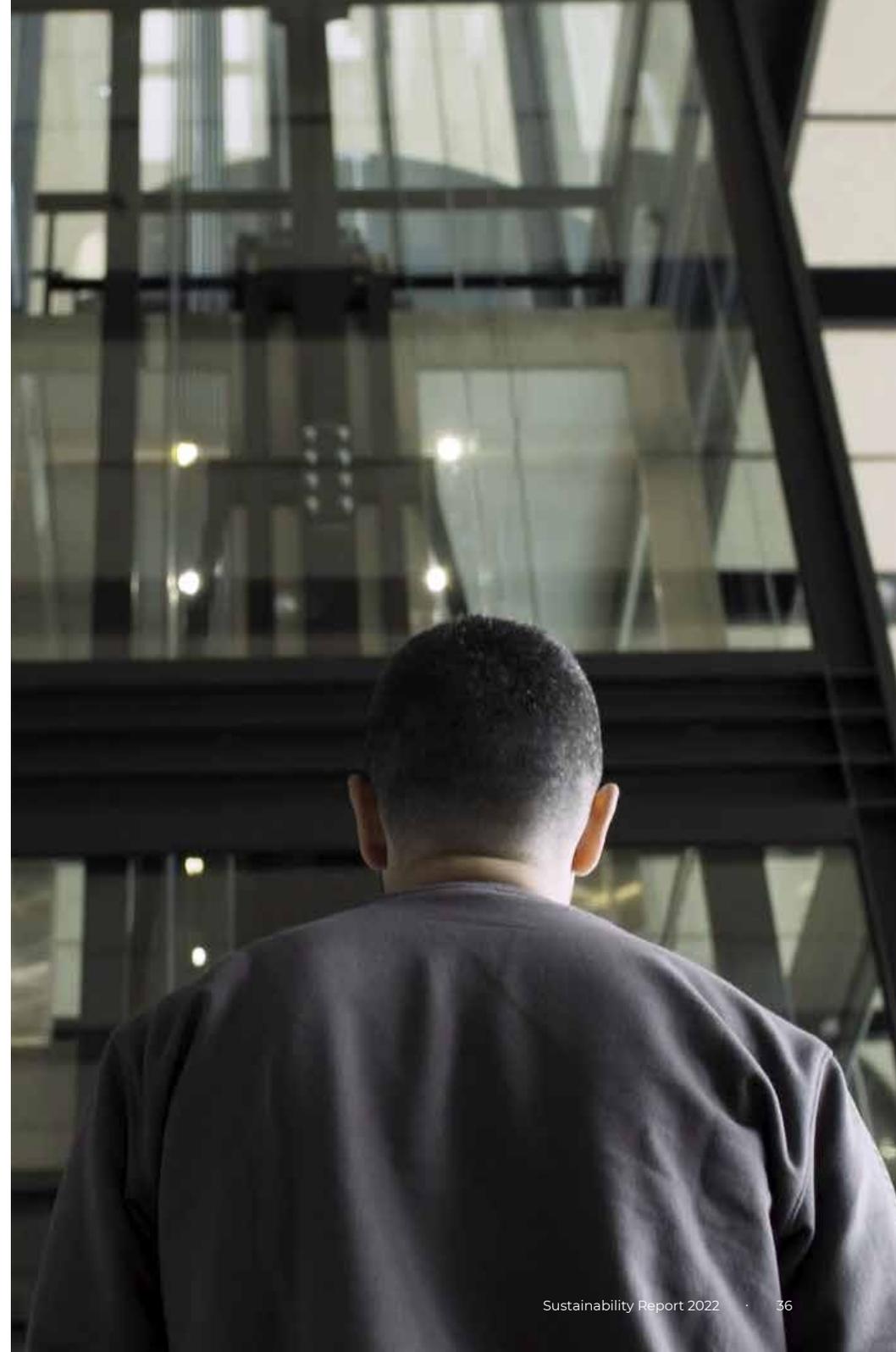
The Health, Quality, Safety & Environment (HQSE) department is in charge of developing the necessary processes to ensure proper implementation throughout the organisation.

A new reference application has been consolidated for OSH management in Spain, including the requirements defined in the OSH Management System and establishing homogeneous and systematic processes for compliance in the different companies. Once the modules for accident investigation, non-conformities, processes and management control had been implemented, the development and implementation of new modules continued in order to comply with the requirements of the OSH Management System.

Since 2021, another application has been used for the management of legal requirements in the areas of occupational risk prevention, environment and industrial safety in all companies in Spain. In 2022, intensive work has been carried out to monitor compliance, standardise the interpretation of the requirements and obtain evidence in the different companies.

With regard to the coordination of business activities, work continued on the implementation of a new tool to manage this activity at Orona Ideo and at the industrial plants in Hernani and Vitoria. This tool 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.

In 2022, significant progress was made in management control, with the implementation of a daily situation report and the CAE action protocol for subcontractors carrying out risk activities at Orona. In addition, the development of an Industrial CAE module has been addressed.



At the Spanish level, one of the main activities of the OSH Management System is risk assessments. Orona has procedure SMA-01 "Hazard identification and risk assessment" which establishes the scope, methodology (safety, hygiene, ergonomics and applied psychosociology) and frequency of review of these assessments. Annually, the preventive planning includes the details of the risk assessments to be carried out during the year. These evaluations are carried out by technicians from the prevention service, after which the preventive measures to be adopted are defined, and the workstation files and risk maps are updated, as information tools for all workers. The planning and results of risk assessments are shared with the workers' representatives in the Health and Safety Committees. In addition to the risk assessments carried out at industrial sites, the risks of the conservation rescue activity have been assessed in 2022.

Occupational risk prevention inspections or internal audits are another relevant activity of the OSH Management System. Through these actions, the implementation of operational requirements for the prevention of occupational risks in Orona's processes is audited. Specifically, in 2022, occupational risk prevention inspections were carried out at all workplaces of all companies in Spain. In addition, inspections have been carried out on 100% of the assembly and maintenance staff, 100% of the work equipment used by the assembly and maintenance professionals and more than 1,350 works and assemblies.

After updating the emergency and self-protection plans of the Epele/Lastaola, Jundiz and Orona Ideo plants, in 2022 specific training was given to the different teams (intervention, alarm and evacuation teams, first aid) and the plans were disseminated to 856 people, with the collaboration of Orona University. In addition, 3 evacuation drills were carried out (one for each of the floors).

On the other hand, 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 both in Orona, S.Coop. and in each of the companies in Spain and Portugal.

In the rest of the countries, similar standards are used for OSH management, in compliance with the legislation in force in each case.

It is also worth highlighting the work carried out to standardise and systematise OSH management control in the different companies, through the definition of objectives, the preparation of scorecards and monthly discharges in Orona, S.Coop and the rest of the subsidiaries in Spain and Portugal.

Finally, it is worth highlighting the important activity carried out by Orona University in occupational risk prevention training. Throughout 2022, training activities have been promoted with a scope of 1,957 participants and 8,791 hours of training.

In 2022 there have been no occupational diseases at Orona.



## TRAINING AND PROFESSIONAL DEVELOPMENT: ORONA UNIVERSITY

### **Commitment to training**

Orona continues to make decisive progress in managing the knowledge of its human resources. The different initiatives activated have also made it possible to continue progressing in the consolidation project of Orona University.

Orona University stems from Orona's beliefs and our focus on people as our differentiating key feature to meet the strategic challenges of our organisation.

The main objectives of Orona University include the following:

- Promote the cooperative experience of Orona, S. Coop.
- Guaranteeing that people at Orona acquire the knowledge and abilities needed to reach the strategic objectives set.
- Contributing to the motivation of people at Orona.
- Spreading and sharing Orona's experience and best practices.
- Training all those who join our organisation.





Orona University develops its training plans through its 4 schools:

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

During 2022, progress continued to be made in the use of new methodologies and tools to improve the dynamisation and information associated with training.

Specifically, an LMS (Learning Management System) tool has been developed with the aim of facilitating the launch and monitoring of training activities, as well as the digitalisation and dissemination of training content to all employees. During the 2022 financial year, Orona University has started to use this LMS to generate content and make it available to groups in training pilots.

Furthermore, with a view to further digitalisation of training, work is also being done to incorporate gamification activities into the content.

In line with previous years, 2022 has been intense in terms of training in occupational risk prevention.

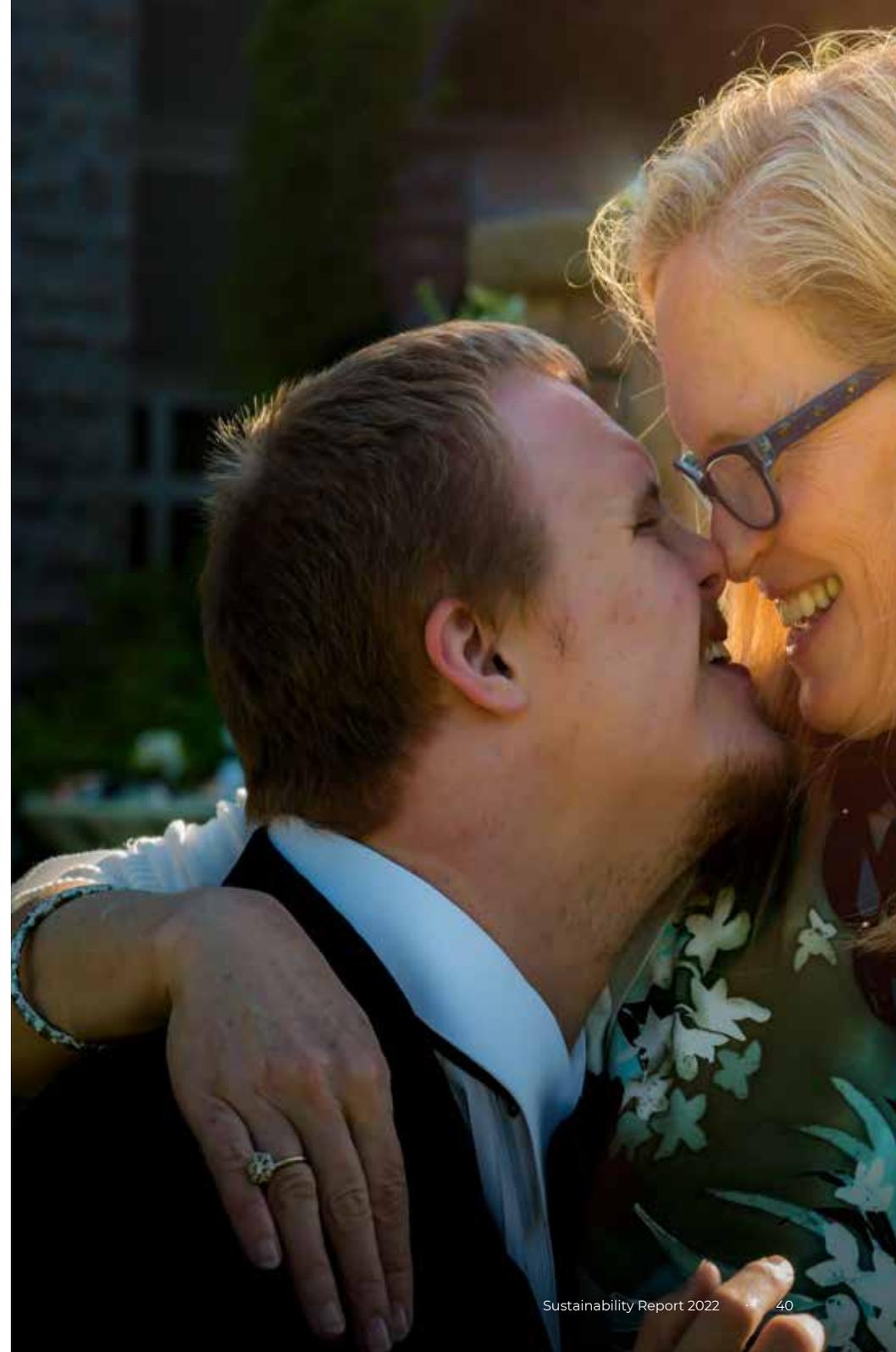


GENDER EQUALITY AND DIVERSITY  
MANAGEMENT

**Universal accessibility for people  
with diverse abilities**

Orona's commitment to the social integration of people with intellectual and/or physical disabilities through job placement goes beyond legal requirements.

In addition to not allowing any discrimination in the selection processes of Orona, our staff includes people with some type of disability, and we collaborate closely through a service provision contract with different special employment centres.



The Spanish General Disability Law establishes that all Spanish public and private companies whose staff (total count of people employed regardless of the type of hiring) 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 intends, among other objectives, to promote the integration of people with disabilities into the workforce.

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

Within the group companies established in foreign countries, the directives established 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 some type of disability.



### NORWAY

In Norway, "The Act on Gender Equality and the Prohibition of Discrimination" expressly prohibits employment discrimination on grounds of disability, except in jobs that require specific skills. Likewise, in the Norwegian companies of the group, the managers follow the WEA guidelines in Sections 4.1 and 4.2, which promote job facilitation for people with functional diversity, individualized monitoring plans that each manager must periodically report to the NAV ("Norwegian Labour and Welfare Administration" equivalent to the Social Security Administration) for the adaptation of jobs to disabled people.

### LUXEMBOURG

In Luxembourg, Article 24 of the Collective Bargaining Agreement for lift operators in the country expressly prohibits discrimination in wages for reasons of disability, which is reported to the administration periodically.

### UNITED KINGDOM

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

### UNIVERSAL ACCESSIBILITY

Likewise, accessibility in our facilities is guaranteed, eliminating architectural barriers to facilitate access in all cases. This aspect is especially relevant in the work centres of the headquarters in Hernani (Orona Ideo), as they are the centres with the largest number of employees.

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

Orona, S. Coop. has been recognized by Emakunde as a partner for the equality of women and men since 2014. This recognition certifies that efforts are being undertaken to promote greater equality between women and men, and to remove obstacles that prevent said equality.

At the same time, Orona, S. Coop. is part of the tractor 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 management of the entity.
2. Treat women and men equally at work.
3. Respect and defend human rights and non-discrimination.
4. Ensure the health, safety and 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.

Among the actions carried out by Orona, S. Coop. during the year 2022 as a member of the BAI SAREA tractor group and within its framework of action, it is worth highlighting the presentation of the practice "Educating in Equality", aimed at promoting a scientific-technological vocation among girls, based on awareness-raising and guidance actions.

Through this practice, framed in a project co-participated jointly with Deusto Inspira Steam and materialised through various presentations in schools, Orona's women workers with qualified technical positions, explain to a group of children what the company they work for is like and what their functions and responsibilities are in it.

Since 2018, Orona, S. Coop. has launched the project for the preparation of the 3rd Plan for 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 on the equality of women and men within the entity.

Orona, S. Coop. has an Equality Commission that is in charge of ensuring compliance with the objectives set, monitoring the progress of the different initiatives and proposing the different lines of intervention.

The III Plan for the Equality of 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. Work health. Guarantee a risk-free and healthy work environment.
3. Co-responsible reconciliation. Promote personal and professional development.
4. People management. Systematise the processes that guarantee equal treatment and opportunities.
5. Product design and Marketing. Incorporate the gender perspective in the activity of Orona, S. Coop.

### ORGANISATIONAL STRATEGY AND CULTURE FOR EQUALITY

We promote an organisational culture committed to equality through projects that encourage the participation of Orona's people in the equality project, their awareness and training, the visibility of the organisation's commitment to equality between women and men, as well as through the consolidation of the measures developed in Plans I and II and the monitoring, evaluation and communication of the implementation of the III Equality Plan and the identification of points for improvement.



### WORK HEALTH

We guarantee a risk-free and healthy working environment by adapting the protocol for prevention and action against sexual harassment and harassment based on sex and by reviewing the adaptation of work equipment to the morphology of women and men. Breastfeeding spaces are also defined.

### PEOPLE MANAGEMENT

We systematise the processes that guarantee equal treatment and opportunities, among others, promoting the entry of women into professions where they are under-represented, fostering professional development without gender bias and intervening to reduce wage inequalities not linked to seniority.

### PRODUCT DESIGN AND MARKETING

We incorporate the gender perspective in our activity through the equal representation of women and men in labels, catalogues, advertisements, web, videos, etc. and the inclusion of the gender perspective in product design (safety, daily needs...).

There is an analysis committee whose objective is to receive, monitor and investigate cases of sexual harassment or harassment for reasons of sex and to promote concrete 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.

With respect 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, inspired by the recommendations of Emakunde, which was updated in 2019.

The entry into force in Spain from April 2021 of the Mandatory Wage Register in accordance with the stipulations of Royal Decrees 901/2020 and 902/2020 of 13 October, which establish the guarantees of equity in wage remuneration between women and men and the principles of information transparency that companies must observe in terms of remuneration, has given a boost to all the actions and measures of the administration and companies aimed in this direction.

Both Orona, S. Coop. and the group companies located in Spain with more than 50 employees (Pecrés, S.L.U., Ascensores Ga-Lo, S.L.U., Bayfer, S.L.U., Ulahi, S.A.U., Ascensors Girona, S.A.U., Balear de Ascensores, S.L. and Ascensores BurgasDiher, S.L.U.), carry out remuneration analyses by profession and sex 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 of equal opportunities between women and men, taking as a reference the measures adopted in Orona, S. Coop. and always scrupulously respecting the legislation in force in each country.

#### UNITED KINGDOM

In the United Kingdom, we have specific regulations in place in accordance with current legislation in relation to non-discrimination based on age, disability, gender, gender reassignment, pregnancy, maternity, race, sexual orientation, religious belief or because of being married / in a civil union, both directly and indirectly.

In practice, these regulations are reflected in measures relating to recruitment, training and development, terms of employment and working conditions. Recruitment is based on the fact that vacancies are open to all employees on an equal footing and are published in texts that respect the terms of equality. The selection interviews are directed exclusively to experiences, capacities and qualifications, and the process is adapted, in the case of interviewing people with functional diversity.

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

Likewise, there is a protocol to report cases of possible discrimination. The internal regulations contain the formal procedure to follow.

#### BELGIUM

In Belgium, these directives are included in the Internal Regulations of companies in their Article 14 and Annex 4, incorporating, among others, the provisions of the "Collective Agreement" No. 25 regarding equal working conditions and remuneration for women and men. In addition, a survey is carried out every 2 years among the company's employees to evaluate their emotional state and detect possible situations of stress, harassment, etc. that require specific actions by the organisation.

#### IRELAND

In Ireland, the company has within its Company Policy specific provisions for the treatment of cases of harassment and discrimination based on sex or race, identifying actions and behaviours contrary to what is established in the law and determining the protocols to be followed in each case. .

#### FRANCE

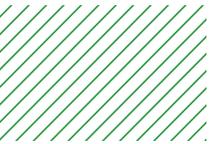
In France, the Internal Regulations of each of the companies include in its Article 8 the legal provisions of the Labour Code and the Criminal Code in matters of sexual harassment and discrimination, establishing the mandatory compliance of these norms by all workers and warning of the responsibilities incurred otherwise.



# Green

Added value in product and service	51
Activity impact control	54
Biodiversity protection	58
Orona Ideo	62





## GREEN Environmental commitment

In line with the current global situation and the Sustainable Development Goals of the United Nations Global Compact, and aware of its responsibility towards the environment and the expectations of its stakeholders, Orona maintains and promotes environmental certifications such as:

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

### 2022 MILESTONES

- More than 94% of the devices issued have been eco-designed.
- Adaptation of the management system according to the new version of the Ecodesign Management standard ISO 14006:2020.
- Extension of the calculation and verification of Orona, S.Coop.'s carbon footprint according to ISO 14064, including all indirect emissions generated.
- Calculation and verification of the greenhouse gas emissions of Orona Balear de Ascensores, S.L.U.
- Implementation of a platform for the identification and evaluation of legal requirements applicable in Orona, S.Coop. and in the rest of the companies in Spain.
- Participation in the event "Basque Circular Summit 2022" focused on eco-design and circular economy.



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

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

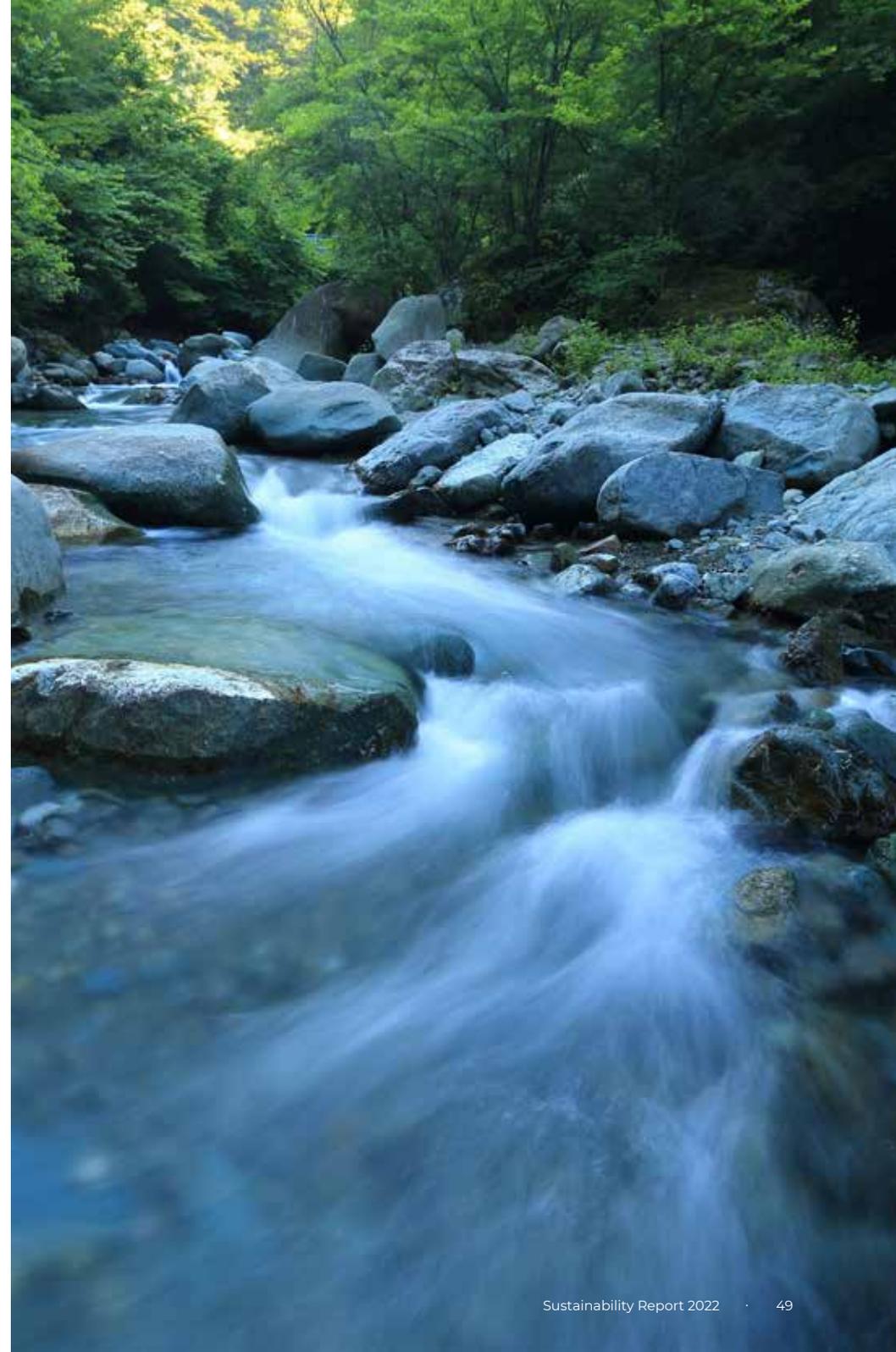
### OUR ONGOING COMMITMENT TO ENVIRONMENTAL SUSTAINABILITY ENCOMPASSES

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

To meet environmental expectations and be aligned with both the Sustainable Development Goals (SDGs) and the policy initiatives of the European Green Deal, Orona aims to strengthen transparency through actions such as:

- Carbon neutralisation with a life-cycle approach promoting the reduction of environmental impacts derived from the activity.
- Eco-design for a circular economy and the verification of eco-labels and product declarations.
- Maintenance of the integrated management system, complying with voluntary environmental management standards and assessing new certifications.

In addition to the environmental management track record of our organisation and our products and services, during the 2022 financial year we have added the milestone of verifying scope 3 of the Orona, S.Coop. carbon footprint.



As described in the Quality, Environmental and Occupational Health and Safety Policy (Annex), 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 materialized in different environmental programs, in companies certified in ISO 14001.

To share experiences and disseminate aspects related to environmental sustainability and the circular economy, in 2022 we have participated in various forums and developed different activities:

#### BASQUE ECODESIGN CENTER

Orona maintains its participation in the [Basque Ecodesign Center](#) together with other Basque companies and the public companies Ihobe and SPRI. 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 dual 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 eco-design and circular economy in order to achieve a more environmentally friendly industry aligned with the environmental challenges of the 2030 Agenda.

#### BASQUE CIRCULAR SUMMIT

Orona has actively participated in the [Basque Circular Summit](#), an event on eco-design and circular economy held in Irun in November 2022. The Basque Circular Summit 2022 "Walking the talk" aims to raise awareness of the important challenges of the circular economy and to analyse the opportunities arising for the Basque economy, as well as to highlight the work carried out by Basque companies through public-private collaboration to contribute to the objectives of the Basque Circular Economy and Bioeconomy Plan 2024.

During the event, Orona exhibited two of its eco-designed products in the exhibition "[Zirkularrak-Circulars: real examples of circular commitment](#)" as well as participating as a speaker at the round table "[Transparency and positioning: a new market standard](#)". Orona's HQSE director gave an overview of Orona's environmental performance, emphasising compliance with regulatory and market requirements on environmental transparency.

#### GREEN PACT - ITUN BERDEA OF VITORIA-GASTEIZ

As part of the tenth anniversary of the Vitoria-Gasteiz Green Capital status, in collaboration with the city council, Orona collaborated in the dissemination and promotion of the Green Pact - Itun Berdea community. The Director of Services in Álava participated in the [video](#), which uses an interview format to review the different environmental milestones in which the company has been actively involved, praising the collaboration between different companies and institutions and highlighting Orona's future challenges in this field.



## 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.

We introduce the environmental variable into the design and development of our products and services through eco-design. 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, eco-design is considered to be the main tool for establishing circular economy strategies, as it makes it possible to prevent waste associated with the life cycle of products and services before it appears.



In 2022 Orona introduced the new Orona Next platform of products and services, through which the company's portfolio of solutions has been optimised by promoting eco-designed solutions with a lower environmental impact. The percentage of eco-designed devices issued during the last year has increased to 94%.

Through the Life Cycle Analyses (LCA) that Orona carries out both in the design of new products and in their redesign, we are able to minimise the environmental impact of products and services, thus contributing to carbon neutrality.

These analyses, carried out systematically thanks to the implementation of ISO 14006, have been essential for the calculation of scope 3 of Orona, S.Coop.'s carbon footprint and the identification of the main lines of work to be tackled.

Likewise, Orona continues to work on improving the energy efficiency of its products during their use phase by providing its customers with solutions such as energy regeneration systems, energy-saving gearless drives, LED lighting and automatic shutdown and stand-by of the lift. Orona Next Essentia and Orona Next Smart solutions currently have the highest energy efficiency class according to VDI 4707 and ISO 25745-2.



Orona has incorporated **eco-design** management into its **Integrated Management System (IMS)** as part of its context analysis and monitors its key performance **indicators** with the aim of proposing improvement actions.

Orona provides its customers with full information on the environmental impact of its [Essentia](#), [Smart](#) and [Smart+](#) series through environmental product declarations verified by an independent third party.

The results of these environmental product declarations favour the obtaining of environmental labels in those buildings with sustainable construction projects in which an Orona lift is installed, such as LEED or BREEAM certifications.

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

Maintenance work within the scope of the service mainly involves the use of a fleet of vehicles necessary for the professionals to travel to the facilities 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.

The integration of increasingly sustainable solutions, with technology as an enabler, is a key lever for the progressive transformation of our business.

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.





## ACTIVITY IMPACT CONTROL

**The Carbon Footprint,  
a key indicator**

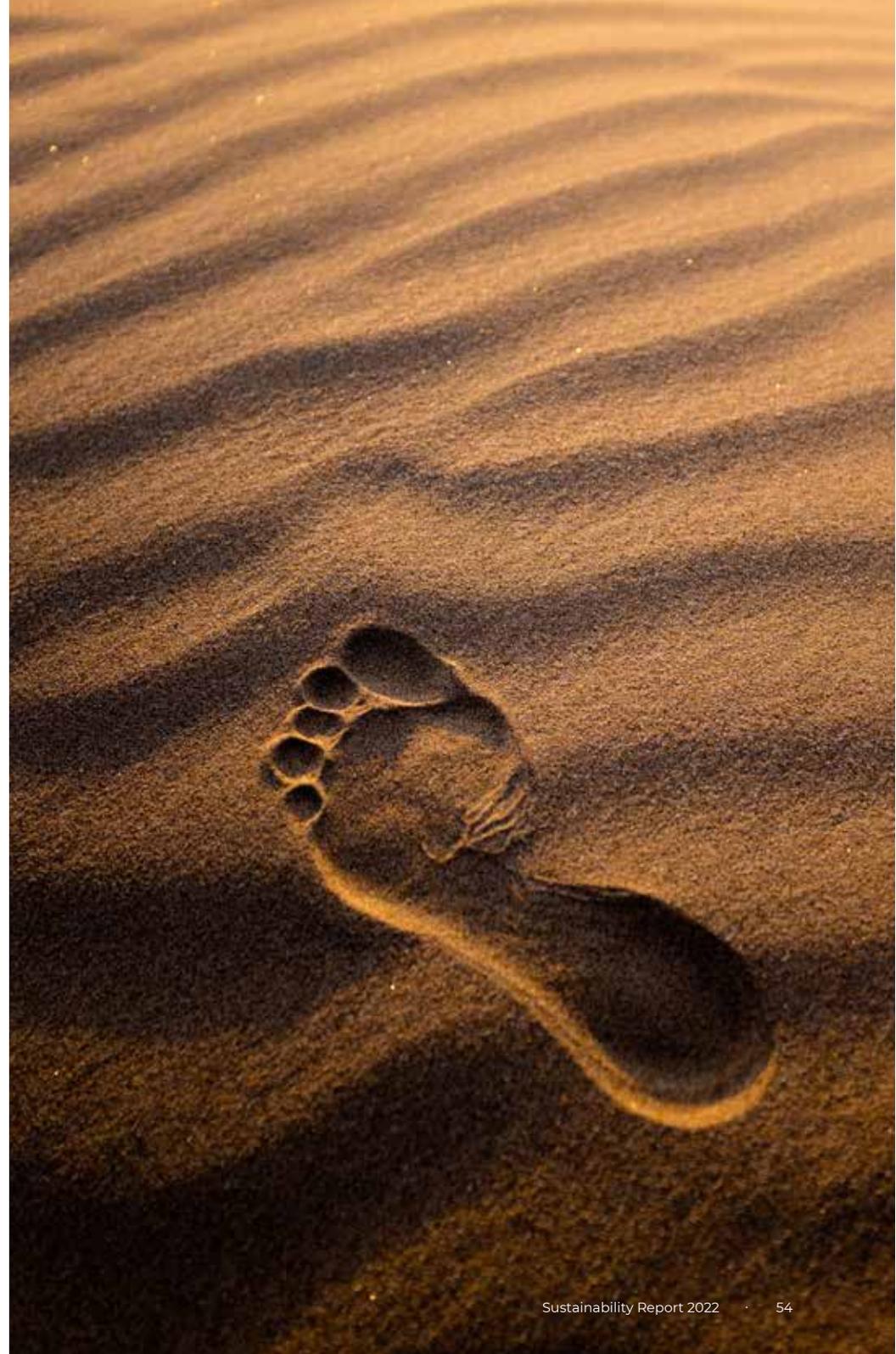
## → CARBON FOOTPRINT

Orona, S.Coop. has been calculating its carbon footprint since 2019 in order to identify the main sources of Greenhouse Gas (GHG) emissions and establish actions to eliminate them or, failing that, mitigate them as far as possible.

The verification of this calculation has been carried out under the ISO 14064 standard considering the GHGs produced by our activity: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O and HFCs.

The calculation of the carbon footprint is established as a key indicator for the organisation to serve as a verifier of the effectiveness of the actions carried out by the entire organisation in terms of carbon neutrality.

After analysing the results obtained in the last financial year and having eliminated indirect emissions under the organisation's control (Scope 2) by contracting energy with a guarantee of renewable origin, it has been identified that the main source of direct emissions comes from the fleet of vehicles in the services area.



At Orona we continue to work to reduce the fuel consumption derived from these vehicles through projects such as the progressive electrification of the fleet and the development of applications for optimising journeys and saving fuel.

### INDIRECT EMISSIONS FROM SOURCES OUTSIDE THE BOUNDARIES OF THE ORGANISATION (SCOPE 3)

As established, in 2022 all relevant indirect emissions have been included within the scope of verification of Orona, S.Coop.'s carbon footprint calculation under the ISO 14064 standard. By broadening the scope, we are able to provide more information and transparency to all stakeholders.

The extension of the scope of Orona, S.Coop.'s carbon footprint is a sign of the organisation's commitment to a circular economy approach. At Orona, we believe that the key to industrial carbon neutrality lies in mitigating indirect GHG emissions from sources outside the organisation's boundaries, and to this end, we continue to work on projects such as green purchasing and the development of new eco-designed solutions.

To reduce our emissions by 50% by 2030 and aim for carbon neutrality by 2050, at Orona we will continue to act in line with the requirements of the Global Compact to which we are a signatory and its Sustainable Development Goals. Likewise, for future years it is planned to extend the scope of the certificate beyond Orona, S.Coop., calculating the GHG emissions generated by its associated companies.

### → NATURAL RESOURCE CONSUMPTION

By committing to make a sustainable use of natural resources and in line with the guideline set in the Environmental Pollution Prevention Policy, we carry out a periodic control of environmental management indicators in order to ensure legal compliance and quantify the environmental impact of the activity.

All indicators, which are shown at the general level, are also evaluated at the local level in order to adopt improvements where necessary.

### 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.

Consumption values for the year 2022 have remained below the catchment limits established by the Hydrographic Confederations, similar to those of the last 4 years, thus establishing a trend without major variations and consolidating the control of this resource.

## ENERGY CONSUMPTION

2022 has been a year marked by the end of the exceptional measures resulting from the health situation and the increase in energy prices.

Even with preventive measures in place to ensure proper ventilation and air recirculation, the mere fact of recovering comfort standards by relaxing protocols implemented after COVID-19 began to correct the trend of energy consumption in Orona in a generalised manner.

This milestone was compounded by the significant increase in the cost of energy, mainly driven by the war between Russia and Ukraine. The Spanish government adopted Royal Decree-Law 14/2022 on energy efficiency in order to mitigate the situation. This second milestone prompted us, among other measures, to monitor the maximum and minimum temperatures in our offices. This, together with the weather conditions experienced, contributed to a substantial reduction in the consumption of air-conditioning systems during the last four months of the year.

As we have identified at the national level, the downward trend in electricity consumption has also been observed at the international level. Like Spain, most countries also relaxed protocols and implemented similar containment measures that in some way helped to reduce the energy consumption of the different societies.

Likewise, actions have been carried out to reduce energy consumption, mainly linked to the change of technology, regulation and automation of lighting, the optimisation of service routes and the modernisation of production facilities for more efficient ones, in line with the macro objectives of the organisation that HQSE is deploying in all areas with the aim of continuing to reduce the carbon footprint of our activity.

## NATURAL GAS CONSUMPTION

As with electricity consumption, the relaxation of the health-related exceptional measures has also helped to improve the natural gas consumption ratio over the course of 2022.

The reduction of this indicator has been influenced both by a lower consumption of air conditioning installations and by the different actions carried out to improve the efficiency of the priming installations.

## 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 CO<sub>2</sub> equivalent emissions.

We are aware of the effect of this impact on our business and continue to work actively on both fleet electrification and global fuel-saving measures in the service area.

## RAW MATERIAL CONSUMPTION

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

Through eco-design, as explained in the section "Added value in product and service", we address the reduction of the environmental impact of the stage of obtaining 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.

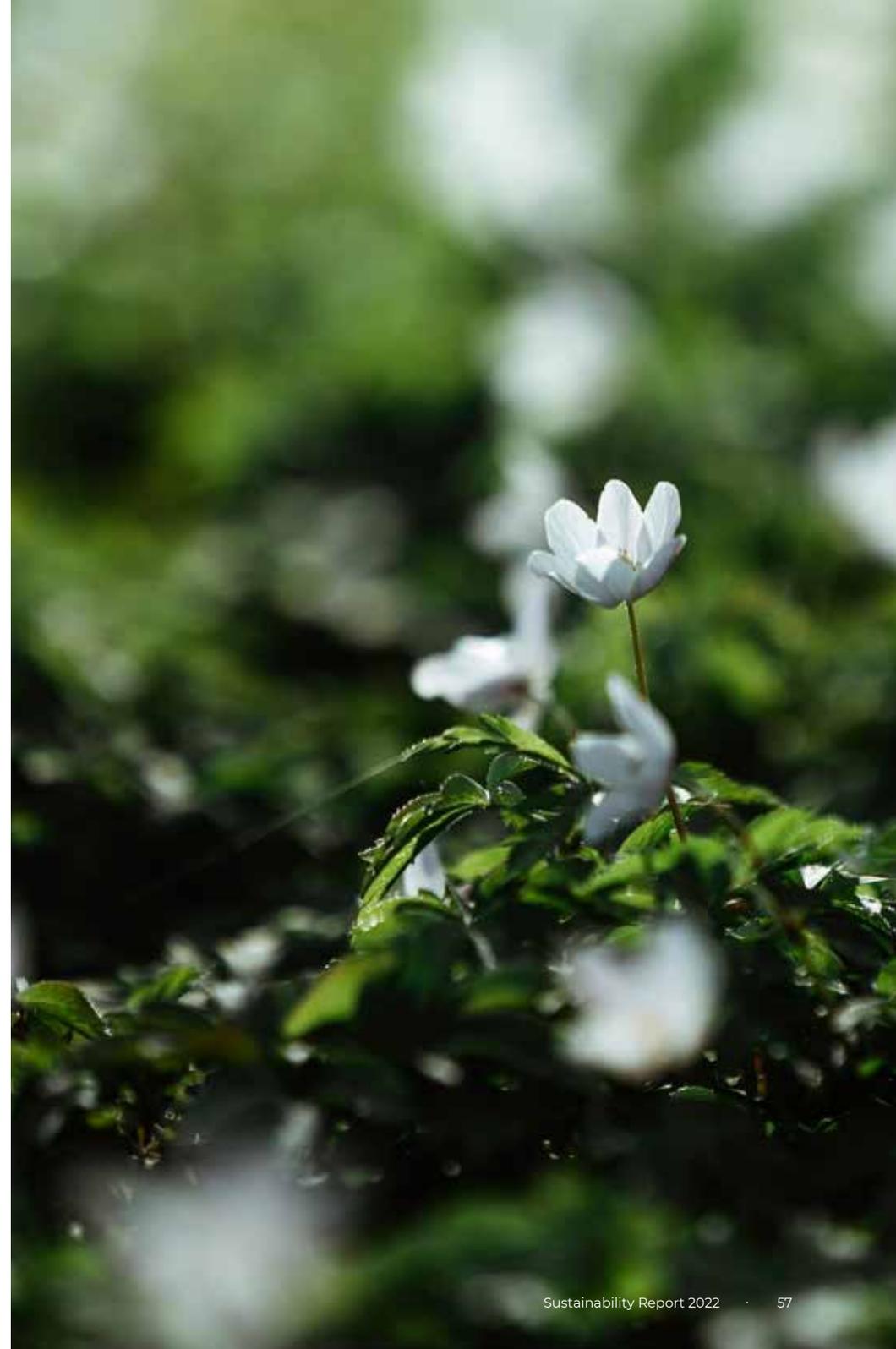
## → WASTE MANAGEMENT

We carry out waste segregation in accordance with current legislation in all Orona companies. 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

By 2022, waste generation in industrial plants has decreased by more than 15% per lift produced. The increasing optimisation of processes has a positive impact on this indicator, which in absolute terms shows differences with respect to previous years in specific waste derived from industrial cleaning and other interventions carried out on an ad hoc basis due to the needs of the process itself.

On the other hand, the improvement in the identification by the administration of the quantities collected through municipal collection has also been reflected in this indicator, which improves the quality of the data.



## BIODIVERSITY PROTECTION

**We protect  
our environment**

Throughout the year, we have begun to collaborate with the Aranzadi Science Society, which forms part of the Basque Science and Technology Network, in order to find out about the different projects they are working on and to assess the possibility of collaboration.

The Department of Ornithology is a benchmark in terms of biodiversity in the research and generation of knowledge on birds in the Basque Country. It is currently leading several key projects in the territory, such as, for example, the scientific bird ringing office in Spain.

During 2022 Orona participated in one of its lines of work related to urban biodiversity, the ultimate aim of which is to research, disseminate and educate on the need to promote and conserve biodiversity: the Txoribox project.



We promote projects that ensure the protection of the **biodiversity of the environment** where we are located, with a view to **extending our reach** and being able to provide a more global response, in line with our company philosophy.

### TXORIBOX PROJECT

One of the actions to promote biodiversity is the placement of bird nesting boxes. A nest box is an artificial structure placed in trees to facilitate the shelter and breeding of cavity-nesting birds. They are particularly useful in young forests and urban environments and are mainly used by insectivorous birds. Their placement positively contributes to the conservation of these species. In addition, we naturally help to control insect pests, thus reducing the use of phytosanitary products and products that are harmful to nature.

Ten nest boxes have been placed in the vicinity of Orona Ideo, which will be occupied by species such as the great tit (*Parus major*) and the blue tit (*Cyanistes caeruleus*). These boxes are duly identified and inventoried by UTM coordinates in order to carry out the corresponding monitoring and nesting studies.



### ERRIGORA ASSOCIATION

Orona has also supported the "Lurra, sua, ura, herria" campaign promoted by the Errigora association, with the aim of responding to the crisis situation caused by the fires registered in Navarre in June 2022 in which more than 15,000 hectares were burnt.

The initiative seeks to promote more sustainable land management and specifically will promote the development of green firebreaks and the promotion of extensive livestock farming as an anti-fire tool.

### ELIMINATION OF INVASIVE SPECIES IN THE URUMEA RIVER BASIN

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 2022, part of the actions foreseen in the Management Plan for this SAC have been carried out. The planned monitoring for the elimination of resprouts of *Fallopia japonica* has been completed, keeping the herbaceous species under control, but no action has been taken on *Robinias pseudoacacias*. The increase in resprouting has been limited so action has been postponed to 2023.

### ZUHAITZ EGUNA

Following on from the initiative carried out in 2021, where a green space was ceded for the location of a tree seedbed of native species within the production facilities, in 2022 a meeting was held between the cooperative's workers, family and friends to plant the seeds obtained.

During this day, more than 300 trees were planted with the aim of contributing to the conservation of holly and yew trees that are in danger of extinction, as well as the recovery of oak trees that have their origin in acorns selected from ancient oak groves.

This action was carried out in collaboration with the Provincial Council of Gipuzkoa and the Hernani Town Council, which provided land for the project, through the Marci Barras Association.



## WATER OUTFLOW

Orona continues to maintain strict control of its industrial discharges in strict compliance with the limits established by the applicable legislation.

The analyses carried out at the Vitoria industrial plant are far from the legal limits established in the Municipal Ordinance on Non-Domestic Dumping applicable to the 20 parameters analysed.

This compliance, which is also ensured at the Hernani industrial plant, is reinforced by the installation of a continuous discharge meter, which collects periodic random samples managed by Aguas del Añarbe and 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 APCA Authorisation in Vitoria and Ideo and 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 in all cases values well below the established limits.

## AMBIENT NOISE

Orona has established periodic environmental noise measurements for its industrial plants where it maintains mandatory requirements in this area.

These measurements, which are also carried out when there are modifications to processes that generate environmental noise, have not been undertaken during 2022 as there are no requirements or indications that lead us to believe that this aspect will worsen. Therefore, we can continue to ensure that, according to the current noise data, we are far from generating any 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.

ORONA IDEO

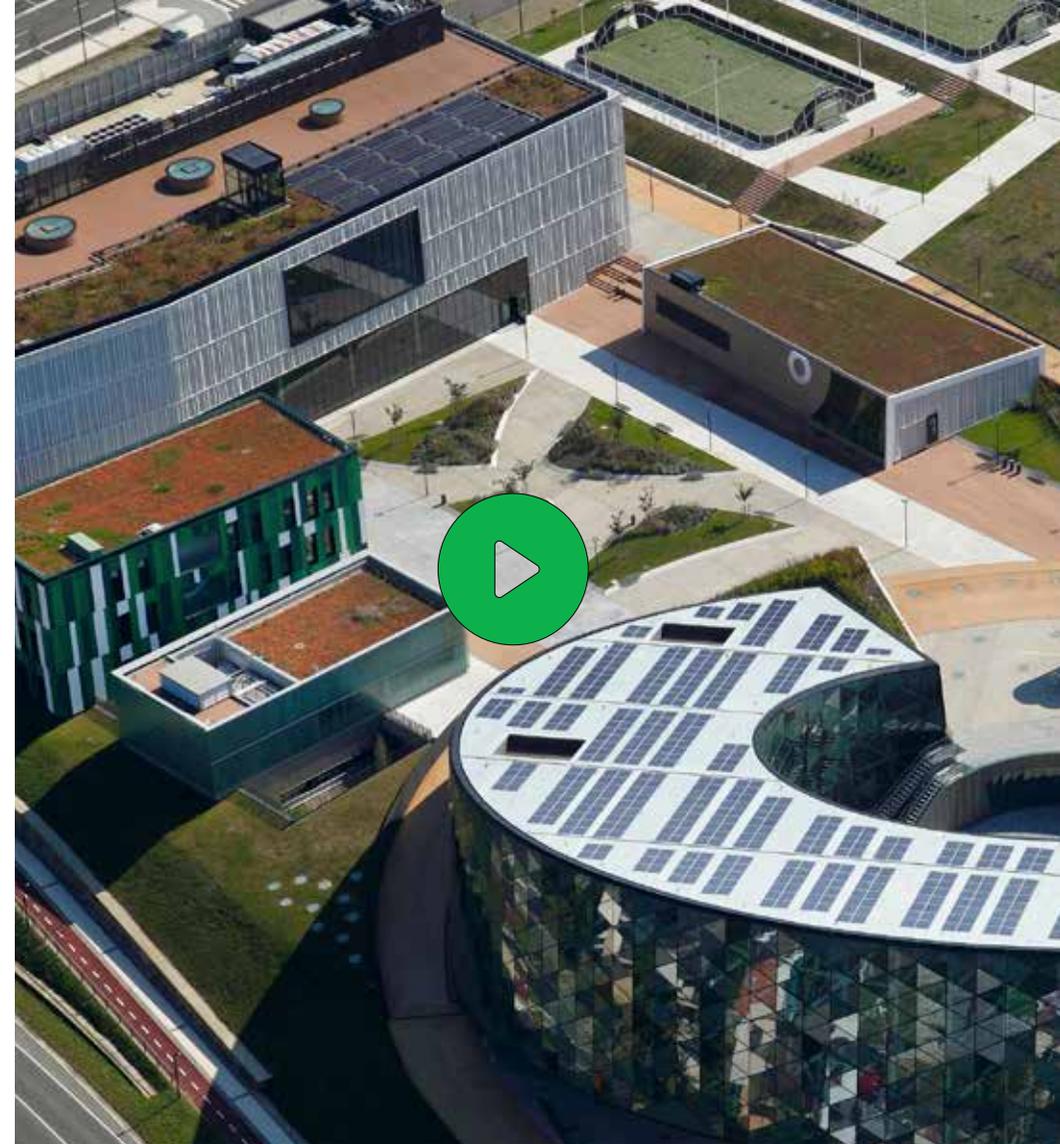
## A benchmark in sustainability

### 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 true 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 the use of energy from the lifts installed.

The bioclimatic design of the buildings takes into account the passive use of energy through its orientation, the form factor and the envelope of each building, which has been resolved with tailor-made solutions in each case and in accordance with the uses in the interior of each one of them. Green roofs, the use of rainwater, the local generation of renewable energy and the integration of solar energy collector surfaces in the design of buildings have been maximized.



Orona Ideo has been conceived as an **urban cell** comprising several buildings and their linked urban spaces.

A large number of specific and unique passive and bioclimatic **architecture strategies** have been applied for each case, both on an urban and building scale.

**100%**  
of energy  
consumed is from  
renewable sources

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

### ORONA FUNDAZIOA BUILDING

Fundazioa is a hybrid building that has common 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 the Gallery is the place where all of Orona Ideo's energy is managed, through the monitoring of all the buildings in the complex in real time.

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



## CLEAN ENERGY GENERATION

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

## DISTRICT HEATING-COOLING

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

The dimensioning of renewable systems has been carried out giving priority to solar thermal energy, followed by biomass and geothermal energy.

Biomass, which uses certified pellets as fuel, is the dominant source of heat production, 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), 83.65% of which is generated with renewable technologies installed at Orona Ideo (solar thermal, biomass, geothermal) and the rest from electricity.

## PHOTOVOLTAIC ROOF

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

## CO<sub>2</sub> EMISSIONS

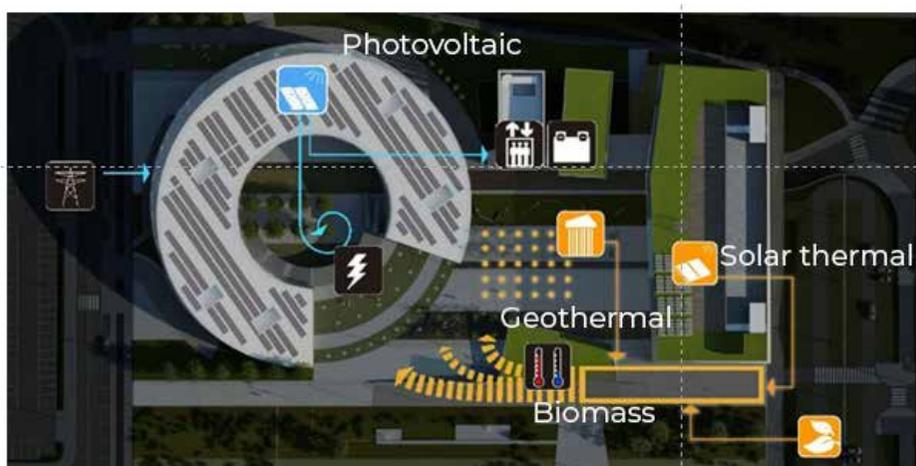
Very positive results have been obtained as they are clearly below the amounts that are set as a reference in the most demanding standards of sustainable construction.

In 2022, as in 2021, the reduction in CO<sub>2</sub> emissions from Orona Ideo's buildings is significant, mainly due to the purchase of electricity with a guarantee of origin.

## WATER CONSUMPTION

Orona Ideo has a rainwater collection tank of 30 m<sup>3</sup>, to supply water to the irrigation system of the green areas and after the modification carried out in 2021, also to supply the grey water circuits used in the toilets and urinals of the Zero and Fundazioia buildings, which is used in the latter circuits only during periods of heavy rainfall, which is when there is a surplus of rainwater that was not being used.

The volume of rainwater used depends on the annual rainfall. By 2022, we have increased the volume of harvested rainwater.



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



# Annex



## ANNEX

**Quality, environmental and occupational health and safety policy**

The cooperative nature of Orona is closely linked to the development of values such as commitment, proactivity, proximity and innovation with meaning; values that are transferred to each and every one of the products that are manufactured, the services that are provided, and the relationships that are maintained with all stakeholders.

Orona considers that the management of quality, environment, eco-design and health and safety at work are strategic factors for the fulfilment of the commitments defined by the organisation. For this reason, an integrated management system has been established and implemented in accordance with the UNE-EN ISO 9001, UNE-EN ISO 14001, UNE-EN ISO 14006 and UNE-EN ISO 45001 standards.

Orona's Management defines this policy as a reference framework for the establishment of objectives related to the integrated management system, providing the necessary resources and assuming the following commitments:

- Meet the needs and expectations of our customers and other stakeholders.
- Comply with applicable legal and regulatory requirements, as well as other requirements to which the organisation subscribes, in terms of quality, environment, eco-design and occupational health and safety.
- Ensure the process of continuous improvement of management systems, processes, products and services throughout their life cycle.
- Guarantee the training, information, consultation and participation of workers in matters of health and safety at work, quality and environmental protection.
- Eliminate hazards, reduce risks and provide safe and healthy working conditions for the prevention of injury and deterioration of the health of workers.
- Protect the environment and prevent pollution in order to minimise the environmental impacts generated by the activity.
- Implement and keep this Policy up to date and communicate it publicly to all interested parties.



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