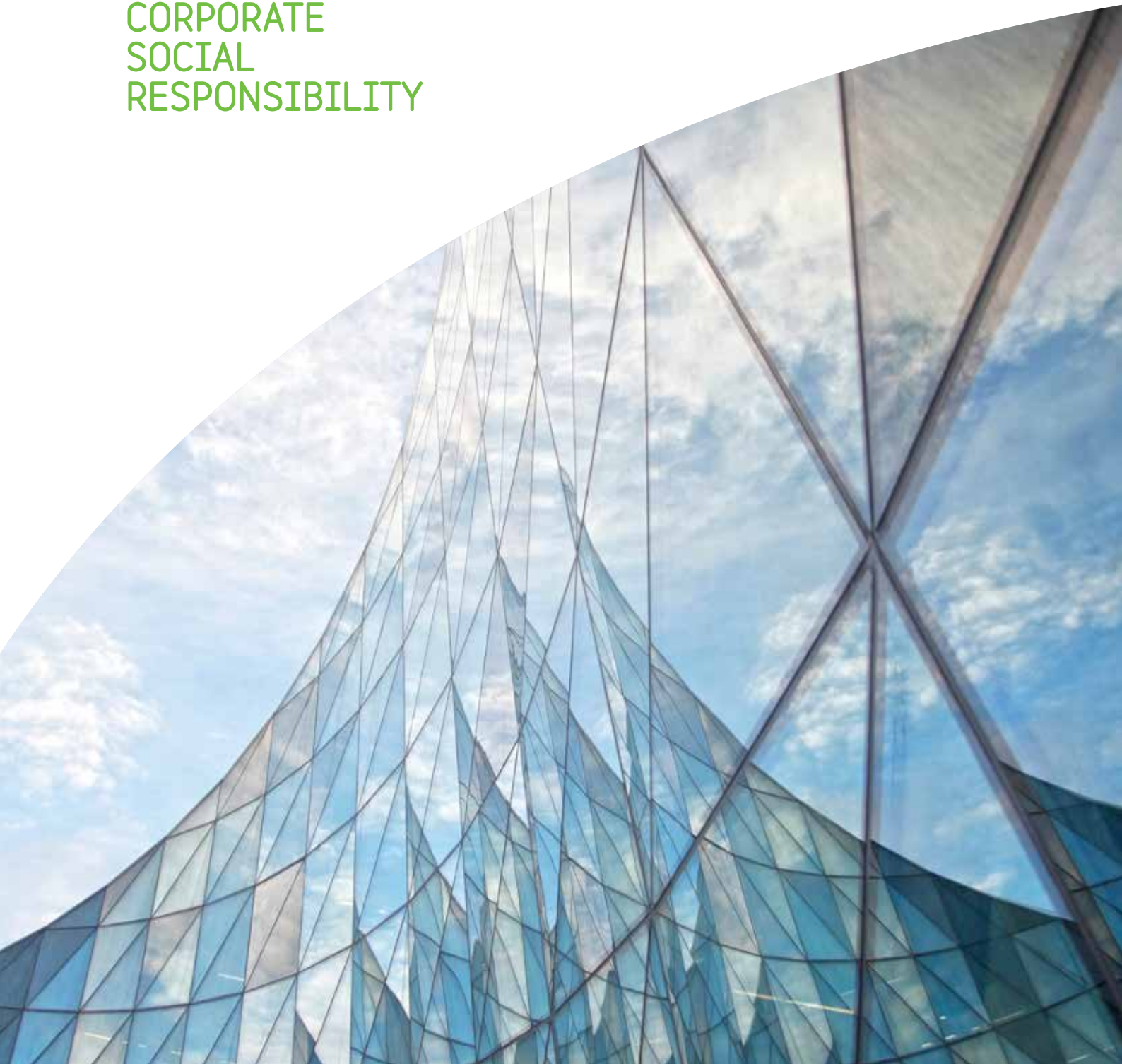




Orona

2013

CORPORATE
SOCIAL
RESPONSIBILITY







Orona

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01. INSTITUTIONAL MESSAGE

01.1 PRESIDENT'S MESSAGE



The year 2013 was yet another of work and adaptation on a changing and demanding stage. We completed a noteworthy financial year founded on an attitude of commitment, participation and involvement that was both personal and collective, held by all employees at ORONA.

Today, ORONA's social-business project continues on a sure path and allows us to enthusiastically take on the challenges that the future holds. In 2014, we will celebrate the 50th anniversary of Orona and our social-business experience. On behalf of everyone, I would like to take the opportunity to convey our most heartfelt recognition and gratitude to our founding partners for having made this social-business reality, which characterises the Orona of today, possible.

I would like to extend my congratulations to all of you for your contribution and participation in the success of our project. I would encourage you to continue working with the same dedication and enthusiasm as always, to consolidate our future and that of all those who surround us.

My best wishes.

“Our most heartfelt recognition and gratitude to our founding partners for having made this social-business reality possible”.

JOSE MIGUEL LAZKANOTEGI

President

01.2 MANAGING DIRECTOR'S MESSAGE



In a particularly demanding national economic context, and with a changing international reality, ORONA managed to close a good financial year, increasing its sales volume and equalling the results of the previous year, thus providing reward for all of the efforts made.

The effort shared by all has once again enabled us to strike a good balance between the pressing need to adapt to far more demanding circumstances, whilst at the same time remaining steadfast in our firm commitment to innovation as a symbol of our commitment to the future.

Over this last year, we have exceeded our target of 100 countries in which we have installed our product. In addition, we have taken a big step forward internationally, allowing us to strengthen our position and expand ORONA even more throughout the world.

2013 also saw the setting up of Orona Ideo; a dramatically innovative place to work, research, learn and create spaces which permanently interact with the surrounding

environment. This is going to help us to face the world with pride and confidence and look towards a future that will be demanding but exciting.

Thanks to all of you for your commitment and good work. Reaching further together.

“Our firm commitment to innovation as a symbol of our commitment to the future”.

JAVIER MUTUBERRÍA
Managing Director



02.

CORPORATE
SOCIAL
RESPONSIBILITY

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

02.1 COMMITMENT TO SOCIETY

02.1.1

Commitment to our Customers

With its orientation towards Society as well as its economic contributions supporting activities in the community, ORONA always spells Customer with a capital 'C'. This is because our company culture and values are geared towards a rigorous commitment to ethics, respect, and outstanding compliance with the Customer's expectations. This commitment is also enriched by our special awareness of user needs, whenever these represent additional challenges in the overall design of products and services that ORONA offers. Our approach is to avoid as far as possible the creation of surroundings that may restrict or incapacitate any type of user in any way. All this represents our commitment to sustainability with a comprehensive and strategic focus, aligned to our concept of commitment to the future. It is also an integral part of ORONA's values and its social-business project.



02.1.2

Commitment to employment

The status of partner and worker in a cooperative workplace marks out the difference with regard to workers in any other workplace. And the dissemination and implementation of our values: commitment (to society, to the community, to the environment, to our customers), trustworthiness (the sum of trust and reliability) and our flexibility and agility, are the tools we use to achieve a business positioning that is aware and respectful of Human and Employment Rights.

On account of this, we closed the 2013 financial year with 4543 workers, the result of efforts to maintain and even increase activity in countries in which we already operate; in addition to embarking on our foray into new countries such as Brazil.

These positions are distributed as follows: 2830 in Spain, 535 in Brazil, 343 in France, 258 in Belgium, 229 in the United Kingdom, 143 in Portugal and 205 between Ireland, the Netherlands, Norway and Luxembourg.

It is precisely by means of our increasing presence in new markets that we feel that we have taken steps forward in seeking the sustainability of existing jobs.

Spain	2830
Brazil	535
France	343
Belgium	258
United Kingdom	229
Portugal	143
Ireland, the Netherlands, Norway and Luxembourg	205
TOTAL	4543

02.1.3

Commitment to training

True to its dynamic transformation, embodied with the same name in one of its five Strategic lines (The Transformation Line), ORONA is responsible for, and concerned about, Developing and Training on the skills of the people it employs, in order to maintain the Social-Business Project that it started 50 years ago.

2013 was characterised as a year of adaptation to the new ways of doing things that have been put into place and that will continue to be consolidated over the coming years.

Processes change, applications change and locations change (both due to new companies joining the Group and to the company's new head office). For this, we must thank our people, all whom are capable of adapting to these profound changes.

Training in foreign languages, project management, management skills... these have continued to play a major role in training. Training that continues to represent a huge economic outlay, number of hours devoted to this, number of courses taken and number of participants in them, as shown by the data in the following table:

Training 2013

Investment	No. of Hours	No. of Courses	No. of Participants
€939,000	46,246	225	2,693

And to top it off, this Training Plan highlights the work done in developing the potential skills of the personnel, managing to cover, through internal promotion, 39,5% of the organisational adjustment needs arising over the financial year.

02.1.4

ORONA's involvement in the United Nations Global Compact

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

That is why ORONA approved its adherence to the Global Compact for another year, as it has done since 2007. It is a sign of Orona's commitment to the development of a management model based on ethical and transparent values, one that is environmentally friendly and promotes the development of social and cultural initiatives in the community, as an integral part of it..





02.2 COMMITMENT TO THE ENVIRONMENT

In 2008 ORONA obtained Eco-design certification, making it the world's first company in the lifting sector to become Eco-design certified.

In 2013, ORONA further improved upon its already increasing figures from previous years, as well as its own internal benchmarks, by achieving a rate of 63,56% for the proportion of eco-designed equipment manufactured and put onto the market. ORONA also continues to design new models of eco-designed lifts and eco-kits that contribute to obtaining maximum energy efficiency in its lifts. This is a clear, resounding example of ORONA's ongoing commitment to sustainable development and the environment.

2013 was the year of the launch of the new Orona 3G Series aesthetic concepts. These new cars, as well as exuding an attractive and modern look, significantly contribute to improved energy efficiency and to the ratios of eco-design. They take into account aspects such as materials, manufacturing processes and use, thus allowing it to obtain its AAA certification in all usage categories, the highest certification in energy efficiency according to standard VDI 4707. This certification has been endorsed by the prestigious European body Liftinstituut B.V.



02.2.1

ORONA's Environmental Policy

In 2013 ORONA continued to work on the on the full integration of Environmental Management into its Management Systems. Among some of its most notable achievements are:

- Improving the monitoring of the hot water installation (for legionella), signing a contract with a supplier, including internal training on maintenance.
- In the production area, studies were carried out with various engineering firms to replace the frame 'plaforization' installation. This change was made over the 2013 Christmas period, introducing energy, environmental and parts quality (painting) improvements.
- The segregation of non-hazardous waste in all of our facilities has been considerably improved, differentiating up to 14 different types according to the San Marko indications, optimising reuse of these.
- A contract was signed with the company Garobel so that the wood we were previously managing as a waste is no longer treated as such, and is now a raw material for Garobel.

- In the Service area, as a means of strengthening the efficient driving courses carried out in previous years, vehicle diesel consumption was monitored, with it now appearing possible to reduce fuel consumption by 8 litres/month. The amount of "efficient" drivers is going to be increased in 2014 in order to optimise the data monitoring process, and to set a global target for 2015.
- In tenders we are increasingly presenting tailored Environmental plans, in which the management of all environmental aspects generated during equipment installation or maintenance (waste management, consumption control etc.) is included.

The environmental impact generated by ORONA's business activities is relatively low. However, this does mean that we shy away from our universal commitment to improving resource usage in order to obtain better efficiency of use, or to generate a lower amount of waste.



As an example, the environmental indicators improved in 2013 are shown in the following table:

Aspect	Type	Measurement
NON-HAZARDOUS WASTE	Scrap copper Solid waste Revaluable plastic	We have gone from 0,07 kg/lift to 0,02 kg/lift (26%) We have gone from 6,42 kg/lift to 4,36 kg/lift (68%) We have gone from 0,44 kg/lift to 0,73 kg/lift (167%)
HAZARDOUS WASTE	Cutting fluids Fluorescents Contaminated filters Sand filters	We have gone from 31,967 L to 22,404 L (30%) We have gone from 110 kg to 68 kg (38%) We have gone from 992 kg to 498 kg (49%) We have gone from 560 kg to 284 kg (49%)
WATER OUTFLOW	Industrial water Sewage water	We have gone from 18,363 L to 16,340 L (89%) We have gone from 394 L to 297 L (82%)
EMISSIONS	No news pending measuring the lights of the new FRAME installation	-
ENERGY CONSUMPTION	Electricity Natural gas	We have gone from 5,705 Mwh to 5,626 Mwh We have gone from 3,689,372 Kwh to 2,689,372 Kwh (82%)
WATER CONSUMPTION	Tap water Rainwater	We have gone from 394 L to 297 L (74%) We have gone from 18,340 L to 16,340 L (88%)
CONSUMPTION OF MATERIALS	Oil consumption Office paper	We have gone from 324,781 kg to 247,937 kg (75%) We have gone from 21,495 kg to 14,465 Kg (66 %)



02.3 COMMITMENT TO THE COMMUNITY

Another result of our commitment of SOLIDARITY to society, year after year we allocate a portion of our profits through COEPC (Contribution for Education and Cooperative Promotion), supporting projects in training and educational development, as well as in the research field, together with various cultural and social initiatives. Profits at ORONA only make sense when they are measured as social profits.

02.3.1

COEPC - Mandatory Contribution for Education and Cooperative Promotion

In 2013, ORONA set aside €281,799 to promote research and education centres, support cultural, social and training activities, as well as for cooperative development projects in third-world countries.

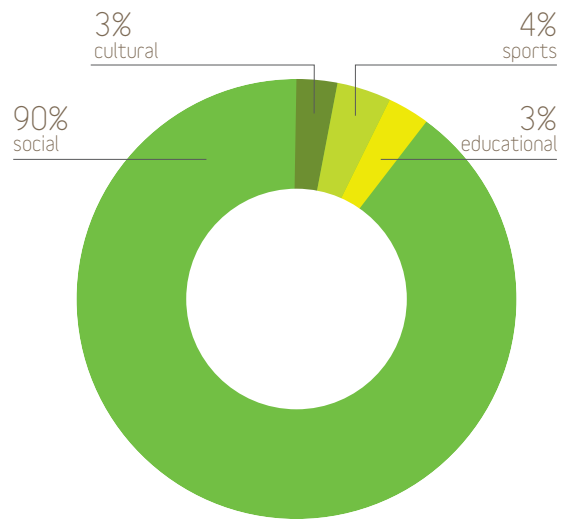
02.3.2

Contribution to Mundukide

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

The Mundukide project combines a variety of activities designed to achieve results that will withstand the passage of time. ORONA has put over 50,000 euros into Mundukide, from the COEPS Funds.

Distribution between organisation type (€)



mundukide
f u n d a z i o a



02.3.3

Civic Awards

The 13th Edition of the End of Year Gala for the 2013 Civic Awards took place in November, with the following categories: Innovation and Development, Sustainability, Volunteer Work, Solidarity Recognition and Relevant Event of 2013.

In the Innovation and Development category, ORONA won the award for creating an ecosystem of innovation, a pioneer in Europe, constituting a space that brings together various synergistic activities: Enterprise, University and Research, which is already a reality in ORONA Ideo. This model seeks to promote an open innovation network and exploit its results in terms of its commitment to the future, with the ultimate goal of generating knowledge and wealth in the community.

Orona Ideo is a laboratory where vertical transport, sustainability and energy-efficient management cutting-edge technologies will be put into practice. With its mainstays being energy efficiency and eco-efficient design, new activities that incorporate innovations in energy storage systems will be developed in order to address intelligent energy management in buildings.



02.4 COMMITMENT TO THE FUTURE

ORONA's commitment to the future is based on a clear and shared commitment to INNOVATION. The most visible icon at present this commitment, **Orona Ideo** is making good progress and will open in spring 2014 to coincide with the 50th anniversary of ORONA.

Orona Ideo sets out its uniqueness in ten guiding principles:

1. Dialogue with the territory and urban structure.
2. Innovation Node. University, Enterprise, R&D+I centres
3. Technology companies with high added value
4. Design that is in touch with the landscape and the environment
5. Bio-climatic Architecture
6. Activity fusion spaces
7. New accessibility and urban mobility concepts
8. Renewable energy sources
9. Intelligent energy management: ESCO/Smart Grid
10. Orona Brand. Milestone, Image, Museum, Concept Showroom

02.4.1

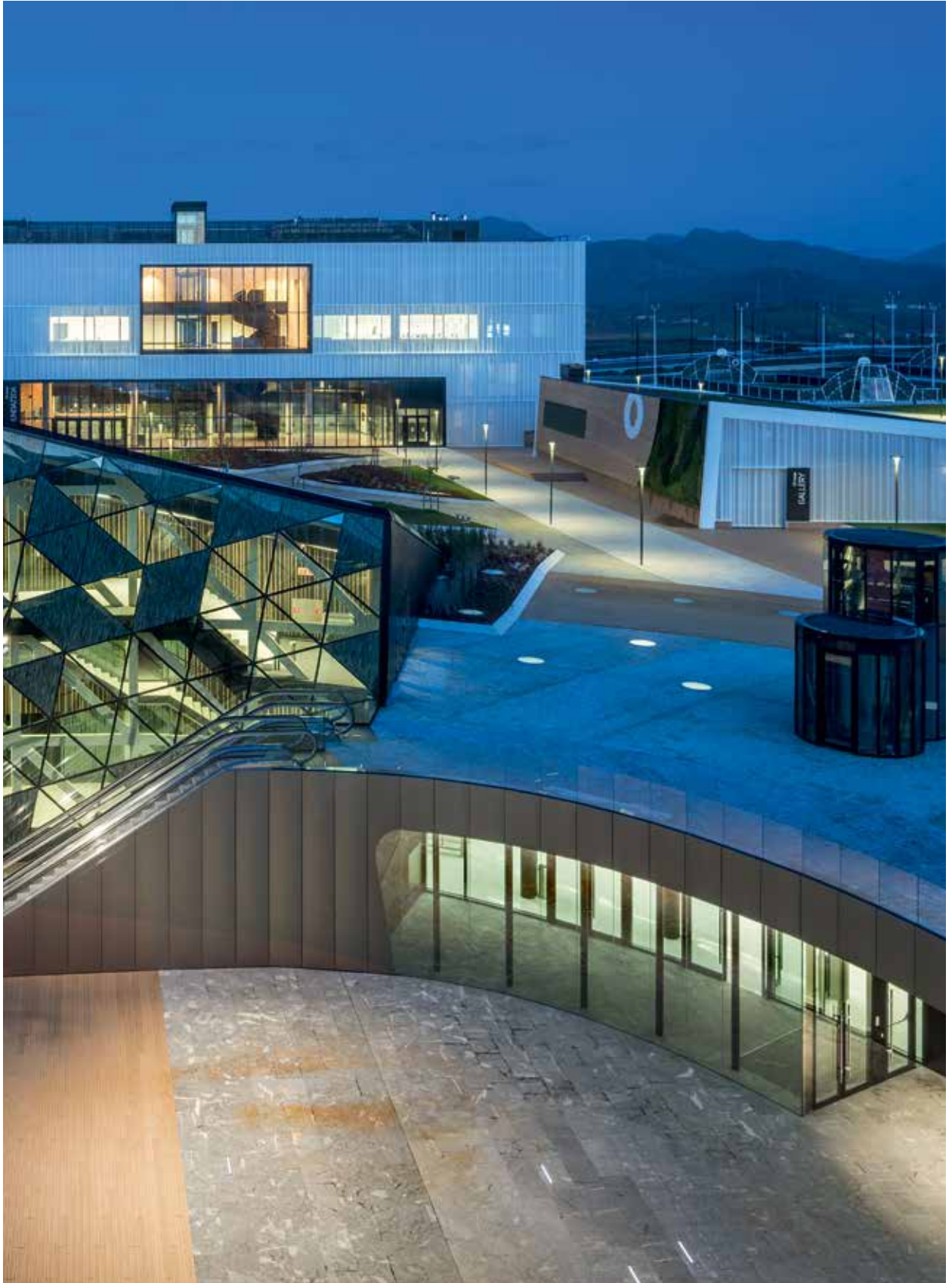
Orona Fundazioa

The opening for one of the Orona Ideo buildings took place in 2013. **Orona Fundazioa** is designed to serve as a meeting point with society, a commitment that somehow was already implicit when Orona was created 50 years ago. So that ORONA and local and international social and educational institutions establish a mutually enriching dialogue.

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

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







www.orona-group.com