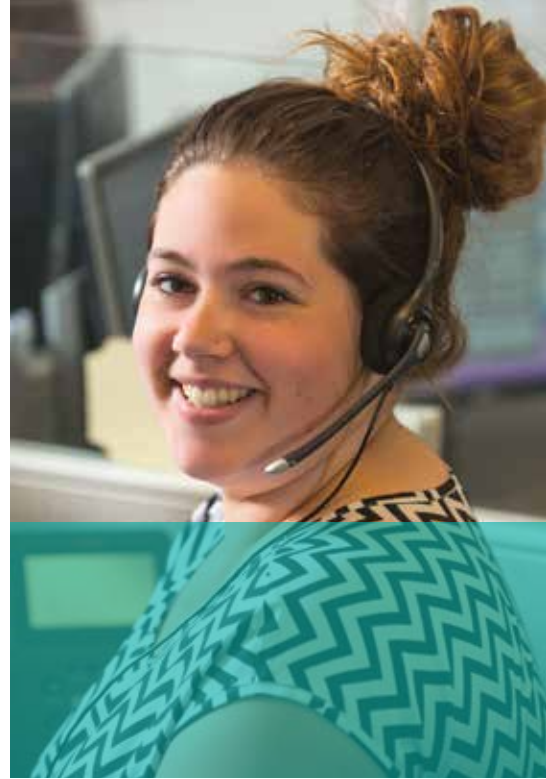


BRIGHT FUTURES




ORION



BRIGHT FUTURES

2015 was another year of growth and change for Orion. We continued to realize the advantages of our new building, in providing the additional space necessary to accommodate our growing training and employment programs and the business enterprises that support them. Our manufacturing division completed initiatives to develop more complex machining capabilities, and added a finishing business that provides chemical treatment and painting of aerospace parts. The finish line will support new training positions for program participants and qualify them for finish industry job opportunities.

In addition to our traditional training programs, Orion offers longer, more specialized internships in machining and mechanical assembly for the aerospace industry. In 2015, we added a third internship program for quality inspection. Our internship programs allow graduates to be placed in more specialized higher paying community jobs upon graduation.

Our manufacturing and contact center businesses host some of the best workforce training programs in the state. They also stand on their own as successful and accomplished businesses. Our manufacturing division was awarded their sixth consecutive Boeing Performance Excellence Award in 2015. This award is only given to 3% of Boeing suppliers

Orion Key accomplishments of 2015

- Boeing Supplier of the Year
- REDF/SIF Grant
- Finish Line Opens

Boeing Supplier of the Year

Orion is the recipient of the 2015 Boeing Supplier of the Year Award in the category of Corporate Citizenship. This award recognizes Orion's dedication to its mission of helping those who have barriers to employment through training, mentorship and job placement services.

REDF/SIF

Orion is one of 22 social enterprises nation-wide to be selected to receive funding from REDF and the federal Social Innovation Fund (SIF). In addition to furnishing funding, REDF will also provide technical assistance that will allow Orion to help more people transform their lives and futures.

world-wide. Furthermore, Orion was selected as a 2015 Boeing Supplier of the Year. This is our second Supplier of the Year award. We were also chosen for this prestigious award in 2011.

Our Contact Center Services division expanded their business base in 2015 by adding contracts with the health insurance industry, the State of Washington and as a subcontractor to the Department of the Army. We also added an innovative contract with Deaf Orion customer service agents providing IT help-desk support to Deaf customers using American Sign Language via video chat.

Our Training and Employment Division was one of 22 social enterprises nation-wide to be selected to receive funding from REDF and the Social Innovation Fund (SIF). This notable grant will help to fund Orion training programs and provide valuable technical assistance. Orion was recognized for our leadership, results and innovative service delivery model as part of the grant process.

The theme for this year's annual report is "Bright Futures." As our economy emerges from the great recession, Orion is growing and is stronger than ever. The growth of our business enterprises has allowed us to invest heavily in a rich tapestry of counselors, teachers, mentors and job developers. This investment resulted in increases in 2015 in the number of individuals served, the number of community job placements and in the average starting wage rate for job placements. Our dedicated staff members work collaboratively with our program participants, referral sources and employer partners to assure community employment and bright futures for all of our graduates.

-John Theisen, President & CEO



Finish Line

Orion opened its new aerospace finishing business providing chemical processing, anodizing and painting of aluminum parts.

Tom Brosius, Orion Vice President and General Manager said, "This gives us a capability to reduce our flow time and control our costs. It also gives us a great

new training platform to serve our vocational program, providing new career options in the local aerospace finish industry."

Finish Line

- Chemical Processing
- Anodizing
- Painting



Trevor (left) working with his mentor, Don Beeson (right).

PRECISION MANUFACTURING

Trevor

Trevor is a graduate of the Orion Manufacturing Program. Trevor loves his job and is proud of the work he does each and every day. That wasn't always the case for him. Although Trevor had strong math and mechanical abilities, he struggled to sit through classes, and college was just not a good fit for him.

He felt lost and unsure of how to get started in a job that would be successful. Not having a direction took Trevor through a difficult time, and due to a change in the economy, he was laid off from multiple companies that had to downsize. Trevor found himself battling with his mental health and questioning his abilities. When Trevor joined Orion, it

**“I’m in a job now
where I’m using all
of my abilities every
day!”**

-Trevor

was clear he needed to do some things differently to find success. Trevor took the advice from his counselors and coaching from his shop mentors and made goals each day to improve on the areas they identified.

Trevor turned a corner in June of 2015 when an opening became available at Pressco Products, in their brake form area. They gave Trevor the chance he had been waiting for, working in a machine shop making parts. The challenge of working in a busy shop brought out the best in Trevor. He found that he was able to build on his success at work, and other areas of his life started to fall into place as a result. Trevor was able to pay off his debts and move out of his parents' home and into his own apartment. While Trevor finds the work he is doing to be amazing, and he enjoys the independence that his pay check affords him, the thing he is most proud of is the changes he was able to make in his life and his outlook. Trevor's parents are proud of the progress he has made and Orion is too!

Congratulations Trevor!



MANUFACTURING

On any given day, you can walk through Orion's Manufacturing Program and witness the balance of production and training.

Program participants receive paid training in each area of our manufacturing division. Our trainers and mentors provide input that is used by participants to develop strong worker traits and refine vocational goals.

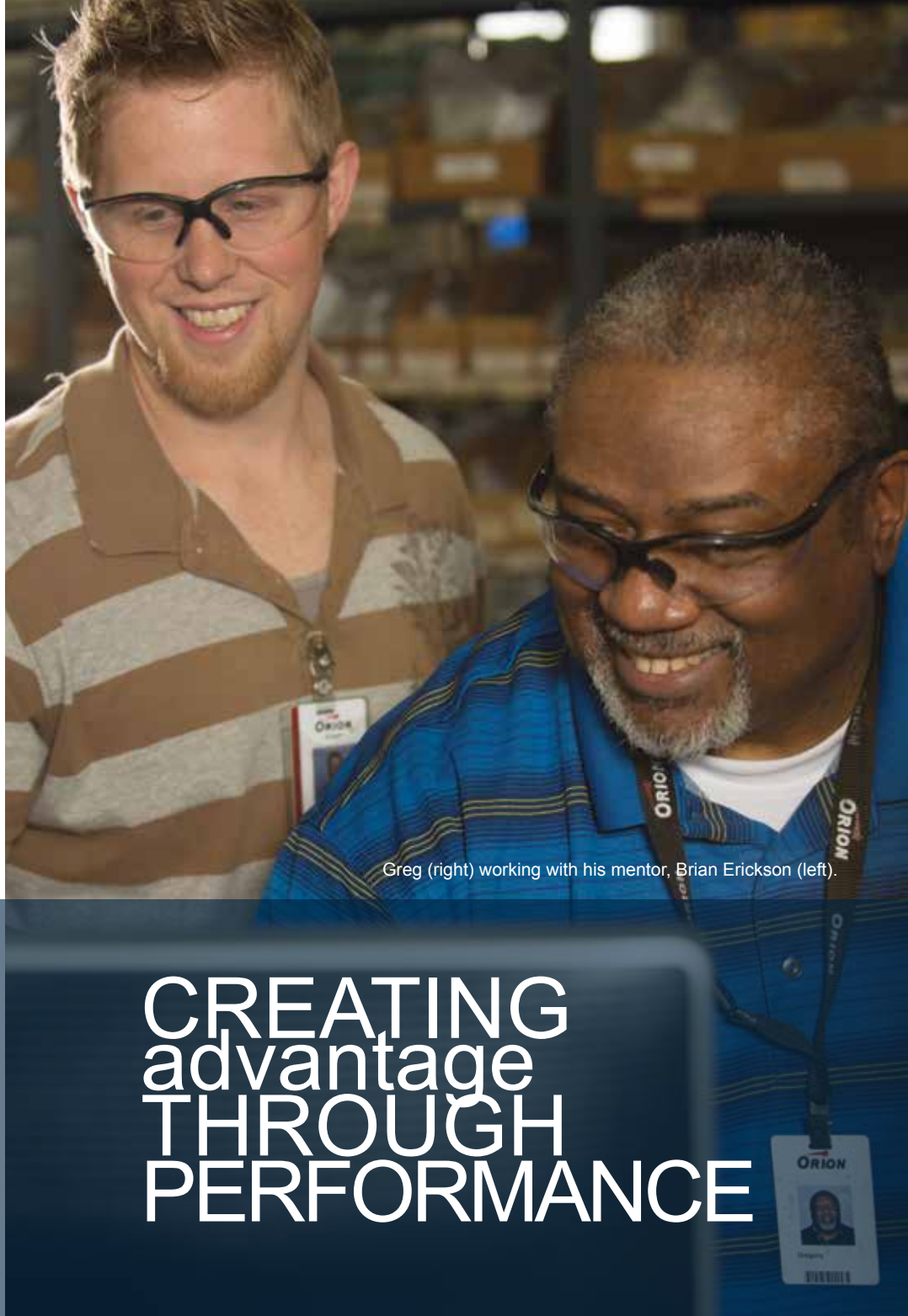
INTERNSHIPS

In 2015, we added a Quality Inspection internship to our list of in-depth training opportunities and continued to strengthen our curriculum in our sheet metal, machining, warehousing and assembly areas.

CLASSES

We continued to offer math and mechanical aptitude testing to individuals entering our training program. Orion supported learning through a variety of classes including math, blueprint reading and winning worker traits.

In 2015, 154 program participants completed math assessments. In total, 58 individuals completed math classes and improved their math score by an average



Greg (right) working with his mentor, Brian Erickson (left).

CREATING advantage THROUGH PERFORMANCE

of nearly 50 percentage points. Eighty-eight individuals attended blueprint classes.

RESULTS

We supported 98 individuals into jobs in the community from our Manufacturing Training Program, with a placement wage of \$13.32 per hour. Almost all jobs were full time with benefits!

We supported 239 individuals in assessment and training in our Manufacturing Program during 2015.



our mission
your brand

Brian Stewart, Microsoft Team Lead.

Contact Center

Since 2013, Orion employees, in partnership with Microsoft, have been providing technical support for users of Microsoft software and its accessibility features by staffing Microsoft's Disability Answer Desk. In their work, Orion specialists with disabilities answer customer questions and provide assistance in American Sign Language using video chat via the support line.

"This partnership is all about expert Orion staff who share common ground with their customers, an intentional act of impact sourcing and leveraging technology to empower people with disabilities on both sides of the call," said John Theisen, Orion President & CEO.

Providing quality customer service is the cornerstone to Orion's success. Feedback shows the Disability Answer Desk service is valuable and helpful. Said one customer, "I am blind and this is the first time I have used your services. I usually can

figure things out for myself, but this time I had a problem that I could not resolve. I was not able to get any solutions from anyone else I know. So, I called your help desk. The assistance I received was excellent in every sense, and I will not hesitate to utilize it again when I am in a situation I cannot resolve!"

"We are delighted with the service provided by Orion employees, which is making a difference to Microsoft's customers with disabilities and helping us meet our mission of empowering every person on the planet to achieve more," said Tim Hopper, Microsoft Responsible Sourcing Manager. "Our work with Orion is just one example of our approach to impact sourcing. We believe we can have a positive impact throughout the world by providing employment opportunities to qualified workers that are underrepresented."

CONTACT CENTER TRAINING

Our Contact Center Training Program supports participants, including graduates of the Office Skills & Customer Service Program, to hone their skills in a paid work environment. The Contact Center positions include Front Desk Training, Document Management and Inbound Phone Agent Training.

OFFICE SKILLS & CUSTOMER SERVICE

Our Office Skills & Customer Service Program offers a variety of self-directed tutorials, in a small classroom setting, with instructor support. Training is tailored to each individual's strengths and includes computer software and customer service training.

RESULTS

We supported 25 individuals into jobs in the community, from our Contact Center & Office Skills/Customer Service Training Programs, with a placement wage of \$13.78 per hour.

Combined, we supported 64 individuals in assessment and training in our Contact Center & Office Skills/Customer Service Training Programs.

“Set backs are temporary; as long as you are moving forward, you will reach your goal.”

-Shay

Shay

Shay began working with Orion, in job development, in February 2015, with the goal of locating accounting or administrative office work.

Shay received an accounting degree from Central Washington University. He had worked independently doing some bookkeeping but had very limited work experience.

Shay was able to secure interviews, but having a refresher in Excel, through Orion's Office Skills & Customer Service Program,

helped him speak about his skills with confidence. He worked on his interview skills as social interactions are not always comfortable for him.

In July, Shay began working in a temporary accounting position at Rainier Industries. The match was a strong one, and Shay was hired permanently when a position

became available.

Shay was determined to gain his independence and did everything he could to accomplish that goal. He has recently moved out of his parents' house and now lives independently. He is enjoying his success and growth.

Congratulations Shay!

SEAMLESS INTEGRATION



Tameshia

Tameshia started her training in Orion's Manufacturing Program in February 2015. She had never done anything like this; her past experience includes a history of clerical work, employment as a personal aide, and as a residential monitor for a youth program. Through these experiences, Tameshia discovered that she liked to help people.

Tameshia had been attending ITT Technical Institute, but due to a lack of funds was unable to continue with school. She then came to Orion.

In her program at Orion, she exhibited strong worker traits as well as potential as a manufacturing/production worker.

Based on her experience and aptitude, there were quite a few vocational directions that she discussed with her job developer. They discussed an opportunity with SKCAC Industries, whose mission is to help people with disabilities and other barriers

get and keep jobs. SKCAC, like Orion, employs job developers, but also employs job coaches to work one on one with clients as they learn their jobs and assimilate into their employers' culture. Tameshia has a warm and helpful personality, so this work seemed to be a great match for her. She started as a supervisor with a crew, working at Mariners games, and soon began managing her own case load of workers and job seekers.

Tameshia is now working as a job coach at SKCAC.

Congratulations Tameshia!

“Orion helped me develop new skills and discover amazing opportunities.”

-Tameshia



OUTCOMES

2015 was a milestone year for Orion. It was the first time in our history that over 100 individuals that we assisted to find jobs retained those jobs for at least 90 days. Retention of 90 days is the standard required by our referral partners.

Our programs are set up to provide both assessment of skills, abilities and interests, and to provide technical training. Our businesses serve as the platform for this technical training.

It is through the intensive support from our training & employment counseling staff, our staff in our business enterprises, who take on the role of mentors, and our business development staff, who open doors in the community, that we are able to create opportunities.

The factors that influence a participant's job goal are previous work history, education and personal interests. In 2015, 56% of our clients found jobs in the manufacturing and production industry, 15% in customer service and 29% in other industries. These included food service, skilled trades, driving, human services and warehousing. Some of our most unique placements in 2015 were carpenter, IT consultant, job coach and bus driver.

The primary goal of all of Orion's

programs is to offer skills, support and guidance to allow participants to successfully transition to jobs within the community. Employability skills that are essential for success, such as attendance, communication, the ability to accept feedback, and demonstrating a strong work ethic, are promoted in the Orion Training Programs.

As part of their program, participants meet with an Orion vocational counselor to develop goals.

Those successful in their program will work 1:1 with an Orion job developer to conduct their job search and to gain support once on the job.

Justin

Justin joined the Orion Manufacturing Training Program in 2014. Justin didn't have much work experience, and as a result, he had a lot to learn about the routines and demands of the working world. Justin was open to input and really used it to improve his performance. He wanted to understand both the technical and cultural expectations of work. He proved to be an open minded learner and picked up on the skills of each work area very quickly. Because of his disability, Justin had limited insight into his performance and how others perceived him. He looked towards Orion staff to provide insight and support in developing work behaviors.

Justin is not a man of many words, and the traditional

our mission your success



Justin (right) working with Todd Schneider (left).

Graduate of the Year

interview process seemed like it wouldn't be the best path. Justin applied at General Plastics in Tacoma. Rather than relying solely on an interview, General Plastics has applicants complete some testing, including math, measuring and behavioral testing, as part of their evaluation process. Justin did well on the tests proving that he would be a solid addition for any employer.

General Plastics also worked with Orion job developers, and took advantage of the opportunity to look at evaluations completed by

Justin's supervisors and mentors at Orion. In addition, General Plastics consulted with Justin's job developer on his personality and learning style, and used this information to choose the best position for him to be successful at General Plastics.







Justin started working at General Plastics in January, and quickly reaped the benefits of employment by becoming the proud owner of his first car.

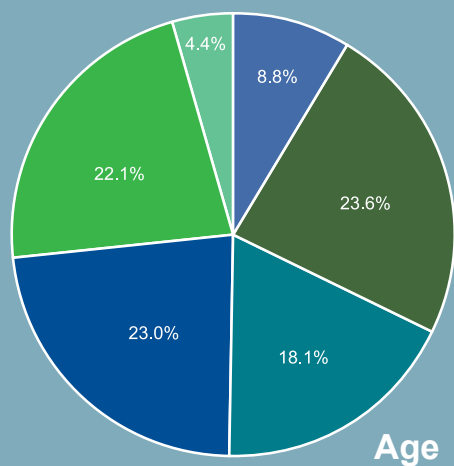
Congratulations Justin!

Demographics:
We served a total of 331 people in 2015

Gender:
Men – 61%
Women – 39%

Age:

| | | |
|-------|-------|---|
| 18-21 | 8.8% |  |
| 22-29 | 23.6% |  |
| 30-39 | 18.1% |  |
| 40-49 | 23.0% |  |
| 50-59 | 22.1% |  |
| 60+ | 4.4% |  |



Barrier:

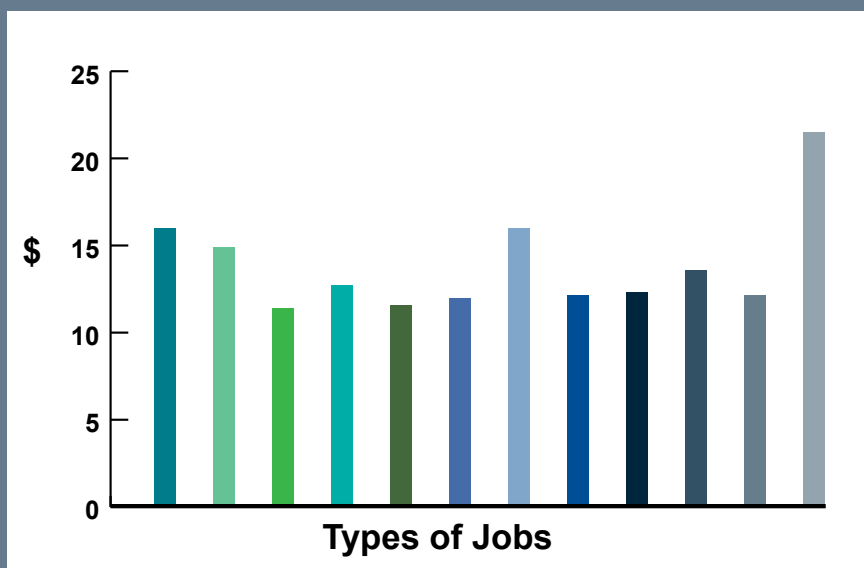
| | |
|-------------------|-------|
| None | 6.3% |
| Developmental | 9.7% |
| Hearing | 4.5% |
| Medical | 9.7% |
| Neurological | 25.1% |
| Orthopedic | 12.1% |
| Psychological | 22.6% |
| Substance Abuse | 9.4% |
| Visual Impairment | 0.6% |

Education:

| | |
|----------------------|-------|
| In High School | 0.5% |
| No HS Diploma | 7.0% |
| GED | 7.5% |
| HS Diploma | 26.9% |
| Post HS / Associates | 51.5% |
| Bachelors & above | 6.6% |

43% of all participants received special education.

BUSINESS with a PURPOSE



Types of Jobs:

| | |
|---------------------------------|---------|
| Administrative / Accounting | \$15.99 |
| Call Center / Customer Services | \$14.92 |
| Driver | \$11.40 |
| Food Service | \$12.71 |
| Housekeeping/ Janitorial | \$11.59 |
| Human Services | \$11.99 |
| IT / Tech | \$16.00 |
| Labor / Security | \$12.15 |
| Machine Operator | \$12.33 |
| Manufacturing / Production | \$13.56 |
| Shipping / Warehouse | \$12.15 |
| Skilled Trades | \$21.50 |

Our average wage placement in 2015 was \$13.48 / hour.

Our Mission

We change the lives of people with barriers to employment by building esteem and creating opportunities through training, education and successful business platforms.

Orion Industries is a social enterprise with a mission of helping those with barriers to employment. Orion uses operations in its Aerospace manufacturing division and Contact Center Services division as platforms to teach people job skills through mentoring and internship programs. Orion's Training & Employment division supports individuals in achieving their goals through job placement and job retention services.

Math & Blueprint Classes

- 154 program participants completed math assessment
- 58 program participants completed math classes
- 27.5% average pre-test score
- 74.9% average post-test score
- 88 program participants attended blueprint class

Community Return on Investment

In 2015, the combined community impact of Orion's services was more than \$4 million. Every day, Orion sees the impact of helping program participants achieve the independence and esteem that goes along with learning life-long skills in a trade or

vocation. Orion calculates the annual financial impact of our services on the community by calculating the difference between support payments received by Orion program participants prior to entering our program and the wages and benefits they earn as taxpayers after gaining community employment.

HEADQUARTERS

1590 A Street Northeast
Auburn, WA 98002
253.661.7805

orionworks.org – Orion Training & Employment
orionquality.com – Orion Aerospace
orioncontactcenter.com – Orion Contact Center

AFFILIATIONS

SourceAmerica
Directors of Disabilities Organizations
National Rehabilitation Association
National Rehabilitation Counseling Association
Community Employment Alliance
Society of Human Resource Management
Washington Business Leadership Network
Puget Sound Diversity Employment Network
Alternative Staffing Alliance
Auburn Community Roundtable
Social Enterprise Alliance

Aerospace Futures Alliance
Aerospace Industries Association
Center for Advanced Manufacturing – Puget Sound
Pacific Northwest Aerospace Alliance
British and American Business Council

American Teleservices Association
Customer Service and Support Professionals
Society of Consumer Affairs Professionals
Direct Marketing Association – Nonprofit Federation
International Customer Management Institute
Contact Center World
American Association of Customer Engagement

Auburn Chamber of Commerce
Enumclaw Chamber of Commerce
Federal Way Chamber of Commerce
Kent Chamber of Commerce
Renton Chamber of Commerce
Seattle Metropolitan Chamber of Commerce
Southwest King County Chamber of Commerce
Tacoma-Pierce County Chamber of Commerce

PARTNERS

Aerospace Joint Apprenticeship Committee - Workforce
Development Council of Seattle-King County
Division of Vocational Rehabilitation
Department of Services for the Blind
Veterans Administration
Labor & Industries
REDF/SIF

REDF



ACCREDITATION

CARF

Employment Planning Services
Community Employment Services: Employment
Supports
Community Employment Services: Job Development

The Boeing Company

D1-4426
Model Based Definition (MBD)

ISO9001/AS9100

Certified by TUV: USA in the following
standards: ISO 9001:2008 & AS9100C

Nadcap

Chemical Processing

Contact Center Certifications

Certified HIPAA Compliant
PCI Compliant
All full-time and management staff are ICMI and/or
CIAC Certified in our Contact Center Services Division

BOARD OF DIRECTORS

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**BRIGHT
FUTURES**