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Orion Selected as Puget Sound Business Journal 2017 Innovation Award Recipient.

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The Puget Sound Business Journal (PSBJ) has selected Orion Industries as the 2017 Innovation award recipient in the nonprofit category. Orion is proud to be recognized by PSBJ as one of twelve outstanding companies that are driving innovation in the Puget Sound region. To learn about the companies that were selected in the other categories please follow the link: (www.bizjournals.com/seattle/news/2017/01/09/meet-the-winners-of-this-years-psbj-innovation.html).

Orion Industries is a social enterprise with a mission of helping those with barriers to employment, such as learning disabilities, low income, and mental health barriers. Orion uses operations in its aerospace manufacturing division, a certified AS9100 tier one supplier delivering millions of parts to Top Tier OEMs, and in its award winning contact center services division, as platforms to teach people job skills through a combination of classroom instruction and on-the-job-training, including mentoring and internship programs.

Orion's contact center is a 200 seat state-of-the-art facility that offers scalable solutions to meet both inbound and outbound customer needs. Orion's contact center is certified HIPAA, PCI, and ISO 27001 compliant, and provides support for companies including Microsoft, Multicare, the U.S. Army, and the Washington Department of Fish & Wildlife.

Orion has successfully created an innovative service and technology model in its contact center division, and in so doing is helping to solve two difficult problems facing business, industry, and government today; communicating with diverse populations and employing persons with disabilities or other barriers to employment.

Orion uses select contracts in its contact center business to provide training opportunities for those with disabilities or other barriers to employment.

One such partner is MultiCare, a leader in health care services. Orion trains people to handle inbound customer service calls, specializing in the complex health care and technical support industries where jobs abound. These individuals become highly skilled and sought after. Because Orion develops this talent with a focus on persons with disabilities or other barriers, many companies have chosen to partner and use Orion's transitional employment services as a way to develop their talent.

Since 2013, Orion employees have been providing technical support for users of Microsoft software and its accessibility features by staffing Microsoft's Disability Answer Desk. In their work, the Orion specialists answer customer questions via the support line providing assistance using telephone and chat. Both Microsoft and Orion have specialists with disabilities providing assistance in American Sign Language via video chat. The partnership with Microsoft works well due to the common ground that Orion's expert staff shares with Microsoft's customers. With an intentional act of impact sourcing and leveraging technology, Orion has empowered people with disabilities, on both sides of the call. Orion is helping to pioneer the role of technology in improving business results and consumer experiences while providing opportunity.

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More about Orion

Founded in 1957 as a vocational program for students with disabilities, Orion Industries is headquartered in Auburn, WA, where its three divisions, aerospace manufacturing, contact center services, and the training and employment division offer job training through mentorship programs. Orion operates a second location in Mukilteo, WA.

Orion's training and employment division offers skills training using Orion's aerospace and contact center services divisions as platforms. The Orion training and employment division also offers training in office skills and customer service programs, and supports individuals in achieving their goals through mentorship, job placement and job retention services. Orion's training and employment division provides training programs in its aerospace and contact center services division at its facility in Auburn, and provides training programs using its aerospace operations in Mukilteo.

Orion's aerospace manufacturing enterprise supplies precision machined parts and sub-assemblies to aerospace customers throughout the world. Orion is certified to the international aerospace manufacturing quality standards ISO 9001 and AS 9100, and is the recipient of the Boeing 2011 and 2015 Global Supplier of the Year award. Orion conducts manufacturing operations at both its Auburn plant and its Mukilteo plant.

Orion's contact center services division features an outsource contact center that prepares program participants for careers in the customer contact industry. Its foundational operations program was developed to create a contact center employing people with disabilities that operate using recognized industry best practices. Orion's contact center services division is based in Orion's Auburn facility.

Orion Industries, Auburn

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Orion Industries, Mukilteo

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