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## Washington State Governor Jay Inslee Visits Orion Industries.

Auburn, WA – January 31, 2018 –



Governor Jay Inslee paid a visit to Orion's Auburn location on Wednesday, January 31st. Gov. Inslee was able to take a tour of Orion's operations while hearing about our mission of providing training opportunities to those who have barriers to employment. Gov. Inslee was able to gain firsthand knowledge of the positive impact that Orion has on the community, and see how Orion contributes to Washington State's economy.

Orion is an award winning 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 and its Contact Center Services division as platforms to teach people job skills through a combination of classroom instruction and paid training, including mentoring and internship programs.

Orion is a leader in the manufacturing, painting, and finishing, of precision metal fabrication parts, and in the production of wire harness/cable assemblies for the aerospace and defense industries. Orion offers CNC machine fabrication, mechanical and hydraulic assembly, kitting and integration services, and supply chain solutions. Orion supplies millions of precision machined parts and subassemblies to Top Tier OEMs and aerospace customers throughout the world, while offering exceptional quality and delivery performance. Orion conducts manufacturing operations at both its Auburn and Mukilteo locations, and is certified to the international aerospace manufacturing quality standards ISO 9001 and AS 9100, ITAR registered, and NADCAP approved.

Orion's contact center is certified HIPAA, PCI, and ISO 27001, and provides support for companies including Microsoft, the U.S. Army, and the Seattle Times. Orion makes customer service and technical support accessible to people with disabilities. Our agents specialize in providing support to those using assistive technologies to overcome visual, communication, and mobility barriers; this includes services provided to those in the deaf community via live video by agents whose native language is ASL (American Sign Language). Orion's ability to make service accessible through combining staffing with technology is unique in the industry.

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. In the last three years, the combined community impact of Orion's services was more than \$11 million.

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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, 2015, and 2016 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**

1590 A Street NE  
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### **Orion Industries, Mukilteo**

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