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Interview with Josemari
Arozena President of ULMA
Forklift Trucks

ULMA Handling Systems
automates the logistics
platform developed for
Eroski, a pioneer experience
in Europe



VA We
are

WE ARE



April 2015



NEWS AND CURRENT THEMES.
ULMA Architectural Solutions, **Draining Solutions** in the Munich BAU trade fair.

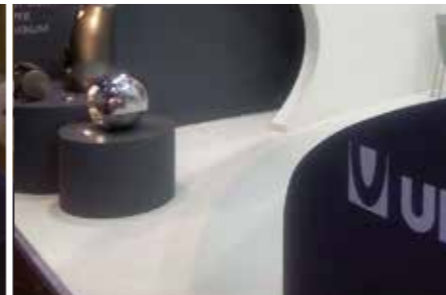
NEWS AND CURRENT THEMES.
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NEWS AND CURRENT THEMES.
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ULMA GROUP

The subscription campaign to the Berria journal aimed at ULMA Group partners and workers has finished

The recently finished subscription campaign has been one of the actions resulting from the collaboration agreement signed in 2007, between ULMA Group and the Diario Berria, attending to the proposal from the ULMA Group Euskera Committee.

In its commitment to protect and promote culture and Euskera, ULMA Group favours the measures that also facilitate the standardization of Euskera in the employment environment. In this sense, at the beginning of the year the ULMA Group partners and workers had the occasion of subscribing to the Berria journal at half the normal price.

This campaign is an example of the initiatives within the framework that ULMA Group wants to create and maintain to promote that Euskera forms part of daily life, guaranteeing in this case the means to create a habit of reading in Euskera, as well as putting the journal into hands of the largest possible amount of readers. By now, the partners and workers that took advantage of the subscription campaign are already enjoying the advantage or receiving the Berria journal in their own letterbox.



ULMA ARCHITECTURAL SOLUTIONS

ULMA Architectural Solutions celebrates its 25 years offering innovative building solutions

This year is a special anniversary for the building sector. ULMA Architectural Solutions celebrates 25 years of activity, in full performance and unstoppable international projection.

From a workshop to an industry

The company started at the core of ULMA Group, when in 1990 it manufactured the first pieces of drain channelling from polymer concrete. Years later the first technological investments were made and new construction solutions were developed, opening the business field to other markets. That way architectural prefabricated pieces were created (gutters and copingstones) and the innovated ventilated façade system. Over these years of growth, the company passed from being a small workshop to become an industry with a 12,000-m² factory in 2005.

Internationalization

In 2009, with a qualified human team, the technology and expertise acquired after years of experience, a new strategic focus lead it to implement an internationalization policy committed to opening itself to a more and more global world.

Nowadays, ULMA Architectural Solutions, after a quarter of century behind them, is a reference in the Spanish sector and has branches in Portugal, France, Brazil, Mexico and Italy and is present through distributors in more than 20 countries all round the world.

A special logo has been created for stationary and business supports to commemorate its 25th anniversary and a Committee has been formed and is already working on the organization of different events for the occasion.

ULMA PACKAGING

ULMA Packaging opens a branch in Turkey

SINCE THE BEGINNING OF 2015, THE NEW BRANCH IS FULL OPERATIONAL.

The director of the Turkish branch, Güneş Özmen, from the new offices located in Istanbul, works with the objective of improving and tightening the relationship with clients.

The Turkish market has been very dynamic for ULMA for many years and shows an important growth potential for our main sectors like those related to fresh foods.

We can highlight that DUBA, the ULMA Packaging distributor in Turkey; will continue collaborating with us like it has been doing over the last years.

We start the first part of the year with our own presence in the FOTEG trade fair (5-8 March) where we will exhibit our most advance solutions in thermal sealing of trays and flow packs on our ULMA Ambalaj stand. On the other hand, we will also exhibit our high-performance stretch film wrapper on the DUBA stand.

ULMA EMBEDDED SOLUTIONS

Requirements Engineering Professionals in ULMA Embedded Solutions

Ten ULMA Embedded Solutions engineers have become Certified Requirements Engineers in Requirements Foundation Level by IREB (International Requirements Engineering Board). With this title, they have accredited their knowledge of the fundamental aspects for the life cycle of Managing and Defining Requirements.

That way, ULMA Embedded Solutions continues committed to training its team for ongoing improvement of their client's developments.



ULMA HANDLING SYSTEMS

Orkli and ULMA Handling Systems design a real time traceability system to control production and logistics

Innovative solutions connecting businesses



The main reason that has caused ORKLI to take on this E-KANBAN project is the possibility of offering its clients an optimal, precise, and real-time logistics service without the need for service waiting times.

The Kanban system implemented in Orkli is an easy to use e-Kanban web based system, designed in order to reduce delivery times, reduce stocks and obtain customer loyalty. This project was developed to guarantee that all movements of the goods are controlled by an RFID system that allows having all the available information in real time, optimizing the process and monitoring

the inventory. Customer service has considerably improved using this system; the provisioning of material consumption depends only on the time it takes to transport the materials from Orkli to the client. This means that both the delivery period when the material should be given to the client, as well as that necessary for each client is reduced.

In addition, without any effort, the client makes sure that the material it has consumed will arrive exactly when needed, being able to see the information of its material at any time, on-line and fully updated.

ULMA PIPING

ULMA Lazkao Forging obtains the OHSAS 18001 Certificate



The Occupational Health and Safety System implemented by ULMA Lazkao Forging has been recognised with the OHSAS 18001 certificate. The work carried out by the entire ULMA group intervening in the identification, evaluation and control of possible risks associated to each position, has translated into the consolidation of its occupational health and safety system.

The audit performed last year by

Lloyd Register ratifies the fulfilment of legislation for integrated prevention in all the ULMA Lazkao Forging production processes.

The OHSAS 18001 Certification certifies an adequate Occupational Health and Safety policy and manifests the commitment of all workers for the ongoing improvement in the development of its business activity.



ULMA AGRÍCOLA

ULMA Agrícola installs greenhouses in the desert

The weather conditions, the lack of water and high temperatures mean that developing farming exploitations is complicated in desert climates.

Productive installations in the area require a high level of technicality, with adequate solutions and equipment, to respond to the weather needs of each crop.

In the latest Middle East installation carried out by ULMA Agrícola, response was given to these needs with both the distribution of the proposed greenhouses as well the equipment used for the acclimatization.

The project covers nearly 2 hectares for agricultural crops, which has been divided into 2 modules. The Multi-chapel curved model of greenhouse is used for this installation, covered with cellular polycarbonate and without any type of natural or passive ventilation. The greenhouses have been equipped with a combination of cooling panels, extractors and fog system for the humidification and cooling of the internal environment. The cooling panels are situated in a central warehouse that connects the two modules and that is the only one with zenith ventilation that allows

renovating the internal air that way managing to cool the temperature inside the greenhouse by forcing the air through the humid walls.

The fitting-out of both modules has been completed with the installation of overhead shading, air circulators, and irrigation system. An adequate internal climate for cultivating vegetables has been achieved by combining all these elements.

ULMA PACKAGING

New perimeter illumination system with LEDs

ULMA PACKAGING HAS CHANGED ALL THE EXTERNAL LIGHTS AROUND ITS GARIBAI FACILITY FOR LED LAMPS.

42 lamps of 85 W have been installed on all the illumination posts that originally had lamps of 250 W.

In addition, the useful life of these new lamps is 5 years respecting the year and a half of the previous ones.

The investment, which was subsidized, means an energy savings of 77.08% which translates into more than 900 €/year without counting associate maintenance costs.



ULMA CONVEYOR COMPONENTS

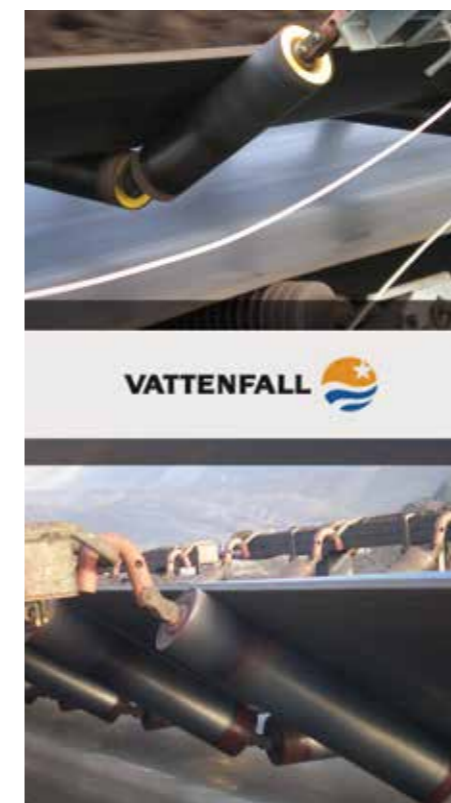
Supply Contract Vattenfall Germany

After the approval achieved in 2014, ULMA Conveyor Components has obtained a supply contract for rollers for the mines and thermal plants of the Vattenfall energy group in Germany. The contract is for the 2015 to 2019 period and includes yearly revisions.

Vattenfall is one of the largest European energy groups, owned by the Swedish government and with facilities in Scandinavia, Germany, Holland, France and the United Kingdom. About 87% of the Vattenfall Germany production comes from fossil fuels, mainly extracted from the lignite mines owned by (Jämschwalde, Nochten and Welzow).

ULMA Conveyor Components has developed a new dynamic high range roller specifically for this client complying with the starting force, noise level and eccentricity requirements (T.I.R and M.I.S.)

Obtaining this contract from one of the most demanding clients is a great support to our plans in Germany and will facilitate our entry to the rest of German energy groups.



ULMA FORKLIFT TRUCKS

New TRESiA forklifts, designed to perform... Built to last

ULMA Forklift Trucks presents the new range of TRESiA counterweighted diesels from Mitsubishi, which consists of two series: TRESiA ES, 7-ton forklifts, and TRESiA EX with load capacities between 10 and 16 tons.

The new FD70N from the TRESiA ES series is characterized by having a turbo engines designed to favour reduced fuel consumption without sacrificing productivity, offering a 14% increase of efficiency regarding the engines of the previous generation and that way fulfilling the current European Stage IIIB regulation regarding emissions. In addition, it includes a compact turbo compressor that reduces fuel consumption by 18%.

On the other hand, the TRESiA EX series incorporates all the innovations offered by the ES series and in addition adds the possibility of choosing between two control systems allowing adapting the performance profile of the forklifts to the specific needs of the work being carried out. This standard model achieves a fuel saving of up

to 14%, compared to the previous engines, maintaining productivity up to 95%, while the "ECO" mode allows exceptional efficiency while accelerating without sacrificing speed.



ULMA PACKAGING

New automatic thermal sealer TSA 87

WITHIN THE RANGE OF TSA SANITIZABLE THERMAL SEALERS, ULMA PACKAGING HAS RECENTLY PRESENTED IN FRUIT LOGISTICA ITS NEW TSA 875 MODEL.



This model has the same advantages as its predecessor, the TSA 680.

- Sanitizable design
- Integrates into complete packaging lines
- Highly efficient
- UPC based control

The difference with the previous model is because this new model has a larger sealing area. Its maximum sealing area is 330x875 mm. This new model is another example of the ULMA Packaging commitment to the development of a complete new range of thermal sealers that respond to the most demanding requirements of the market.



ULMA CONSTRUCTION

Success of ULMA Experience in Rome

Last November an event took place in the Palacio Colonna of Rome, in the heart of the historic city, as the culmination of a series of acts within the promotion plan of the ULMA Construction brand in Italy.

The event had the participation of representatives from the most important construction companies and engineering and design studios of the country, as well as that of outstanding institutional personalities: The Spanish ambassador to Italy, Francisco Javier Elorza, and the Economic and Commercial Counsellor, Angel Torres Torres; the Secretary of State, Luca Lotti, attended in representation of the Italian Government; he had different conversations with the participants about the current market situation and the economic previsions for the future.

This event is another step forward in the strategy proposed by ULMA Construction and establishes the bases for a tight and close relationship with clients, strengthening the ULMA brand and consolidating its image and reputation in the sector.

ULMA Construction presents itself as a reliable partner, capable of offering excellent service and adequate response capacity, in both Italy as the rest of the world.

ULMA Construction has managed to gather 70 professionals and specialists from different fields and create a work atmosphere, interchanging experiences and generating business. All these previous and later activities with the client have demonstrated being a success regarding the results, from there the experience can be extrapolated to other markets.



ULMA PIPING

The quality and specialization of ULMA Lazkao Forging patents in Valve World

Last December ULMA Lazkao Forging participated in Valve World Expo 2014, the biennial International Trade Fair for Industrial Valves, held in Düsseldorf, where it had the opportunity of showing its leadership thanks to its specialized offer in closed-die forging and its exceptional quality in the production of pieces.

The International valve trade fair for the oil and gas sector, was attended by about 12,500 persons that could visit all 664 exhibitors distributed around the 17,876 square meters of the event. The exhibitors, among which the ULMA stand stood out because of its differentiating design, exhibited their solutions and products, such as valves, actuators and control systems, forged parts, products related to valves, seals, engineering, associations and publishers.

ULMA Lazkao Forging was made very welcome among the professionals attending the Fair exhibiting its Forged Valve Bodies in different types of materials INCONEL, MONEL, HASTELLOY, or TITANIUM, together with a wide range of sizes that includes diameters up to 750 mm and weights above 450 kg. It also showed applications for the nuclear industry, ASME III NCA 3800 approved by VELAN and all the main standards, technical requirements and internationally valid specifications.

With more than 30 years experience guaranteeing ULMA Lazkao Forging in the



ULMA ARCHITECTURAL SOLUTIONS

LEED Certification: Sustainable Commitment, ULMA Commitment

THE NEW ECONOMIC WORLDWIDE SCENARIO IS FORCING THE REVISION OF MANY PRINCIPLES, VALUES AND RULES ON WHICH THE ECONOMIC FUNCTIONS AND BUSINESS DECISIONS WERE INSPIRED.

The objective is to reach a more balanced and sustainable development model based on a different way of understanding economy, the resources, consumer patterns, and in this specific case, construction systems.

The firm commitment of ULMA Architectural Solutions with sustainability, the environment and energy efficiency is shown in



this document summarising the contribution of ULMA to the **LEED Certification**, that depending on each project can reach a **maximum of 32 points of the 110 possible ones** that are defined in the seven categories to be analysed:

1. Sustainable plots
2. Water efficiency
3. Energy and Atmosphere
4. Materials and resources
5. Internal atmosphere quality
6. Management innovation
7. Regional priorities

LEED provides a complete framework to evaluate the efficiency of the building and their commitment with sustainability, therefore the LEED commitment is the ULMA Architectural Solutions commitment toward a new more balanced, sustainable and environmental friendly scenario.

Enter the following link or use the QR code to obtain more information, where we will explain in detail the **ULMA contribution to the LEED Certification**: bit.ly/ULMA-LEED



manufacturing of adequate valve bodies ready to resist the extreme conditions and this has served for the sector to recognize

ULMA as a referential, highly reliable supplier.



ULMA GROUP ULMA Brand Surveillance System, a tool for sharing knowledge

ULMA Group has developed a Brand Surveillance System that allows automatically and permanently capturing and classifying all the content published in digital format about ULMA Group, its Brand or any of its Businesses.

This system mainly recompiles news, articles and opinions in text or video formats, published in external digital channels, magazines and journals. This platform has been designed to trace the digital content published in Euskera, Spanish, German, English, French, and Polish based on the

application of browser alerts and original sources susceptible for hosting content about ULMA.

Using the design of this tool during the test period and the ongoing improvement process, ULMA Group pretends to monitor treatment of the ULMA Brand and offer reports with links to the original sources to have immediate access to the published information.

In a later phase, this information capturing system could be developed, if required, as technological surveillance of the content linked to sectoral activities or interesting markets for each of the ULMA Group businesses, offering useful knowledge as support for research. This practice known as Competitive Intelligence consists of having all the necessary information to know and analyse its own environment, including competition, the

market and possible clients, to situate ourselves in the our business reality and even anticipate future changes and identify new tendencies and opportunities.



ULMA HANDLING SYSTEMS A fully automatic Distribution Centre for Brandili has been inaugurated in Brazil

Brandili, a company in the infant clothing sector inaugurates its new distribution centre fully automated by ULMA Handling Systems; this action means an investment of more than 70 million Brazilian Real, over the last five years to renovate its facilities.

The process started in 2011, based on a Director Plan that has included the expansion of the Brandili industrial and logistics processes. "This project is a milestone for the Brazilian textile industry, because it shows a revolution in the modernization of companies in that referring of good logistics practises

in storage and preparation of orders", highlights Gorka Sudupe operations manager of ULMA Handling Systems in Brazil.

The automated solution is formed by an innovative logistics system consisting of two FSS and an automatic classification system designed for double trays managed by means of a WMS customized to the solution. In addition, the Pick to Light devices will intuitively guide the operator in the multi-order preparation process.

The Brandili Logistics manager, Sigfrid Hornburg, indicates, "the

most significant advantages have been obtained in the agility, precision and control of the order preparation systems". Before the automation Brandili prepared 300 boxes an hour and after the automation it has the capacity to prepare 1,500 boxes/hour.

In addition, Mr. Hornburg adds, "the advantages are also outstanding in the safety and ergonomics for the employees and time reduction in displacements of employees".

ULMA PACKAGING To work on a bicycle

Within the campaign promoted by the Gipuzkoa Regional Council and the local councils of Mondragon, Oñati, Aretxabaleta and Eskoriaza, ULMA Packaging has adhered by preparing three new parking areas for bicycles.

These new parking areas add to the already existing ones, but with the characteristic that due to being outside, they are covered to protect the bicycles from weather conditions.

With all that, we want to establish that previously there were already many people going to work on a bicycle, in ULMA Packaging; this is a habit that is becoming more and more popular, being a truly healthy habit respecting the environment.



ULMA FORKLIFT TRUCKS Visit of Yuichi Mano, President of Mitsubishi Caterpillar Forklift Europe

YUICHI MANO, PRESIDENT OF MITSUBISHI CATERPILLAR FORKLIFT EUROPE HAS VISITED DURING THESE DAYS ULMA FORKLIFT TRUCKS AND THE CORPORACION MONDRAGON.

This important visit is contextualized within the round of trips that the recently appointed president of MCFE is making, accompanied by Miguel Cascajo -sales manager and main interlocutor between the two companies- to the offices of the main distributor of this brand in Europe.

The visit, although brief, was full of activities; it started with a work meeting and later a presentation by ULMA Group of its businesses in its Central Offices. After this, a guided visit to the facilities of ULMA Forklift Trucks in Oñati in order to see first-hand the daily business activity, its context and current reality.

Later, Ángel Sánchez, Manager of ULMA Forklift Trucks and Product Director, and Fran Fernández, Commercial and Service Director as hosts were very interested in that the delegation of the Japanese company visited the Corporación MONDRAGON

facilities in Arrasate, where Mikel Lezamiz, Director of Corporate Diffusion received them and with his normal pleasure as hoist not only introduced them to the wide and diverse Mondragon business activity, reviewing the main milestones reached and challenges achieved after more than half a century of existence, but also exclusively transmitted to them the essence of the cooperative spirit.

Mr. Mano, highlighted in his later speech having been very impressed by the singularity of the activities forming our business group, as well as the structure forming them.

The visit finalized with a nice luncheon in Caserío Olandixo.



For the last 30 years, ULMA Forklift Trucks has been the official exclusive importer in Spain of Mitsubishi Forklift Trucks.

ULMA ARCHITECTURAL SOLUTIONS
Draining Solutions in the Munich BAU trade fair

ULMA Architectural Solutions has presented its **Draining Solutions** in the architecture, materials and systems Trade Fair BAU 2015 that was held from 19 to 24 January in the German city of Munich. The latest innovations and new pieces were shown in the sector in all its facets.

ULMA has presented its **MULTI V+** range that combines in only one-system advantages like economy, versatility and dependent possibilities.

In addition, it has exhibited the **new CHANNEL GRATING**. This is a 'T' shaped grating that stands out mainly due to its aesthetics, and integrates perfectly into the paving that way achieving full adaptation in the urban landscape.



These solutions come by the hand of ULMA Architectural Solutions, a leading company in the development of personalized sustainable solutions for the Construction sector in addition to being a symbol of Quality and seal for Guarantee in Construction.

With more than 1,900 exhibitors from 43 countries, BAU occupies the entire Messe München premises, with 17 pavilions and 4 entrances, a gross exhibition area of 180,000 m².

ULMA HANDLING SYSTEMS

The project designed for the Imbanaco Medical Centre (Colombia) means a key milestone for the optimal management of medicines and supplies



Improve the service quality, maintain the stock controlled in real time as well as improving traceability of medicines and supplies, were the specific needs that caused the Imbanaco Medical Centre to commission the very large project.

The project has a General Store, for which ULMA has designed an automatic storage system managed by two horizontal carousels, a warehouse management system and a grouped order preparation

system using Pick to Light device systems.

In order to increase security, warehouse productivity and preparation of medicines in single-dose format, ULMA will implement a vertical carousel in the Pharmacy Warehouse formed by a Pick to Light system that will guarantee secure classification of the orders. In addition, ULMA will supply machinery for the re-packing of the single-dose medicines and will implement a Pick to Light system



for the preparation of the dispensing carts.

The plant stores (12 Clinic Services) will be another area where the Imbanaco Medical Centre will be benefited by the logistics system designed by ULMA. These stores will have 40 modules of automatic dispensing that will guarantee the security and precision dispensing of the goods in the different Clinic Services.

ULMA CONVEYOR COMPONENTS

Globalization of ULMA Conveyor Components

After the strategic reflection centred on the strengthening and development of the business globalization carried out with the help of the BANPRO consultancy at the end of 2013, objective countries were established (according to potential volume, price, competition, barriers, and current positioning of ULMA Conveyor Components). These countries were Chile, Peru and Germany.

Already in 2013, the first commercial affiliate was established in Germany and a German Area Manager was hired. During 2014, the commercial affiliates in Chile and Peru were established and a person has been displaced to Antofagasta, Chile, to manage both markets. Currently the necessary commercial team is being created for both countries.

ULMA CONSTRUCTION

ULMA Construction Mexico celebrates its 8th anniversary launching its own website



Coinciding with the anniversary, ULMA Construction has launched its new website, www.ulmaconstruction.com.mx aimed at and fully dedicated to the Mexican market. The new site can be visualized on all types of devices; it contains complete product information, which in addition, can be downloaded with only one click.

In 2004, ULMA Construction started its venture in the Mexican market with its participation in the largest infrastructure project in the country. The Hydroelectric Project El Cajón.

But it was not until 2007, when ULMA Cimbras y Andamios de Mexico SA de CV, was established with headquarters in Tlalnepantla, Mexico State Throughout these 8 years of background, the Mexican affiliate has

carried out several projects in different Civil Works, Building and Industrial Maintenance sectors.

In 2013, an ambitious growth plan for the next five years was started in this market. To do that, strong investment has been proposed in material stock and in the introduction of new products into the market, like the MK System.

In order to guarantee the rapid and efficient supply of material, in 2014 the New Logistics Centre was inaugurated in Cuautitlan, in the north of Mexico City. The new installations have an area of 18,500 m², of which 15,500 m² are logistics infrastructure and the remaining 3,000 m² are offices and warehouses.

ULMA INOXTRUCK

ULMA Inoxtruck in the "Hygienic Design of Equipment and Installations" Sessions

This past 21st October, a series of conferences about the HYGIENIC DESIGN OF EQUIPMENT was organized in Valencia by AINIA as representative of the European Hygienic Engineering and Design Group (EHEDG) in Spain. During these conferences different speakers participated, representing food companies, like Calidad Pascual, and other speakers from Ainia, experts in designing sanitizable equipment. ULMA



Inoxtruck participated in these sessions with an explanatory conference about the designs of their equipment, as examples of good practices in the design of sanitizable equipment for handling loads in White Rooms. The success of the conferences was

reflected in the large participation, with more than fifty people invited representing outstanding Spanish companies like Entrepinares, Casa Tarradellas, VSol, and Revlon.



ULMA CONSTRUCTION

ULMA Construction strengthens its presence in India with its participation in the BAUMA CONEXPO SHOW

From last 15th to 18th December, representatives of ULMA Construction India and Central were in the India Expo Centre fairground in Greater Noida, to show products and exhibit image, service and availability for the client.

Regarding the presentation of innovations, BIRAMAX captured the attention of the visitors due to it being easy to curve, as well as for its capacity of adapting to different radius. This system allows forming circular walls with a wide range of curves.

Over the last years, the

construction, infrastructures and mining sections have experienced great expansion in the country. ULMA Construction in clear commitment to this strategic market has been present with a very visible stand of nearly 100 m². The exposition of modular building products, like LGW and BIRA for walls and pillars, CC-4 and VR Tables for slabs, and civil works systems like MK and Cimbra T-60 was supported with much documentation. The visitors had access to all product and company information thanks to a new interactive application installed

in different touch screens available all round the stand.

In this third edition, nearly 26,000 visitors and 635 exhibitors from 25 countries attended the construction machinery, mining machinery, construction vehicles, and construction equipment. This international trade fair positioned as one of the most important trade fairs in the sector in the Middle East and India, on this occasion, it was moved from Mumbai to the capital Delhi.

ULMA AGRÍCOLA

ULMA Agrícola, the best protection against cold

ULMA Agrícola has recently finalized a project in the far eastern area of Russia, where the annual average temperature is -2.1 °C

The weather characteristics of each area together with the specific weather needs for each crop to be produced are the data that ULMA Agrícola evaluates when designing and offer a solution that best responds to these needs.

This project carried out in Russia is prepared for interior cultivation even during the winter, when the temperatures can drop to -30 °C

The Gothic model green house was used for this project, covered with a

double layer of polycarbonate, thermal screen, illumination and heated channels. Lettuce without hydroponic substrate will be cultivated inside.



ULMA GROUP

All the material collected in our Solidarity Market has been shipped to Honduras

As normal in previous years, last November the Fundación ULMA started its Solidarity Market.

On this occasion, to collect first necessity articles in favour of the marginal population of Honduras. To do that, the Fundación ULMA collaborated with ACOES, a non-government organization for the non-profit development, formed by volunteers willing to work and materialize the dream of a world with more justice for everyone.

All the material that our partners and workers voluntarily contributed to this collection was given to ACOES and later shipped to Honduras in the container for March.

All the partners and workers that collaborated in this initiative participated in the draw of a painting that a member of the Association donated to this cause. The winner of the draw was José Bellido of ULMA Handling Systems.



ULMA CONVEYOR COMPONENTS

ULMA Conveyor Components supplies Pulleys to the Codelco Chuquicamata mine in Chile

ULMA Conveyor Components has supplied an important order for Pulleys to the Codelco Chuquicamata mine in Chile. The order for these pulleys, for up to 10t, was made through the recently created affiliate.

Codelco is the first copper producer in the world and also has nearly nine percent of the worldwide reserve of this red metal.

The name Codelco represents the

Corporación Nacional del Cobre de Chile [Chile National Copper Corporation], an autonomous company owned by the Chilean State, with the main business of exploring, developing and exploiting copper mineral resources and by-products; its processing until converting them into refined copper and then its commercialization.



ULMA PIPING

ULMA design flanges for the Jamnagar Refinery

ULMA Piping has participated in the construction process of the Indian refinery of Jamnagar by supplying the flanges adequately designed for the project. The Jamnagar Refinery belongs to Reliance Petroleum Limited (RPL) and is located in the Indian region of Gujarat, the largest refining complex of the world with a daily production capacity of 197,000 m³, 1.24 million barrels of petroleum.

The prestigious company FLUOR that participated in the engineering and construction phase together with other recognized companies EPC, who have worldwide operations as Bechtel, UOP LLC, or Foster Wheeler, approved the ULMA designs also ordering the flanges, screws and seals to complete the entire units. ULMA has supplied non-standard welding neck valves to the Jamnagar refinery, of their own design, 30 inch

in size and 1,500 lbs of pressure in addition to Spacers and paddles of 66 and 78 inches.

This material supply more evidence of the design capabilities that ULMA has developed, collaborating in this project with FLUOR on a market like the Indian one where it is vital to stand out from the competitors by adding value to the product, in this case, from the initial engineering phase.

The flanges were manufactured in the production lines of the Oñati factory being rigorously supervised by external inspectors, in addition to making all type of tests guaranteeing the quality of the material. Another show of the ability and authority acquired by ULMA to offer customized solutions to one of the most important refineries in the world and in such a characteristic market like the Indian one.



“We should be demanding with the work done, each one in his/her field without overlooking the smallest details, being aware of our deficiencies and working in order to achieve the marked objectives.”



“I am convinced that without the support of ULMA Group the future of this cooperative would have been very uncertain.” JOSEMARI AROZENA. President of ULMA FORKLIFT TRUCKS

Perhaps ULMA Forklift Trucks has been one of the Group Businesses most affected by the crisis over the last years. We wanted to be with its President, Josemari Arozena who offers us his reflections about the current situation of the Business.

“Firstly, Josemari, what is the current situation of the Business? Do you think the worst has passed?”

Currently the situation of the Business is better than what we had two and a half years ago, and we look to the future with another perspective. Two and a half years ago we were in great debt, and we had excessive structure for the volume

of business we had. We had to face an important restructuring and headcount reduction above 30% and we had to adopt austerity measures and restrictions that have allowed us to be where we are now.

Regarding as to whether the worst has passed or not, I think it would be difficult to have a worse situation than what we have had over these past years,

if this has meant restrictions from a business viewpoint, closing of branches, reducing projects, etc., socially it meant an enormous sacrifice with a loss of human capital and knowledge that has been difficult to recuperate. Even though we are now better off than 2 years ago, we cannot lose sight of the horizon, when for 5 years we have been with an NRN [Business Remuneration Level] below 85%, there is still a long way to go and this is a long-distance race.

“Do you believe that Group solidarity has been one of the keys to help the cooperative advance? Do you believe that we as a Group are cohesive and committed?”

Without any doubt. I am convinced that without the support of ULMA Group the future of this cooperative would have been very uncertain. The Group has very important solidarity tools, both financial like the reconversion of results or the inter-cooperative loans among others, or social ones like aids for relocations that have been a great help at critical times like the one we are going through.

“In your opinion, what do you think are the tools that should be promoted by the cooperatives/ Business and the Group for strengthening that implication and commitment?”

I believe that emphasis should not be given to one tool or the other, but rather we should make possible that the tools we have are sufficiently flexible to approach unforeseen circumstances like those that have occurred over the past years. The different tools are designed taking into consideration the environment

at that moment, but when there is an exceptional situation they should be sufficiently flexible to be used in another way, we have to be capable of adapting them to the demands at any given time.

“Do you believe that the cooperatives are sufficiently agile to react in such a changing environment as the current one? What measures or instruments for improvement could be implemented?”

This is a deficiency I see in our organization. The simple fact of approving a simple regulation at Group level requires a background of consultancy with all Group and Business bodies that can delay taking a decision based on that regulation more than necessary.

Within corporate culture it is very difficult to avoid all the consulting of different bodies, but as there are technical committees in the Group, like that of HR or the financial one, these should be given more authorities.

“The last question is the same for all and asks if you believe that ULMA Group as a Group with a social aim, with a Foundation as an instrument, should promote and motivate its social project?”

As the Cooperative we are, the social aim should be to always be present and realizing that in the past many things have been done, I believe that in the last years and pushed by the economic situation, the social activity has been left to one side so we can centre on purely business tasks. The Group social project, as well as being aimed at the collective of the Group itself, should also be reflected in the environment so it returns something.

“To finish, your mandate ends in the next assembly, do you have any specific message for the ULMA Forklift Trucks collective after all these years...”

My message is that we have managed to change our course but there is still a long way to go and we should maintain the attitude we have shown over these years. We should be more demanding with our work, each one in his/her own field without neglecting the smallest detail, being aware of the deficiencies we have and working in order to achieve the marked objectives.

“ULMA Group has very important solidarity tools, both social and financial ones”

ULMA Group presents its **new corporate image** giving the most efficient support **to its Businesses.**



"The most promising of a group is knowing how to be united to grow". This quote from Jose Maria Arizmendiarieta perfectly summarizes the ULMA spirit over the last 54 years since when a group of skilled mechanics started to dedicate themselves to the maintenance and auxiliary works of the then growing chocolate industry in Oñati.

Talleres Ignacio Maiztegi was the embryo of a dream that today groups 4,500 persons and is present in more than 80 countries.

This trip to the past is necessary to understand our present time, but becomes even more relevant when it helps to build the future. Knowing where we come from is very important because only that way can we explain our ongoing desire to reinvent ourselves, to anticipate changes and position ourselves at the front without forgetting our values and our roots. This is precisely the inspiration behind our We are



ULMA campaign.

This long process reaches its zenith with the presentation of the new Group corporate image, a process lead by the ULMA Group Communication Committee and executed from the Communication and Brand Area, that has had the implication of all the Businesses, and, above all, with the active participation of our partners and workers, keystone of the project.

The challenge was to adequately materialize the Values of a different Group, with clear Social Commitment and clearly focussed on people.

The result has been a profound re-branding process that has given ULMA Group a new Communication Ecosystem that translates into new content, supports and tools adapted to the new times to more efficiently support and strengthen the activity of our Businesses around the world.

That way, the new Corporate Website, the new Audiovisual Projects, the new Catalogue and Corporate Booklet, the new Group Advertisement, and the new digital content strategy were presented last February in an event celebrated in the ULMA Group auditorium in Oñati and was

participated by the companies that have collaborated in the project and by the workers and families who have participated in the "We are ULMA" campaign.

> A New Window to the World

One of the most outstanding elements of this process has been the creation of a new Corporate Website (www.ulma.com), defined and designed as a window to the world reflecting the ULMA mission and values, as well as our signs of identity as a Social Group. The new Website is an important diffusion tool that allows knowing who we are and what we do from anywhere, but that also is the backbone element that contributes to understanding the diversity existing among our Businesses. Attractively designed, clear and very user-friendly, the new ULMA Group website reflects our Values, our commitment with

New content, supports and tools adapted to the new times to more efficiently support and strengthen the activity of our Businesses around the world



Aitor, son of Jose Antonio >|

|< Naraa, daughter of Ainara

Maddi, daughter of Jean Martin >|

|< Alaitz, daughter of Montse

the development of Society and to create employment. The Website is the first presentation letter toward the exterior and has the mission of being a bridge between ULMA, its clients and the entire Society. To complete the Website functions and reach all the public in a Society that is articulated around an audiovisual and multimedia culture, the Group has also developed a series of Corporate Audiovisuals to make our strong points well known. The new videos are developed using well-cared images and professional post-production work that contributes a high level of distinction and quality.

The project is completed with the new Corporate Catalogue, and the new Advertisement that transmit the same messages and the same values as the rest of supports.

> **The power of good stories**

This process has consequently also taken into consideration a key idea; that nothing is more effective than a good story.

Therefore, a new strategy of digital content has been worked on to identify the multitude of stories of the people that form part of ULMA on their daily routines, and this way, contribute to strengthening Brand communication and external perception.

Currently, knowing how to transmit and disseminate the distinctive features of a company through an attractive content strategy is very important: one based on

close stories that are easily understood by the public. In our case, this meant disseminating stories that transmit our expertise by preparing versatile content taking into consideration the social component of our Brand. In other words, ULMA now has a modern business card to present ourselves as a modern and different Group to the world.

> **Implication and commitment of the partners**

The implication in the re-branding project of the partners, the workers and their families, has brought in many good ideas.

The We Are ULMA campaign has invited the partners, workers and their families to share the pride of belonging to a different Group.

NU Comunicación

Creating a prestigious catalogue for a Business Group like ULMA has meant a great challenge for us. The capacity of ULMA Group to develop very large projects in all corners of the world has surprised us, and all that without losing sight of its initial objective; persons. From the cover page, which is the integrating element of persons, the projects and the different Businesses to the interior pages, with the contribution of the ULMA Group workers themselves accompanied by their children. We hope to have contributed with our work to the growth and progress of ULMA.

Ikusmen

Recompile in a few minutes the ULMA atmosphere, synthesize its background, its values, and above all, its commitment facing the future; materialize its universe in a video has been so complex as exciting. And beyond the technicalities, the aesthetics and the long conversations to reach the formula, the fascination of this trip has been understanding that, according to the progress of the filming and editing, we all felt a bit more ULMA because this is something the Brand achieves, putting the person at the core of what it does.

GUK

A brand is no longer a static photograph. Moreover, ULMA has perfectly understood that now is the time to count the stories occurring in the Group with attractive formats. For that reason, developing this project of digital content for a Group like ULMA with more than 4,500 persons characterizing hundreds of stories has been a pleasure.

Coonic

Digitalize a Brand. That was the challenge posed by ULMA. Transmit a tale, design and builds a digital ecosystem that would transmit its Values and be at the digital avant-garde.

In www.ulma.com we have developed a site designed for the users, with a fantastic, differential browsing experience designed to be enjoyed on any device. Good architecture, attractive content, spectacular images and landing pages. This space is to show stories of projects that build well-being and to get to know the ULMA Businesses. Eskerrik asko, because now in Coonic, we are also a small part of ULMA.

Testimonies

“My experience has been very rewarding, partly because I have felt part of ULMA Group and also because it has been a new and nice experience for my son”. **Gustavo**, Factory operator in ULMA Architectural Solutions

“The experience has served for my son to become interested in my work. He has felt part of ULMA and understands better my function in the company. He sees me as important and is even proud of me!”. **Jose Antonio**, Distributors Network Manager in ULMA Forklift Trucks

“It has been a nice experience that has united ULMA and my family (through my son). Normally I do not feel very comfortable in front of a camera, but in this case, perhaps because of the special occasion it was and also due to being in the hands of very good professionals, both my son Xabi and I very much enjoyed the moment”. **Gurutze Murua**, Billing Process Manager of ULMA Construction



Xabier, son of Gurutze > | < Maider, daughter of Iñaki



June, daughter of Oihane > | < Peio, son of Gustavo



Professional Qualification: a CHALLENGE, an OPPORTUNITY.



This offer is directed at persons without any type of training who can obtain within four years the title of Higher Grade Training Cycle (FP2) in the specialities of Production Programming in Mechanical Manufacturing or in Industrial Mecatronics.

A professional training process for employment is among the aid to employment measures that have been launched after the receivership of FAGOR Electrodomecos. The aim of this is that persons who currently do not have the necessary requirements for determined positions in production, assembly and maintenance can have access to the same within the period of three or four years after obtaining the necessary qualifications.

The idea arose in MONDRAGON after seeing that on one hand there was an

important amount of partners without employment, and that on the other hand, the needs of the cooperatives that could relocate them concentrated on work positions with professional demands that these partners did not have.

The answer appeared very quickly: **we train the partners in that what the cooperatives need in order to offer a professional future.**

In ULMA Group this worry had already appeared, not only in answer to the employment crisis, but also in prevention so that the people who form ULMA would

have a professional level to facilitate their flexibility and multi-skills to respond to future production changes derived from our markets and general environment.

To do that, when from MONDRAGON they proposed we participate in this project, the response from ULMA Group was unmistakably positive. After then a route was started along which we are progressing.



Duration of the Training Cycle

WITHOUT ANY PREVIOUS TITLE OR PRIMARY SCHOOLING, HIGH SCHOOL DIPLOMA OR FP1 AND EQUIVALENT.

Access Test
(3 h. per day, 3 days a week, from September to May)

WITH PREVIOUS TITLE OF FP2, COU, OR EQUIVALENT, UNIVERSITY DEGREE OR HAVING PASSED UNIVERSITY ACCESS TEST

Higher Grade Training Cycle (CFGs)

- **Production programming in Mechanical Manufacturing.** Professional outlets centred on production processes for the transforming of metals, being qualified for the autonomous handling of machine tools, (lathes, mills, machining centres, drills, etc) with numeric control.
- **Industrial Mecatronics.** Professional outlets centred on maintenance work and assembly work of machinery and industrial equipment.

3 YEARS

4 YEARS

In both cases the school calendar will be respected with Christmas and Easter vacations. In addition, there will be morning and afternoon groups for the training, to harmonize with work shifts.

Important Professional opportunity
Official professional training title with national recognition and in the main countries around us.

MORE INFORMATION HERE:

A deposit as a 'guarantee' is required to carry out the training; this will be at the beginning of each year (40 Euro for the test and 500 Euros for the cycles) that will be recovered at the end of the school year, in function of the attendance and success of the training received. **This means that for a person who has positive results this training will be complete cost-free.**

There will also be a special remunerated absence (16 hours for the test, and 4 hours per academic course in the cycles) in order to prepare the exams.

This plan is carried out in Mondragón Goi Eskola Politeknikoa of Arrasate and in Miguel Altuna Institutua of Bergara, thanks to the existence of the partial professional training offer created by the Basque Regional Councils.

From ULMA we will also perform an analysis of the interest shown by partners, from other autonomous communities, in their professional training, and based on the demand and on the professional training existing by part of the ministry or the autonomous governments and we will evaluate which initiatives can be implemented.

In ULMA there are **18 persons already participating in this process.** If you are interested in your professional progress; if you want to obtain an official degree; if you want to learn new abilities; if you want to overcome your limits; you can be the next.

For further information contact **Aintzane Mendizabal from Central Departments of ULMA Group; amendizabal@ulma.com, +34 943 250 300.**

A challenge, an opportunity: register yourself

The possibility of registering for this initiative is now open.

There are two possibilities:

1. Register to prepare the test that will take place in May 2016. This test will be prepared from September 2015 to May 2016. It is interesting for persons without any previous titles, or with basic schooling, high-school diploma or FP1, or equivalent.
2. Register to participate in the training cycles from September 2015. A previous FP2, COU title or equivalent, or a university degree, or having passed the access test will be needed.

In addition, the persons who have registered for one of the training cycles starting in September 2015 will have the following courses available during the spring of 2015:

- Technical drawing course, of 40 hours.
- Manual machine handling course: mills, lathes, drills and grinders, of 70 hours.

ULMA Handling Systems automates the logistics platform developed for, a pioneer experience in Europe.



EROSKI advances in the transformation of its logistic platforms towards more efficient automated processes with its Strategic Plan 2016. The new logistic facilities developed by ULMA Handling Systems in collaboration with Mondragon Unibertsitatea (MPEG) and Tekniker, incorporate avant-garde technology from this sector in Europe representing the maximum exponent of this automated process for managing logistics platforms.

With this innovative facility, the consumer cooperative transforms its logistics model towards a more sustainable and efficient one because it re-invents the way for producing order for the products needed by its shops. A fact that situates this platform in the top ten of the most innovative platforms in Europe, being the first capable of automatically preparing orders for bottles thanks to latest generation technology. The facility simultaneously allows reducing by

70% the weight and 50% the volume in the handling of loads by the persons working in the facility, qualifying the work positions, as well as reducing the logistics costs which redounds in benefits for the consumers.

With the modernization of the facility that has passed from being a logistics platform managed by a facility with lean industrial processes, 70% of the managed weight has been automated, a transit of 2,000 tons pass every day through the platform. In volume, the new logistics facility automatically manages 50% of the 140,000 daily picking boxes administered by EROSKI in the facilities developed by ULMA, around 4,000 per hour.

400 persons work in these new facilities, in which the cooperative has invested more than 40 million Euros, providing service to 25 hypermarkets, and 325 supermarkets.

The project developed by ULMA Handling Systems is situated in the top ten of the most innovative platforms in Europe, being the first capable of automatically preparing orders for bottles thanks to latest generation technology.

The president of EROSKI highlights the pioneer character of the facilities, a reference in the sector in Europe, and underlines;

"The importance of the logistic optimization achieved with this new platform represents a fundamental step towards the objective of improving internal efficiency of the cooperative processes. It allows providing the shops with the service they need and that redounds in more advantages for the clients with more ranges and better prices thanks to increased agility, flexibility and reduction of operational costs".

Agustin Markaide
President of Eroski



Innovation in pure state

The automation system developed by ULMA allows receiving and storing goods practically without any handling from the unloading docks where the goods are received. The order preparation -picking- is also done automatically and the sophisticated computer development managing all the processes prepares the orders for each shop following the order in which the products are located in each establishment, that way facilitating the reposition and optimizing the complete logistics process, from the reception of the goods on the platform to their positioning on the shelves. In other words, the system allows the fully automatic reception, storage and order preparation for the shops, managing up to 1,100 different products, individually recognised in order to prepare the orders from each EROSKI shop following an optimized order according to the characteristics of the product (weight, size, fragility...), the positioning order from each shop according to the layout of each establishment and the weight and maximum heights of the pallets authorized in each case.

Among the most avant-garde solutions applied in the project we can highlight



logistics platform in Europe that includes the handling of bottles in its automated processes

the innovative automation that has been developed for the order preparation for the shops that makes the EROSKI logistics platform the first in Europe to include the handling of bottles in its automated processes. A self-designed innovative technological process, designed and developed by ULMA Handling Systems, the difficulty of which is marked by the truncated cone base for the majority of drinks and the poor behaviour this has in the multi product positioning of the pallets forming the orders from the shops.

Likewise, an automated process has been implemented for the depalletizing and all the internal circuits the products follow in the logistics facility through a sorter (automatic classification system) and different intermediate warehouses -individual storage by boxes and sequence- up to the positioning of orders in the shops. Among the main benefits we can highlight the improvements in handling the products, improvements in productivity, reduction of errors, service standardization, operational costs reduction... In addition, the substantial improvement of employment conditions for workers of the logistics facility because it greatly reduces the physical efforts required by manual preparation that each preparer needed for a load of 8,000 kilos per day.

RETIREMENTS: 1 January – 31 March 2015

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Ángel
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Santiago
Mugica Echezarreta



Maixabel
Mendiola Ayastuy



Thank you all and enjoy!
Congratulations

JOIN IN AND SEND US YOUR IDEAS;
Also, as always, we continue to maintain our Suggestion Box, where we await to receive your ideas and opinions;

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Updated information of ULMA Group and its Businesses

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