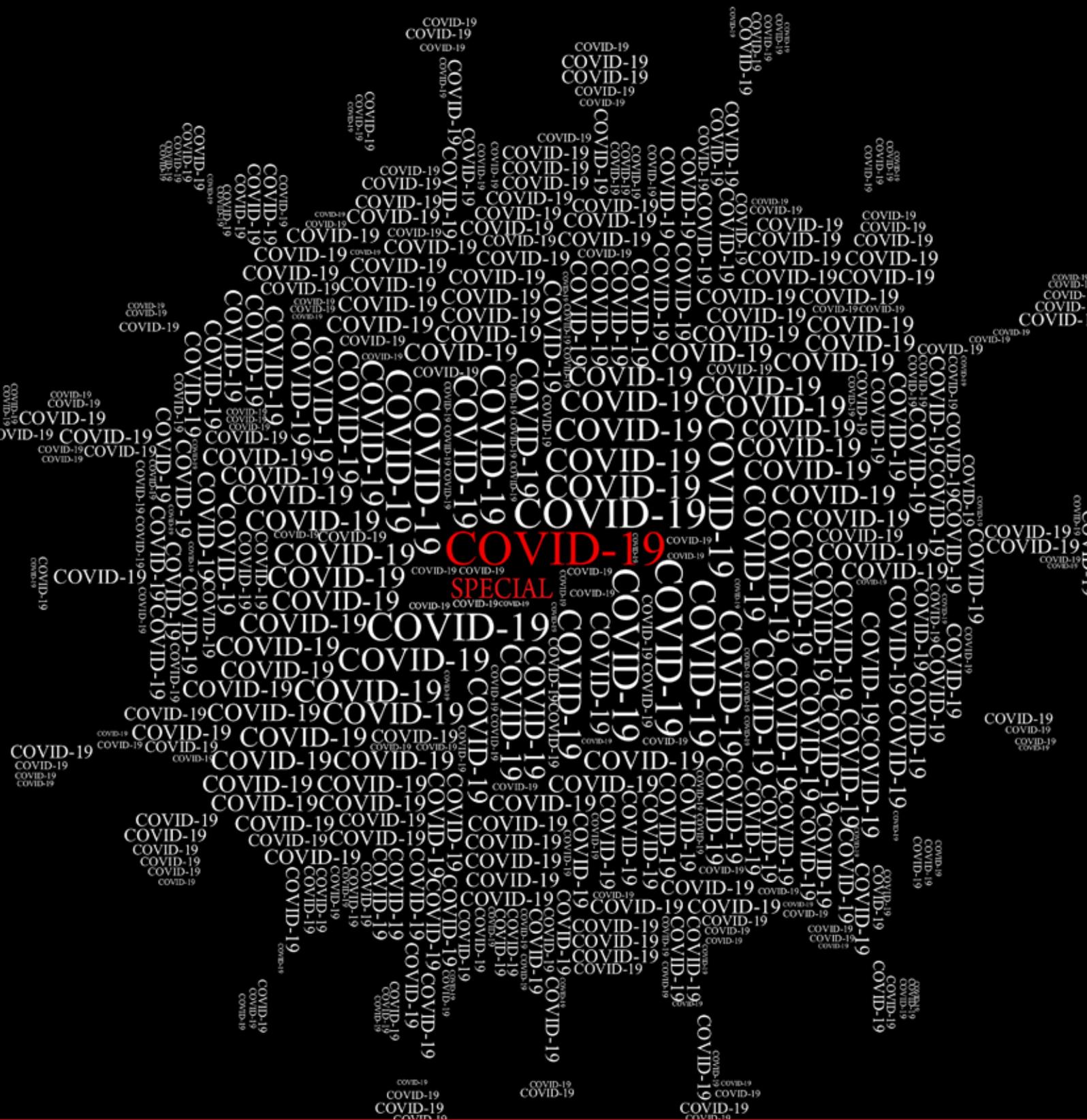


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ULMA



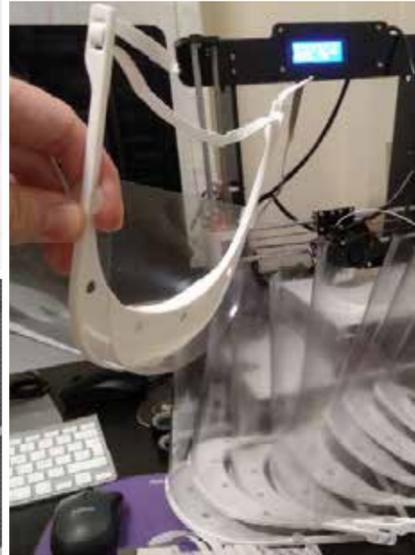


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COVID-19, we will overcome it together

After some certainly very complicated months, Begira is back and now only in electronic form. For the second time we are publishing the magazine only in PDF form, although this time with some improvements that you will discover inside.

At the time, circumstances led us to make the decision not to print the magazine.

However, if everything develops through the planned channels, we hope to return to the "New Normal" in December when we print the 50th issue of this magazine, a special issue which we also hope will include special contributions.

In this issue we wanted to share with you the experience of people who have been affected, in one way or another, by the virus as well as the effects this has had both personally and professionally in each of their lives.

Thank you



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ULMA ARCHITECTURAL SOLUTIONS

Incredible transformation into one of the largest hotels in Sitges (Barcelona)

The historic Hotel Terramar in Sitges was built in the 1930s with an original Belle Époque structure. This hotel has undergone a profound transformation to adapt it to the 21st century and restore the elegance and splendour of a bygone age.

The Architecture firm ISERN to which this comprehensive refurbishment was entrusted, used **the standard ULMA copings on the terrace walls**. According to the architect, Daniel Isern, "we have used a standard product for a curved construction, which offered a great quality to price ratio. The white colour of the part combined perfectly with the monolayer, which meant we were able to make the building simulate a white boat anchored on the beach. I would also emphasize its very discreet profile and how nice and smooth the coping stone is to the touch. Based on the level of finish, the texture is fantastic."

For this refurbishment and after a professional relationship spanning more than 20 years, Daniel Isern has continued to trust ULMA because, in his words, "ULMA is a benchmark due to the versatility of its product. The moldability of polymer concrete offers a very simple solution that can be used for covering just about any element".



On the right, a photograph of the >> Hotel Terramar in the 1960s; above the current view of the Hotel following its transformation



ULMA GROUP

The ULMA Group reinforces its COVID-19 health protocols with a communication campaign

"Don't relax, be supportive!" is the Campaign message launched by the ULMA group **to reinforce the health protocols that have been established to provide maximum protection for people at the workplace**. This campaign is committed to raising awareness, preventing the spread and helping people learn about COVID-19 and the importance of continuing to comply with all the health regulations and protocols to avoid contagion.

As people went back to work, in addition to the protocol on safety at the workplace, the situation required a protocol for using common areas such as dining rooms, coffee machines, vending machines, etc. As part of the campaign, posters with clear and concise messages about the steps to follow were posted in these common areas.



ULMA CONVEYOR COMPONENTS

The activity continues at UCC during COVID-19

During these months of pandemic, lockdown and uncertainty, ULMA Conveyor Components, S.Coop. has managed to maintain its business activity while protecting people's health.

During these months, the production activity remained operational at all times and employees worked on-site carrying out the processes that could not be performed from home. All the necessary resources were made available to protect people's health at the workplace and for personnel working remotely from home, resources were made available for these processes when possible.

In terms of the market, the delivery deadlines of all customer orders have been met and we have responded remotely with guarantees to offers and customer requirements to provide a good service and continue to receive orders.

Since May, progress has been made in the different phases of de-escalation and in returning to the workplace by scheduling shifts, redistributing office space and implementing cleaning procedures in accordance with the ULMA Group protocol, which provides maximum health protection for employees. Almost the entire workforce is once again working on site.

Here and now we wish to thank all those who make up ULMA Conveyor Components as well as those personnel involved in the Group Committees for their commitment and effort in dealing with the Pandemic.



ULMA CONSTRUCTION

ULMA engineering solutions on the emblematic Arch of Innovation bridge, Brazil

The arch of innovation is a cable-stayed bridge that will connect Zarur, São João, and Cassiano Ricardo avenues in São Paulo, Brazil. With a height of 100 m, it has become one of the most iconic bridges in the country of its type, given its peculiar arc shape.

This bridge will create a safer and faster route for more than 180,000 vehicles per day, which will ease the city's traffic. It will also include a bicycle lane of more than 3.6 km.

One of the most relevant requirements in this project has been the versatility of the systems and the safety of the operators. To this end, the engineering team developed an integrated solution with the ideal formwork and scaffolding systems and applications for the pylons and the roads that run between them. The Queiroz Galvão construction company has once again trust in ULMA's engineering solutions, as well as in the capacity to respond to a project with stringent execution deadlines.

The ATR self-climbing system was chosen for the two pylons with variable inclination and four-sided section, in combination with the VMK timber-beam formwork for the outside and the KSP Platform for the inside. **The self-climbing system has been perfectly adapted to the inclination and elliptical curve of the shaft of up to 23° in the last concreting. Despite the complexity of the geometry, the MK system in its**

different applications has solved all the structural requirements.

The two carriageways rest on an X shape. They were built with ENKOFORM HMK, supported by T-60 shoring towers. A solution of MK gantry formwork was proposed for the rest of the board to avoid closing the tracks.

For the construction of the arch section of the bridge, a supporting structure made of MK and VM beams supported by T-60 shoring systems was constructed. Custom metal profiles bear all the weight of the T-60 shoring system.

To access the different areas of the bridge, BRIO stairs were enabled on each side of the arch and in two separate sections.



ULMA HANDLING SYSTEMS

Álvaro Martínez de Lagos is the new Director of ULMA Handling Systems

ULMA Handling Systems has appointed Álvaro Martínez de Lagos as the new Director of the cooperative. Álvaro Martínez de Lagos is a Senior Industrial Engineer with a Master's Degree in Management of Cooperative Companies and an Executive MBA. He has significant experience in Technical Management and Project Management with Fagor Arrasate and in General Management with the Goizper Group where he worked in a leadership role position for more than eight years.

His goal as the head of ULMA Handling Systems will be to persevere

in the company's transformation process aligned with the process that, in turn, is being experienced by the market in order to adapt even more efficiently to the trends derived from the effects of COVID-19. The pandemic is acting as a driver of changes in habits and consumption patterns that make the development and implementation of automated and scalable intralogistics systems more relevant than ever.



ULMA PACKAGING

ULMA Packaging is the market leader in high-performance traysealing machines: Over 20 cycles / min on MAP!

The ULMA Packaging TSA modified atmosphere traysealing machines **have been able to improve their speed up to 20 cycles / min in MAP with residual oxygen between 0.1% -0.2% and airtight packs.** In cutting and sealing applications, we can achieve speeds of up to 25 cycles / min. Furthermore, we have managed to achieve these production levels **with a single 300 m³ / h vacuum pump, which means that customers can optimize energy consumption with lower outlays.**

The results obtained in each specific application will depend on the product, dimensions and materials, which will be confirmed in the offer to the client. However, these traysealing machines, which are benchmarks in the fresh food packaging market, have advantages that are highly prized by our customers. These advantages are: **a high reliability and robustness** that guarantee they will operate sustainably over time, **an airtight pack** that guarantees absence of leaks and safety, **greater accessibility and ease of cleaning**, the ability to change format in 2 minutes, thus improving customer productivity and the **UPC 4.0 control**

system which enables smart industry capabilities and **ensures optimal OEE values** by minimizing change and adjustment times and achieving real-time process information for further analysis and improvement.

These new traysealing machines are easy to integrate into complete

packaging lines, they use commercial components from prestigious brands and there is a wide range of equipment designed for each level of production as required.



ULMA AGRÍCOLA

ULMA Agrícola installs greenhouses in Guanajuato (Mexico)

This new ULMA Agrícola facility consists of a Gothic greenhouse for the cultivation of peppers and has 9 G12-type chapels, with an eaves height of 6 metres and occupying a total surface area of 23,462 m². The greenhouse, which is located in the Bajío zone in Mexico, is equipped with a longitudinal grating system at a height of 5m, roof-top and side ventilation as well as two anterooms with several side doors.



ULMA MAINTENANCE SERVICES

Fogger, ULMA Handling Services thorough hand hygiene

ULMA Maintenance Services is launching **an innovative application for the sanitization of spaces and surfaces** called Fogger. This system is based on the application of innovative technology **to create perfect clouds of steam capable of impregnating all types of surfaces and reaching the most difficult to access areas.** This enables the system to **reduce pathogenic germs and microorganisms that may be present both on surfaces and in the air inside the spaces. The efficiency of the mixture ensures all surfaces are sanitized immediately after its application.**

Regarding fogging technology, Fogger creates clouds dense enough to cover even the tiniest space and all types of surfaces (it gets into any nook), thus guaranteeing perfect hygiene in the workplace in minimal time. Only 5 to 7 seconds of exposure are needed, which means no delay in cleaning.

Four solutions are available depending on the application method and sanitizing agent that is used: application by gantry or mobile application with a gun-type element; the possibility of using synthetic chemicals - always approved by the health authorities - or a natural element, self-generated ozonated water.

Fogger does not require a connection to the water mains or drains and is very efficient in terms of water and energy consumption. If ozonated water is used as a sanitizing agent, no synthetic chemical consumption is required.



ULMA GROUP

ULMA's occupational physicians collaborate in drawing up medical protocols from the Ministry of Health

ULMA's occupational physicians Iñaki Igarzabal and Mikel Uña have collaborated as authors of the Protocol for the specific health surveillance of adenocarcinoma of the nostrils and paranasal sinuses in workers exposed to wood dust, which has recently been published by the Ministry of Health. The health surveillance guide for workers exposed to wood dust addresses the existing evidence in medical tests and examinations applicable to the screening of adenocarcinoma of the nostrils and paranasal sinuses in people exposed to this work agent. This protocol collects the recommendations set out in the guide and aims to achieve early detection of adenocarcinoma of the nostrils and paranasal sinuses in employees exposed to hardwood dust.

ULMA GROUP
Thanks for making ULMA shine

"Thank you for making ULMA shine" is the **new audiovisual piece** that the ULMA Group has produced to communicate a **message of optimism, encouragement and motivation during the COVID-19 pandemic.**



ULMA CONSTRUCTION

Innovative ULMA solutions in the construction of the Galeazzi Hospital, Italy

The new hospital structure, designed according to the most innovative standards in sustainability and functionality, combines the IRCC Galeazzi Orthopaedic Institute and the Sant' Ambrogio Clinic Institute, which together constitute the San Donato Hospital Group.

Galeazzi Hospital is the spearhead of the emerging Science, Knowledge, and Innovation Park project, housed in the Milan EXPO. The building, designed by the Binini Partners Studio, has a budget of 200 million euros. It will be a cutting-edge health centre that integrates inpatient services, research, and education, with a capacity of approximately 9,000 people daily, including patients, personnel, users, and students.

Located within the Milan metropolitan area, the new building boasts 150,000 m² spread across 16 storeys. Sustainability and environmental impact were paramount during the construction process, with special attention paid to environmentally friendly building materials, renewable energy, and a total commitment to reduced CO2 emissions.

For this emblematic project, ULMA not only provisioned innovative products but demonstrated clearly that **close collaboration with the client, along with continuous onsite assistance,** makes it possible to meet the demands of even the strictest timelines.

The solutions provided allowed for **elevated productivity and rapid cycle times, while guaranteeing a high-quality concrete finish.** The slabs were built using pre-assembled **VR Tables**, which allows large surface-areas to be poured under a demanding timeline. The **system provides significant time savings because the tables can be moved to the following pour without disassembly,** either vertically by crane or horizontally with the VR Lateral Carriage. With 6,000 m² of equipment, we were able to guarantee a cycle of one storey every 3 weeks.

More than 7,000 m² of ORMA Panel Formwork and the **ATR Self-Climbing System** were used for the stairwells. To assure the safety, **ULMA has a wide range of protection systems,** of which two were used for this project: the MBP Mesh Edge Protection and SARE Cantilever Safety Net System.



ULMA PACKAGING

A French company conducts two million COVID-19 tests per month that are packaged by ULMA Packaging flow pack machines

ULMA Packaging France is working together with the French company NG Biotech on a **COVID-19 detection test packaging project.** This project involves the **individual packaging of small "all in one" plastic boxes that are used to prick the tip of the finger, collect a drop of blood and analyse it using reagents.** "In just 15 minutes the person will be able to know if they have been infected with the virus within the past few days, if they are still contagious or if they are already cured and therefore immune."

The French Ministry of the Armed Forces provided NG BIOTECH with funds worth one million euros for this project in order to achieve the production target set for July of two million tests per month. ULMA Packaging France has been working on this project since 2017 but as Mister Milovan Stankov-Puges, Director General of NG-Biotech, says, "events have accelerated with the COVID 19 health crisis and so we've ordered not just one machine but

three to meet production needs".

ULMA has been chosen for this project for its advice on proposing a solution and for its responsiveness. The FM 305 flow pack model was chosen for its versatility of use, rapid changes of format, productivity and speed, all fully adapted to the customer's needs.



ULMA EMBEDDED SOLUTIONS

IBM chooses ULMA Embedded Solutions engineering



A project developed by ULMA Embedded Solutions has been selected by IBM for presentation at its "IBM Engineering Academy" seminar aimed at the industrial sector. This seminar demonstrated solutions that help companies face new challenges such as the IoT (Internet of Things) or AI (Artificial Intelligence).

The project involved launching a new range of products to the market. **IBM tools together with the innovation and experience provided by ULMA Embedded Solutions have managed to implement a new, more agile development process that facilitates the identification of errors in the early stages of projects, thus reducing costs and time-to-market.**

The relationship between IBM and ULMA Embedded Solutions goes back almost a decade. ULMA offers added value to IBM solutions and integrates them with other tools and processes. In this case study, with the aim of devising a more user-attractive product, ULMA Embedded Solutions integrated an IBM solution using a development tool developed by Qt, another one of its partners.



ULMA ARCHITECTURAL SOLUTIONS
ULMA channels for the new sports area at the Foley's School in Cyprus

ULMA has installed over 700 linear metres of drainage at Foley's School in Cyprus.

Two types of channels have been installed. First, **DP100.20 channels from our Sport family** which use an heelproof slotted composite grating that is specially designed for sports and recreational areas. This channel model has been placed around the football field and the running track. Secondly, **channels of the URBAN family with slotted cast iron gratings** have been supplied. These channels are for pedestrian use and the occasional light vehicle traffic.

Foley's school is a quality benchmark and is nationally recognized in Cyprus. It was founded in 1970 by Ward and Pat Foley and currently has more than 900 students between the ages of 3 and 18.



ULMA MAINTENANCE SERVICES
ULMA has been chosen as a supplier of maintenance equipment for the new challenge of Bexen Medical

In an ultra-urgent order, ULMA was selected as one of Bexen Medical's suppliers for the start of its **strategic project of manufacturing 60 million masks for the Ministry of Health** within six months. **ULMA will provide coverage with its forklift trucks and provide the necessary technical assistance in record time, not only at the Bexen Medical plant** inaugurated for this purpose in Etxebarria **but also beginning in 2021 at the Hernani facilities**, which is the location where production will ultimately be transferred.

On 13 March, the Spanish Drug Agency forwarded a proposal to the Oiarso de Hernani cooperative, through Bexen Medical, to manufacture this

quantity of masks in order to "stockpile strategic reserves and mitigate their dependence on third states." Since then, the company has been working on manufacturing machines capable of producing large series, purchasing raw materials from dozens of international suppliers, installing an industrial complex suitable for this type of industry and selecting companies that contributed their equipment to start the activity. It is within this pool of collaborators that ULMA is involved as a provider of its maintenance services.



ULMA ADVANCED FORGED SOLUTIONS
ULMA Forja, S.Coop. completes its already extensive offer of Forged Steel Flanges with Weld Overlayed/CLAD FLANGES at its facilities in Oñati

In oil and gas production and processing there are corrosive or abrasive fluids that cause damage to piping systems, process equipment and joining elements like flanges. These phenomena are often accelerated by high temperatures and pressures.

To increase the resistance of these highly exposed flanges, the surfaces that are in contact with the fluid are protected with Corrosion Resistant Alloys (CRA) using cladding/weld overlay technologies.

Cladding, also known as weld overlay, consists of overlaying a corrosion- or abrasion-resistant metal onto the base material by means of a welding process (manual or automatic).

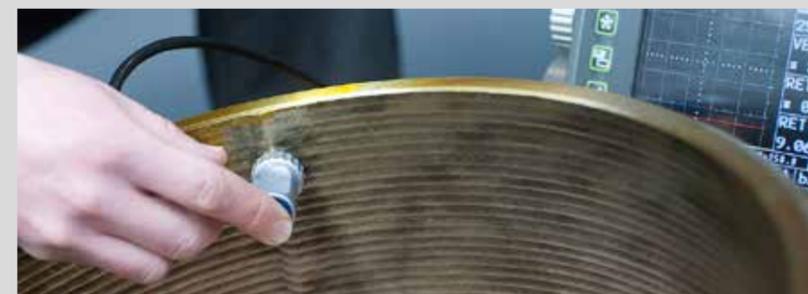
This is a procedure by that uses an electric arc process to add a corrosion- or abrasion-resistant material on a carbon steel base material, seeking the lowest

dilution, with the aim of obtaining a pure chemical composition with the lowest possible thickness.

In order to satisfy the growing demand of its clients, in August 2018 ULMA Forja, S.Coop. installed its first state-of-the-art **cladding cell** in its facilities in Leniz (Oñati), thus completing its offer of **solid flanges with weld overlay flanges**.

Currently, ULMA manufactures a wide range of claddings on different base materials to improve resistance to corrosion or abrasion, and thus adapt to the most hostile environments, complying with the strictest specifications.

Our order book for **weld overlay flanges** includes three flagship projects currently being executed for oil and gas processing plants on the Arabian Peninsula, specifically in the **United Arab Emirates, Oman and Qatar**.



ULMA GROUP
ULMA will take part in the second EUSKARALDIA

ULMA will participate in the second Euskaldia to be held between 20 November and 4 December of this year. Although the Covid-19 crisis could affect the organization of this initiative, Euskaldia will finally be held at the end of this year.

One of the novelties of this year's event **will be the collective participation of entities and institutions**. In this sense, the ULMA Group will participate both as a group and as a business. The entities must identify **formal spaces in the workplace that will be called ariguneak**, where it will be guaranteed that all members understand Basque and that at least 80% of them want to participate in the initiative.

Also, as in the previous event, each person will participate by adopting one of the two proposed roles: **Ahobizi and Belarriprest**. Ahobizi people should use Basque whenever they can and with all people who understand Basque. In the case of those who decide to participate as Belarriprest, they will accept that those who know Basque always speak to them in Basque and it will be the Belarriprest themselves who will decide when and how they want to speak Basque: perhaps sometimes they will speak Basque, perhaps they will speak Basque almost always or maybe they will have bilingual conversations.

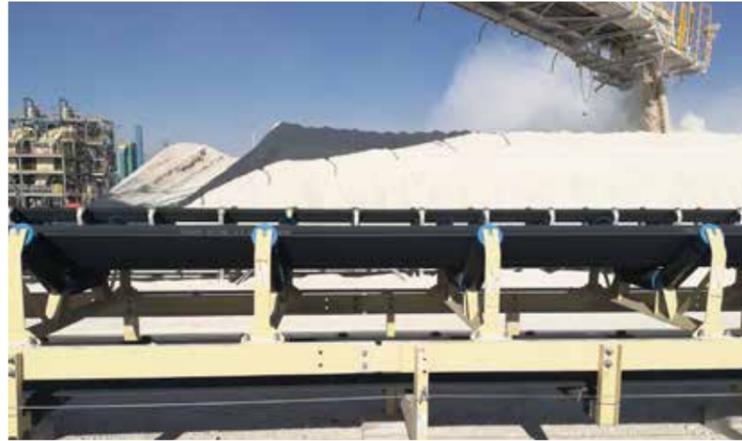


ULMA CONVEYOR COMPONENTS

Better performance in Peru's copper mines with ULMA rollers

ULMA's rollers have been successfully introduced in different copper mines in Peru. Specifically this past year ULMA has managed to enter in a new mine from one of the most powerful mining groups in the country. After a thorough analysis of conveyor operation by ULMA Conveyor Components engineers, the proper roller design was designed and various supplies were sent to the customer.

After the implementation, this Peruvian mining group has experienced a considerable increase in the working hours of the rollers without the need for maintenance work, thus improving the productivity of its activity.



ULMA CONSTRUCTION

Elegance and high-end design mixed in a residential tower in Midtown, NYC

611 West 56th St. is a 134.000 m² modern residential tower with 37 stories located in the heart of New York City.

The building reaches more than 137 meters high and has 80 private condominium residences. The residences include one- to four-bedroom spaces, along with duplex apartments, full-floor homes and a penthouse. The propriety offers extensive amenities such as parking, storage units, a state-of-the-art fitness center, an outdoor garden mezzanine, yoga studio, boxing gym, media room, children's playroom, and more. Its perfect location brings thrilling views of the Hudson River and the city. Designed by the Portuguese Pritzker Prize-winning architect Alvaro Siza, the 80 residence is a clear example of his refined work. The neighbourhood captures an artistic atmosphere due to its proximity to many museums, art theatres, sport complexes and markets.

ULMA provided three different product solutions for the construction of 611 West 56th St. MEGALITE, our Handset Panel Formwork known for its lightweight and the long-lasting resistant steel frames was used for the construction of walls and columns. The contractor, Structure Tech NY chose our **flexible and safe RKS Rail Climbing Formwork to perform lifting operations for the shear walls.** The RKS system provides the option to lift the entire structure with or without crane by using the hydraulic lifting option, which was used



in this project. The RKS platforms were pre-assembled and delivered to the jobsite. Finally, for the shoring construction, the client used ULMA's **CC-4 Aluminium Modular Formwork**, which provides excellent concrete finish, and it is perfect for solid or lightened slabs.

ULMA MEDICAL IMAGING

ULMA Medical Imaging Technology will facilitate research work on Alzheimer's at the Faculty of Medicine of Montenegro

ULMA Medical Imaging has performed its first international implantation of the U-RETINAL DFC retinograph at the Faculty of Medicine of the University of Montenegro (UCG).

The supplied device will be used to **facilitate research in the DEMONSTRATE project**, focus on the development of **new methods to detect the risk of progression of cancer and Alzheimer's disease** in patients in Montenegro.

Portable digital fundus cameras, including U-RETINAL DFC, are producing good quality retina imaging and are becoming increasingly affordable due to rapid capture and ease of use. In addition, **since they do not require prior dilation**

of the retina for their use, they can be used in primary care, thus facilitating user accessibility to this type of medical technology.

This implementation in turn supports the confidence that research, scientific

and educational centers such as UCG place in ULMA technology, in a business as rigorous and complex as is the health sector.



ULMA HANDLING SYSTEMS

ULMA Handling Systems expands Acrilex's automated system with 100% Brazilian manufacturing

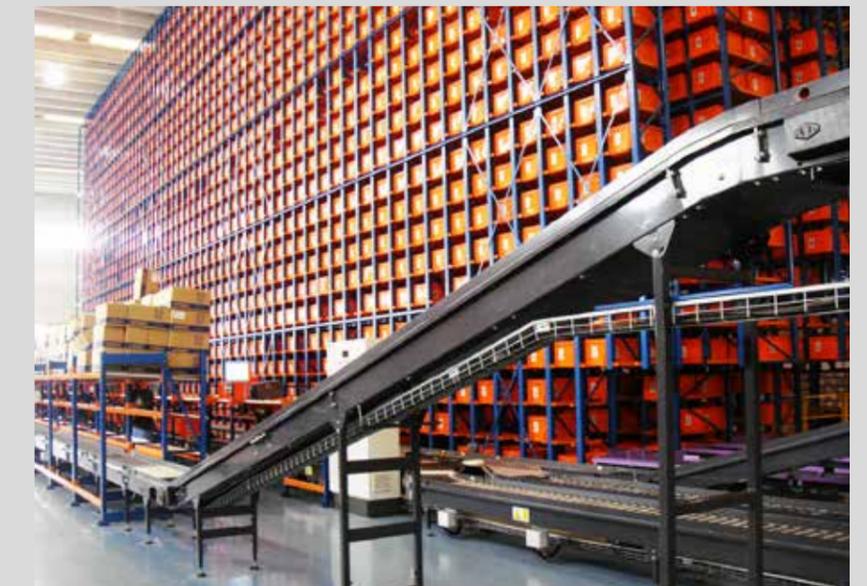
Acrilex, the largest factory in Latin America in the arts and crafts paints sector and one of the largest companies in the artistic paints, schools and toys sector, is expanding the automated area of its distribution centre (DC) with design and systems manufactured by ULMA Handling Systems in Brazil.

The solution developed by ULMA will be 100% integrated with the current automatic system and will have automatic roller conveyors and smart 90 ° transfers to determine which exit the boxes should go to. The number of order picking stations will be expanded, as will the number of retail outlets of sorters for shipping, making it easier to operate a larger volume of products and more distribution routes.

For Samuel Souza, Industrial Director of Acrilex and head of logistics management, this project "will produce an increase of at least 25% in productivity in order picking and another 20% in route separation." In addition, with this expansion "we

increase our production capacity for a third shift. We will have 90 people involved in production and we hope to reach 400 orders per day." Another decisive aspect of this 2,500-square-metre Distribution Centre is that the system will be manufactured in Brazil,

which will mean it can be installed and commissioned in less time. "We will have the system fully operational in mid-2020 and we will achieve a reduction in taxes and costs in general when we can," he said.



ULMA HANDLING SYSTEMS

Comprehensive automated storage and order picking solution for SALTO

ULMA Handling Systems has automated the entire logistics chain of the SALTO facilities in Oiartzun (Gipuzkoa) with the development of a new automated warehouse managed by 3 pallet stacker cranes with a capacity to handle more than 3,600 pallets and integrated together with a small containers warehouse.

This new system means that SALTO can improve the productivity of its logistics process, rationalize the use of its space, optimize its efficiency, improve the traceability of its products and consequently, improve the service provided to its customers. According to Santiago Estevas, SALTO Operations Director, with this logistics automation project developed by ULMA, "SALTO has improved the use of warehouse space by 80%. Furthermore, having several robots working simultaneously has meant that we can reduce picking waiting times to a minimum".



SALTO, one of the world's leading companies in the access control industry, goes one step further in its innovation processes with this facility, which is essential for competing in sectors where security is critical, with its advanced and innovative electronic locks on the market for keyless management of buildings, doors, and users.

ULMA CONVEYOR COMPONENTS

New project for ULMA Conveyor Components in Russia

A leading French engineering company has awarded ULMA Conveyor Components a major roller supply contract for an international project: a Coal Mine in Russia. Despite the fact that distance is an important determining factor and the presence in Russia of Asian competitors based on "price", this engineering company has opted for ULMA. This award represents a commitment to Premium quality.

ULMA's experience in supplying rollers in extremely cold climates such as that of Nordic countries as well as an exemplary service with a very demanding delivery schedule, packaging requirements, traceability and product testing have been the fundamental reasons why ULMA Conveyor Components has been selected for this ambitious and demanding coal mine project.



This project represents a major boost to Business activity, all the more so at this juncture of COVID19, and a very important step in the approach to this

French strategic engineering company, with access to strategic markets like South America.

ULMA MAINTENANCE SERVICES

Inoxtruck achieves a higher order intake than that experienced during the same period last year during a full-scale health emergency

The technologically advanced sanitizable, stainless steel handling equipment that ULMA designs and manufactures are essential items for many industries at a time when decontamination and hygiene are imperative.

In the midst of the state of emergency due to the COVID-19 health crisis, Inoxtruck has managed to receive 1 million euros in orders during the first quarter; a higher figure than in 2019. These orders, of which 75% are international, come mainly from Germany and France which, with 35%

of the total sales quota, are their main foreign markets.

The new customers who have placed their trust in Inoxtruck sanitizable equipment include the large company OSI Group, the sole supplier of Nuggets for the giant McDonald's, in plants in Germany and Hungary.



ULMA ARCHITECTURAL SOLUTIONS

ULMA Ventilated facade in the Josep Beltrán y Miret primary care centre

The Vitaller architecture firm entrusted with the Josep Beltrán y Miret primary care centre project has used the polymer concrete ventilated facade solution as a result of "the flexibility, measurements and technical study conducted in both the design and construction phases".

This project uses tray-type slats that have been installed in order to filter light into the interior of the building and also as a protective element for the exterior of the glass. For this, two-colour ULMA pannels of earth texture have been supplied.

This ventilated facade system also notably improves the thermal behaviour of buildings. In the words of Laia Isern, architect and manager of this project, "Vitaller Arquitectura has the ISO 14006

certification in ecodesign, therefore, all of our projects are implemented with sustainability criteria in mind".

This new building located in Sant Pere de Ribes is the second basic health area in the municipality. It has an area of more than 1700m² and its services include general medicine, paediatrics and primary care consultations.



ULMA PACKAGING

New Online Factory Acceptance Test (FAT) Service from ULMA Packaging



ULMA Packaging has launched the online Factory Acceptance Test (FAT) service as part of its Remote Services programme. **A Set of services and tools designed to offer remote support with maximum efficiency and security.**

In order to support its local networks and offer the best customer service in a situation where travelling is becoming ever more difficult, ULMA is using **videoconferencing and streaming**

software to offer its customers the option of conducting equipment approvals at the factory, thus avoiding the need for its technicians to travel. This real-time service makes it possible for customers to remotely and securely confirm that both the equipment and the packaging process meet their specifications.

Its high resolution cameras are used to check all the necessary details of their machinery. In turn, **the entire FAT is**

registered for delivery together with the documentation. This service allows for a more flexible adaptation to the agenda of customers while reducing delivery times and costs.

ULMA GROUP

The ULMA Cooperatives ordinary general meetings is pushed back to September due to COVID-19

The ordinary general meetings of the ULMA Cooperatives that are usually held in May and the ordinary general meeting of the ULMA S. Coop Group, which in past years was held in June, have been postponed until September due to the COVID19 pandemic. The meetings are scheduled for the week of 14 to 18 September.



COVID-19 special

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cooperatives and COVID

ALL NINE PRESIDENTS TELL US HOW THE SITUATION GENERATED BY COVID-19 IS AFFECTING THE BUSINESSES AND WHAT IS THE SITUATION AND LEVEL OF EFFECT THAT IS EXPECTED IN THE MEDIUM TERM

- How is the situation caused by COVID-19 affecting the Business?
- What is the situation of the Business at this moment and what degree of impact is expected in the medium term?

Iñaki Medina

PRESIDENT OF ULMA ADVANCED FORGED SOLUTIONS



WE EXPECT THE NEXT FEW MONTHS TO BE DIFFICULT AND VERY UNCERTAIN, HOWEVER, WE HOPE THAT CONSUMPTION WILL INCREASE AS ACTIVITIES, TRANSPORTATION, ETC, RECOVER

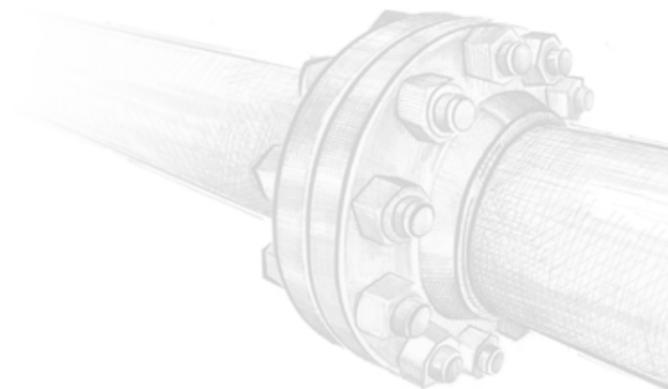
What I'm seeing is that little by little we have become familiar with COVID and what it entails. We have more information now and we know what protective measures to use ... The situation has apparently improved and I also feel there is a sense of calmness. If we look back to the beginning of the crisis where everything was uncertain, doubts ... well, things have changed a lot. In any case, you will find many different opinions on this matter.

In our case the impact has been significant due to the situation generated by COVID and also due to the situation in the Oil & Gas sector caused by the "war" between Saudi Arabia and Russia, so it is true that demand has decreased significantly. Also, it is true that we have 2 sales channels (STOCK and PROJECTS), which behave very differently. Normally in STOCK, this type of drop in demand has an immediate impact on all investments and they stop instantly. In projects, if the FID (Financial Investment decision) has been approved and the first works have been carried out, projects are rarely stopped due to the costs this would generate. In fact, we have seen how the stock business was stopped abruptly (especially in the USA), sales decreased considerably and, moreover, prices (as always

in this type of situation) have decreased, which eats away at the contracting margins. Regarding the projects business, those with a significant degree of progress have continued and only those in the initial phase have stopped or have been delayed.

In April there was significant project contracting and we hope that, provided there are no delays in execution due to Covid, they can give us a little breathing room to help balance the loads of the machines that have been affected due to the drop experienced in the stock business.

In summary, we expect to see a few complicated and highly uncertain months, although we also hope that, as activities, transport, etc. recover, consumption will increase and a certain stability will return to the stock business, although it may take a few months ...



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Gaizka Palacín

PRESIDENT OF ULMA AGRÍCOLA



NOT BEING ABLE TO TRAVEL TOGETHER WITH THE UNCERTAINTY IN THE SECTOR AND THE DELAY IN INVESTMENTS IS LEADING TO A DROP IN OBTAINING ORDERS FROM CUSTOMERS

At the moment it seems that the situation is stabilizing but we have experienced some stressful times as a result of the uncertainty generated by the state of emergency. At the beginning of the pandemic and with the changing situation we were experiencing, the business was not easy to manage.

Once the Royal Decree determined that our Business belonged to the group of essential activities, our activity at ULMA Agrícola did not stop, however, for safety reasons, we did have to slow down a bit.

Given the situation and for the sole purpose of guaranteeing the safety of workers, at ULMA Agrícola we decided to decongest areas that congregated a large number of workers. We did this by alternating remote with on-site work on a continuous schedule to reduce mobility.

Currently with the jobs organized and mobilising all the means available to guarantee the safety of employees, most of our employees are working in their normal positions. People who have difficulties balancing their work schedules and their personal lives are being provided with the means to achieve the necessary flexibility. I would also like to highlight the work carried out by the ULMA Group Coronavirus Committee, which has held meetings every day bringing many people together to deal with this crisis.

Given the circumstances, I would say that the current situation of ULMA Agrícola is good. This is because we already had quite a few projects underway before this crisis began. We have enough orders to keep our activity going until summer. Yes, we have experienced a lot of difficulties supplying material to countries whose borders were closed. In our Business, contact with the customer and visits are important. For this reason, not being able to travel together with the uncertainty in the sector and the delay in investments is leading to a drop in orders.



Unai Arregi

PRESIDENT OF ULMA ARCHITECTURAL SOLUTIONS



WE CURRENTLY HAVE A HIGH BUSINESS ACTIVITY BUT WE HAVE CONCERNS AND UNCERTAINTY ABOUT WHAT 2021 WILL BRING

The truth is that the past 3 months have been hard but the good news is that little by little things are returning to normal and people want to return to their normal routines, interact with their colleagues and I think that this could have a positive effect on the organization. The truth is that our business is in a somewhat atypical situation, in the sense that on the one hand, the reactivation, especially in recent weeks, has been much better than expected and therefore we are currently experiencing a high business activity. However, there is concern and uncertainty about what to expect in 2021.

In any case, with what is happening, with sectors as powerful as the automotive industry almost stopped, it is important for a company like ours to recover our activity as we are doing and to try to save the year. Also, in some way, we are happy to be able to contribute our grain of sand by welcoming partners from other ULMA Group businesses through relocations and to be able to return to hiring the temporary workers that we had to let go. In this way, we have fulfilled the commitment that when we came out of lockdown we would again hire as many workers as we could, which has been the case.

From there, I think it is difficult today to predict what will happen in the medium term but what does seem clear is that next year will be difficult for a construction Business like ours. In any case, we must not forget that recently we suffered a terrible economic crisis, which we were able to overcome and emerge stronger from.

I don't know what the future holds for us but I am sure that if we continue to stick together, if we trust in our decisions and continue moving forward with the same level of commitment, we will be able to overcome the challenges we are facing today as well as those we will face in the future.

As one of our values states: HobetUAS Hazi!!

We are experiencing the progression of Covid in the same way as society in general, with a lot of uncertainty. We remain alert to the progression of the pandemic and are constantly adapting to the measures that are put in place by both the authorities and the committee that has been set up within the ULMA Group. These measures that we've continually had to adopt have focused on prevention and trying to combat the spread of the virus. All this without losing sight of the fact that we had to try, to the best of our ability, to ensure that the stopping of the activity was as limited as possible, while trying to guarantee and prioritize the safety of our employees at all times.

So, by order of the Government, we had to close the factory for 15 days as our activity was deemed as not essential. And obviously, given this situation and the fact that we did not know when or how we would start, we were forced to make difficult decisions and also to try, quickly and effectively, to mitigate a major economic impact. These decisions obviously affect people and therefore I want to take this opportunity to thank everyone for their understanding and high degree of commitment. We have all tried to re-start our activity while under an exceptional situation.



- How is the situation caused by COVID-19 affecting the Business?
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Ibon Calvo

PRESIDENT OF ULMA CONSTRUCTION



WE DO NOT KNOW HOW COVID-19 WILL AFFECT THE BUSINESS IN THE MEDIUM TERM BUT AT THE MOMENT IT HAS FORCED US TO REVIEW OUR PLANS FOR 2020

I would say that it is no different than how we have been experiencing this crisis in our families and in our towns. A lot of uncertainty and nervousness at first because we didn't know what we were dealing with. We started taking actions from the beginning by compiling information. We have always tried to maintain a balance between health and business by implementing various measures: adapting spaces, organizing work shifts, redefining cleaning processes, working remotely and special measures to facilitate balancing work / personal lives. In this process, the different measures adopted by the ULMA Group COVID committee and by LagunAro have been essential. Right now the situation is gradually returning to post-COVID normality and we also want to return to normal operations.

In general, the pandemic is having a major effect on our business and we do not know how long this effect will last. ULMA CyE has a significant presence worldwide and we are gradually feeling the effects of Covid around the world. From the beginning, although we think the COVID situation is temporary, we have implemented measures to cushion its impact. We do not know how this situation will affect the business in the medium term but at the moment it has forced us to review our plans for 2020. We are making every effort to return to a pre-pandemic situation as soon as possible.



Miguel Pastor

PRESIDENT OF ULMA CONVEYOR COMPONENTS



WE ARE TAKING ADVANTAGE OF THIS SITUATION TO ACCELERATE IMPROVEMENT PROJECTS THAT HAVE BEEN PUT INTO PRODUCTION WITH THE AIM OF IMPROVING OUR COMPETITIVENESS IN AN INCREASINGLY DEMANDING MARKET

In March when everything started, we had enough orders in the book to maintain normal production operations, while managing the material supply problem this situation had generated. As it seems the situation is coming under control and we have become accustomed to the new protocols, we are better equipped to handle the situation. Even with all the uncertainty about what autumn may bring, the measures and protocols that we have adopted have better prepared us for the future.

We are living in a time of considerable uncertainty. Our market is highly dependent on trends in raw materials and these in turn depend on the consumption in different sectors. Some of our most important markets are still very affected by COVID-19 and this is becomes evident in contracting.

Currently our order book is in good shape as a result of a series of major projects that we have been awarded in recent months. These were bids that we had been working on for a long time and that were awarded in the midst of the crisis. These projects have enabled us to get through this period while we continue working on getting other projects awarded. However, the forecast for the coming months is not good; there is a lot of uncertainty about how the market will react, which means for the next few months we will have to work hard to be successful in our bids as we will all need to win them.

On the other hand, we are taking advantage of this situation to accelerate improvement projects that have been put into production with the aim of improving our competitiveness in an increasingly demanding market.

At first there was a lot of uncertainty and nervousness about the speed with which events were taking place in the news. The mixture of emotions was logical - we were concerned about the health of our employees and their families and with the impact this could have on the economy and particularly on our business. Important measures had to be adopted to help overcome this crisis such as the request for a flexible schedule and the drop in the NRN to 80%; measures that were accepted by the group.

On the other hand, all security measures were put in place as the recommendations were being made. At first it was working from home for office staff as well as protocols on temperature control and access to changing rooms. Then, when masks, gloves and gels became readily available, we implemented protocols for their use. Finally, distancing measures were implemented in offices in preparation for the return to working on-site, rearranging the spaces to ensure distancing measures are observed, installing partitions in areas where the minimum distancing cannot be observed and limiting the seating capacity of our meeting rooms.



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Javier Orbea
PRESIDENT OF ULMA EMBEDDED SOLUTIONS



AS THE SITUATION BEGAN TO NORMALIZE DURING THE MONTH OF MAY, THE MARKET BEGAN TO RECOVER WITH NEW PROJECTS CONFIRMED BY RECURRING CUSTOMERS AS WELL AS BY NEW CLIENTS

Because of COVID-19, production capacity was limited to 70% in April, May and June. This situation has forced us to take measures in terms of introducing flexibility in the schedules of each of the business lines. The objective of all business lines is to quickly adapt to the decrease in workload in the short term and to recover the loss in business once the situation has stabilized and the economy begins to recover.

As the situation began to normalize during the month of May, the market began to recover with new projects confirmed by recurring customers as well as by new clients. Two projects are worth mentioning in the railway and automotive sectors. Along these lines, the increase in the number of bids submitted in May and June allows us to be optimistic about the future recovery of the market.

However, the new projects still do not fully recovery our production to pre-Covid-19 levels, so the new opportunities will need to become tangible in order to confirm the timeframe under which such a recovery will become a reality.

In the medium term things seem to be clearer. Although it was already a trend in the market, it is highly probable that COVID-19 has been a catalyst to make companies aware of the need for digital transformation in monitoring, automating and optimizing industrial processes, an area in which ULMA Embedded Solutions has different lines aimed at developing and implementing comprehensive solutions ranging from monitoring (awareness) and verification of processes to communicating data with the cloud and using them through an IoT platform.

On the other hand, the impact of COVID-19 will also accelerate the incursion of new technologies in healthcare, a sector in which ULMA Embedded Solutions is experienced, mainly developing Hardware and Software for medical devices, which require specific development standards.

Before the state of emergency, ULMA Embedded Solutions was already developing its projects in a distributed manner with multidisciplinary teams located in Oñati, Bilbao and Madrid. The impact that mobility limitations and different security protocols implemented in the different offices have had on the productive capacity of the company have been minimal. Therefore, all the scheduled projects have been delivered.

However, the impact of the pandemic has been greater in the launching of new projects as some customers as well as many on the market, have decided to put off decisions about starting new projects until the situation stabilizes.

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Oier Araiztegi
PRESIDENT OF ULMA HANDLING SYSTEMS

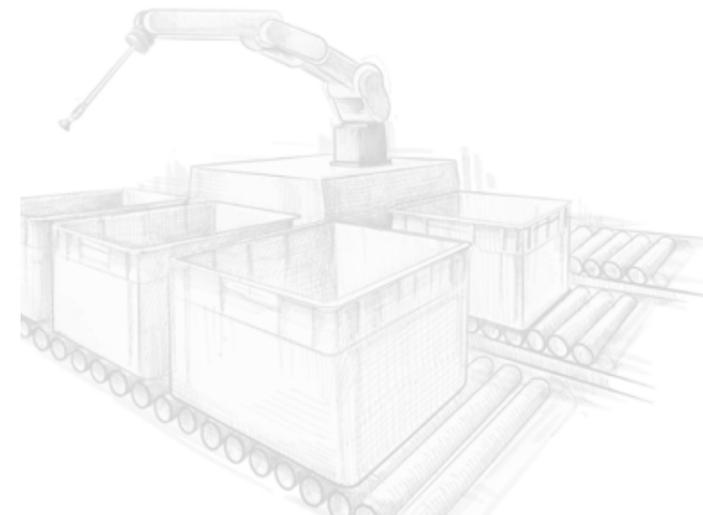


TRAVEL IS CRITICAL FOR OUR BUSINESS AND THE RESTRICTIONS ON MOVEMENT HAVE A HUGE EFFECT ON OUR DAILY WORK AND DIRECTLY IMPACT OUR BALANCE SHEET

After three months in which we have been through different phases and adapted to the changing circumstances that we have had to face, we have been through a period in which the limitations we have endured are being reduced and we are taking steps to return to a "normal" situation. Throughout this time we have adopted many measures of various kinds (some out of conviction and others out of obligation) in order to minimize the impacts of COVID-19. It has not been easy, but I would say that currently we have already internalized some dynamics that have changed our way of working and we have become familiar with them.

When COVID-19 became a problem, we were in the process of changing management, which together with the fact that we had several complex projects that we were having trouble completing, had a major impact on the business and the situation at this time is difficult. Travel is critical for our Business and the restrictions on movement have a huge effect on our daily work and directly impact our balance sheet. In the medium term we hope that projects that have been interrupted will be reactivated and travel restrictions will be lifted so that we can move forward in our projects on-site and make progress on the accumulated backlog we have experienced in recent months.

The commitment and drive shown so often by the people who make up UHS will be necessary to address this situation and overcome the current difficulties.



- How is the situation caused by COVID-19 affecting the Business?
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Lander Díaz de Gereñu

PRESIDENT OF ULMA PACKAGING



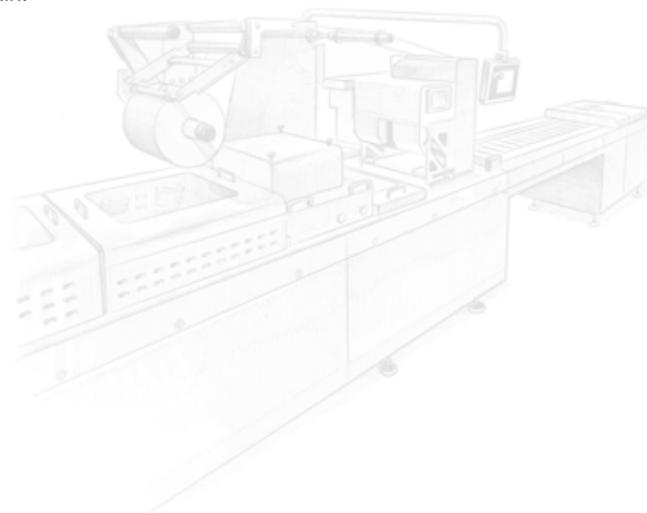
IN GENERAL, THE OUTLOOK IS NOT TOO BAD, ALTHOUGH THERE IS NO DOUBT THAT WE WILL CONTINUE TO SUFFER AND THE RECOVERY WILL NOT BE IMMEDIATE

ULMA Packaging is a business for many people and this has been a factor that has generated a lot of nervousness in the group. Lots of people generally congregate both in offices and in workshops. This means that we have to take measures that affect many people in terms of changes to work schedules as well as work location. Also, we have had to enable up to 250 posts to work from home.

This has required many employees to make an important effort as these types of changes, especially if they are maintained over time, require a personal sacrifice. In any case, I wanted to emphasize the very good response from the ULMA Packaging staff, as this has been an effort by many people that has enabled us to continue working and moving our projects forward.

ULMA Packaging's business has been less affected by COVID-19 than other business areas. Our customers continue to require our solutions, although due to the current situation of uncertainty, there is a tendency to delay the higher cost projects.

It should also be noted that our diversification efforts in terms of geography, product and sector has helped us mitigate the impact caused by COVID-19: some sectors have been more affected than others, some countries are having a hard time while others are recovering ... In general, the outlook is not too bad, although there is no doubt that we will continue to suffer and the recovery will not be immediate. Our sector will end up recovering and it will be important to be prepared and ready to meet demand when our customers require packaging solutions again.



Ibai Goenaga

PRESIDENT OF ULMA MAINTENANCE SERVICES



THE RECOVERY IS ACCELERATING BUT WE CAN ONLY FORECAST DATA IN THE VERY SHORT TERM

Recently, we have organised mini-committees to report on the cooperative's situation, on the measures taken and to receive feedback from the community regarding this exceptional situation. Logically all this has brought about important changes in how work is organised given that many of our employees are working from home. I want to emphasise the commitment and responsibility that, once again, the group has shown by being highly involved with the project.

At the beginning of the pandemic and the following days, two of the initially most affected areas were Vitoria and Madrid (two cities where we have our own branches). At the time, the lack of information coupled with uncertainty about the availability of PPE required to protect against the virus and the constant changes in the Law made it very difficult for us at a time when we were handling a very complicated situation. First we had to protect the health of our most exposed employees and then we had to continue providing a good service to our customers (those who received us). We immediately realised that the situation could have a major impact on the cooperative, although the magnitude of said impact was totally unknown.

The state of emergency brought part of our business to a complete stop and the cooperative bodies had to implement preventive measures to try to fix the situation with the least possible impact.

After weeks where we only worked on essential activities, little by little we started reactivating the business at different speeds and by areas or provinces. Some lines such as Inoxtuck, where the international component and the type of customers that are targeted (pharmaceuticals and food), helped mitigate the impact caused by the decrease in activity compared to for example, Intruck, where we have headquarters in Madrid which has been a pandemic hot spot.

Socially, there have been moments of uncertainty that we have tried to mitigate through messages to the community.

Right now we are doing somewhat better than what we had forecasts in early April but we are still far from recovering back to a pre-covid condition. In addition, this situation involves a high degree of uncertainty as we do not know how it will evolve. For this reason we must be conservative in our forecasts. For example, the truck market in Spain was already down 12% before COVID and the pandemic intensified that decline.

We are using the Lagun Aro Mobile Calendar tool which, depending on the level of activity, is applied more or less intensively in the different lines of business.

According to the first data from the new GP we are working in, a decrease in billing is expected compared to the pre-COVID GP. It is also true that the recovery is accelerating but we can only forecast data in the very short term. For this reason, we are monitoring the cooperative's activity with daily follow-up meetings, suspending some of projects that we were going to start and reviewing all our expenses to ensure only the essential minimums are purchased.

We are conducting a special audit of payment collections since we understand that, as time goes by, customers with liquidity problems will have difficulty making their payments so we will have to be attentive to this problem as it arises.

We will also have to analyse the lessons learned during this crisis regarding how we organise our work and we must use it to improve our efficiency. The "new normal" will require complying with protocols in the medium term and this means appealing to the shared responsibility of all staff and insisting that we cannot let complacency set in.

face to face

"We must remain alert and take advantage of the lessons learned during these months"

IÑAKI IGARZABAL. ULMA Head of Occupational Health



For 17 years now, Iñaki has been the Occupational Health Service coordinator at ULMA. He is nearing retirement and shares his experience regarding the COVID-19 pandemic and how he thinks we should face the post-coronavirus period.

“As a working doctor at ULMA, what has the coronavirus pandemic been like for you?”

The uncertainty, the enormous amount of daily medical information, the constant regulatory changes (sometimes several times a day) and the lockdown have put us into an exciting, interesting and dangerous period due to the evolution and consequences of the disease. Even though we have experienced other epidemics in the past; influenza A and the seasonal flu, we had never previously activated measures or suffered consequences at this level. In any case, this period has made us realize how vulnerable we are and that we must place a higher value on health, prevention and the importance of individual responsibility.

“How have we adapted at ULMA for dealing with this situation?”

I think we adapted well and quickly. We started by creating the COVID-19 committee in February and quickly adopted contingency measures for the epidemic following the recommendations of the health authorities. We should note and appreciate the involvement of the General Management of the ULMA Group and the unity of action of all the cooperatives. I would also like to mention the work of those who make up the Occupational Health service for their commitment, dedication and knowledge during this non-stop period.

“We understand, Iñaki, that these have been difficult times, but what lessons do you think we can learn from COVID from a health perspective, specifically for our Businesses and for the cooperatives in general?”

The lessons that are worth mentioning are the importance of occupational risk prevention in our organizations, the need to create and maintain a powerful and cohesive health team that is able to respond during critical times and the necessary commitment of management and the governing bodies of the cooperatives to address these situations.

“How do you think the post-COVID-19 period should be addressed. What implications do you think it will have for our Businesses and what measures do you think will need to be implemented by the Cooperatives in the area of Occupational Health?”

I am convinced that we must remain alert and take advantage of the lessons learned during these months.” We must continue to use the protective measures developed during this period like for example, continuing to wear masks when somebody is ill, not going to work if you have flu like symptoms, maintaining the degrees of cohesion achieved in terms of prevention and health; promoting health among our employees and supporting others.

“This period has made us realize how vulnerable we are and that we must place a higher value on health, prevention and the importance of individual responsibility”

“Finally, to change the subject, after 17 years coordinating and directing the Occupational Health Service at ULMA, you are now on the verge of retirement ... Is this a time for reminiscing?”

My experience will always be part of my memories and personal experience but as my career comes to an end, I would like our organizations to be aware of and to value occupational risk prevention in all areas of the cooperative, as the cooperation of us all is necessary for this function.

As I say goodbye, I would like to thank all the people on my team who have helped me through this wonderful journey over the years. Thanks to Arantxi Berricano, Mirari Malbadi, Maite Elguero, Anabel Luengo, Mikel Uña and Eider Etxeberria ...

Finally, I would like to wish all the best to the entire ULMA Group and to the cooperative movement in general. It has been a real pleasure to share this professional experience with everyone. Thank you !!

Chronology of COVID at ULMA Group

MIKEL UÑA. ULMA doctor

The ULMA Group soon became aware of the problems posed by COVID19, as we have commercial contacts with China and with other countries in the Far East.

After a meeting between the Medical Service and the General Directorate of the ULMA Group on 24 February, the first formal Group meeting was convened for 25/02/2020 with all the Cooperatives of the ULMA Group for a joint daily analysis of the situation and to propose the common procedures and guidelines to be implemented; this is how the COVID-19 Committee emerged - it has been holding daily meetings to immediately understand and analyse the news that was being broadcast as this pandemic evolved.

Already from that first meeting, the need for safety equipment, instruments and materials started to be provided for by contacting suppliers to obtain these items despite the difficulties encountered by both a high demand for these items and the need to go through customs control.

The first collective measures at ULMA were also agreed upon and implemented - the establishment of social distancing measures at workstations with prior

analysis of distribution and spatial organization, enhanced cleaning of equipment and workplaces, management of common areas such as dining rooms or rest areas, avoidance of non-essential face-to-face meetings and since 03/03/2020, the procedure for monitoring external personnel who access our facilities by effectively controlling the access to ULMA plants.

Measures were agreed upon regarding personal hygiene to be followed by the ULMA group as well as an assessment by ULMA Group's occupational medicine service of people with particular sensitivity to the risk of exposure to the new SARS-CoV-2 agent. In these cases individual preventive measures were applied at all times, following the guidelines set by the Health Authority.

On 11/03/2020 the WHO raised the PHEIC situation to the level of a pandemic and the state government in the Official State Gazette of 11/03/2020 implemented its first law to that effect with Royal Decree-Law 6/2020, which adopted urgent measures for the protection of public health, a regulation that was supplemented by a long series of regulations at the state as well as the

regional levels. In particular, in Basque Country, BOPV of 14/03/2020 began to put rules in place that were already technically being followed and applied in accordance with the internal procedure of the ULMA Group, which was in force at that time; a protocol that also evolved based on the new guidelines that were emanating both from national as well as international technical organizations such as the Health Authority.

At this time, the ULMA Group's Medical Service was also conducting an epidemiological study to assess the degree of immunization of ULMA workers by conducting serological tests (rapid tests) for detecting specific IgM and IgG antibodies for SARS-CoV-2.

31 January

WHO Declares the new coronavirus outbreak a "Public Health Emergency of International Concern" (PHEIC)

25 February

The ULMA Group COVID-19 Committee was created to conduct a joint daily analysis of the situation, It began to forecast the need for safety materials, instruments and equipment and the first ULMA level collective measures were agreed and implemented

11 March

The WHO raised the Public Health Emergency of International Concern to the level of "Pandemic" The state government implemented its first regulation with Royal Decree-Law 6/2020, by which urgent measures were taken to protect public health

Currently

Through serological tests to determine antibodies in ULMA employees, a study is being conducted to assess the degree of immunization of the Group



MAITE ELGERO and MIRARI MALBADI. ULMA nurses

It has been an experience full of uncertainty and lots of different messages. What initially seemed like a flu-like epidemic turned into a pandemic that surprised us every day with different symptoms and, in some cases, as we now know, with very serious consequences.

There have been continuous changes made to protocols and we have had to adapt to these changes every day to meet the different needs of our activities and employees. One of our main tasks has been to be in daily contact with all personnel who have symptoms or are in isolation or even who have questions about COVID-19. This has required us to remain fully available at all times, including weekends and holidays to try to help address the questions and problems that were arising as best we could.

The bombardment of information from different media sources has been tremendous and most of the time, the information they provided did not really help in coping with the pandemic. In many cases the information was inaccurate and caused even more anxiety in people.

On a personal level it has also been difficult for us. We have elderly people in our environment that we have had to "protect"

Remember that this is not over. Let's not lose respect for COVID 19 and let's continue with the protection measures because the most effective prevention strategy is to avoid being exposed

from COVID-19 as well as health personnel who were exposed daily. We have learned in this situation since we have had to continually train ourselves as it is a new disease that has required us to adapt to the different changes.

Teamwork has been essential for us to be effective in our jobs and be able to support our personnel in Oñati and in the branches at all times.

Remember that this is not over. Let's not lose respect for COVID-19 and let's continue enforcing the protective measures because the most effective prevention strategy is to avoid being exposed.

On 25 February the first Coronavirus Committee was convened in the ULMA Group with all the Businesses for conducting a joint daily analysis of the situation and to propose common procedures and guidelines to be implemented

ULMA talents
in the time of
coronavirus

3D protection against COVID

ZIGOR SERRANO. ULMA Handling Systems



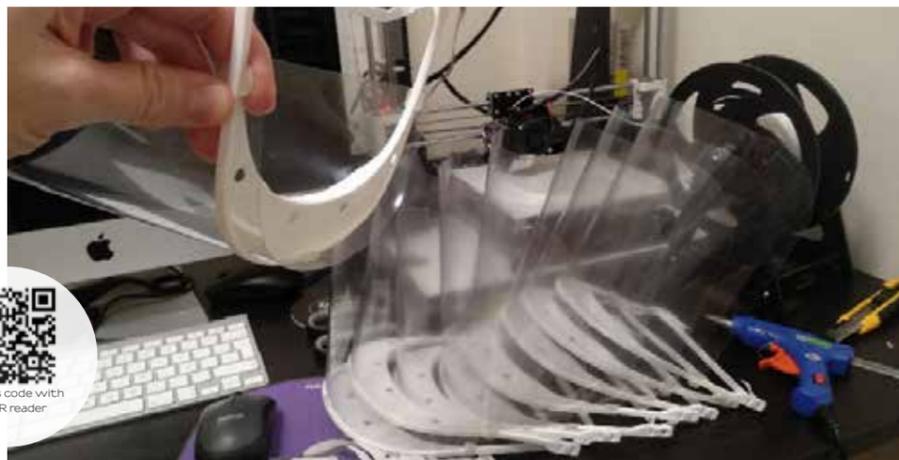
It was March and we were in full lockdown. On television they kept saying that hospitals were working without the equipment they needed... Shortly thereafter I heard that there were people who were making parts for face shields using 3D printers. Since I have a 3D printer, I searched the internet for a way to collaborate and quickly found the COVIDEUSKADI.NET website. The site offered downloadable templates for printing the "visor", the part that holds the transparent screen. **I started printing visors while finding out about how to get them to health workers. I saw that there was a huge community of "Makers" sending visors to hospitals,** but at the same time in the supermarket where I shop every day they didn't have anything.

I thought that providing resources to healthcare workers was a very good thing but it was just as good to help prevent the spread of Covid in the general population, so I decided to offer protective face shields to the supermarkets. I only printed the visor, I didn't have the screen and the rubber but I only had to mention what I wanted to do and everyone around me was quick to

collaborate. At ULMA they supplied me with the transparent binding sheets (they are PVC, not methacrylate) and I got the rubbers from neighbours and my brothers.

In the supermarket they were so grateful that I decided to distribute the face shields among the local businesses near my house (there wasn't much freedom of movement): hairdressers, greengrocers, tobacconists ... Of course, I also offered them at ULMA and they asked me to produce 35 face shields for workers at the workshop. In total I must have made about 150 face shields.

My children saw me every day making the face shields and they asked me what they were for. When they found out that the purpose of this effort was to help other people, they wanted to help me make them. They may have stopped learning some things because they couldn't go to school, but they have learned something very valuable. In the end, I think that I have received more than anyone. At the moment I've stopped making face shields because there is an abundance of masks and most people prefers masks over face shields.



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OTHER TALENTS OF THE ULMA GROUP

During these difficult months, many personnel at ULMA have come together in solidarity to help support those who were having serious difficulties...

Music to liven up confinement

AINHITZE BEREZIARTUA. ULMA Packaging

My sister and brothers-in-law played instruments in Azpeitia after the clapping and they encouraged me to do the same here in Oñati. Initially, I was hesitant out of embarrassment, but one day I found out that it was the birthday of my neighbours' daughter and as a surprise, after the applause, I played "happy birthday". The people in my building as well as others in the neighbourhood told me that they really liked it and encouraged me to play the violin whenever I wanted. Since then, every day, when the applause ended, I've played a tune.

I chose a special song for each day for example, on the day of the cup final I played the team's anthems, on the day of the Gernika bombing I played "Gernika", on 20 April I played "20 de abril", and so on. On other occasions I even played songs that neighbours requested.

To my surprise, more people listened to me than I had previously thought, people from the neighbourhood told me on the street that they listened to me when I played the violin and thanked me. On one occasion one neighbour told me that I had brightened

up her son's lockdown, another neighbour told me that her son asked about the violin instead of asking about the applause... Finally, the other day a boy stopped me on the street and said "you are the person that plays the violin, I've seen you before while I was with my daughter and I said, it's her. Thank you very much for entertaining our afternoons". I was so surprised, and I was so caught off guard, I don't even remember who said what.

I wish to thank all my neighbours in San Martin, Oñati, who came out on the balcony during those days and listened to me play my violin. I am glad to hear that people enjoy listening to me play!



scan this code with the QR reader

21 km charity challenge in my garage

LUIS ALBERTO CALVO. ULMA Packaging



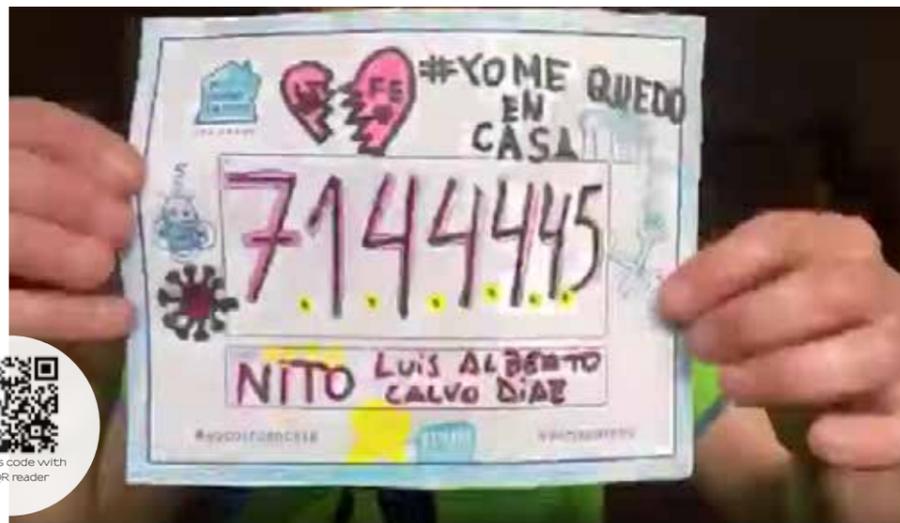
I am a fan of running and I was training for the Toledo Half Marathon that was to take place on 22 March. I usually run 10 kilometre races but I had never dared to run a longer distance. One day I found out that the race had been suspended. I couldn't believe it, I had trained hard for the race and it made me very angry ...

Then one day I was talking to a friend and I told him that I was running around in my garage (25 metres per lap) and I was doing about 10 kilometres on alternating days. As a joke he challenged me to run the half marathon on 22 March, running around the garage and this made me forget my frustration - I went ahead and did it! I mentioned the challenge to my colleagues at the Atlético Torrijos club and told them that if they supported me, I would do it to raise funds and buy material for hospitals and care homes in the Toledo area, which is where I live. These centres were having a really hard time and supplies were not reaching them.

The day came and I finished my challenge - 850 laps around the garage and € 1,700 raised. People from Torrijos, which is where I live, friends, family and also some people from Packaging participated in the collection. **An ABC journalist contacted me**

for an interview and as a result, the news was published in 3 other media outlets, which helped me raise more than € 4,700 for the cause. With the money that was raised, I bought 2,000 FFP2 masks, 15 non-contact thermometers and 84 pulse oximeters, which I distributed among 4 care homes, a centre for the disabled, Civil Protection, Local Police, Civil Guard, and 4 hospitals in Toledo.

In addition to all this, I used to be a DJ when I was in my twenties so every Saturday during lockdown I did a live session on social music networks featuring 90s music to make the lockdown more bearable at home. I have also signed up for more charity races from home to raise funds.



Collaborating with "Bergara Zaintzen"

GORKA UGALDE. ULMA Handling Systems

When the state of emergency began, members who made up the 30 January strike assembly in Bergara met to provide a collective response to the need for care and attention in the neighbourhoods. This assembly contacted the Bergara City Council to explain their concern about caring for people and this is how a network of volunteers was created. About 200 people joined this network, including me. Bergara's response was excellent, each person indicated their availability and later, the city council, through social services, began putting users in contact with volunteers.

Initially, **the network set out to help vulnerable people by buying medicine and food, putting out rubbish, etc. They called me to help somebody with their shopping and that is what I did for two weeks.** It was a very rewarding experience as a curious bond developed between us - had it not been for the coronavirus, we would have never met. For two weeks our relationship was simple. He called me by phone, gave me a shopping list, I did his shopping and left the groceries at the door of his house, he picked them up and we greeted each other. The first time he called me I asked him if he had any preference in terms of where he wanted me to shop; otherwise, I would go to shops in

Bergara to support them. He thought this was fine and I so that's what I did. After two weeks he called to tell me that he no longer needed my help and that is the last time I heard from him. I am sure that when we cross in the street we'll be happy to say hello to each other.

This network of volunteers has also been used for other purposes - for example, to distribute school supplies purchased by the Bergara City Council for boys and girls, to reinforce Basque at home for families in need, to distribute food from the food bank (I have heard that the need doubled during the state of emergency) and to distribute PPE manufactured in the Miguel Altuna Institute and other centres amongst small shops in Bergara.

Right now some of the needs are disappearing, so it's time to start the process of deciding what to do with this network.



interview

Andrés Canut Blasco

Head of the Microbiology Service,
University Hospital of Álava

"Caring for our work and family environments makes us better citizens and improves the society to which we belong as a whole."



« In a manufacturing and working environment, what do you believe to be the most effective measures for preventing infections that should be considered at this time?

Most of the droplets that we inadvertently expel through the mouth and nose when we cough or sneeze carry microorganisms such as influenza viruses or coronaviruses. Large droplets are concentrated within one or two metres of the individual that produces them. The problem is more acute in closed, crowded and poorly ventilated work spaces. So, the most effective measures are to work in open or well ventilated spaces, maintaining a safe distance (more than 1.5 m between workers), mass wearing of masks and frequent hand washing with soap and water (to be effective, hands must be washed for at least 20 seconds) or hand sanitizing gel with an alcohol concentration between 60 and 90 percent.

One neglected aspect is how

some employees live in their private homes. E.g.: coronavirus outbreaks in slaughterhouses in Germany (workers of Polish, Lithuanian or Romanian origin), Huesca (slaughterhouses in Binéfar, Fribin and Litera Meat), Lérida (slaughterhouse of Bon Area Guissona), horticultural companies of La Litera in Huesca (Zaidín). In these Spanish companies the workers are of North African and sub-Saharan African origin. As immigrants who are trying to save for remittances to their families in Africa, they live in crowded apartments with little sanitation. In other words, this is a social and not a labour problem that is difficult to correct.

« There is a lot of talk about the seasonality of the virus and now that we are in the middle of summer, can we be more relaxed or should collective alertness continue?

Viruses do not usually thrive in extreme temperatures, although the most important factor is overcrowding

in certain places where it is hard to maintain social distancing and mask availability is limited. There are more cases of influenza in the winter due to the ease of transmission in bars and closed premises, with many people in close contact. You can't let your guard down. Implement the usual preventive measures (practice social distancing, wear masks and wash your hands frequently).

« What happens during these months will have a lot to do with the individual responsibility of each of us, is that true?

I couldn't agree more but society as a whole and the health service in particular also have a responsibility to promote improving health conditions in the workplace and in the private homes of certain groups of workers. In short, taking measures to raise awareness in people is essential.

« Finally, after what we've been through and the experience

gained, what are the best lessons we can learn from all of this for the future?

Coughing and sneezing on the inner part of the forearm, practicing social distancing, wearing masks properly and keeping our hands clean.

If we do this, we will prevent the virus from spreading to the people around us (elderly people in our care, young children, family members that are immunosuppressed due to undergoing cancer treatment). Improving the living conditions of certain groups of working immigrants.

Caring for our work and family environment makes us better citizens and improves the society to which we belong as a whole.

report

COVID in Local Branches

WORKERS AT ULMA BRANCHES TELL US ABOUT HOW THE COVID-19 SITUATION IS BEING ADDRESSED AND ABOUT THEIR PERSONAL AND PROFESSIONAL CONCERNS



JAIME IGLESIAS
ULMA Handling Systems. Madrid

TO A GREATER OR LESSER EXTENT WE ALL KNOW SOMEONE, MAYBE A FAMILY MEMBER, WHO HAS BEEN AFFECTED BY COVID-19

In Madrid we have experienced all of this with considerable concern since the number of those affected has been very high and to a greater or lesser extent we all know someone - even a family member - who has been affected by COVID-19.

Since the state of emergency began, we have tried, as much as possible, to follow all the safety measures to prevent spreading the virus. We have reduced our activity as much as possible and wear masks and gloves on the days we travel to the customer's facilities.

On a personal level, the main concern for us has been the fear of getting sick. All of us in the branch have to travel for work; not only in Spain but also abroad and this has made us address this situation with great caution. When the state of emergency was declared, all planned trips were cancelled but in the days prior to the declaration most of us had been travelling, even to high risk areas such as Italy.

We have seen how many of our customers have experienced difficult times and in many cases they have even stopped their business. Situations like this create uncertainty for the future.

Thanks to the facilities provided by ULMA, with measures such as remote working or adjustments to the working hours, we have been able to face this crisis a little more calmly. Headquarters sent protective equipment to the branch and at all times kept us informed about the decisions that were being made to face this crisis. Fortunately, no member of the branch has been infected.



FELIX CONDE
ULMA Construction. Ajofrín (Toledo)

WE HAVE BEEN ABLE TO KEEP THE WORK SITE OPEN AND ISOLATE POSSIBLE CASES OF COVID-19 WITHIN OUR RANKS

The Ajofrín branch is handling this situation with great caution and implementing all the measures communicated to us by headquarters. On 11 March we started to put these measure in place and they are still in place today; this has enabled us to keep the work site open and to isolate possible Covid cases among us. The ULMA Medical Service has been informed and its instructions have been carefully followed. Little by little, we must return to normal, keeping our decisions in step with the different phases of the state of emergency and without relaxing the implemented measures.

Regarding concerns and worries, every individual has a different threshold of "respect" for COVID-19 that depends on their personal and family situation. We have adapted the work schedule, facilitated remote working and given preventive medical leave to personnel who are considered to be at-risk.

We are coping with the situation by strictly following the established protocols: the cleaning service has been doubled, common areas and transit areas are disinfected, access control with temperature measurement has been set up, hand sanitizer, protective gloves and daily masks have been provided for all staff. Likewise, a health questionnaire is being conducted for all employees who access our workplace, including visits.

We would like to thank Management, the Medical Service, Human Resources, Prevention, together with all who work in Ajofrín, for their involvement, their active collaboration and their help in complying with the measures. More than 150 people are in transit every day, with carriers from all over Europe and we have managed to keep our activity at full capacity and provide customer service without incident. In my opinion, given the circumstances in the country, this is a real success.



LUIS ALBERTO CALVO
ULMA Packaging. Madrid

WE HAVE TO REALLY WORK TOGETHER AND DO EVERYTHING WE CAN TO ENSURE THE COMPANY IS IMPACTED AS LITTLE AS POSSIBLE

In the Madrid Branch of ULMA Packaging, the pandemic caught us by surprise, working remotely, lockdown, etc. But 95% of our customers belong to the food sector and this has enabled us to keep our operations going. Things for us have been easier since the bulk of our customers have been working and some have even doubled shifts to make sure supermarkets are fully stocked.

In the administrative and technical service we haven't stopped for one second but in the commercial area everything was a little strange at first. We have now returned to optimal levels of work.

As for personal concerns, right now what worries me the most is the return to school in September. My children have just finished the year after completing the entire third term from home, and now? How, when, and in what way will it be done to guarantee the safety of the students?

Professionally, I am worried about the uncertainty of the economic situation we are headed to, as this will undoubtedly affect sales but we will work hard to limit the impact as much as possible. We are in a large company and jobs are pretty safe but many of us have families and we have to really work together and do everything we can to ensure the company is impacted as little as possible.

In this situation we are facing, we must adapt to the new normal because I believe that masks and hand sanitizers are here to stay. Taking measures to stay safe is not difficult to do, we all need to continue being responsible regardless of how much the number of cases have decreased.

We must get accustomed to working with the maximum possible safety measures, practice social distancing and avoid any unnecessary visits. I think that working remotely is here to stay: there are many tasks that can be performed perfectly well from home; nowadays "where there is Wi-Fi, there is life".

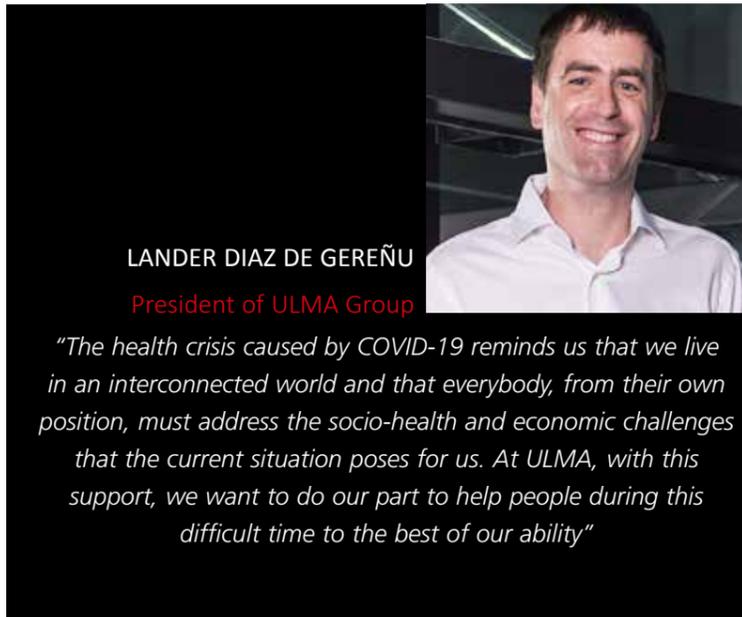


report

The ULMA Group approves COVID-19 financial aid for various healthcare associations

The ULMA Group wants to recognise the commitment of its Businesses and Cooperatives and collaborate as much as possible in helping to overcome the health crisis we are experiencing as well as mitigate its economic impact as much as possible by carrying out various social action and welfare type initiatives.

Among these initiatives it is worth mentioning that the ULMA Group decided to collaborate with three healthcare associations; the Red Cross, the Food Bank and Caritas, by making financial donations to help overcome this situation.



RETIREMENTS: From 1 May to 31 August 2020



Thank you all and enjoy!
Congratulations



 <p>ALBA CASARES Cruz Roja</p> <p><i>"Thanks to the contribution of the ULMA Group we have been able to meet the numerous expenses caused by the COVID-19 pandemic. With the help of the ULMA Group we can also continue helping the most vulnerable population and we can also prepare for the School Materials campaign with the guarantee that we will reach all the boys and girls in the region that request our help".</i></p>	 <p>BERTA ETXEGOIEN Cáritas</p> <p><i>"On behalf of Cáritas we would like to thank you for the help you have provided us because thanks to this help we have been able to continue with our day to day operations and respond to the needs derived from COVID-19. To all the people at ULMA, thank you. In a large measure, we are going to use the help provided by the ULMA Group to cover our financial needs as well as invest in the social/ employment inclusion projects we currently have underway. From all of us in the Cáritas family, thank you very much".</i></p>	 <p>JOSÉ MARÍA BEITIA Banco de Alimentos</p> <p><i>"The Food Bank extends its thanks to the ULMA Group for providing financial assistance to our organization. Likewise, we also want to inform ULMA that the help received will be use to purchase basic necessities. The first group to receive assistance will be children ages 3 and below. Whatever is left over will be used to purchase non-perishable products due to the 35% increase we have seen of people receiving this food in June. We would like to take this opportunity to send you a big hug from all the people that will be receiving this help".</i></p>
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