



Our commitment  
to sustainability

WeCare





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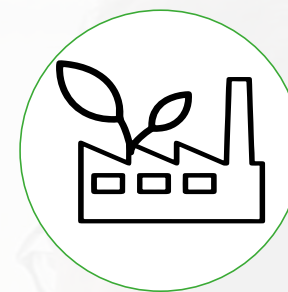
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THE COMPANY

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# ULMA Packaging, comprehensive packaging solutions

For over 60 years, ULMA Packaging has been designing and manufacturing packaging solutions and lines that are continuously tailored to the needs of our customers. We design and produce services and machinery that improve the competitiveness and quality of the packaging process for different sectors, especially food products.

Social responsibility and sustainability have always been at the core of our business, so in 2019, we concluded the process of developing our sustainability strategy by identifying our material issues. This has allowed us to understand and promote the most important issues in order to carry out our business responsibly:

## MATERIAL ISSUES

### 1 Financial soundness

2 Responsible supply chain management

### 3 Ethics and integrity in business

4 Efficient management of material resources

5 Energy

6 Water

7 Climate change / emissions

8 Waste management

### 9 Reducing the environmental impact of our packaging material

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### 11 Innovative products, processes and services

### 12 Product quality and safety

13 Privacy and confidentiality of information

### 14 Customer orientation

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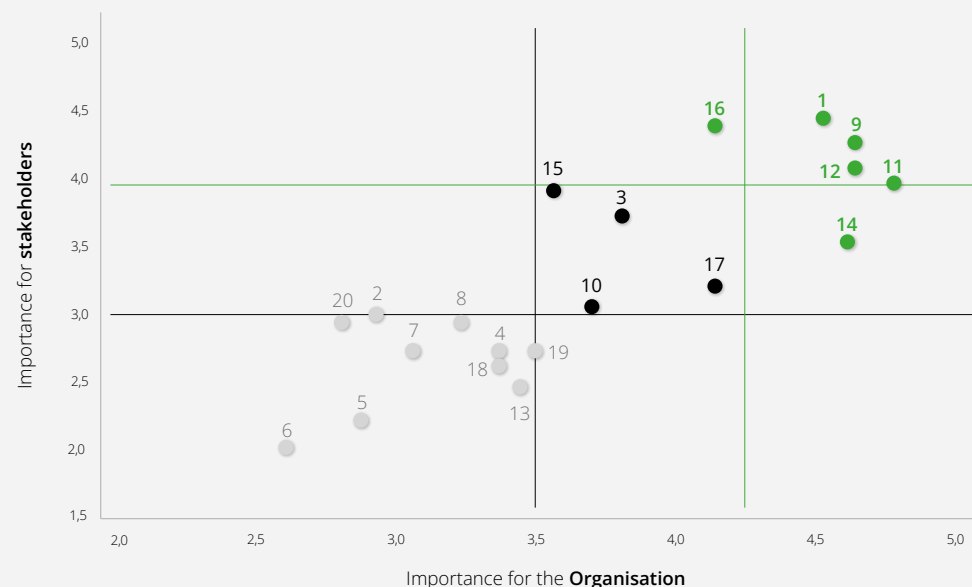
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19 Upholding human rights

20 Engagement in local communities





In line with our responsible and sustainable approach, we have focused our technological development on facilitating the path towards an increasingly circular production model. We have improved the entire packaging life cycle and ensured that are our solutions meet all of our customers' requirements: **they are energy efficient, easy to adapt to new materials and they produce high-quality packaging that preserves products better and for longer.**

Our machines are equipped to work with the most challenging materials required by our customers - including materials with a greater capacity to be reused and recycled - and to produce packaging that ensures the hygiene and long shelf life of the products and meets the demands of the market.

ULMA Packaging takes responsibility for making its business project financially sound, **economically sustainable** and competitive in the market to deliver value creation for customers, society and future generations. This is demonstrated by our sales, which have grown steadily - with an average annual increase **of more than 10%** over the last 9 years -, and by our sustained strong performance over time.



OUR COMMITMENT  
TO CONTINUOUS  
INNOVATION AND  
THE DEVELOPMENT  
OF **SAFE,  
SUSTAINABLE  
AND COMPETITIVE  
SOLUTIONS,**  
ALWAYS FOCUSED  
ON SUPPORTING  
OUR CUSTOMERS'  
BUSINESSES, IS OUR  
BIGGEST ASSET IN  
THE MARKET TODAY  
AND IS WHAT DRIVES  
OUR FUTURE.

## We are global

Our company headquarters are located in Oñati, Gipuzkoa (Basque Country, Spain) and we have a wide global presence through a network of distributors and our own subsidiaries:

Present in more than  
**130**  
COUNTRIES

Direct presence in  
**25**  
COUNTRIES

Spain, Portugal, France, Italy, United Kingdom, Belgium, the Netherlands, Germany, Switzerland, Austria, Poland, Ukraine, Romania, Russia, Turkey, Australia, South Africa, Brazil, Argentina, Mexico, United States, Canada, Thailand and Colombia, with China planned in 2023

per year  
**+1.500**  
SYSTEMS

of production facilities  
**+100.000m<sup>2</sup>**  
installed base  
**+60.000**



## We meet all your packaging needs

Our machines are used to package a wide variety of food products, medical devices and personal care products. Our main market is the food industry, for which we provide packaging automation solutions.

To meet the needs of all the markets we serve, we have a variety of packaging solutions and we work with other industry players, allowing us to provide reliable and durable solutions, such as:



**FLOW PACK PACKAGING MACHINES (HFFS)**

[› more info](#)



**THERMOFORMING MACHINES**

[› more info](#)



**TRAYSEALERS**

[› more info](#)



**VERTICAL WRAPPERS (VFFS)**

[› more info](#)



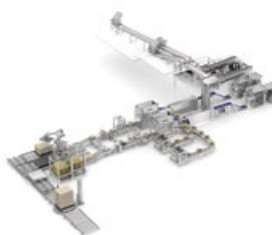
**STRETCH FILM WRAPPING MACHINES**

[› more info](#)



**BAGGING AND SHRINK FILM SLEEVE WRAPPING MACHINES**

[› more info](#)



**COMPLETE AUTOMATION SOLUTIONS**

[› more info](#)



### OTHER SYSTEMS

INSPECTION AND MARKING SYSTEMS

HANDLING, DISTRIBUTION AND  
TRANSPORT SYSTEMS

ROBOTS AND HANDLING UNITS

PACKING AND PALLETISING SYSTEMS

## ULMA Packaging Technological Centre

We promote technological innovation to improve packaging efficiency and minimise its environmental impact. All of our innovation begins at the ULMA Packaging Technological Centre, a division that specialises in designing solutions and equipment for sustainable packaging, and has a team of experts made up of **over 100 professionals**.

Thanks to our ongoing drive for innovation, we have developed innovative patents to meet the regulatory and market requirements for sustainability. In 2022, **we allocated 22% of the funds we invest in innovation to sustainable packaging**; as a result, 4 out of 5 of the patents we develop are for this type of packaging.

Our innovation centre works primarily to develop new products and packaging that generate tangible benefits for our customers. It also seeks to address the growing demand for integrated solutions and advanced production systems in the smart factory environment, in order to improve the efficiency of packaging processes through in-plant connectivity and production data analysis.



**+100**  
**PROFESSIONALS**

dedicated to innovation  
and development

**+250**  
**PATENT**  
certificates

**€8,5M**  
**INVESTMENT**  
in innovation in 2022



## SUSTAINABLE PACKAGING

# #ULMAweCare, our commitment to sustainable packaging



The #ULMAweCare  
dual strategy for  
sustainable packaging

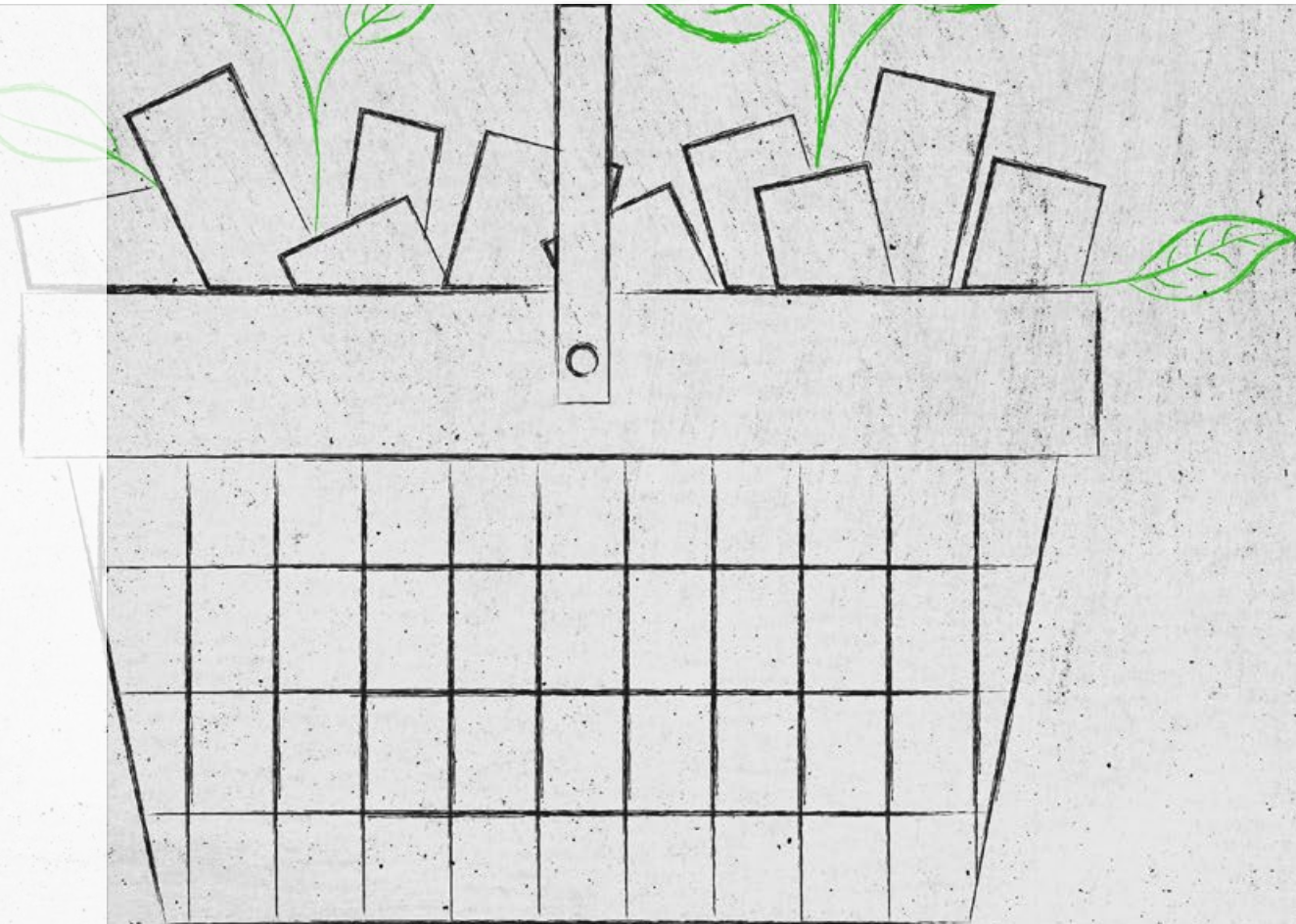
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# #ULMAWeCare, our commitment to sustainable packaging

The main aim of our #ULMAWeCare programme is to address the sustainable packaging challenge faced by our customers in different sectors, by offering our support and providing our products and services.

We are aware that plastic - which plays such an important part in modern life and, in particular, in **food safety** and distribution - is a material that comes from non-renewable sources and causes environmental problems in waste management. Therefore, in order to meet the sustainable development goals, it is more important than ever to use this material responsibly, to minimise its use and recover its waste by increasing its **recyclability**.

#ULMAWeCare is about improving the energy efficiency of our equipment and it focuses on **reducing waste** in the packaging sector, so **we are working comprehensively across the entire life cycle of packaging** as follows in order to make it more sustainable:

## USEFUL LIFE

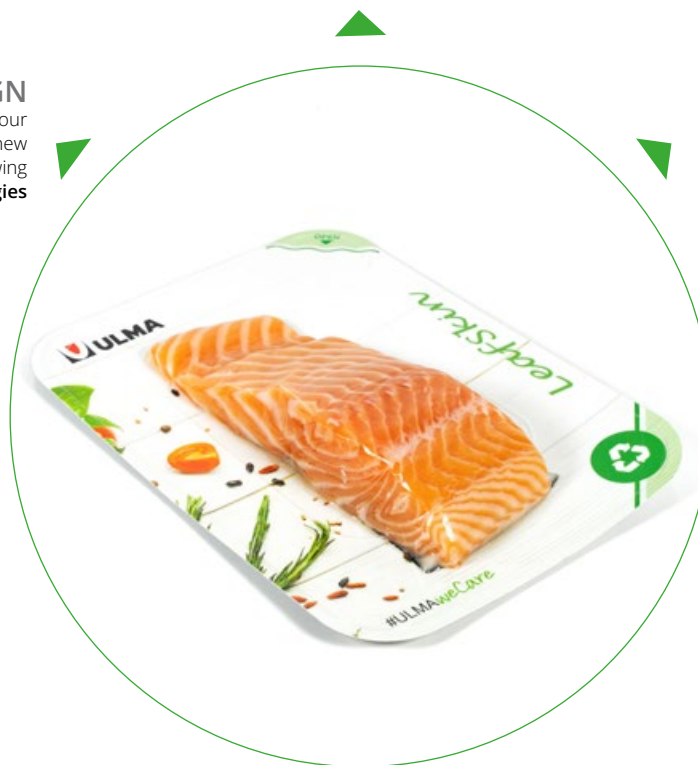
During its useful life, our packaging must fulfil all of the functions for which it was designed. Our packaging processes improve the preservation and **prolong the shelf lives** of many perishable food products. This leads to a **reduction in food waste**, which in turn has a huge impact on the optimisation of water and energy resources used in its production, as well as on greenhouse gas (GHG) emissions

## ECO-DESIGN

We work closely with our customers to devise their new packaging by following **eco-design strategies**

## FINAL PHASE OF A PACKAGING'S LIFE CYCLE

In the final phase of a packaging's life cycle, the use of recyclable or compostable materials makes it **easy to recycle its waste** and reintroduce it into the production cycle





WE WANT TO GUIDE OUR CUSTOMERS AS THEY **MAKE THE TRANSITION TO MORE SUSTAINABLE MATERIALS** WITHOUT JEOPARDISING THEIR ECONOMIC EFFICIENCY OR THE HEALTH OF CONSUMERS.

We have **teams of experts who analyse sustainable packaging trends** and advise our customers on choosing efficient alternatives when they are selecting the most suitable packaging systems: from selecting the most sustainable materials to the best packaging recycling options.

## *reduce waste*

### **WE ARE HELPING TO REDUCE FOOD WASTE**

We are a member of the **Save Food** initiative, because we have a strong commitment to reducing food waste. We help to achieve this through the quality of our packaging, which preserves food in perfect condition for longer.



## The #ULMAWeCare dual strategy for sustainable packaging



### 1 WE REDUCE PACKAGING MATERIAL

By following different eco-design strategies, we help our customers to produce packaging that allows them to reduce the amount of plastic they use and, therefore, their environmental impact.

### 2 WE ENABLE THE INTRODUCTION OF MORE SUSTAINABLE MATERIALS

Our packaging machines are versatile and they include the technologies needed to operate with more environmentally friendly materials:

**Recyclable materials and mono-materials:**  
paper fibre films, mono-material films and trays (PET, PP, PE, etc.), films and trays that contain recycled material, cellulose fibre trays and cardboard sheets with plastic liners for easy separation.









**Renewable and compostable materials:**  
biomaterials made from renewable resources (BioPE, BioPET, etc.), paper or cellulose fibre, biodegradable and compostable plastics (PLA, PHA, etc.) and other similar materials such as paper, cellulose, cellophane, etc.

We combine both strategies to provide the market with more sustainable packaging solutions.

WITH #ULMAWECARE WE PRODUCE MORE EFFICIENT PACKAGING THAT HAS **LESS ENVIRONMENTAL IMPACT**

## #ULMAwecare technological solutions

Our packaging solutions can include proprietary technologies that allow us to offer more sustainable options to our customers:

|  |   |  |   |
|--|---|--|---|
|   |    |   |    |
| <p><b>Better-Seal™</b></p> <p>Ensures stable and precise machine sealing element temperatures, allowing trouble-free operation with more sustainable alternative materials and recycled materials with narrower seal ranges.</p> | <p><b>LeafSkin™</b></p> <p>Uses a fully recyclable flat cardboard tray, reduces plastic consumption by up to 80% and makes it easy to separate the materials for recycling.</p> | <p><b>LeafMap™</b></p> <p>A version of LeafSkin™ used for sliced products, with the same sustainable benefits: fully recyclable flat cardboard tray, 80% reduction in plastic consumption and easy separation of materials for recycling.</p>  | <p><b>LeafShrink™</b></p> <p>Flow pack packaging solution, which uses an extremely thin barrier film and flat recyclable cardboard trays so, once the pack is opened, both elements are separated for recycling and 85% less plastic is used than with traditional packaging.</p> |
|    |   |    |   |
| <p><b>Flow-Vac™</b></p> <p>A system that creates a vacuum bag around the product being packaged to preserve its properties and minimise the materials required to package it.</p>  | <p><b>ReducedScrap™</b></p> <p>Packaging solution that reduces film waste - and therefore plastic consumption - by up to 40%.</p>   | <p><b>Tight-Bag™</b></p> <p>A suction system that minimises the volume of packs by reducing the size of the primary packaging, as well as reducing the size of the secondary packaging and its environmental impact. It is usually used together with a fully recyclable mono-material film.</p> | <p><b>Venturi™</b></p> <p>A system that decreases the length of the pack by more than 15%, thus reducing consumption and saving storage space; it can also use compostable materials and avoids the use of trays.</p>   |

## Sustainable machinery based on eco-design

We design our packaging machines with the aim of minimising their environmental impact and maximising their efficiency. As such, we focus on reducing the amount of plastic materials required, using recycled materials and designing the packaging produced by our machinery for reuse and recycling.

ULMA Packaging also offers additional tools to help its customers to **optimise the efficiency of their packaging systems after installation**, such as the online and offline analysis of equipment (overall equipment effectiveness or OEE) via an interactive graphical environment, or reports and charts on energy consumption and product performance.

AS PACKAGING EXPERTS, WE PROVIDE OUR CUSTOMERS WITH **MACHINERY THAT SUPPORTS THEIR SUSTAINABILITY STRATEGIES:**

ENERGY EFFICIENT, ADAPTABLE TO NEW MATERIALS AND PRESERVING THE QUALITY AND SAFETY OF THEIR PRODUCTS AT ALL TIMES.

### *preventive maintenance*

#### **PREVENTIVE MAINTENANCE AS A CIRCULARITY STRATEGY**

One of the keys to promoting the circular economy is to prolong the useful life of our machines and keep them in good working order. For this purpose, we offer our customers **maintenance plans that are tailored** to their needs, ensuring that any upgrades and adjustments required are carried out in a timely manner.

As well as minimising unscheduled downtime, **the availability of the equipment increases over time**, due to its optimal operation and because it is adapted to the latest technologies developed by our innovation team.



## SUSTAINABILITY

**#ULMAweCare**, our commitment to society and the environment



We are environmentally friendly

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We take care of the things

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# #ULMAweCare, our commitment to society and the environment

The #ULMAweCare programme, which was launched to drive the development of efficient and sustainable products and solutions, has been extended across the board to all of our sustainability initiatives.

This core commitment of ULMA Packaging is leading us towards strong and sustainable growth, balancing financial success and social welfare with environmental protection and conservation. To progress towards these goals, we have included sustainability as one of the cornerstones of our strategic plan for the 2022-2025 period.

As a cooperative company, we have a strong commitment to developing initiatives that promote **social welfare** and/or help to improve the quality of life of our staff and the communities in which we operate.

We understand that responsible management by ULMA Packaging consists of balancing the **economic progress** of all of our stakeholders with protecting and **conserving our environment**, and doing so in a way that upholds our values, with transparency and a forward-looking outlook, to safeguard the future of our cooperative.

## THE #ULMAWECARE CONCEPT ENCOMPASSES ALL OF OUR SUSTAINABILITY INITIATIVES ACROSS THE BOARD

### our values

#### OUR VALUES

They define us, guide our actions and serve as the basis for the responsible development of our social entrepreneurial project:



**Committed to customers**



**Desire to improve and innovate**



**Integrity**



**We are global**



**We work as a team**



**We are responsible for our legacy**

# We are environmentally friendly

Sustainable packaging is one of the cornerstones of our commitment to protecting the environment and natural resources, coupled with a rigorous environmental management system.

ULMA Packaging's environmental policy is integrated with the quality policy (we have been certified according to UNE-EN ISO 9001:2015 since 1993) and the environmental policy (certified according to UNE-EN ISO 14001:2015 since 2001).

## ENERGY EFFICIENCY AND COMBATING CLIMATE CHANGE

Sustainable management practices involve working to achieve **energy efficiency** and they lead to a reduction in our environmental impact. We therefore carried out an energy audit and implemented measures to reduce electricity consumption in our production centres and offices.

Furthermore, we are committed to **100% green energy**. As a result, all the electricity we have consumed in our production centres in the Basque Country since 2022 has come from renewable sources with guarantee of origin.

At ULMA Packaging we are aware that climate change requires everyone to take responsibility, as well as swift and decisive action. Our commitment to the climate drives us to take all possible steps to reduce the impact of our activities.

To achieve this, we implement initiatives to help us calculate, prevent and reduce our greenhouse gas (GHG) emissions and establish management systems to control them, in order to **become completely carbon neutral**.

Thanks to some of the process and energy efficiency measures we have already implemented, **our scope 2 emissions** from energy consumption were **4.3 times lower in 2022**.

WE ARE COMMITTED  
TO THE GLOBAL  
GOAL OF ACHIEVING  
**CLIMATE NEUTRALITY**  
**BY 2050**







## Generating energy

### WE GENERATE ENERGY ON OUR ROOFS

Generating our own energy is a cost-effective alternative that allows us to be more efficient, as well as cutting our emissions and energy bills. Our goal is to reach 880 kW of self-consumption with the following photovoltaic systems installed on the roofs of our plants:

Goribar, in  
operation:  
100 kW

Zubillaga, in  
operation:  
100 kW

Garibai, scheduled  
for 2023:  
430 kW

Legazpi, scheduled  
for 2023:  
250 kW



**100%**  
**OF THE ELECTRICITY**

consumed at our production centres in the Basque Country is from renewable sources, partly generated by the photovoltaic panels we have installed there.



## promote

### WE PROMOTE SUSTAINABLE MOBILITY

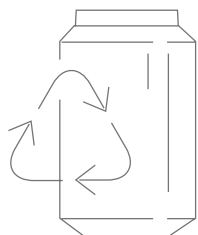
In line with our goal to reduce our emissions, at ULMA Packaging we have developed a **mobility plan** at our main production centres to adopt measures that support sustainable mobility: remote work, the installation of charging points for electric vehicles and encouraging the use of public transport and car pooling, among other measures. These initiatives are coordinated through the internal **Ekokilómetro**, programme, which allows our employees to collect points for their sustainable mobility activities and then redeem them for prizes.

## MANAGEMENT AND RECOVERY OF OUR WASTE

We strive to find solutions that allow us to incorporate recycled material, improve the recyclability of the films we use and encourage the second life of packaging and the recovery of our waste as part of our goal of becoming increasingly circular.

We have specific procedures for the management and gradual reduction of the waste generated by our industrial activity. Thanks to these procedures, in 2022 we managed to **cut our waste by 33.4 tons** at our production centres in the Basque Country, and we are able to **recover 87% of our non-hazardous waste** —inert waste, packaging and municipal waste— and **almost 69% of our hazardous waste**.

In addition to recovering all of the packaging waste generated by our activity —plastic, wood, paper and cardboard, which amounted to **over 347 tons** in 2022—, one of the most valuable forms of waste that we recycle is metal scrap from the machining areas, for which we have implemented new methods to facilitate its recovery.



En 2022 hemos reducido la generación de residuos en las plantas productivas del País Vasco en un **-2,2%**, lo que equivale a 33,4 t; también hemos incrementado el valor de producción en un **7%** respecto a 2021



*long life*

### ALUMINIUM BRIQUETTES: LONG LIFE IN A SMALL SPACE

The aluminium scrap produced in the machining areas of our plants is recovered for use as a raw material. Given the volume of aluminium scrap that can be produced —we generated **over 328 tons of scrap** in 2022— and the difficulty of transporting it, we decided to compress it in the form of briquettes, thereby **reducing its volume by up to 60%**, saving storage space and transport costs.

The process of pressing the swarf into briquettes also makes it possible to recover the coolant —or cutting oil— entrained in the aluminium swarf. We avoid generating this waste by means of a filtering station, which recovers the coolant for reuse in the machining area.

# We take care of the things that matter

## OUR CUSTOMERS

At ULMA Packaging, customer orientation is part of our work ethos and is what drives us. In practice, the best way to demonstrate this orientation is in the quality of our machines, the excellence of our services and our ability to adapt to the needs of each of the organisations that rely on ULMA Packaging for their packaging processes.

This commitment also means anticipating market needs with regard to the latest technologies and guiding our customers on their path towards efficiency and sustainability through our collaborative and cooperative approach. This commitment to our customers is matched by all of the people in our network and our distributors' network, covering more than 130 countries.

WE ARE ALWAYS ON  
HAND TO OFFER  
**THE SOLUTIONS**  
THAT EACH  
CUSTOMER NEEDS.

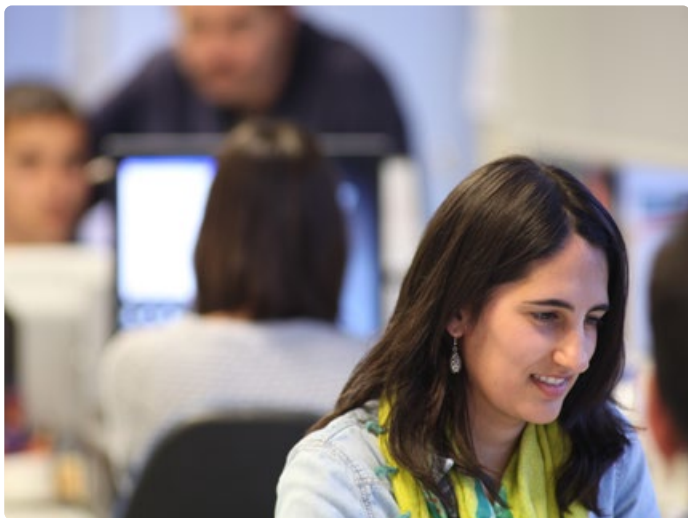
## OUR PEOPLE

**ULMA Packaging puts people at the heart of its activity** and gives them a key role in the ownership, management and results of our cooperative. This enables us to strengthen their sense of belonging and shared responsibility in our business project.

The development of our business model is based on creating value for our human capital and staff, as well as for society. We therefore promote **stable, high-quality employment** —in a safe, healthy, inclusive and equal working environment— and we are moving forwards with the implementation of measures to promote a good work/life balance, such as flexible working hours and remote working.







## work/life balance

### A GOOD WORK/LIFE BALANCE IS ALSO SUSTAINABLE

For ULMA Packaging, remote working is not only beneficial for the work/life balance of our staff, it also provides sustainable benefits: it saves travel time and avoids transport emissions. That is why we have developed a plan that makes it easier to work from home, taking into account the distance to the plant where the professional activity is carried out.

We also have **flexible clocking-in and clocking-out times**, which helps to alleviate traffic congestion during rush hour.

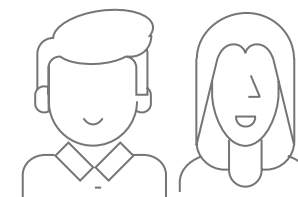
## ULMA PACKAGING PROMOTES **EQUALITY AND DIVERSITY** AMONG OUR STAFF.

### Equality, diversity and inclusion

We respect the right to equality and non-discrimination based on gender, sexual orientation, social origin, ethnicity, age, disability or religion, etc. For this reason, we have launched the **2021-2024 Equality Plan, based on four pillars of action** — leadership, policies and cultural change; people; process management, and relationship with society and the community— with a total of 46 actions.

This active commitment to equality, diversity and inclusion is ensured by our **Equality Committee**, which is responsible for the proper implementation of the measures defined in the Equality Plan and the application of **our protocol for action in the event of harassment**.

In line with our socially responsible and inclusive values, we place special emphasis on the inclusion of **people with disabilities**. Therefore, we have collaboration agreements with organisations that facilitate the workplace integration of individuals in this group, such as the **Katea** group and the **Bidebarri** job placement company based in Oñati, which is responsible for the vending management in our plants. Moreover, all of our workplaces **are accessible** to people with mobility problems.



## *inclusive*

### **TRAINING AND INCLUSIVE COMMUNICATION**

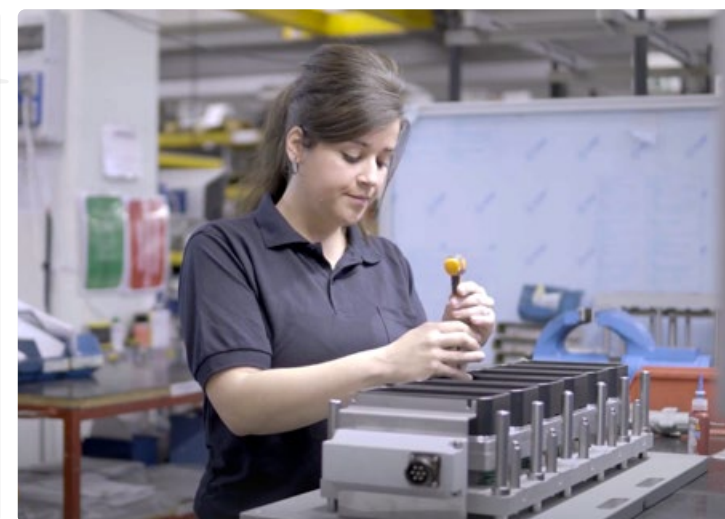
In 2022, **over 100 people** from our team received some form of equality training, and we also developed the **Berdintasuna Bizitzen** internal communication campaign ('equality in action'), which placed the spotlight on our Equality Plan with various actions throughout the year, including videos starring women in different roles who work at ULMA Packaging.



## *Award for development*

### **AWARD FOR INCLUSIVE VOCATIONAL TRAINING DEVELOPMENT**

In 2021, Hetel, the Basque association of vocational training centres, supported by the Euskaltel Foundation and the BBK organisation, **gave us an award for our work supporting inclusive training**, in the form of our **FP Pioneras** initiative, which sought to raise the profile and promote the role of women in dual vocational training. This award also highlighted the care delivered by our cooperative through the staff at our plants.



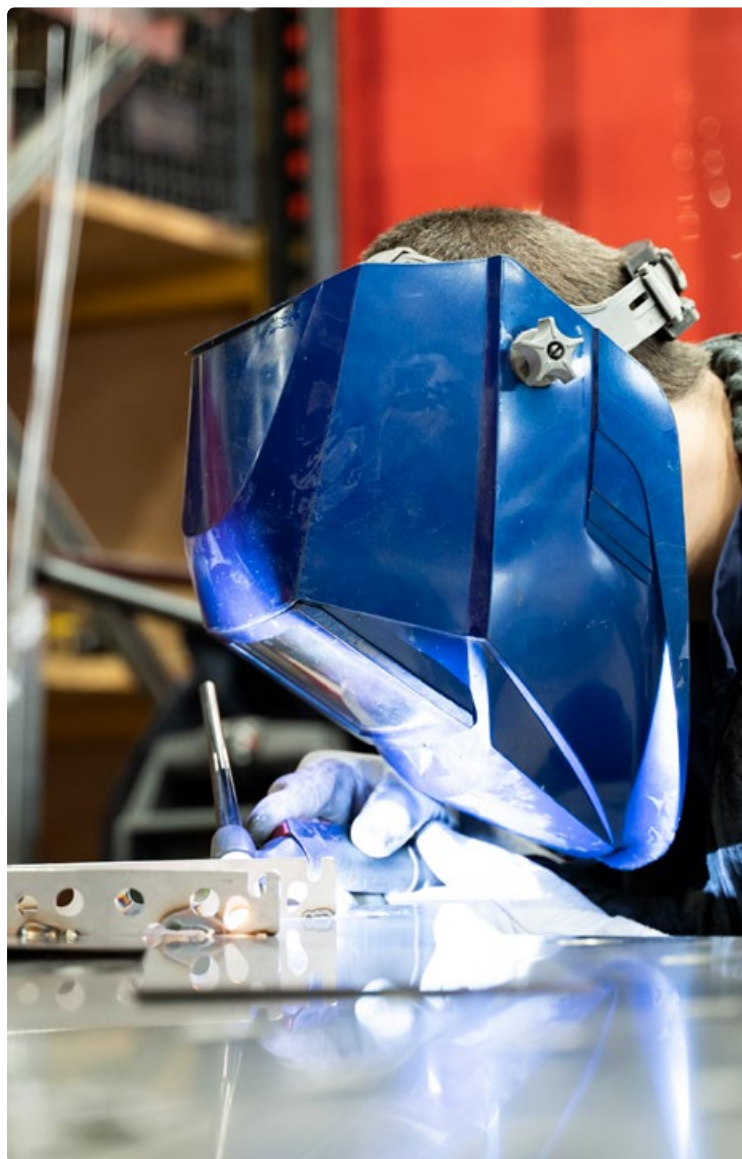
## We prioritise health and welfare

Nothing is more important than the safety, health and welfare of all our staff. We are therefore committed to providing a safe working environment for our employees and everyone else who makes our business possible, such as the subcontractors from our partner companies.

ULMA Packaging goes further than complying with legal occupational health and safety requirements, and continuously implements preventive measures and safety audits at its plants to make them accident-free workplaces. We will also be applying for **ISO 45001 certification** in 2023, which would guarantee that we meet the highest occupational health and safety standards in all of our activities at our plants throughout the country, including our local offices.

To prevent accidents in the workplace, we train our staff in risk prevention and industrial safety, we establish safe working guidelines and we also encourage self-care and a healthy lifestyle with measures such as the **Izan Osasuntsu plan**, which includes fitness programmes and workshops and advice on how to improve dietary habits.

Finally, it is worth highlighting the **ULMA Group's Health and Safety Service**, which offers health and safety resources and activities for employees of the group's companies.



**NOTHING IS MORE IMPORTANT THAN THE SAFETY, HEALTH AND WELFARE OF ALL OUR STAFF.** WE ARE THEREFORE COMMITTED TO PROVIDING A SAFE WORKING ENVIRONMENT FOR OUR EMPLOYEES AND EVERYONE ELSE WHO MAKES OUR BUSINESS POSSIBLE





## We promote training and professional development

We strive constantly for the **professional growth** of all of our staff, and to enhance their talents and skills. That is why, through our **Training Plan**, we offer our people, partners or employees opportunities for professional development in a highly motivational environment.

## *sustainability* WE PROMOTE A CULTURE OF SUSTAINABILITY

When new people first join our teams, issues related to environmental policy and sustainability are part of their training, with special emphasis on waste management and energy efficiency. Our Training Plan includes 40 awareness-raising activities in these areas.



**20.500**  
HOURS OF TRAINING IN 2022

## We attract and retain talent

Essentially, the packaging industry requires skilled workers with a high degree of specialisation. For this reason, ULMA Packaging is working to create an **attractive range of jobs** that attracts talent and creates opportunities for professional development in an environment that promotes diversity.

Working closely with educational centres is one of the cornerstones of our **talent attraction strategy**. That is why we have spent years building partnerships with the educational network in order to meet the skilled talent needs of our organisation and to ensure that newly-qualified individuals are employed in the job market. The effectiveness of this strategy has been demonstrated by **the 150-plus work experience students who have joined us since 2018**, of which approximately 80% remain as our staff.

We work closely with **over 16 educational centres** in our area —universities and vocational training centres— with which we run various initiatives, such as scholarships and internships for students, tours of our facilities, attending job fairs or assistance with the theoretical training they provide, among other activities.

We also develop **bespoke projects** that facilitate the training of future talent according to the requirements of each centre and the needs of our organisation. Notable examples

of such projects are the **Master's Degree in Robotics and Control Systems**, developed jointly with Mondragon Unibertsitatea (MU); the real assembly challenge held at Miguel Altuna and the boilermaker recruitment agreement signed with Armeria Eskola.

*talent*

### IN SEARCH OF MECHATRONICS TALENT

Our cooperative is regarded as an excellent employer among technical degree students. Clear proof of this is the new **training pathway for the Bachelor's Degree in Mechatronics**, a tailor-made programme developed in 2022 where students in this field will be given the opportunity to acquire technical knowledge and develop skills.







## OUR SUPPLIERS

Our customer focus naturally extends to our supply chain, as we engage with our suppliers to ensure that we deliver the best solutions and individual products tailored to the needs of the companies that will use them.

Our commitment to tailoring our solutions and machines to meet the needs of our customers often means that we have to act quickly, so we look for local suppliers and build long-term relationships of trust and cooperation with them. In fact, **85% of the items we purchase are from Spain**, 58% of which are from the Basque Country or neighbouring provinces.

In turn, **30% of the components** required for our business are produced in our own machining and boilermaking divisions, with the remaining 70% coming from various external suppliers with whom we have long-standing supply agreements.



**85%**  
**OF OUR PURCHASES**  
come from Spain

WE PRIORITISE **LOCAL**  
PURCHASES AND SUPPLIES



## Approval and evaluation of suppliers

We have a strict internal procedure for approving our suppliers, which requires compliance with the regulations of the country of origin. We are especially vigilant regarding the supply chain of products related to boilermaking, machining, external assembly and mechanical components.

Since we see our relationship with our suppliers as a long-term partnership, we conduct a preliminary assessment of the prospective organisations in order to gauge the level of risk and assess their technical capacities and their development or service capabilities.



*chain*

### **A FAST AND FLEXIBLE SUPPLY CHAIN**

We have a network of nearby suppliers (within 200 kilometres of our plants), which enables us to guarantee the delivery of small production batches within two weeks and to fulfil our commitments to our customers promptly.

*demanding*

### **DEMANDING OF OUR SUPPLY CHAIN**

By the same token that we are demanding with the quality of our products and services, over time we expect our suppliers to maintain the quality levels, lead times and prices for which they have been approved. The quarterly indicators allow us to quickly rectify any deviations from the expected values and to establish improvement plans to bring them back to acceptable levels immediately.

## COMMITMENT TO OUR SOCIETY

Social responsibility is an essential aspect of our corporate culture, as ULMA Packaging was created as an initiative by people who wanted to create employment and prosperity in their society.

### We are driving the progress of our community

As part of our cooperative legacy, our foremost commitment is to provide high-quality direct employment for ULMA Packaging employees, mainly in the towns closest to our plants. With this in mind, we continue to expand our production centres and in 2023 we have opened a new building in Oñati, devoted entirely to machining.

Currently, bearing in mind all of the countries in which we operate, ULMA Packaging employs people of more than 23 different nationalities. In the specific case of our main production centres in the Basque Country, **over 70%** of our staff live in towns near to Oñati (Guipúzcoa). This shows that we are deeply rooted in the region where our company was founded, as well as supporting its social and economic development and the fair distribution of the wealth we generate among the people in our community.



## local ecosystems

### WE PROTECT LOCAL ECOSYSTEMS

We believe that the advancement of our local community also requires us to protect the native flora and fauna, and we take special care to protect the stream that flows past our headquarters in Oñati. We have been involved in creating a new riverbed based on environmental criteria, which guarantees the conservation of the trout that live in this area. Its surroundings have become a natural space for all of our visitors to enjoy.

## We share our wealth

In keeping with our cooperative spirit, 10% of the gross profits generated by our business activity are returned to society through funds from the **ULMA Fundazioa**, via the instrument called the “Contribution for education and cooperative promotion and other public interest purposes” (COFIP).

Notable examples of our cooperative activities are the ties that link us to the faculties of **Mondragon Unibertsitatea** and the **ONG Mundukide**, which operates in developing countries.



# 10%

**10% OF OUR GROSS PROFITS**

are allocated to social and cultural projects

*social  
commitment*

### ULMA FUNDAZIOA, OUR GREATEST SOCIAL COMMITMENT

ULMA Fundazioa is the pinnacle of the ULMA Group's social commitment. In 2022, the Foundation **took part in 57 initiatives** spanning a wide geographic area, both abroad and in Spain, as well as in the Basque Country and locally. Through the Foundation, we help to provide aid for development, support for displaced people in Yemen and Ukraine, child vaccination campaigns, research into prostate cancer and to promote employment for people at risk of social exclusion, in addition to many other projects.



Foto: Mundukide



## RESPONSIBLE GOVERNANCE

As an essential part of our corporate responsibility, we take special care to uphold human rights, transparency and best practices with regard to good governance and ethical culture.

The ULMA Group has an Ethical Code, which ULMA Packaging adopted in 2021 and which sets out the values and rules of conduct that should govern the behaviour of our organisation's staff, both internally and in relation to our customers and the rest of our stakeholders. We have developed specific training on its action principles and we have created an ethical channel to deal with any complaints or grievances.

*participation*

### WE PROMOTE INTERNAL ENGAGEMENT

Since engaging with our human capital and staff is crucial for the democratic and transparent operation of our cooperative, we promote the empowerment of staff to play an active role in the management of ULMA Packaging. We have therefore set up internal communication channels to facilitate staff engagement in the group's project and promote their commitment to our customers.

## Knowledge-sharing partnerships

In order to share experiences and knowledge to further the development of the packaging industry, we belong to the following industry associations and research centres:

### SECTORIAL ASSOCIATIONS AND RESEARCH CENTERS INVESTIGACIÓN



#### AMEC envasgraf

The association of the most competitive technology companies for packaging and related industries



#### AINIA

The food research technology centre



#### Packnet

The Spanish packaging technology platform



#### Tecnova

A technology centre that specialises in the fruit and vegetable auxiliary, post-harvest and packaging industry



#### IKERLAN

The leading knowledge transfer technology centre



#### Tekniker

A technology centre that specialises in advanced manufacturing technologies



#### ITENE

A knowledge and technology centre focused on sustainable materials and technologies for the circular economy; design, safety and functionality in packaging; chemical exposure and air quality monitoring, and logistics and smart mobility



#### TECNALIA

The largest applied research and technological development centre in Spain



#### AZTI

A science and technology centre that develops high-impact transformation projects with organisations aligned with the United Nations 2030 SDGs



**ULMA Packaging is part of the ULMA GROUP**

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