

Mendaro, 18 June 2011

20 years of gratitude

As the famous tango *Volver* by Carlos Gardel puts it: *Twenty years is nothing*; in those 20 years, we have met some very pleasant people with whom we have worked side by side.

First and foremost, we have to thank the people who founded Urkunde in June 1991 with an innovative vision; those early years with as many complications as new ideas and a market that was on the brink of a major recession. With many hours of perseverance and enthusiasm we gained the trust of our customers, local at first, as we started to work and learn with them. New customers mean new challenges; the pursuit of their satisfaction has taken up most of our daily tasks, for which we are thankful.

The more customers, the more people working shoulder to shoulder in our company, and if anything, we can pride ourselves on having been able to live up to our commitments even in difficult times (and there have been quite a few).

Meanwhile, suppliers have been on the increase, putting their trust in the Urkunde project; good suppliers have attracted others, creating better synergies for the benefit of everyone; we are truly grateful for this loyalty.

We are particularly thankful to the consultants who have helped us (as Gandhi said, "you must be the change you wish to see in the world") to find our own way.

We have another 20 years ahead of us and I hope to live them together with enthusiasm and passion to be useful to others.

Thank you.



Aitor Garate
Managing Director