



Integrated Management System

Manual



IMS MANUAL

Code: MAN 00

INTEGRATED MANAGEMENT SYSTEM MANUAL


Approval date 01/04/2024 Version 01 Page 1 of 9

IMS MANUAL

INTEGRATED MANAGEMENT SYSTEM MANUAL


Version	Date	Modifications
0	12/06/2023	First edition
1	01/04/2024	Modification of point 2 (philosophy 10101). Updating of point 5 Organisational chart. Modification of point 7, incorporation of the Health and Safety Plan into the structure of the System.

Written by:	Reviewed by:	Approved by:
Ms. M ^a José Corrales	Ms. M ^a José Corrales	Mr. José A. Vergas

	IMS MANUAL		Code:	MAN	00
	INTEGRATED MANAGEMENT SYSTEM MANUAL				
	Approval date	01/04/2024	Version	01	Page 2 of 9

Index

1.	INTRODUCTION.....	3
2.	COMPANY PRESENTATION.....	3
3.	SYSTEM SCOPE.....	5
4.	INTEGRATED QUALITY, ENVIRONMENT AND OSH POLICY	6
5.	ORGANIZATION CHART	7
6.	PROCESS MAP	8
7.	STRUCTURE OF THE MANAGEMENT SYSTEM.....	9

	IMS MANUAL		Code:	MAN	00
	INTEGRATED MANAGEMENT SYSTEM MANUAL				
	Approval date	01/04/2024	Version	01	Page 3 of 9

1. INTRODUCTION

The Integrated Management System Manual presented by INDUSTRIAS DUERO, is the basic document that describes the Management System of Quality, Environment and Safety and Health at Work of the Organization constituting the reference for its implementation and maintenance.

The System has been implemented following the guidelines of the standards: UNE EN ISO 9001:2015, UNE EN ISO 14001:2015 and ISO 45001:2018.

2. COMPANY PRESENTATION

MISSION

Industrias Duero, with more than 70 years in the market in the iron and steel sector, has as its main purpose the protection of people against traffic risks and the reduction of the consequences of accidents on roads around the world. All this through the development of road safety systems, the dissemination of the culture and technological advances of the sector, awareness of the importance of our work and the emphasis on prevention. Our involvement also leads us to provide consulting and advisory services in infrastructures.



VISION

Our vision is to remain among the world's leading manufacturers and be leaders in promoting road safety, minimizing the severity of accidents and injuries on roads around the world through the implementation of our road solutions, also reducing the environmental impact of our activity and providing a safe and adequate working environment for our workers.

VALUES

The ethical principles on which the culture of our company is based and that allow us to create our behaviour guidelines in our relationships with our customers are:

- **Commitment to the safety of people:** We are committed to passionately promoting road safety as a fundamental value, constantly seeking to improve road conditions and raise awareness in society about the importance of adopting responsible driving behaviour.
- **Professionalism and excellence:** We strive to offer high quality services, based on the experience and technical knowledge of our team of professionals specialized in road safety. We strive for excellence in every aspect of our work, from project planning and execution to customer service.
- **Innovation and continuous improvement:** We value innovation and the constant search for new solutions to improve road safety. We keep up to date with the latest technologies, research, and best practices in the field of road safety and seek to implement them effectively in our projects and services.
- **Ethics and social responsibility:** We act with integrity, transparency and ethics in all our activities. We believe that social responsibility is fundamental in our work and we strive to generate a positive impact on society through the promotion of road safety, with a firm commitment to the environment, our workers and society as a whole.
- **Teamwork and collaboration:** We value teamwork and collaboration, both internally in our organization and in strategic alliances with other entities and relevant actors in the field of road safety. We believe in the importance of cooperation to comprehensively address road safety challenges.

QHSE GLOBAL PHILOSOPHY

The Direction of Industrias Duero actively promotes a work philosophy that strengthens what we call the **DKO 10101**.

D.G.O. "Duero Global Objectives"				
Objectives	Waste	Recovery	H & S	Ergonomics
1	0	1	0	1

Objectives	1	Objective - To be No. 1 in our sector
Waste	0	Objective - Towards "0" Waste
Recovery	1	Objective - Aim for 100% Recovery / Reuse
Health&Safety	0	Objective - Aiming for "0" accidents in Occupational Safety and Health.
Ergonomics	1	Objective - 100% maximum ergonomics

3. SYSTEM SCOPE

The scope of our management system is characterized by the development of the following activities:

- A) The design and development of vehicle restraint systems.
- B) The production of metal road safety barriers.
- C) Steel structures for road signs.
- D) Welded precision steel tubes circular section and derivative sections, outer diameter between 38 and 100 mm., thickness between 1.0 and 4.0 mm.
- E) Production of metal structures.

which is carried out in:

CENTER	A	B	C	D	E
Pipe and Profile Center: CL GONZÁLEZ DÁVILA, 1. 28031 - MADRID	√	√	√	√	√
Quart Profile Center: CR MADRID-VALENCIA Km.343. 46930 - QUART DE POBLET (VALENCIA)	√	√			
Centro Industrias DUERO-TOLEDO AV RIO JARAMA, 127. 45007 – TOLEDO		√			

4. INTEGRATED QUALITY, ENVIRONMENT AND OSH POLICY

INTEGRATED POLICY



The General Management of INDUSTRIAS DUERO in its firm commitment to quality, the environment and safety and health at work, as fundamental pillars in the development of our business activity, has created an Integrated Management System, to manage its business of design, production and marketing of road safety elements and metal structures. Our System is aimed at providing our customers with efficient solutions that continuously meet their technical, logistical, and commercial expectations, respecting the environment and safeguarding the safety and health of our workers.

The Management of INDUSTRIAS DUERO undertakes to disseminate this Integrated Policy at all levels of the organization and stakeholders, to promote its compliance, as well as to provide the necessary resources for its achievement.

This Policy serves as a guide to the integrated management system, providing the reference framework to establish and review the objectives of quality, environment and safety and health at work.

Our objectives are based on the following premises:

Meet customer requirements

To maintain the loyalty of our customers, establishing a lasting and profitable relationship, complying with their requirements and expectations, efficiently fulfilling the supply commitments acquired both in time and in product quality, and always seeking excellence in the treatment dispensed.

Continuous innovation and development

To promote research and development to obtain innovative and competitive products, making INDUSTRIAS DUERO a benchmark of excellence in the sector in terms of prestige, reliability, seriousness, and offer of products and services to the client.

Comply with legal and other requirements

To comply with all legal, regulatory, and other requirements applicable to our activity relating to quality, the environment and health and safety at work.

Paying special attention to the requirements of the CE marking, guarantee of compliance with the essential safety requirements.

Protecting the environment

To prevent pollution of the environment, throughout the life cycle of our activity, through proper management of resources and protection of the environment.

Implementing actions to reduce and improve our impact on the environment, as well as consider other specific commitments relevant in our context.

Manage risks and provide safe and healthy working conditions

To assess the risks, to eliminate them or reduce their severity, contributing to the well-being among our workers.

To provide safe and healthy working conditions for the prevention of injuries and deterioration of health and that are appropriate to the purpose, context, and dimension of INDUSTRIAS DUERO.

Favouring a participative environment

To train and inform our workers on a continuous basis, promoting their consultation and participation, as well as that of the workers' representatives (where this figure exists) and between the different levels of INDUSTRIAS DUERO.

Continuous improvement

Efficiently manage the integrated system, establishing objectives for continuous improvement in all aspects of our activity, in terms of quality, safety and health at work and the environment, with a clear commitment to prevent pollution and deterioration of health.

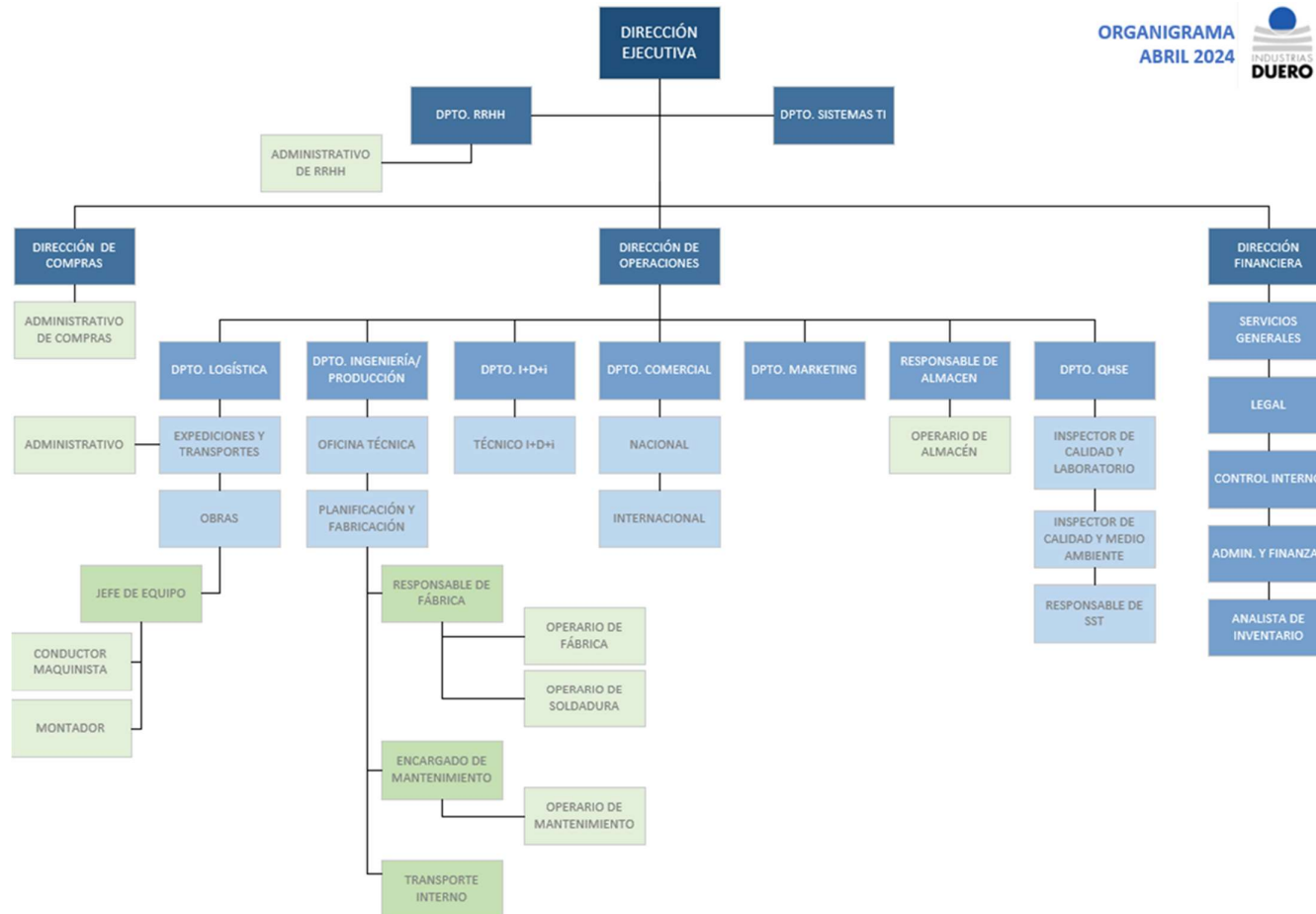
Promote continuous improvement by assigning roles and responsibilities to committed people, so that the result translates into product quality, safe and environmentally friendly working conditions, also providing satisfactory economic results.

Mr. Jose Antonio Vergas Olmedilla
Executive Director Industrias Duero, S.L.

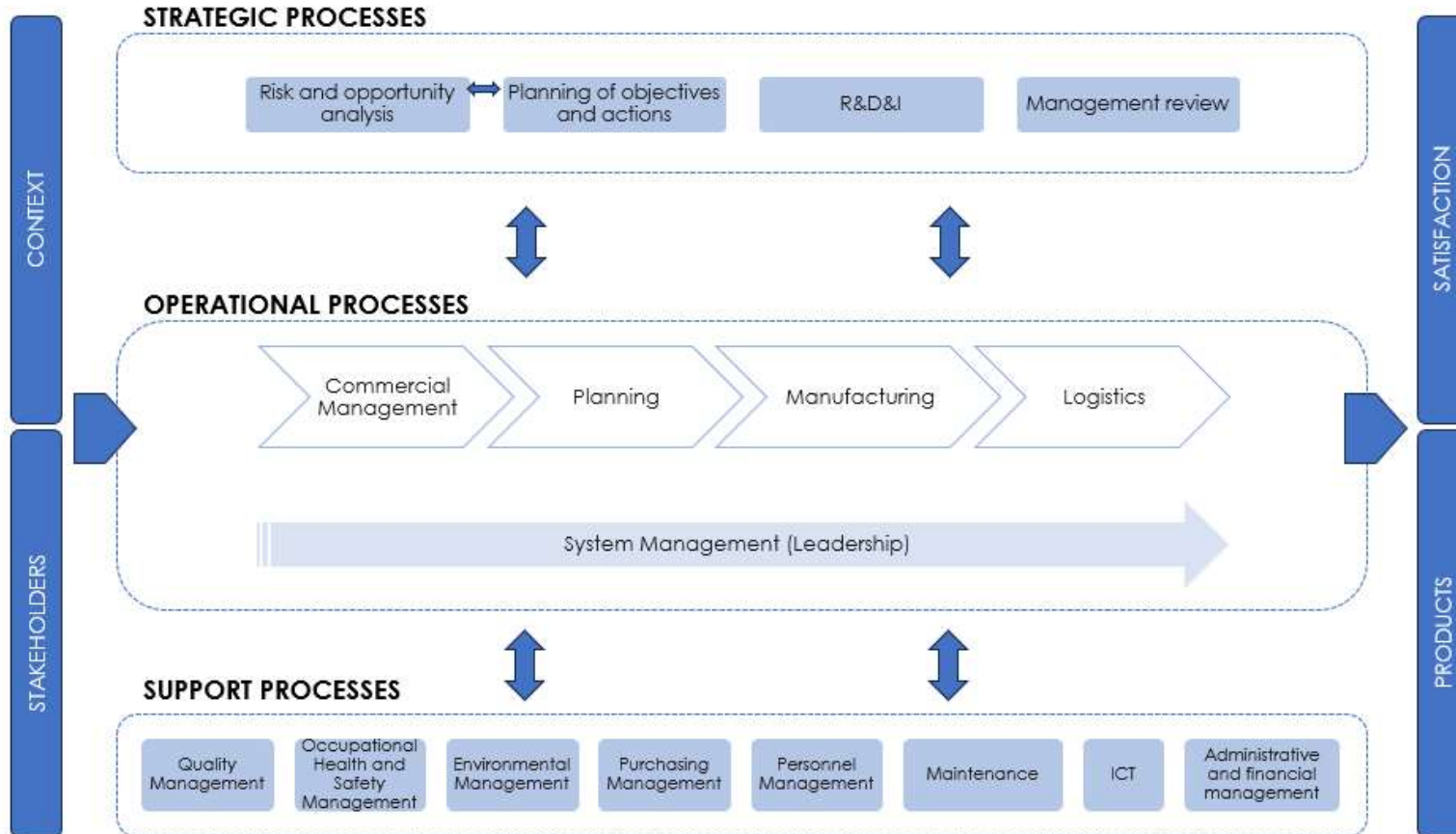
May 22, 2023



5. ORGANIZATION CHART



6. PROCESS MAP



7. STRUCTURE OF THE MANAGEMENT SYSTEM

The Integrated Management System is structured in a series of documents that define the methodology of action to comply with the different requirements of the reference standards. These documents, together with the evidence of compliance, guarantee the correct implementation of the management system.

Below, the documentation used in INDUSTRIAS DUERO to comply with each of the established requirements is presented in a table.

UNE EN ISO Standards Requirements 9001:2015 - 14001:2015 - 45001:2018	Documents
4. Context of the organization	MAN Integrated Management System Manual PROG 04 Context PROG 04.1 Processes
5. Leadership	PROG 05 Leadership
6. Planning	PROG 06 Planning PROG 11 Environmental requirements and OSH PROM 01 Environmental aspects
7. Support	PROG 07 Support
8. Operation	PROG 08 Operation PROC: Quality Procedures PROT: Work Procedures PLAN: Health and Safety Plan PROS: Specific Occupational Health and Safety (OSH) Procedure INST: Technical Instructions
9. Performance evaluation	PROG 09 Performance Evaluation PROG 12 Emergency preparedness and response
10. Continuous improvement	PROG 10 Improvement