



MANAGEMENT POLICY, AIMS AND COMMITMENT OF MANAGEMENT

The management policy of IDOM is applied to engineering, architecture and consulting activities.

General Management equates Quality with Customer Satisfaction and, at the same time, with the Competitiveness of the Organisation. For both reasons, Quality is the first and foremost aim of Management, which determines its total commitment to the development and implementation of the corresponding Management System and to the continuous improvement of its efficacy.

Likewise, Management understands that Environmental Management approach ensures a permanent concern for the environmental behaviour of the organisation and its improvement and includes guidelines for the conservation of the environment that focus on this subject in two different ways: environmental management relating to the activities carried out in its offices and the environmental implications of its services.

On the other hand, General Management considers that Occupational Health and Safety is a key factor in the social and working environment in which IDOM personnel work, reflected in the determination to ensure and demonstrate its firm commitment to the prevention of occupational risks in the areas in which the company operates.

Consequently, the Managing Director considers these three concepts to be priority strategic objectives and, therefore:

- proposes to maintain the services offered at competitive levels in each of its markets and to seek excellence by emphasising the Service factor in IDOM's activities.
- emphasises that the qualities of the service must satisfy, in the strictest terms and at all times, both the Client's requirements and the legal regulations and voluntary undertakings of the company, and for this reason undertakes to comply with appropriate control methods.
- shows its commitment to avoid conflicts between Health and Safety and the performance of the work, guaranteeing the health and safety of IDOM personnel in all aspects relating to their work and integrating prevention in all the decision-



making areas of IDOM. No work is so important as to jeopardise the physical integrity of our staff. This commitment is shown in the following operating objectives:

- The preventive activity shall target continuous improvement, tending to avoid risks and assess and minimise those that it has not been possible to remove.
 - Preventive measures shall be determined by attempting to eradicate risks at their root and if appropriate, putting collective protection before personal protection.
 - The planning of prevention shall seek a coherent whole that integrates technique, the organisation of work, working conditions, social relations and the influence of environmental factors in the work.
 - Before assigning anyone to a task, his or her professional capability in Health and Safety matters in order to carry this out shall be considered.
 - IDOM people have the right to take an active part in questions relating to the prevention of occupational risks.
 - The prevention of occupational risks must be considered to be a basic activity which under no circumstances shall be subject to other requirements and in which, together, we must all take part, in addition to disseminating the preventive culture in other communities with whom we collaborate.
 - Promote adequate levels of training and information in prevention matters in order to foster the initiatives and participation of employees in the continuous improvement of the system.
 - Comply with legal obligations and other requirements to which the organisation subscribes.
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- provides the means to achieve a control over those activities that might have a significant impact on the environment.
 - ensures transparency in its behaviour through the establishment of internal and external means of communications.

June 2012

Signed. Alberto Tijero Esteban

Senior Management Representative for the Management System