

WELCOME GUIDE

Lanak

Empresa Trabajo Temporal

L más K Grupo

WELCOME TO LANAK

WE AT LANAK WOULD LIKE TO EXTEND A WARM WELCOME TO YOU AND ARE DELIGHTED TO HAVE YOU ON BOARD.

We'd like to present this handbook to you, which is designed to explain how we work and which we hope will answer any questions you may have.

ABOUT US

We'd like you to get to know us better. We've been active in the labour market since 2003 and remain true to the values we established from the very beginning.

At LANAK, we are mindful of our responsibility to the labour market. We believe our role is to look beyond CVs and help improve people's lives. Our success stems from providing a service that's close to you. Follow us on social media:



www.instagram.com/grupo_lanak

Remember, your employment relationship is with LANAK

From this point onwards, LANAK is responsible for:

- Drawing up your employment contract
- Registering you with Social Security
- Paying your wages
- Meeting your training needs
- Answering any queries that may arise during the term of the contract

LEIOA-BIZKAIA

ESTARTETXE Street, 5 - 1º Of. 126
Tel. 944.070.380
lanakbi@lanak.es
Mobile / WhatsApp 685 53 11 82

SAN SEBASTIÁN-DONOSTIA

CAMINO PORTUETXE, 47 - 2º. Of. 25
Tel. 943.042.069
administracionss@lanak.es
Mobile / WhatsApp 692 46 27 89



VITORIA-GASTEIZ

BADAYA Street 37, BAJO
Tel. 945.154.999
lanak@lanak.es
Mobile / WhatsApp 635 75 36 80

LOGROÑO

GRAN VIA JUAN CARLOS I, Nº 14 - 3 D
Tel. 941.041.091
lanaklo@lanak.es
Mobile / WhatsApp 695 59 68 51



MADRID

Negocenter Nuevos Ministerios
AGUSTÍN DE BETANCOURT, 21 - OF. 406
lanakma@lanak.es
Mobile / WhatsApp 615.436.723

HOURLY REPORTS

We must receive these timesheets by the end of the week if they are weekly, by the end of the month if they are monthly, or upon completion of the assignment so that we can pay you on time.

The WHITE sheet will be kept by your supervisor at the workplace.

You must hand in the BLUE sheet to LANAK.

The PINK sheet is for you as a receipt.

If you do not have any timesheets, you can download them from our website

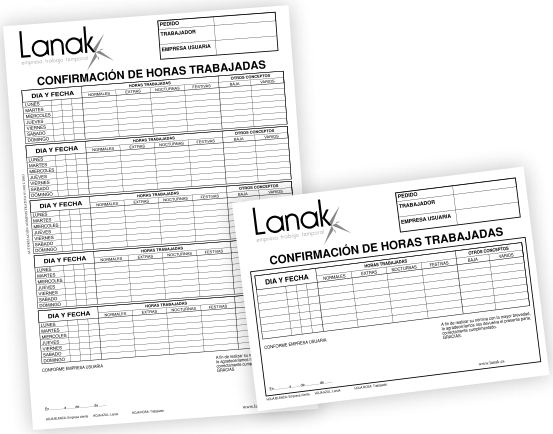
www.lanak.es

Once signed and stamped by the client company where you are providing services, you must submit them to us as soon as possible.

You can send them via WhatsApp or email

Vitoria-Gasteiz	WhatsApp 635 753 680	administracion@lanak.es
San Sebastián-Donostia	WhatsApp 692 462 789	administracionss@lanak.es
Leioa	WhatsApp 685 531 182	lanakbi@lanak.es
Logroño	WhatsApp 695 596 851	lanaklo@lanak.es
Madrid	WhatsApp 615 436 723	lanakma@lanak.es

Or hand them in at our offices, but remember to choose the quickest and most convenient method for you.



PAYROLL PAYMENT

Your salary will be paid between the 5th and 10th of each month by bank transfer to the bank account you specify.

Depending on the bank and the public holidays each month, there may be variations in the payment dates.

In the case of short-term contracts, payroll will be processed on the Wednesday following the end of the contract.

Payments processed after the 25th will be paid between the 5th and 10th of the following month.

Please remember that we must receive your timesheet, duly completed – that is, showing the hours worked, signed by you and signed and stamped by the client company where you have provided your services – as soon as possible.

We will send your payslip to the email address you have provided.

ADVANCES

You may request advance payments for work carried out, provided you have worked for a minimum of 5 working days. You must provide us with the timesheet showing the hours worked up to the date of the advance payment request.

Payments will be made by bank transfer to the account you specify or by cheque, and payments will be made on Wednesdays.

The deadline for requesting advance payments is the 25th of each month

INCOME TAX

We will deduct personal income tax from your payslip based on the amount of your salary. Initially, we will apply a personal income tax deduction of at least 2 per cent, but you may adjust this amount depending on the duration of your contract, your earnings and your family circumstances.

Likewise, the requested personal income tax rate will be updated, increasing where applicable, based on the gross earnings received during the current financial year.

With the first contract you sign each year, we will provide you with the IRPF document.

– Withholdings on employment income – Notification of details to the payer – so that you can inform us of your family circumstances and we can apply the correct income tax rate.

You may request an upward adjustment to your personal income tax rate, provided you deem it appropriate. This request must always be made in writing.

ABSENCES FROM WORK

If, for any reason, you are unable to attend work:

1. You must notify **LANAK**, stating the reason why you are unable to attend work.
2. You must also notify the company you work for, stating the reason why you are unable to attend work.

GENERAL ILLNESS

If you are on sick leave due to a common illness, you must contact us to let us know as soon as possible.

WORK-RELATED ACCIDENT

If, despite doing everything in your power to prevent it and complying with health and safety regulations, an accident occurs:

You must go A**S SOON AS POSSIBLE** to the medical centres listed in this handbook.

The most important thing is that you receive treatment and are looked after.

We will contact them to complete all the necessary paperwork.

In both cases, you must state that the company you work for is:

LANAK

OCCUPATIONAL RISK PREVENTION

For **LANAK**, occupational health and safety is a top priority in protecting the well-being and health of workers.

With this philosophy in mind, we have produced this safety manual, which aims to inform and advise you on the potential risks associated with your role.

You must therefore observe and comply with the occupational health and safety regulations you have received and those provided by the company where you will be carrying out your work.

This handbook is intended to be relevant not only to the role you are currently undertaking through LANAK, but also so that you can apply the advice contained herein to any role you may take on during your working life.

We hope you find this information helpful.

AND REMEMBER THAT YOU MUST NOT WORK IF any of the following conditions exist in your workplace

a) Work involving exposure to ionising radiation.



b) Jobs involving exposure to first- and second-category carcinogenic, mutagenic or reprotoxic agents.



c) Jobs involving exposure to biological agents.



In these cases, please inform your line manager and LANAK.

DECLARATION OF COMMITMENT FOR THE PREVENTION OF AND RESPONSE TO CASES OF WORKPLACE HARASSMENT, SEXUAL HARASSMENT, HARASSMENT ON THE GROUNDS OF GENDER AND OTHER FORMS OF UNLAWFUL DISCRIMINATION AT WORK

LANAK CONSULTORES TEMPORARY EMPLOYMENT AGENCY, S.L.

We hereby publicly declare our commitment to promoting and maintaining a safe working environment that respects the dignity, individual freedom and fundamental rights of all those who form part of our organisation.

In accordance with this commitment, it declares that harassment, sexual harassment and gender-based harassment constitute a serious violation of people's dignity and their fundamental rights.

Therefore, it undertakes to:

- Not to permit or tolerate, under any circumstances, behaviour, attitudes or situations involving workplace harassment, sexual harassment or gender-based harassment.
- Not to ignore complaints, claims and reports of cases of sexual harassment and gender-based harassment that may arise within the organisation.
- To receive and process, rigorously and promptly, and with due guarantees of legal certainty, confidentiality, impartiality and the right of defence for those involved, all complaints, claims and reports that may arise.
- Ensure that no form of reprisal takes place against those who lodge complaints, claims or reports, nor against those who participate in the resolution process.
- To sanction those who engage in harassment, taking into account the circumstances and context of their behaviour or attitude.

To ensure the effective fulfilment of this commitment, **LANAK** requires each and every member of its organisation to assume the following responsibilities:

- To treat all persons with whom they have a working relationship (suppliers, customers, external collaborators, etc.) with respect for their dignity and fundamental rights.
- To avoid behaviour, attitudes or actions that are, or may be, offensive, humiliating, degrading, annoying, intimidating or hostile.
- To respond appropriately to such behaviour, attitudes or actions: by not ignoring them, not tolerating them, expressing their disapproval, preventing them from recurring or escalating, reporting them to the designated persons, and providing support to those affected.

For its part, **LANAK** undertakes to put in place the following measures for the prevention of and response to sexual harassment and/or gender-based harassment:

- Drawing up a protocol for the prevention of and response to sexual harassment and gender-based harassment.
- Circulating and distributing the protocol for the prevention of and response to sexual harassment and gender-based harassment to all employees.
- Conducting training sessions on the prevention of sexual harassment and gender-based harassment for senior management, middle management and those designated to receive, process and resolve complaints, claims and reports.
- Conducting training, information and awareness-raising campaigns on the prevention of sexual harassment and gender-based harassment for the organisation's entire workforce, as well as for new recruits.
- Design and distribution of information leaflets on the prevention of sexual harassment and gender-based harassment, setting out the channels for resolving such situations, both within the organisation and outside it.
- Appointing a person or team of people with specific training in gender equality, the prevention of sexual harassment and gender-based harassment, and the social skills required to receive, process and resolve complaints, claims and reports in this area.
- Establishment of a counselling, support and assistance service for people who may be subjected to such behaviour, staffed by individuals with the necessary training and skills to carry out this work.
- Inclusion of measures to prevent sexual harassment and gender-based harassment in the organisation's equality plan.

- Carrying out psychosocial risk assessment studies.
- Periodic evaluation and monitoring of the development, operation and effectiveness of the protocol for the prevention of and response to sexual harassment and gender-based harassment.

In light of the above, any current employee of **LANAK** is guaranteed access to the full and current version of the PROTOCOL FOR THE PREVENTION OF AND RESPONSE TO CASES OF WORKPLACE HARASSMENT, SEXUAL HARASSMENT, GENDER-BASED HARASSMENT AND OTHER FORMS OF UNLAWFUL DISCRIMINATION AT WORK, and may request a copy of it.

In VITORIA-GASTEIZ, on 14 January 2026.



DIGITAL DISCONNECTION PROTOCOL

Technological changes have transformed the very way in which work is organised and services are delivered. This has undoubtedly led to the emergence of new risk factors, particularly of a psychosocial nature: technostress arising from excessive control and a lack of disconnection in the workplace.

Current regulations protect the right to digital disconnection and establish the obligation to draw up an internal policy defining the procedures for exercising the right to disconnection, as well as training and awareness-raising initiatives.

At Lanak, we have drawn up a protocol setting out measures regarding the exercise of the right to disconnect, which expressly entails switching off digital devices and not being obliged under any circumstances to respond to work-related emails, messages or calls outside working hours, or during any type of leave, days off and/or holidays taken by the employee.

In light of the above, all active employees of LANAK are guaranteed access to the full and current version of the DIGITAL DISCONNECTION PROTOCOL and may request a copy of it.

In VITORIA-GASTEIZ, on 14 January 2026.



LANAK CODE OF CONDUCT

1. General Principles

- The company expects employees to comply with rules and laws at all times without exception and to carry out their work with integrity and in an ethical manner.
- The company also expects employees to report any situations or behaviour they observe that contravenes the law or regulations, so that these can be rectified.
- Employees must endeavour to uphold the company's good name and show the utmost respect in the face of any attempt by third parties to tarnish Lanak's image.
- Behaviour contrary to the code of conduct is punishable by law and will result in disciplinary action.

2. Asking questions, reporting and the principle of non-retaliation

- Whenever you have any doubts or concerns about what you are doing or are about to do, you must ask.
- Whenever you have knowledge of, or reasonable grounds to suspect, that an illegal act is being committed or that someone is acting in breach of the Code of Conduct, you have a duty to report it.
- The company guarantees the anonymity of employees who report in good faith and prohibits any form of retaliation.

3. Respect and non-discrimination

- Every employee must strive to create a working environment where everyone is treated with dignity, respect, honesty and sensitivity.
- It is prohibited to subject another employee to any form of degrading treatment or to undermine their moral integrity.
- Abuse of any kind within the company is prohibited.
- Any discrimination on the grounds of skin colour, race, religion, gender, sexual orientation, nationality, ancestry, age, disability, pregnancy or any other factor is prohibited.
- The unauthorised disclosure of personal data and its use for purposes other than those to which the data subject has given their consent is prohibited.

4. Health, Safety and the Environment

- Safety, health and respect for the environment are a priority for the company and its employees.
- All employees must be familiar with all health and safety regulations relevant to their work and must comply with them as a matter of priority.
- The use of the personal protective equipment provided by the company to carry out their work is mandatory without exception.
- It is not permitted to consume alcohol or drugs at the workplace, nor to work whilst under the influence of such substances.
- Violence of any kind is not tolerated in the workplace. The possession of any type of weapon in the workplace is prohibited.

5. Use of the company's assets, resources and ideas

- Employees have a duty to protect the company's property, assets, ideas, intellectual property and information, and to maintain confidentiality regarding these matters even after the employment relationship has ended.
- Confidential information includes, amongst other things, discoveries, concepts, ideas, knowledge, techniques, designs, drawings, drafts, diagrams, models, samples, organisation charts, databases of any kind, photographs of the premises, as well as any technical, financial or commercial information.
- Employees shall strictly comply with intellectual property laws and shall not use confidential information for their own benefit or that of third parties.
- The company's electronic and communication systems have been made available to employees to enable them to carry out their work efficiently. Personal use of these systems is not permitted without express authorisation. Their use must always comply with the law and regulations and respect the principles of this code.

6. Conflicts of interest

- Employees and their immediate family members must not find themselves in a conflict of interest with the company.
- The company must be informed of any paid external work.
- It is not permitted to use opportunities discovered whilst carrying out work for the company for one's own benefit.
- It is not permitted to solicit gifts or benefits from third parties, and the acceptance of such gifts must be subject to them being lawful, modest, of little value and not giving rise to, or likely to give rise to, conflicts of interest.
- Gifts may only be given if they serve a business purpose and are not intended to influence the judgement of the recipient.
- Authorisation must be sought to give or receive gifts worth more than €100.
- Meals or events with suppliers or customers must always have a business purpose and must not be held on a regular basis.
- Political activities are not permitted within the company or using the company's resources.

INFORMATION ON DATA PROTECTION

Employees' obligations

1. Duty of confidentiality regarding any information relating to personal and/or commercial data. Breach of this duty is punishable under Article 197 of the Criminal Code.
2. Comply with the data protection guidelines set out by both Lanak and the client company where you carry out your work.
3. Personal data to which you have access must not be used for private purposes or for purposes unrelated to your role within the company. Making copies of any kind of file for personal use is expressly prohibited.
4. The disclosure of personal data to unauthorised third parties, whether external or internal to the organisation, is strictly prohibited, except in cases provided for by law and where necessary for the performance of work duties.
5. Anyone using printers, photocopiers, scanners or fax machines must ensure that no documents containing personal data are left in the output tray. Any documentation in the output trays that does not belong to you is confidential and intended solely for the person to whom it has been sent, or who has used the equipment.
6. Users are responsible for their workstations and must ensure, as far as possible, that no unauthorised person can view personal data displayed on their computer equipment or in paper-based documentation.
7. Any incident affecting data security must be reported to the person in charge. Failure to report such an incident may be considered a breach of personal data security on the part of the user.
8. Any queries regarding confidentiality and security in the processing of personal data should be brought to the attention of their line managers.
9. The Lanak Data Protection Security Document is available to staff for consultation whenever they deem it appropriate.

Data Protection Information Notice

Data Controller	LANAK CONSULTORES E.T.T.
Purpose	Performance of the employment contract.
Legal basis	Legitimate interest of the Data Controller. Management of the employment contract.
Recipients	Data will be transferred to the host company where the employee is required to carry out their work and where there is a legal obligation to do so
Rights	The right to access, rectify and erase data, as well as other rights, as explained in the additional information.
Information	You can consult further, detailed information on Data Protection at our head office.

ÁLAVA / ARABA

IN THE EVENT OF AN ACCIDENT AT WORK

MC MUTUAL VITORIA HEALTHCARE CENTRE
Address: Pintor Ignacio Díaz de Olano, 7 **Tel.:** 945 15 08 50
Opening hours: Monday to Thursday from 8.00 am to 5.30 pm. Friday from 8.00 am to 2.30 pm. July and August: Monday to Friday, 8.00 am to 2.30 pm

24-HOUR HEALTHCARE AND HOSPITAL CENTRES	
OSAKIDETZA TXAGORRITXU HOSPITAL Tel. 945 00 70 00	José Achotegui no number Opening hours: 24 hours a day, 365 days a year
OSAKIDETZA SANTIAGO APOSTOL HOSPITAL Tel. 945 00 76 00	Olaguibel, 27 Opening hours: 24 hours a day, 365 days a year

TRAVEL BY TAXI OR AMBULANCE

If the injured person travels to the mutual insurance company in their own car or in a colleague's car, they may be reimbursed for the journey at a rate of €0.19 per kilometre.

If they do not have a vehicle or are unable to drive, they may request a taxi, which they must pay for themselves; the insurance company will then reimburse the cost upon presentation of the receipt.

In the event that the employee is unable to pay for the service – understood to mean travel from the client company to MC and back to the client company or their home address – Lanak will initially cover this cost.

This amount will be deducted from your payslip, and you must submit a claim to MC. If the accident requires an ambulance, you must call 900 300 144 to request one.

The use of these services is restricted to emergency journeys caused exclusively by accidents at work. Otherwise, MC Mutual will not cover the cost of the journey.

24-HOUR TELEPHONE ENQUIRY SERVICE for Healthcare Centres, Hospitals and Medical Transport.

By calling 900 300 144, you can find out the location of our centres, request an ambulance and receive guidance on what to do in the event of an accident at work. Furthermore, this telephone number provides guidance and assistance to workers in any situation arising from an accident at work.

* RADIO TAXI GASTEIZ 24-HOUR HOTLINE – 945 27 35 00

ÁLAVA / ARABA

TOWN VITORIA-GASTEIZ

ASSISTANCE CENTRE – Vitoria-Gasteiz
Calle PINTOR IGNACIO DIAZ DE OLANO Núm. 7-9
01008 Vitoria-Gasteiz

Telephone: 945 150 850
Fax: 945 146 614
Distance: 7,38 Km
E-mail: vitoria@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 6.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm
Patient care hours: 8.00–17.30, Monday to Thursday. Fridays 8.00–14.30

HEALTHCARE

Asepeyo. Vitoria-gasteiz - Vitoria-Gasteiz
Calle Paraguay Núm. 36
01012 Vitoria-Gasteiz

Telephone: 945 274 655
Fax: 945 280 454
Distance: 5,76 Km

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 18:00.

HEALTHCARE

Fraternidad-muprespa. Álava / Araba Provincial Office – Vitoria-Gasteiz
Avenida SANCHO EL SABIO Núm. 5-7 Ground Floor
01008 Vitoria-Gasteiz

Telephone: 945 131 966
Fax: 945 142 618
Distance: 7,12 Km

Services: Rehabilitation / Physiotherapy, Primary healthcare
Opening hours: Monday to Friday, 07:30–15:00

HEALTHCARE

ÁLAVA / ARABA

MUTUALIA – HOSPITAL, HEALTHCARE AND ADMINISTRATIVE CENTRE – Vitoria-Gasteiz
10 bis Beato Tomás Zumarraga Street
01008 Vitoria-Gasteiz

CENTRO CON CONVENIO

Telephone: 945 008 888
Fax: 945 008 889
Distance: 6,94 Km

Services: Inpatient care, Rehabilitation / Physiotherapy, Outpatient consultations, 24-hour A&E
Office hours: 8.00 am to 8.00 pm, Monday to Friday.
Care service opening hours: 8.00 am to 8.00 pm, Monday to Friday.

Notes: On 4 August 2025, opening hours are from 8.00 am to 3.30 pm. From 25 March to 5 April, opening hours are from 8.00 am to 3.30 pm

HOSPITAL
CARE
ADMINISTRATIVE

Álava University Hospital – Txagorritxu – Vitoria-Gasteiz
3 Jose Achotegui Street,
01009 Vitoria-Gasteiz

CENTRO CONCERTADO

Telephone: 945 007 000
Distance: 6,08 Km

Services: 24-hour A&E
Opening hours: 24-hour A&E

Comments: Basque Health Service, 24-hour service with hospitalisation

HEALTHCARE

Marcos Beltrán Ophthalmology Clinic, S.L. – Vitoria-Gasteiz,
Calle Beato Tomás de Zumarraga No. 18, Staircase BAJO,
01008 Vitoria-Gasteiz

CENTRO CONCERTADO

Distance: 6,87 Km

Services: Ophthalmology
Consultation hours: By appointment

HEALTHCARE

Quirón Hospital – La Esperanza – Vitoria-Gasteiz
3 La Esperanza Street,
01002 Vitoria-Gasteiz

CENTRO CONCERTADO

Telephone: 945 252 500
Distance: 7,13 Km

Services: Rehabilitation / Physiotherapy. Outpatient consultations. 24-hour A&E.
Opening hours: 24-hour A&E. No inpatient care. You must bring a referral letter.

HOSPITAL

MIRANDA DE EBRO

IN THE EVENT OF A WORK-RELATED ACCIDENT

MC MUTUAL VITORIA HEALTHCARE CENTRE

Address: Pintor Ignacio Díaz de Olano, 7

Tel.: 945 15 08 50

Opening hours: Monday to Thursday from 8 am to 5.30 pm. Friday from 8 am to 2.30 pm.
July and August: Monday to Friday, 8 am to 3.00 pm.
On Christmas Eve and Epiphany, 8 am to 2.30 pm.

HEALTHCARE AND HOSPITAL FACILITIES IN VITORIA

OSAKIDETZA TXAGORRITXU HOSPITAL José Achotegui, no number

Tel. 945 00 70 00 Opening hours: 24 hours a day, 365 days a year

HEALTHCARE AND HOSPITAL FACILITIES IN MIRANDA DE EBRO

SANTIAGO APOSTOL HOSPITAL Carretera Orón, s/n, 34004 Miranda, Burgos

Tel: 947 34 90 00 Opening hours: 24 hours

TRAVEL

If the injured person travels to the mutual insurance company in their own car or in a colleague's car, they may be reimbursed for travel costs at a rate of €0.19 per kilometre.

If they do not have a vehicle or are unable to drive, they may request a taxi, which they must pay for themselves; the insurance provider will then reimburse the cost upon presentation of the receipt.

In the event that the employee is unable to pay for the service – understood to mean travel from the client company to MC and back to the client company or their home address – Lanak will initially cover this cost.

This amount will be deducted from your payslip, and you must submit a claim to MC. If the accident requires an ambulance, you must call 900 300 144.

The use of these services is restricted to emergency journeys caused exclusively by accidents at work. Otherwise, MC Mutual will not cover the cost of the journey.

24-HOUR TELEPHONE INFORMATION on Healthcare Centres, Hospitals and Medical Transport.

By calling 900 300 144, you can find out the location of our centres, request an ambulance and receive guidance on what to do in the event of a work-related accident. Furthermore, this telephone number provides guidance and assistance to the employee in any situation arising from a work-related accident.

MIRANDA DE EBRO

TOWN BURGOS

CARE CENTRE – Burgos
Avenida DE LA PAZ No. 45
09004 Burgos

Telephone: 947 227 854
Fax: 947 240 058

E-mail: burgos@mc-mutual.com
Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 3.00 pm and 4.00 pm to 7.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm
Care service opening hours: 8.00 am to 3.00 pm and 4.00 pm to 7.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm

Notes: Closed on 13 October 2025.
Closed on 1 November 2025

CARE SERVICES

Asepeyo. Burgos - Burgos
Calle Vitoria Núm. 54 Ground Floor
09004 Burgos

Telephone: 947 256 094
Fax: 947 266 379

Services: Primary healthcare
Opening hours: Monday to Friday from 08:00 to 18:00. Exceptional opening hours (from 1 September to 31 October): Monday to Friday from 10:00 to 14:30.

HEALTHCARE

Fraternidad-muprespa. Burgos Provincial Office – Burgos
Calle DE VITORIA Nos. 58-64
09004 Burgos

Telephone: 947 272 517
Fax: 947 271 627

Services: Rehabilitation / Physiotherapy, Primary Care
Office opening hours: 8.00–20.00, Monday to Friday.
Care service opening hours: Monday to Friday, 08:00–20:00

HEALTHCARE

MIRANDA DE EBRO

LOCATION ARANDA DE DUERO

Fraternidad-muprespa. Aranda de Duero - Aranda de Duero
Avenida CASTILLA No. 49
09400 Aranda de Duero

Telephone: 947 507 464
Fax: 947 507 465

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 08:00–19:30

CARE

LOCATION BURGOS

IBERMUTUA - HEALTHCARE CENTRE - Burgos
Avenida DE LA PAZ No. 21 Ground Floor
09004 Burgos

Telephone: 947 245 115
Fax: 947 229 108

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office opening hours: 8.00 am to 8.00 pm, Monday to Friday.
Care service hours: 8.00 am to 8.00 pm, Monday to Friday

Notes: Closed on 13 October 2025.
Closed on 1 November 2025

CARE

Hospital Recoletas Burgos, S.L. - Burgos
Calle CRUZ ROJA S/N No. 0
09006;Burgos

Telephone: 947 244 055
Fax: 947 240 424

Services: Outpatient consultations, 24-hour A&E, Primary care, Radiology, Ophthalmology
Healthcare opening hours: 24-hour A&E, 365 days a year, with inpatient care

HOSPITAL

MIRANDA DE EBRO

TOWN MIRANDA DE EBRO

CENTRO CONCERTADO

Fremap Matepss No 61 - Miranda de Ebro
Cuesta LOGROÑO Núm. 59
09200 Miranda de Ebro

Telephone: 947 331 700

Services: Rehabilitation / Physiotherapy, Primary Care (CP)
Opening hours: Monday to Thursday from 8.00 am to 4.00 pm. Friday from 8.00 am to 3.00 pm

CARE

TOWN ARANDA DE DUERO

CENTRO CONCERTADO

Centro Policlinico Aranda, S.L. - Aranda de Duero
ANTONIO Y MANUEL CEBAS Street No. 1
09400 Aranda de Duero

Telephone: 947 048 300
Fax: 947 048 217

Services: Rehabilitation / Physiotherapy, Primary Care, Radiology
Opening hours: Monday to Friday, 8.00 am to 9.00 pm

CARE

LOCATION MEDINA DE POMAR

CENTRO CONCERTADO

Centro Cemer Merindades Sl - Medina de Pomar
Avenida BILBAO No. 12
09500 Medina de Pomar

Telephone: 947 191 890

Services: Primary healthcare

CARE

BIZKAIA / VIZCAYA

IN THE EVENT OF AN ACCIDENT AT WORK

MC MUTUAL BILBAO HEALTHCARE CENTRE

Address: Plaza Sagrado Corazón 5, ground floor
Tel.: 944 41 32 34
Opening hours: Monday to Thursday from 8 am to 6 pm. Friday from 8 am to 3 pm.
July and August: Monday to Friday, 8 am to 3 pm

MC MUTUAL BARAKALDO HEALTHCARE CENTRE

Address: Av. A. Miranda, 3, ground floor
Tel.: Monday to Friday, 8 am to 3 pm. Closed in August. 944 18 17 48
Opening hours: Monday to Friday, 8 am to 3 pm. Closed in August.

INTERMUTUAL HOSPITAL OF THE BASQUE COUNTRY

Address: 6 Fontecha y Salazar Street, Bilbao
Tel.: 944 13 23 80
Opening hours: 24 hours a day, 365 days a year

24-HOUR CARE AND HOSPITAL FACILITIES

BASURTO HOSPITAL Tel: 944 00 60 00	Montevideo Etorb., 18. Bilbao Opening hours: 24 hours a day, 365 days a year
CRUCES HOSPITAL Tel: 946 00 60 00	Plaza de Cruces, S/N. Cruces-Barakaldo. Opening hours: 24 hours a day, 365 days a year
GALDAKAO-USANSOLO HOSPITAL Tel: 944 00 70 00	Barrio Labeaga, S/N. Galdakao. Opening hours: 24 hours a day, 365 days a year

TRAVEL BY TAXI OR AMBULANCE

If the injured person travels to the mutual insurance company in their own vehicle or that of a colleague, they may be reimbursed for the journey at a rate of €0.19 per kilometre. If they do not have a vehicle or are unable to drive, they may request a taxi, which they must pay for themselves; the mutual insurance company will then reimburse the cost upon presentation of the receipt.

In the event that the worker is unable to pay for the service – understood to mean the journey from the client company to MC and back to the client company or their home address – Lanak will initially cover this cost.

This amount will be deducted from your payslip; you must submit a request to MC. If the accident requires an ambulance, you must call 900 300 144 to request one

The use of these services is restricted to emergency transport resulting exclusively from accidents at work. Otherwise, MC Mutual will not cover the cost of transport.

24-HOUR TELEPHONE INFORMATION SERVICE for Healthcare Centres, Hospitals and Medical Transport. By calling 900 300 144, you can find out the location of our centres, request an ambulance and receive guidance on what to do in the event of a work-related accident. Furthermore, this telephone number provides guidance and assistance to the worker in any situation arising from a workplace accident.

BIZKAIA / VIZCAYA

Intermutual Hospital of the Basque Country – Bilbao
6 FONTECHA Y SALAZAR Street
48007 Bilbao

Telephone: 944 132 380
Fax: 944 466 730

Services: Inpatient care, Rehabilitation / Physiotherapy, Outpatient consultations, 24-hour A&E
Specialities: Radiology, Rehabilitation, Traumatology, Traumatology and Orthopaedic Surgery, Physiotherapy, A&E, Other Clinical Units
Opening hours: 24-hour hospitalisation service, 24-hour A&E (Ophthalmology Department open Monday to Friday only, 8.00–20.00)

HEALTHCARE

HEALTHCARE CENTRE - Bilbao
Plaza Sagrado Corazón No. 5
48011 Bilbao

Telephone: 944 413 234
Fax: 944 277 183
Email: bilbao@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 6.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm
Patient care hours: 8.00 am to 6.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm

HEALTHCARE

LOCATION BARAKALDO

HEALTHCARE CENTRE – Barakaldo
Avenida MIRANDA No. 3,
48902 Barakaldo

Telephone: 944 181 748
Fax: 944 383 985
Email: baracaldo@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 3.00 pm, Monday to Friday
Patient care hours: 8.00 am to 3.00 pm, Monday to Friday

HEALTHCARE

Fraternidad-muprespa. Vizcaya / Bizkaia Provincial Office – Bilbao
Calle AUTONOMÍA No. 53
48012 Bilbao

Telephone: 944 395 757
Fax: 944 397 045

Services: Rehabilitation / Physiotherapy, Primary healthcare
Opening hours: Monday to Friday, 08:00–20:00

HEALTHCARE

BIZKAIA / VIZCAYA

Asepeyo. Bilbo-bilbao - Bilbao
Avenida Sabino Arana Nos. 33-35
48013 Bilbao

Telephone: 944 417 850

Services: Primary healthcare
Healthcare opening hours: Monday to Friday, 08:00 to 20:00.

HEALTHCARE

LOCATION BILBAO

MUTUALIA - HOSPITAL CENTRE - Bilbao
10 ERCILLA Street, 10
48009 Bilbao

Telephone: 944 252 500
Fax: 944 252 545

Services: Inpatient care, Rehabilitation / Physiotherapy, Outpatient consultations, 24-hour A&E
Specialisms: Clinical analysis, Pathology, Anaesthetology and resuscitation, Digestive system, Cardiology, Cardiovascular surgery, General surgery, Maxillofacial surgery, Orthopaedic surgery, Plastic and reconstructive surgery, Thoracic surgery, Vascular surgery, Pain clinic, Dermatology, General Practice, Internal Medicine, Respiratory Medicine, Neurosurgery, Ophthalmology, Otorhinolaryngology, Clinical Psychology, Psychiatry, Radiology, Rehabilitation, Orthopaedics, Urology
Opening hours: 24-hour A&E. With inpatient services

Notes: 24-hour A&E service every day of the year. From 25 March to 5 April, 8.00 am to 3.30 pm

HOSPITAL

IBERMUTUA - HEALTHCARE CENTRE - Bilbao
Avenida SABINO ARANA No. 25
48013 Bilbao

Telephone: 944 396 077
Fax: 944 396 148

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office opening hours: 8.00 am to 3.00 pm, Monday to Friday
Care service hours: 8.00 am to 3.00 pm, Monday to Friday

HEALTHCARE

BIZKAIA / VIZCAYA

LOCATION DURANGO

Asepeyo. Durango - Durango
Calle Murueta No. Torre 2 A
48200 Durango

Telephone: 946 813 200

Services: Primary healthcare
Healthcare opening hours: Monday to Friday from 08:00 to 15:30.

HEALTHCARE

LOCATION PORTUGALETE

Asepeyo. Portugalete - Portugalete
Calle San Juan Bautista No. 1
48920 Portugalete

Telephone: 944 617 233
Fax: 944 617 244

Services: Primary healthcare
Service hours: Monday to Friday, 08:00 to 18:00.
Special opening hours: from 10 February to 31 August): Monday to Friday, 08:00 to 15:00.

HEALTHCARE

LOCATION BASAURI

Asepeyo. Basauri - Basauri
Calle Urbi Nos. 21-23
48970 Basauri

Telephone: 944 495 166
Fax: 944 261 685

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 15:00.

HEALTHCARE

LOCATION ZAMUDIO

MUTUALIA - CENTRO ASISTENCIAL - Zamudio
Parque TECNOLOGICO, Building No. 206 B, Ground Floor,
48170 Zamudio

Telephone: 944 317 007
Fax: 944 209 415

Services: Primary healthcare, ITCC medical supervision, Radiology
Opening hours: 8.00 am to 7.00 pm, Monday to Friday

Notes: From 14/04/2025 to 25/04/2025, opening hours from 8.00 to 15.30.
Opening hours for visits from 8.00 to 19.00, Monday to Friday

HEALTHCARE

BIZKAIA / VIZCAYA

LOCATION IURRETA

MUTUALIA – CARE CENTRE – Iurreta
17–19 BIDEBARRIETA Street
48215 Iurreta

Telephone: 946 816 000
Fax: 946 201 112

Services: Rehabilitation / Physiotherapy, Primary Care, Medical Supervision for Long-Term Care, Radiology
Opening hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: From 14 July 2025 to 12 September 2025, opening hours from 8.00 am to 3.30 pm. From 14 April 2025 to 25 April 2025, opening hours from 8.00 am to 3.30 pm. OPENING HOURS: 8 am to 7 pm, MONDAY TO FRIDAY

CENTRO CON CONVENIO

HEALTHCARE

LOCATION GERNIKA-LUMO

MUTUALIA – HEALTHCARE CENTRE – Gernika-Lumo
14 Juan Kaltzada Street,
48300 Gernika-Lumo

Telephone: 946 258 514
Fax: 946 251 877

Services: Primary care, ITCC medical supervision, Radiology
Opening hours: Monday to Friday, 8.00 am to 3.00 pm

Notes: From 14/04/2025 to 25/04/2025, opening hours are from 8.00 am to 3.30 pm. Opening hours are from 8.00 am to 3.30 pm, Monday to Friday

CENTRO CON CONVENIO

HEALTHCARE

LOCATION ERANDIO

MUTUALIA – CARE CENTRE – Erandio
Calle RIBERA DE AXPE No. 28
48950 Erandio

Telephone: 944 042 100
Fax: 944 042 101

Services: Rehabilitation / Physiotherapy, Primary Care, Medical Supervision for Temporary Total Incapacity, Radiology
Opening hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: From 14/04/2025 to 25/04/2025, opening hours are from 8.00 to 15.30. Service hours are from 8.00 to 19.00, Monday to Friday

CENTRO CON CONVENIO

HEALTHCARE

BIZKAIA / VIZCAYA

LOCATION BASAURI

CENTRO CON CONVENIO

MUTUALIA – CARE CENTRE – Basauri
Avenida CERVANTES No. 51, POL.DENAK
48970 Basauri

Telephone: 944 050 545
Fax: 944 050 549

Services: Rehabilitation / Physiotherapy, Primary Care, Medical Supervision for Temporary Total Incapacity, Radiology
Opening hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: From 16 June 2025 to 12 September 2025, opening hours are from 8.00 am to 3.30 pm. From 14 April 2025 to 25 April 2025, opening hours are from 8.00 am to 3.30 pm.

CARE

LOCATION SANTURTZI

CENTRO CON CONVENIO

MUTUALIA – CARE CENTRE – Santurtzi
Avenida MURRIETA No. 70,
48980 Santurtzi

Telephone: 944 629 436
Fax: 944 614 308

Services: Rehabilitation / Physiotherapy, Primary Care, Medical Supervision for Temporary Total Incapacity, Radiology
Care centre opening hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: From 14/04/025 to 25/04/2025, opening hours from 8.00 am to 3.30 pm.

CARE

LOCATION BERMEO

CENTRO CONCERTADO

Maria Aranzazu Bilbao Ormaechea - Bermeo
2 TRAKE KALEA, Block Bj,
48370 Bermeo

Telephone: 946 885 475

Services: Primary healthcare

WELFARE

GIPUZKOA / GUIPUZCOA

IN THE EVENT OF A WORK-RELATED ACCIDENT

MC MUTUAL SAN SEBASTIÁN HEALTHCARE CENTRE

Address: Manuel Lekuona 4-6, ground floor, 20018 Donostia - San Sebastián

Tel.: 943 315 092

Opening hours: Monday to Thursday from 8 am to 6 pm. Friday from 8 am to 3 pm. August – Semana Grande: Monday to Friday from 8 am to 3 pm

MC MUTUAL IRUN HEALTHCARE CENTRE

Address: Lekaenea 22-24 20301 Irun

Tel.: 943 66 77 20

Opening hours: Monday to Friday, 8 am to 3 pm. Closed in August.

INTERMUTUAL HOSPITAL OF THE BASQUE COUNTRY

Address: 6 Fontecha y Salazar Street, Bilbao.

Tel.: 944 13 23 80

Opening hours: 24 hours a day, 365 days a year

24-HOUR HEALTHCARE AND HOSPITAL CENTRES

CLINICA PAKEA - MUTUALIA	Pase Arriola, 26 20018 Donostia-San Sebastián
Tel: 943 212600	Opening hours: 24 hours a day, 365 days a year
UNIVERSITY HOSPITAL DONOSTIA - OSAKIDETZA	Paseo Doctor Beguiristain, s/n.20014 Donostia-San Sebastián.
Tel: 943 00 70 00	Opening hours: 24 hours a day, 365 days a year
SANTA MARIA LA ASUNCION CLINIC	Izaskungo aldapa, 9 20400 Tolosa
Tel: 943 69 70 00	Opening hours: 24 hours a day, 365 days a year

TRANSPORT BY TAXI OR AMBULANCE

If the injured person travels to the mutual insurance company in their own car or in a colleague's car, they may be reimbursed for the journey at a rate of €0.19 per kilometre. If they do not have a car or are unable to drive, they may request a taxi, which they must pay for themselves; the mutual insurance company will then reimburse the cost upon presentation of the receipt.

In the event that the employee is unable to pay for the service – understood to mean the journey from the client company to MC and back to the client company or their home address – Lanak will initially cover this cost.

This amount will be deducted from your payslip, and you must submit a claim to MC. If the accident requires an ambulance, you must call 900 300 144 to request one.

The use of these services is restricted to emergency transport arising exclusively from accidents at work. Otherwise, MC Mutual will not cover the cost of transport.

24-HOUR TELEPHONE INFORMATION SERVICE for Healthcare Centres, Hospitals and Medical Transport. By calling 900 300 144, you can find out the location of our centres, request an ambulance and receive guidance on what to do in the event of a work-related accident. Furthermore, this telephone number provides guidance and assistance to the worker in any situation arising from a workplace accident.

GIPUZKOA / GUIPUZCOA

LOCATION DONOSTIA-SAN SEBASTIAN

HEALTHCARE CENTRE – Donostia-San Sebastián
Calle MANUEL LEKUONA Nos. 4–6
20018 Donostia-San Sebastián

Telephone: 943 315 092
Fax: 943 314 839

Email: sansebastian@mc-mutual.com
Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 6.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm
Patient care hours: Monday to Friday, 8.30 am to 3.00 pm.

CARE

LOCATION DONOSTIA-SAN SEBASTIAN

CENTRO CON CONVENIO

MUTUALIA – HOSPITAL CENTRE – Donostia-San Sebastián
Paseo ARRIOLA No. 26
20018 Donostia-San Sebastian

Telephone: 943 212 600
Fax: 943 211 188

Services: Inpatient care, Rehabilitation / Physiotherapy, Outpatient consultations, 24-hour A&E
Specialisms: Clinical analysis, Anaesthetology and resuscitation, Digestive system, Cardiology, Cardiovascular surgery, General surgery, Maxillofacial surgery, Orthopaedic surgery, Plastic and reconstructive surgery, Pain clinic, Dermatology, General practice, Internal medicine, Respiratory medicine, Neurosurgery, Ophthalmology, Otorhinolaryngology, Psychiatry, Radiology, Rehabilitation, Traumatology, Urology
Opening hours: A&E open 24 hours a day, every day of the year. With inpatient facilities

Notes: 24-hour A&E service every day of the year. From 25 March to 5 April, from 8.00 am to 3.30 pm.

HOSPITAL

LOCATION BEASAIN

CENTRO CON CONVENIO

MUTUALIA - HEALTHCARE CENTRE - Beasain
Calle DULCE MARIA LOINAZ Nos. 1 and 2
20200 Beasain

Telephone: 943 085 340
Fax: 943 085 341

Services: Rehabilitation / Physiotherapy, Primary Care, Radiology
Office hours: 8.00 am to 3.00 pm, Monday to Friday
Patient care hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: From 14/04/2025 to 25/04/2025, opening hours from 8.00 am to 3.30 pm.

CARE

GIPUZKOA / GUIPUZCOA

LOCATION BERGARA

CENTRO CONCERTADO

Mutualia Matepss No. 2 – Bergara,
Calle Amillaga No. 5, Staircase C
20570 Bergara

Telephone: 943 761 349

Services: Rehabilitation / Physiotherapy, Outpatient consultations, Primary care
Opening hours: 08:00 to 15:30, Monday to Friday

HEALTHCARE

LOCATION BERGARA

+compromiso

Asepeyo. Bergara – Bergara
Calle Amillaga No. 29,
20570 Bergara

Telephone: 943 761 643
Fax: 943 764 356

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 15:00.

HEALTHCARE

LOCATION EIBAR

+compromiso

Fraternidad-muprespa. Eibar - Eibar,
Calle Ibarkurutze No. 2, Ground Floor,
20600 Eibar

Telephone: 943 207 940
Fax: 943 208 718

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 07:30–15:00

HEALTHCARE

LOCATION AZPEITIA

+compromiso

Asepeyo. Azpeitia - Azpeitia
Landeta Neighbourhood, No. 1,
20730 Azpeitia

Telephone: 943 814 400
Fax: 943 811 676

Services: Primary healthcare
Opening hours: Temporarily closed (from 11 August to 22 August).

HEALTHCARE

GIPUZKOA / GUIPUZCOA

LOCATION IRUN

CENTRO CON CONVENIO

MUTUALIA - CARE CENTRE - Irun
6 Pagogaina Street,
20301 Irun

Telephone: 943 243 410
Fax: 943 243 411

Services: Rehabilitation / Physiotherapy, Primary Care, ITCC Medical Supervision, Radiology
Opening hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: From 14/04/2025 to 25/04/2025, opening hours are from 8.00 to 15.30. Opening hours are from 8.00 to 15.30, Monday to Friday

HEALTHCARE

LOCATION IRUN

MC MUTUAL

CARE CENTRE – Irun
Calle LEKAENEA No. 22–24
20301 Irun

Telephone: 943 667 720
Fax: 943 615 989
Email: irun@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 3.00 pm, Monday to Friday
Patient care hours: 8.00 am to 3.00 pm, Monday to Friday

HEALTHCARE

LOCATION TOLOSA

+compromiso alianza de mutuas

Asepeyo. Tolosa - Tolosa
Calle Igarondo No. 7,
20400 Tolosa

Telephone: 943 672 335
Fax: 943 672 271

Services: Primary healthcare
Opening hours: Temporarily closed (from 4 August to 14 August).

HEALTHCARE

GIPUZKOA / GUIPUZCOA

LOCATION BEASAIN

CENTRO CONCERTADO

Fremap Matepss No. 61 - Beasain
Avenida NAVARRA No. 10
20200 Beasain

Telephone: 943 805 100

Services: Rehabilitation / Physiotherapy, Outpatient consultations, Primary care
Opening hours: 08:00 to 18:00 Monday to Thursday and 08:00 to 15:00 on Fridays

HEALTHCARE

LOCATION ARRASATE OR MONDRAGON

CENTRO CONCERTADO

Fremap Matepss Num 61 - Arrasate o Mondragon
Calle ERGUIÑARRO No. 2
20500 Arrasate o Mondragon

Telephone: 943 794 731

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: 8.00 am to 4.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm

HEALTHCARE

LOCATION EIBAR

CENTRO CON CONVENIO

MUTUALIA - CARE CENTRE - Eibar
Barrena Street, Nos. 20–22
20600 Eibar

Telephone: 943 202 724
Fax: 943 201 968

Services: Rehabilitation / Physiotherapy, Primary Care, Radiology
Opening hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: From 14/04/025 to 25/04/2025, opening hours from 8.00 am to 3.30 pm.
Office hours from 8.00 am to 5.30 pm, Monday to Thursday.
Fridays from 8.00 am to 3.30 pm

HEALTHCARE

LOCATION AZKOITIA

CENTRO CON CONVENIO

MUTUALIA - CARE CENTRE - Azkoitia
Plaza Anaitasuna No. 3,
20720 Azkoitia

Telephone: 943 853 242
Fax: 943 852 443

Customer service hours: 8.00 am to 3.30 pm, Monday to Friday.

Notes: Closed from 14 April 2025 to 25 April 2025

CARE SERVICES

LA RIOJA

IN THE EVENT OF AN ACCIDENT AT WORK

MC MUTUAL LOGROÑO HEALTHCARE CENTRE	
Address:	Duquesa de la Victoria 50 bis
Tel.:	941 23 74 22
Opening hours:	Monday to Thursday from 8.00 am to 5.30 pm. Friday from 8.00 am to 2.30 pm. July and August: Monday to Friday, 8.00 am to 2.30 pm

24-HOUR HEALTHCARE AND HOSPITAL CENTRES	
LOS MANZANOS CLINIC	Hnos. Maristas s/n (Lardero)
Tel: 941 49 94 90	Opening hours: 24 hours a day, 365 days a year
SAN PEDRO HOSPITAL	Piqueras, 98
Tel: 941 29 84 26	Opening hours: 24 hours a day, 365 days a year

TRAVEL BY TAXI OR AMBULANCE

If the injured person travels to the mutual insurance company in their own car or in a colleague's car, they may be reimbursed for the journey at a rate of €0.19 per kilometre.

If they do not have a vehicle or are unable to drive, they may request a taxi, which they must pay for themselves; the insurance company will then reimburse the cost upon presentation of the receipt.

In the event that the employee is unable to pay for the service – understood to mean travel from the client company to MC and back to the client company or their home address – Lanak will initially cover this cost.

This amount will be deducted from your payslip, and you must submit a claim to MC. If the accident requires an ambulance, you must call 900 300 144 to request one.

The use of these services is restricted to emergency transport resulting exclusively from accidents at work. Otherwise, MC Mutual will not cover the cost of transport.

24-HOUR TELEPHONE INFORMATION SERVICE for Healthcare Centres, Hospitals and Medical Transport.

By calling 900 300 144, you can find out the location of our centres, request an ambulance and receive guidance on what to do in the event of a work-related accident. Furthermore, this telephone number provides guidance and assistance to workers in any situation arising from a work-related accident.

LA RIOJA

LOCATION LOGROÑO

CARE CENTRE – Logroño
Calle DUQUESA DE LA VICTORIA No. 50 BIS
26003 Logroño

Telephone: 941 237 422
Fax: 941 237 134
Email: rioja@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 6.00 pm, Monday to Thursday. Fridays from 8.00 am to 3.00 pm
Care service opening hours: 8.00–15.30, Monday to Thursday. Fridays 8.00–15.00

Notes: CLOSED 22/09/2025
FROM 23/09/2025 TO 26/09/2025, OPENING HOURS WILL BE FROM 8.00 TO 15.00

CARE SERVICES

Asepeyo. Logroño - Logroño
Avenida Madrid No. 2,
26007 Logroño

Telephone: 941 211 099
Fax: 941 204 160

Services: Primary healthcare
Opening hours: Monday to Friday from 08:00 to 20:00. Exceptionally (from 23 September to 26 September): Tuesday, Wednesday, Thursday and Friday from 08:00 to 15:00.

HEALTHCARE

LOCATION LOGROÑO

Fraternidad-muprespa. Provincial Office for La Rioja – Logroño
Calle GENERAL ESPARTERO No. 5, Ground Floor
26003 Logroño

Telephone: 941 241 777
Fax: 941 258 869

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 08:00–15:00

HEALTHCARE

LA RIOJA

LOCATION LOGROÑO

CENTRO CONCERTADO

Marcos Beltrán Ophthalmology Clinic, S.L. – Logroño
Calle BELCHITE No. 9
26002 Logroño

Telephone: 941 251 220

Services: Ophthalmology
Consultation hours: Monday to Thursday from 9.00 am to 1.30 pm and from 1.30 pm to 8.00 pm; Friday from 9.00 am to 1.30 pm and from 3.30 pm to 7.30 pm

HEALTHCARE

IBERMUTUA - HEALTHCARE CENTRE - Logroño
Avenida de Burgos No. 155
26007 Logroño

CENTRO CON CONVENIO

Telephone: 941 221 573
Fax: 941 210 743

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, Medical Supervision of Temporary Total Incapacity
Office opening hours: 8.00 am to 3.15 pm, Monday to Friday.
Care service opening hours: 8.00 am to 3.15 pm, Monday to Friday.

Notes: On 20, 23, 24, 25 and 26 September, the centre's opening hours will be from 8.00 to 14.00.

CARE SERVICES

LOCATION LARDERO

CENTRO CONCERTADO

Viamed Los Manzanos Hospital – Lardero
Calle HERMANOS MARISTAS No. S/N
26140; Lardero

Telephone: 941 499 490
Fax: 941 499 491

Services: Rehabilitation / Physiotherapy, Outpatient consultations, 24-hour A&E, Primary care, Radiology
Opening hours: 24 hours a day, 365 days a year, with inpatient care

HOSPITAL

LOCATION HARO

CENTRO CONCERTADO

Raquel Gómez Manero - Haro
Parque Pintores Tubia y Santamaría No. 4, 1st Floor,
26200 Haro

Telephone: 941 311 681

Services: Primary healthcare

CARE

LA RIOJA

LOCATION CALAHORRA

CENTRO CONCERTADO

Bebricio Medical Centre – Calahorra
Calle BEBRICIO No. 41, Ground Floor
26500 Calahorra

Telephone: 941 132 903

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Closed for holidays from 15 to 30 August.

HEALTHCARE

LOCATION ARNEDO

CENTRO CONCERTADO

Maz Arnedo - Arnedo
Avenida ELISEO LERENA No. 22,
26580 Arnedo

Telephone: 941 382 707

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 08:00 to 15:00

Comments: Monday to Friday, 08:00 to 15:00

HEALTHCARE

LOCATION CALAHORRA

CENTRO CONCERTADO

Mutua Universal Calahorra - Calahorra
Calle Bebricio No. 61,
26500 Calahorra

Telephone: 941 134 897

Services: Primary healthcare
Opening hours: Monday to Friday, 8.00 am to 3.30 pm from October to May; Monday to Friday, 8.00 am to 3.00 pm from June to September

HEALTHCARE

MADRID

IN THE EVENT OF A WORK-RELATED ACCIDENT

MC MUTUAL MADRID HEALTHCARE CENTRE	
Address:	C/ Rodríguez San Pedro nos. 4–6, 28015 Madrid
Tel.:	91 467 97 90
Opening hours:	Monday to Friday, 8.00 am to 8.00 pm. Office hours: 8.00 am to 3.00 pm

24-HOUR CARE AND HOSPITAL CENTRES	
ASEPEYO Tel: 915 906 300	79–81 Francisco Silvela Street, Madrid Opening hours: Emergencies only from 8.00 pm to 8.00 am, and at weekends and on public holidays
FRATERNIDAD HOSPITAL-MUPRESPA HABANA Tel: 913 608 800	Paseo de la Habana 83-85 Madrid Opening hours: Emergencies only from 8 pm to 8 am, and at weekends and on public holidays.
ASEPEYO COSLADA HOSPITAL Tel: 916 735 011	C/ Joaquín de Cárdenas, 2 Coslada Opening hours: Emergencies only from 8 pm to 8 am, at weekends and on public holidays

TRAVEL BY TAXI OR AMBULANCE

If the injured person travels to the mutual insurance company in their own car or in a colleague's car, they may be reimbursed for the journey at a rate of €0.19 per kilometre.

If they do not have a vehicle or are unable to drive, they may request a taxi, which they must pay for themselves; the insurance provider will then reimburse the cost upon presentation of the receipt.

In the event that the employee is unable to pay for the service – understood to mean travel from the client company to MC and back to the client company or their home address – Lanak will initially cover this cost.

This amount will be deducted from your payslip, and you must submit a claim to MC. If the accident requires an ambulance, you must call 900 300 144.

The use of these services is restricted to emergency journeys caused exclusively by accidents at work. Otherwise, MC Mutual will not cover the cost of the journey.

24-HOUR TELEPHONE ENQUIRY SERVICE for Healthcare Centres, Hospitals and Medical Transport.

By calling 900 300 144, you can find out the location of our centres, request an ambulance and receive guidance on what to do in the event of an accident at work. Furthermore, this telephone number provides guidance and assistance to workers in any situation arising from an accident at work.

MADRID

LOCATION MADRID

CARE CENTRE – Madrid
Calle RODRÍGUEZ SAN PEDRO Nos. 4–6
28015 Madrid

Telephone: 914 679 790
Fax: 915 944 365
Email: madridrsp@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 3.00 pm, Monday to Friday
Patient care hours: 8.00 am to 8.00 pm, Monday to Friday

Notes: Closed on 1 November 2025

CARE

CARE CENTRE – Madrid
Calle CARTAGENA No. 73
28028 Madrid

Telephone: 917 265 900
Fax: 917 266 278

Email: madridc@mc-mutual.com
Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 8.00 pm, Monday to Friday
Care service hours: 8.00 am to 8.00 pm, Monday to Friday

Notes: Closed on 1 November 2025

CARE

Fraternidad-muprespa Hospital, Havana – Madrid
Paseo de la Habana, Nos. 83–85
28036 Madrid

Telephone: 913 608 800
Fax: 913 608 855

Services: Rehabilitation / Physiotherapy, 24-hour A&E, Primary Care
Opening hours: ALWAYS: 24 hours

Observaciones: Solo urgencias dias laborables de 20h a 8h y fines de semana y festivos 24 h.

HOSPITAL

Fraternidad-muprespa. Madrid Provincial Office – Madrid
Calle MADRE DE DIOS No. 42
28016 Madrid

Telephone: 913 431 960
Fax: 913 431 999

Services: Rehabilitation / Physiotherapy, Primary Care
Care hours: Monday to Friday, 08:00–22:00

HEALTHCARE

MADRID

Fraternidad-Muprespa. Madrid Provincial Office – Madrid
Calle MADRE DE DIOS No. 42
28016 Madrid

Telephone: 913 431 960
Fax: 913 431 999

Services: Rehabilitation / Physiotherapy, Primary Care
Care hours: Monday to Friday, 08:00–22:00

HEALTHCARE

Asepeyo. Villaverde Alto - Madrid
Calle Domingo Párraga No. 52
28021 Madrid

Telephone: 917 983 300
Fax: 910 501 546

Services: Primary care
Opening hours: Monday to Friday, 08:00 to 18:00. Exceptional opening hours (from 1 July to 31 August): Monday to Friday, 08:00 to 15:00.

Notes: Access via Calle Manola y Rosario, 25.
Closed on 1 November 2025

HEALTHCARE

Asepeyo. Ciudad Lineal - Madrid
Calle Alcalá No. 463
28027 Madrid

Telephone: 917 434 181
Fax: 913 202 538

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 18:00. Exceptionally (from 1 August to 31 August): Monday to Friday, 08:00 to 15:00.

HEALTHCARE

Asepeyo. Chamartín - Madrid
Calle Enrique Larreta No. 10
28036 Madrid

Telephone: 910 500 504
Fax: 910 787 068

Healthcare opening hours: 24 hours a day and on public holidays. (Medical emergencies).
Ophthalmology (from 1 January to 31 December). Mondays and Thursdays from 09:00 to 13:15 and from 15:30 to 19:30. Tuesdays, Wednesdays and Fridays from 09:00 to 13:15.

HEALTHCARE

MADRID

Fraternidad-Muprespa. Barajas - Madrid
Calle San Severo No. 30
28042 Madrid

Telephone: 913 010 123
Fax: 913 055 094

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 07:00–22:00

HEALTHCARE

Asepeyo. Mercamadrid - Madrid
Mercamadrid Market, Plot J-4 (Calle Eje 1-8)
28053 Madrid

Telephone: 915 078 200
Fax: 915 078 201

Services: Primary healthcare
Healthcare opening hours: Monday to Friday from 00:01 to 15:00 and from 22:00 to 23:59. Saturday from 00:01 to 10:00. Sunday from 22:00 to 23:59.

HEALTHCARE

LOCATION ROZAS DE MADRID (LAS)

Asepeyo. Las Rozas - Rozas de Madrid (Las)
Ronda de la Plazuela No. 9
28231 Las Rozas de Madrid

Telephone: 916 409 990
Fax: 916 409 997

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 18:00.

Notes: Access via Calle Manola y Rosario, 25

HEALTHCARE

Hospital Moncloa Grupo Hla, S.a.u. - Madrid
Avenida de Valladolid No. 83,
28008 Madrid

Telephone: 917 581 196
Services: Ophthalmology

Opening hours: 24-hour ophthalmology A&E

Comments: 24-hour ophthalmology A&E

HOSPITAL

MADRID

UNIÓN DE MUTUAS - CARE CENTRE - Madrid
Avenida PABLO IGLESIAS No. 20,
28003 Madrid

CENTRO CON CONVENIO

Telephone: 915 344 182
Fax: 915 353 933

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, Medical Supervision for Temporary Total Incapacity, Radiology
Office opening hours: 8.00 am to 2.45 pm, Monday to Friday
Patient care hours: 8.00–20.00, Monday to Friday.

Notes: FROM 1 MARCH, MONDAY TO FRIDAY, 08:00–20:00.
Closed on 1 November 2025

CARE SERVICES

IBERMUTUA - HEALTHCARE CENTRE - Madrid
Carretera Carabanchel a Villaverde No. 91,
28041 Madrid

CENTRO CON CONVENIO

Telephone: 910 509 260
Fax: 912 762 339

Services: Rehabilitation / Physiotherapy, Primary Care, Medical supervision of ITCC
Office hours: 8.00 am to 3.00 pm, Monday to Friday.
Care service opening hours: 8.00 am to 3.00 pm, Monday to Friday.

Notes: 8.00 am to 3.15 pm, Monday to Friday.
Closed on 1 November 2025

CARE SERVICES

LOCATION ALCORCON

IBERMUTUA – HEALTHCARE CENTRE – Alcorcón
Calle INDUSTRIAS No. 79, URTINSA INDUSTRIAL ESTATE
28923 Alcorcón

CENTRO CON CONVENIO

Telephone: 916 434 141
Fax: 916 434 411

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 3.15 pm, Monday to Friday
Care service opening hours: 8.00–15.15, Monday to Friday

Notes: 8.00 am to 3.15 pm, Monday to Friday

CARE

MADRID

LOCATION ALCALA DE HENARES

CARE CENTRE – Alcalá de Henares
Calle Madre de Dios No. 10, (access via Via Complutense)
28801 Alcalá de Henares

Telephone: 918 892 784
Fax: 918 832 950
Email: alcaladehenares@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 8.00 pm, Monday to Friday
Service opening hours: 8.00 am to 8.00 pm, Monday to Friday.

Notes: Closed on 9 October 2025.
Closed on 1 November 2025

CARE SERVICES

LOCATION HUMANES DE MADRID

HEALTHCARE CENTRE – Humanes de Madrid
Calle SIERRA NEVADA No. 1, (corner of Avda. de la Industria, 21)
28970 Humanes de Madrid

Telephone: 916 979 480
Fax: 914 920 543
Email: humanes@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 8.00 pm, Monday to Friday
Care service hours: 8.00 am to 8.00 pm, Monday to Friday

Notes: Closed on 1 November 2025

CARE SERVICES

Asepeyo. Humanes - Humanes de Madrid,
Calle Santiago Ramón y Cajal No. 15,
28970 Humanes de Madrid

Telephone: 914 982 704

Services: Primary healthcare

Comments: This care centre does not provide healthcare for work-related accidents. It acts EXCLUSIVELY as a rehabilitation service, administrative office and for the monitoring of common contingencies

CARE SERVICES

MADRID

LOCATION FUENLABRADA

CENTRO ASISTENCIAL - Fuenlabrada
22 Manuel Cobo Calleja Street
28947 Fuenlabrada

Telephone: 916 421 754
Fax: 916 424 907
E-mail: fuenlabrada@mc-mutual.com

Services: Primary care, Administrative services, Radiology
Office hours: 8.00 am to 3.00 pm, Monday to Friday
Patient care hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: Closed on 1 November 2025

HEALTHCARE

Asepeyo. Fuenlabrada - Fuenlabrada
Avenida de la Constitución No. 63,
28944 Fuenlabrada

Telephone: 916 901 681

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 18:00.

HEALTHCARE

LOCATION COSLADA

Asepeyo. Coslada Hospital - Coslada
Calle Joaquín de Cárdenas No. 2,
28823 Coslada

Telephone: 916 735 011

Services: Primary care
Healthcare opening hours: Emergency services only on weekdays from 8.00 pm to 8.00 am, and 24 hours a day at weekends and on public holidays.

Comments: Emergency care only on weekdays from 8 pm to 8 am and 24 hours a day at weekends and on public holidays.

HOSPITAL

LOCATION VALDEMORO

Asepeyo. Valdemoro – Valdemoro
Paseo de la Estación, Nos. 4–6,
28343 Valdemoro

Telephone: 918 950 875
Fax: 918 956 606

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 15:30. Exceptional opening hours (from 16 June to 18 July): Monday to Friday, 08:00 to 15:00.

HEALTHCARE

MADRID

LOCATION GETAFE

HEALTHCARE CENTRE - Getafe
Camino Viejo Pinto No. 19,
28903 Getafe

Telephone: 916 652 940
Fax: 916 814 700
Email: getafe@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 8.00 pm, Monday to Friday
Patient care hours: 8.00 am to 8.00 pm, Monday to Friday

Notes: Closed on 1 November 2025

HEALTHCARE

Asepeyo. Getafe - Getafe
Calle San Vicente No. 7
28902 Getafe

Telephone: 916 955 064
Fax: 916 831 137

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 18:00.

Notes: Closed on 1 November 2025

HEALTHCARE

LOCATION ARGANDA DEL REY

Asepeyo. Arganda del Rey - Arganda del Rey
Avenida de Madrid No. 28
28500 Arganda del Rey

Telephone: 918 701 831
Fax: 918 704 154

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 20:00.

HEALTHCARE

IBERMUTUA - HEALTHCARE CENTRE - Arganda del Rey
Avenida de Madrid No. 4,
28500 Arganda del Rey

Telephone: 918 711 059
Fax: 918 710 032

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office opening hours: 8.00 am to 3.00 pm, Monday to Friday.
Patient care hours: 8.00 am to 3.00 pm, Monday to Friday.

Notes: 8.00 am to 3.00 pm, Monday to Friday.

HEALTHCARE

MADRID

LOCATION ALCOBENDAS

MC MUTUAL

CARE CENTRE – Alcobendas
Avenida de la Industria No. 9
28108 Alcobendas

Telephone: 916 624 410
Fax: 916 572 598
Email: alcobendas@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 3.00 pm, Monday to Friday
Service opening hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: Closed on 1 November 2025

CARE SERVICES

IBERMUTUA - HEALTHCARE CENTRE - Alcobendas
Calle SEPULVEDA No. 13, (P. I. ALCOBENDAS) 13
28108 Alcobendas

CENTRO CON CONVENIO

Telephone: 916 610 034
Fax: 916 614 220

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: Monday to Friday, 8.00 am to 3.00 pm
Care service opening hours: Monday to Friday, 8.00 am to 3.00 pm

Notes: 8.00 am to 3.00 pm, Monday to Friday.
Closed on 1 November 2025

CARE SERVICES

LOCATION LEGANES

IBERMUTUA - HEALTHCARE CENTRE - Leganés
Calle ESTEBAN TERRADAS No. 12
28914 Leganés

CENTRO CON CONVENIO

Telephone: 916 889 000
Fax: 916 876 889

Services: Rehabilitation / Physiotherapy, Primary Care, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 8.00 pm, Monday to Friday.
Patient care hours: 8.00 am to 8.00 pm, Monday to Friday.

Notes: 8.00 am to 8.00 pm, Monday to Friday..

CARE SERVICES

MADRID

LOCATION TORREJON DE ARDOZ

IBERMUTUA - HEALTHCARE CENTRE - Torrejón de Ardoz
Calle LA SOLANA No. 2
28850 Torrejón de Ardoz

Telephone: 916 761 995
Fax: 916 762 989

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office opening hours: 8.00 am to 8.00 pm, Monday to Friday.
Care service hours: 8.00 am to 8.00 pm, Monday to Friday.

Notes: 8.00 am to 8.00 pm, Monday to Friday.
Closed on 1 November 2025

CARE SERVICES

LOCATION TORREJON DE ARDOZ

CARE CENTRE – Torrejón de Ardoz
Calle TROPICO No. 6
28850 Torrejón de Ardoz

Telephone: 916 487 370
Fax: 916 772 602
Email: torrejon@mc-mutual.com

Services: Rehabilitation / Physiotherapy, Primary Care, Administrative Services, ITCC Medical Supervision, Radiology
Office hours: 8.00 am to 3.00 pm, Monday to Friday
Patient care hours: 8.00 am to 3.00 pm, Monday to Friday

Notes: Closed on 1 November 2025

CARE SERVICES

LOCATION ARANJUEZ

Clinica Atlas, S.L. - Aranjuez
Clinica Atlas, S.L. – Aranjuez Calle POSTAS No.
81 28300 Aranjuez

Telephone: 918 925 373
Fax: 918 914 937

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 8.00 am to 2.00 pm and 4.00 pm to 6.00 pm

CARE SERVICES

MADRID

LOCATION COLLADO VILLALBA

Asepeyo. Collado Villalba - Collado Villalba
Camino del Molino No. 21
28400 Collado Villalba

Telephone: 918 400 080

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 20:00.

Notes: Healthcare services from Monday to Friday, 15:00 to 20:00, are provided by Fraternidad-Muprespa staff.
The contact number during these hours is 910 509 144.

HEALTHCARE

Fraternidad-muprespa. Collado Villalba - Collado Villalba
Calle Camino del Molino, No. 21
28400 Collado Villalba

Telephone: 917 438 215

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 08:00–20:00

HEALTHCARE

LOCATION TRES CANTOS

Asepeyo. Tres Cantos - Tres Cantos
Avenida de la Industria No. 56
28760 Tres Cantos

Telephone: 918 030 234
Fax: 918 039 077

Services: Primary healthcare
Opening hours: Monday to Friday, 08:00 to 15:30.

HEALTHCARE

Fraternidad-muprespa. Tres Cantos - Tres Cantos
Calle DEL VIENTO No. 12, Ground Floor
28760 Tres Cantos

Telephone: 918 041 073
Fax: 918 042 877

Services: Rehabilitation / Physiotherapy, Primary Care
Opening hours: Monday to Friday, 08:00–20:00

HEALTHCARE

MC MUTUAL Red de Centros

https://www.mc-mutual.con/red-de-centros

MEDICAL EMERGENCIES: 900 300 144



SAFETY MANUAL

Lanak

Empresa Trabajo Temporal

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1. THE LAW ON THE PREVENTION OF OCCUPATIONAL RISKS

Why is occupational risk prevention necessary?

- Every 3 minutes, somewhere in the world, a person dies as a result of a workplace accident or occupational illness.
- Every second, at least four people are injured at their workplace.

Origins of occupational health and safety prevention

- The 1978 CONSTITUTION requires public authorities to ensure health and safety at work (Art. 40.2).
- In 1989, EU Directive 89/391/EEC.

Act 54/2003 reformed the regulatory framework of our country's Occupational Risk Prevention Act to bring existing legislation on prevention up to date.n.

The primary OBJECTIVE of the OCCUPATIONAL RISK PREVENTION ACT is is to protect the health of ALL workers. Accidents are not a matter of chance:

Look around and think before you act

Everyone must behave in such a way as not to expose themselves or others to danger.

2. WORK-RELATED ACCIDENTS AND OCCUPATIONAL ILLNESSES

What is an OCCUPATIONAL ACCIDENT?

It is any bodily injury sustained as a result of or in the course of work. Its consequences are immediately apparent:

Injuries sustained at the workplace.

Injuries sustained whilst travelling to and from work (in itinere).

INCIDENT: These occur for the same reasons as accidents but do not result in injury to the worker.

What is an OCCUPATIONAL ILLNESS?

It is any illness or condition caused by or arising from work.

The result is a slow and gradual deterioration in health, meaning that the effects cannot be observed until some time has elapsed following exposure to the hazardous condition.

What factors determine it?

1 The nature of the contaminant.

2 The concentration of the contaminant in the environment.

3 The duration of exposure.

4 The personal characteristics of each individual.





3. HEALTH MONITORING

- Under Article 22 of the **Occupational Health and Safety Act**, *employers must ensure* that their employees undergo *regular health checks* in accordance with the risks inherent in their work.
- This must always be carried out whilst respecting the individual's right to privacy and dignity, and the confidentiality of all information received.
- The results must be communicated to the workers concerned.
- The results may not be used for discriminatory purposes or to the detriment of the employee.
- Access to personal medical information must be restricted to medical staff and health authorities.

This *voluntary nature* shall only be waived, following a report from the workers' representatives, when:

- It is essential to assess the effects of working conditions on workers' health.
- The worker's state of health may pose a danger to themselves or their colleagues.
- If the risks inherent in the work so require, the duty to monitor health shall continue beyond the end of the employment relationship.



4. TERMS AND CONDITIONS FOR INSURANCE

Accidents and occupational illnesses are not random; they all have one or more causes, which can be categorised as follows:

Unsafe acts

It is the individual who, through their own actions, is directly creating hazardous situations for themselves and their colleagues.

This may be due to:

- Carelessness.
- Ignorance.
- Irresponsibility.
- Carelessness.

Examples:

- Operating equipment without authorisation.
- Using equipment incorrectly.
- Removing safety devices from work equipment.
- Failing to signal or warn others.
- Failing to wear personal protective equipment.
- Driving at an inappropriate speed.
- Working under the influence of alcohol or other drugs.



Unsafe conditions

These are all situations which, by their very nature, pose a risk to workers without them being able to do anything to rectify them.

Examples:

- Inadequate guards and protective devices.
- Limited space to manoeuvre.
- Hazardous environmental conditions: gases, fumes, dust, vapours.
- Exposure to noise.
- Exposure to radiation.
- Excessive or insufficient lighting.
- Inadequate ventilation.



5. RIGHTS AND OBLIGATIONS

Workers' rights regarding prevention

- To be informed of the risks to their health and safety, and of the preventative measures to be taken, including those designed to deal with emergency situations.
- To receive sufficient and appropriate theoretical and practical training.
- To undergo regular health checks, in accordance with the risks inherent in their job.
- To leave the workplace, if necessary, when they consider that the work involves a serious and imminent risk to their life or health.

Workers' obligations regarding prevention

- To use machinery, tools, hazardous substances, equipment and any other work equipment correctly.
- To use the protective equipment and devices provided by the employer correctly.
- To cooperate with the employer so that the latter can ensure working conditions that are safe and do not pose risks to the health and safety of workers.
- To use the safety devices in the workplace and at work sites correctly.
- To report immediately any situation which, in their judgement, poses a risk to workers' health and safety.

6. ORDER AND CLEANLINESS

Many minor accidents occur due to a lack of attention to the environment in which the task is carried out.

To ensure that work is carried out in a safe and healthy environment, proper order and a minimum standard of cleanliness are essential. To this end, we must bear the following considerations in mind:

- Ensure good visibility at the workstation.
- Each work area should contain only essential items; therefore, no more materials than are necessary for carrying out the work should be stacked at any workstation or machine, and any surplus materials should be removed.
- Stack each type of material according to the product it belongs to, ensuring safety during loading, unloading and storage. Where objects are small, use suitable containers such as pallets or bins.
- Provide bins to collect all rubbish, waste and scrap; and never throw anything on the floor.
- Keep every workstation and communal area free of grease and oil, whilst also addressing the causes of such contamination to prevent slips and falls.
- Due care must be taken both in the cleaning of toilets and changing rooms and in their correct use.
- Oxygen must never be used to remove dust or dirt from work clothes or tools, as this may cause fires due to grease residues or other flammable substances, or potential ignition sources.
- Nor shall petrol or other solvents be used for cleaning, unless this is absolutely essential given the nature of the work to be carried out. In such cases, this must be done with the knowledge of management, and appropriate measures must be taken, such as prohibiting smoking, open flames and electrical sparks, and ensuring that a suitable fire-extinguishing system is available on site.

- It is the responsibility of each worker to maintain order and a reasonable standard of cleanliness at their workstation.



7. INDIVIDUAL PROTECTIVE EQUIPMENT

PPE: Any equipment intended to be worn or held by the worker to protect them from one or more risks that may threaten their health and safety at work, as well as any accessory or component intended for that purpose

Characteristics of PPE

1. It must be suitable for the risks it is intended to protect against without posing any additional risk.
2. It must be suited to the conditions prevailing in the workplace.
3. It must take into account the worker's ergonomic and health requirements.
4. It must fit the wearer following the necessary adjustments.
5. The duration of use shall be determined on the basis of the severity of the risk, the frequency of exposure and the characteristics of the workplace.

The worker must:

- Request information on use and maintenance.
- Follow the instructions correctly and ensure the equipment is properly maintained, in accordance with the cleaning and maintenance guidelines.







8. GENERAL SAFETY AND TION STANDARDS

General safety instructions

1) Do not work whilst in poor physical condition (illness, fatigue or excessive sleepiness, alcohol abuse, etc.)
2) Before starting work, consider the potential hazards involved in each task so that you can take precautions against them.
3) Do not operate machinery or carry out any type of work for which you have not been previously trained and authorised.
4) Never become overconfident when dealing with a machine or dangerous task, even if you have carried it out many times before.
5) Never show off or joke about work with your colleagues. Do not rush when carrying out dangerous tasks.
6) If you become aware of any hazardous condition that poses a serious and imminent risk to your life or health, you have the right to stop the activity and leave the workplace. Report it to your supervisor so that they can take the necessary measures to ensure your safety.
7) Use the personal protective equipment specified for the task at hand.
8) Whenever the company considers that the noise level in a particular area of the workplace may be harmful, ear protection must be worn.
9) Ensure that protective clothing is kept in good condition so that it fulfils the protective function for which it was designed.
10) Look after your tools to avoid injury caused by them being in poor condition.
11) Use the most suitable tool for each task to be carried out.
12) If you witness an accident, whether or not it resulted in injuries, give a truthful account to your immediate supervisor or the health and safety department, so that the accident can be investigated in detail and prevented in future.
13) If, for any reason, you are involved in an accident, report it to the health and safety department (including the doctor) as a matter of urgency.
14) Go to the first-aid kit if you sustain any injury, however minor it may seem.
15) Always strictly comply with the safety regulations set out in this manual.

Safety Equipment.

- Law 31/95 on the Prevention of Occupational Risks and the General Ordinance on Health and Safety at Work stipulate that it is an illegal act to damage or render inoperable any equipment that has been installed for the protection, safety and health of employees. Therefore, no person must alter, remove or interfere in any way with such equipment to render it ineffective.
- No employee, unless required to do so by their duties and with prior authorisation, shall enter cordoned-off areas or remove safety barriers. Safety equipment must be securely fixed in place, maintained in good condition, and must not be touched, 'tinkered with' or removed. Where it is necessary to remove any safety guard in order to carry out maintenance work, the employee carrying out the work shall be responsible for replacing it before handing the machine back.
- Those responsible for operating machinery must ensure that no machine is started up without all safety guards in place and that the necessary measures are taken to immediately repair any guard in poor condition.





- Anyone about to start a machine must ensure that all personnel in the vicinity have been warned and are at a safe distance.
- Other safety devices such as covers, guardrails, steps, etc., must always be in good condition, and any defects must be reported immediately.
- No cleaning or repair work may be carried out whilst moving parts are in operation.
- When work needs to be carried out on a machine, drive systems or any moving part, it is mandatory to stop the machine, the machine assembly or the relevant machine components, ensuring that they cannot be set in motion until the work is completed, that all personnel have withdrawn and that there is no risk of an accident.



9. WORK EQUIPMENT

HAND TOOLS

1. **Select and use tools** according to the type of work for which they were designed, and not for any other purpose.

2. Before starting work:

- Carefully inspect handles, cutting edges, fitting areas, moving parts, cutting elements and parts that may project.
- Ensure that the metal heads of the tools are free from burrs or cracks.
- Check that cutting tools and sharp edges are perfectly sharp.
- Use tools with insulating guards if there is a risk of electrical contact.
- Check that the jaws, openings and arms of clamping tools are not deformed.

3. During and after work:

- Carry tools in suitable cases, not loose in your pockets.
- Always keep them clean and free from grease, in good working order and, where applicable, with handles that are securely fitted and free from cracks, sharp edges or splinters.
- Store tools in safe places where they will not obstruct anyone; never leave them on ladders, at height, in passageways, or on moving parts of machinery that may start moving.

REMEMBER: report any faults you notice in hand tools to your line manager.

HAND-HELD POWER TOOLS

1. Before starting work:

- Always use tools fitted with a plug.
- Regularly check the condition of the cables and never step on them or allow anyone else to do so.
- Check that the tools are earthed (Class 1) if they have a metal casing.
- Use double-insulated tools (Class 2) in damp environments.
- Work with safety voltages (24 V – Class 3) in very damp, wet or conductive environments.
- Discard discs that show cracks or other surface defects.
- Avoid using tools that cut or abrade near unprotected workers.
- Do not carry the tool suspended by the cable.
- Avoid water splashes.
- Avoid using extension leads wherever possible. If this is unavoidable, you must always connect the tool to the socket and disconnect it by pulling the plug out of the socket. Ensure that the extension lead has an earth terminal if the tool is equipped with one.

2. During work:

- Never connect the cables directly to the socket; always do so via the plug.
- Never remove the safety guards from tools whilst working with them.
- Switch off the tool before changing the cutting tool and check that it has come to a complete stop.
- Do not tilt the tool to widen the hole you have drilled.
- Mark the starting points with a centre punch or awl before beginning the drilling operation.
- Avoid excessive heating and tool breakage by monitoring the machine's operating time.

3. After work:

- Always switch off the tool by pulling the plug, not the cable.
- Store tools in safe places where they will not be in anyone's way. Never leave them on the floor or on ladders, in elevated areas or in passageways, or on moving parts of machinery that may start moving.

REMEMBER: report any faults you notice in hand-held power tools to your line manager.

SHEARS – GUILLOTINE

The specific occupational **risks associated** with their use are:

- Hands becoming trapped by the press feet.
- Cuts and/or amputation due to entrapment between the blade and the worktable.
- Cuts caused by the workpieces.

Cuts caused by the workpieces are due to:

- The workpieces being very thin.
- The workpieces have burrs.
- The workpieces falling during the production process.

The following precautionary measures must be taken during cutting:

- Ensure that the rear and side enclosures are properly sanded to prevent a third operator not involved in the production process from being struck.
- Remove the bars used as operating levers.
- If the foot pedal system is used for operation, it must be protected against accidental activation.
- The operator must have an easily accessible emergency stop.
- Front guard to prevent access to the rollers and the blade, leaving space only for the sheet metal.

GRINDER

BEFORE SETTING UP THE GRINDER, CHECK:

- The type of material to be machined and select the grinding wheel accordingly.
- The speed limit printed on the grinding wheel; bear in mind that the machine's rpm must never exceed the rpm marked on the grinding wheel.
- That the grinding wheel is clearly labelled with its construction specifications and conditions of use.
- The condition of the grinding wheel by carrying out a visual inspection, ensuring that it has no cracks or defects.
- Ensure that the grinding wheel has a sturdy metal sleeve fitted to its shaft.

WHEN FITTING THE GRINDING WHEEL:

- Ensure that the equipment is securely fastened to the workbench or pedestal.
- Place blotting paper shims between the grinding wheels and the clamping plates, with a diameter equal to that of the clamping plates.
- Tighten the nut on the clamping plates and the grinding wheel firmly, neither too loosely nor too tightly.
- Check that the grinding wheel is correctly fitted to the shaft, that it is not broken or out of balance on the shaft, and that it does not vibrate when rotating.
- Check that the guards cover both sides, the shaft, the shaft nut and the periphery of the grinding wheel, and that they are properly fitted and secured.
- Once assembly is complete, turn the grinding wheel by hand and check that it does not rub against anything.
- Allow the grinding wheel to run for at least 1 minute before starting work and ensure that no one is within the area of influence of the projector opening.

WHILE GRINDING:

- Always wear safety goggles and do not wear loose clothing.
- Wear protective gloves and secure small parts with pliers or clamps.
- Do not stand directly in front of the grinding wheel when starting the machine.

- Do not apply excessive pressure to the workpiece, as this may cause the grinding wheel to break.
- Do not use the sides of the grinding wheel to sharpen tools or other items unless the wheel is specifically designed for this purpose.
- Place the workpiece in contact with the grinding wheel on a horizontal plane, passing through the centre of the wheel.
- Switch off the machine when you have finished working

TO STORE THEM PROPERLY:

- Keep them in an upright position, without stacking them on top of one another.
- Store them in places free from water, grease or solvents.
- Do not store abrasive wheels at extremely low temperatures.
- Handle them gently; always avoid knocks and drops.

ALWAYS: NOTIFY YOUR IMMEDIATE SUPERVISOR OF ANY MALFUNCTION YOU OBSERVE IN THE GRINDER.

MILLING MACHINE

1) The vice, chuck or clamping device must be securely fastened to the milling table.
2) The workpiece to be milled must be securely clamped to the clamping device.
3) The milling cutter must be fitted to its spindle and securely fastened.
4) The machine table must be free of obstacles to allow the cutter to move freely; only the workpiece to be milled may be on the table.
5) During milling, the operator's hands must be kept clear of the table.
6) When the milling table is in automatic cycle operation, hands must not rest on it.
7) Any inspection of the workpiece or tool sharpening must be carried out whilst wearing safety goggles.

SAW

- The specific risks associated with the work equipment arising from its use are:
- Falling cutting blade.
- Sudden breakage of the cutting belt, causing it to be ejected.
- Projection of particles or coolant.
- Contact with the belt in the operating area.
- Contact with and entanglement in moving parts.
- Falling workpieces.

The following preventive measures must be taken during sawing:

- The non-active section of the belt must be protected by an adjustable guard and its use must be clearly indicated.
- The entire length of the belt must remain fully protected, leaving only the section of belt strictly necessary for cutting exposed.
- An emergency stop must be accessible.
- If the work to be carried out requires a large amount of localised light, an adjustable spotlight must be used.



COLUMN OR VERTICAL DRILL

1) The work table and arm must be locked when the drill is at a standstill.
2) Likewise, the head must be locked if the drill is a bench-top model.
3) The clamping device, screw or vice must be secured to the table.
4) The workpiece to be drilled must be firmly secured in the clamping device and must never be held by hand. Small workpieces should be held in a vice.
5) The drill bit must be securely fitted to the tool holder, able to rotate and move freely, and the tightening key must have been removed.
6) Only the workpiece to be drilled should be on the table.
7) Where it is necessary to file or smooth out burrs in a hole or on its edges by hand, this operation must be carried out whilst the drill is switched off.



10. LIFTING EQUIPMENT

PALLET TRUCKS

1. Only use the pallet truck if you have been authorised to do so by the company.
2. Observe and use all safety guards and devices.
3. Never overload the pallet truck; adhere to the maximum load specified by the manufacturer.
4. Use the pallet truck solely and exclusively for tasks appropriate to its design and construction.
5. Do not transport or lift people, whether the pallet truck is loaded or empty.
6. Do not operate the pallet truck with wet or greasy hands or footwear.
7. Follow the routes and traffic rules established by the company.
8. Do not access walkways, lifts, goods lifts, etc. without first ensuring that they can support the weight and dimensions of the pallet truck and/or its load.
9. If you notice any fault or malfunction, report it immediately to your line manager and, where appropriate, mark the pallet truck as out of service and prohibit its use.

ALWAYS: Report any faults you notice with the pallet truck to your immediate supervisor



FORKLIFT TRUCKS

1. Only operate the forklift truck if you are authorised to do so by the company.
2. Carry out a daily inspection of the main safety features before using the forklift truck.
3. Adjust the seat before starting work.
4. Check and adhere to the rated load and the length of the forks.
5. Limit the size of the load to ensure good visibility.
6. Ensure the load is secured, using tie-downs if necessary.
7. Tilt the mast backwards once the load has been picked up.
8. Drive slowly, at a maximum of 10 km/h indoors and 20 km/h outdoors.
9. Drive with the forks lowered, approximately 15 cm above the ground.
10. Do not allow anyone to ride alongside you or on the forks.
11. Do not lean out of the cab and take particular care when reversing.
12. Stop at junctions if visibility is poor and use the horn if necessary.
13. On downhill slopes whilst carrying a load, always drive in reverse, keeping an eye on the direction of travel.
14. Do not stop the forklift truck in aisles or on traffic routes.



SLINGS, HOOKS AND CHAINS



- Always use 'marked' slings that are clearly identified (Maximum Working Load
- – CMU –, the material from which they are made, the manufacturer's name, and the year and month of manufacture).
- Select slings according to the type of operation to be carried out.
- They must not have any twists, knots, flattened sections, kinks, etc.
- Position them correctly so that the load is stable and balanced, evenly distributed across the strands, gradually tightening the slings.
- Do not overload them.
- Place the sling at the base of the hook's curve and not at the tip.
- Do not cross the wires of two strands from different slings over the lifting hook to prevent one of them from being compressed.
- If the angle formed between the slings exceeds 90°, longer slings or cross-beams (gantries) must be used.
- Do not drag anything along the slings, nor allow them to become trapped under the loads.
- During use, protect the slings from contact with sharp edges by inserting, where possible, pieces of wood, corner protectors or other protective devices.
- To move a sling, it must be positioned far enough away to allow it to be moved without rubbing against the load.
- Never attempt to move a sling whilst standing underneath the load.
- Do not lift loads abruptly.

MAINTENANCE/CARE

- Store them in suitable conditions, preventing substances such as sand, dust, gravel, grease, etc. from adhering to or becoming embedded in them.
- Store in dry, covered areas.
- Inspect them thoroughly at regular intervals, preferably before each operation.
- Discard or take out of service any that display any of the following faults:

- Damage to the joint or the compression clamp.
- Particularly severe wear.
- Broken strands.
- Stripping, twisting and kinks.
- Signs of corrosion.
- Flat spots.

HOOKS

- They must be in perfect condition, without any kind of deformation.
- If the hook is movable, it must be well lubricated so that it rotates freely.
- Do not overload the hooks.
- They must have end caps and a safety latch. Check that it works perfectly.
- Never use an 'S'-shaped shackle, as it may open and cause the load to fall.
- The slings must be secured to the thick part of the hook.
- An open or bent hook must be scrapped.



CHAINS

- They must be properly 'marked' to identify their characteristics.
- Care should be taken not to use them at very low temperatures, as this increases their brittleness.
- They must be checked regularly, link by link, to ensure they are in good condition.
- Chains whose diameter has decreased, or which have any bent, crushed, stretched or open links, must be removed.
- It is advisable for the connection between the lifting hook and the chain to be made using a ring.

- They must never be placed on the tip of the hook or directly on the throat of the hook.
- Under load, the chain must be perfectly straight and taut, with no knots.
- They must be protected from sharp edges.
- During lifting, lowering or transport, sudden movements of the load must be avoided.
- Chains must not be dragged along the ground or laid on it, as, in addition to mechanical wear and tear, they are exposed to the effects of slag, dust, moisture and chemical agents.
- Chains fitted to lifting equipment must be suitably lubricated to prevent corrosion, which reduces their strength and service life.

ALWAYS: Report any faults you notice in these lifting devices to your immediate supervisor.

BRIDGE CRANES

GENERAL PREVENTIVE MEASURES:

- Keep designated walkways clearly marked and free of obstacles.
- Accompany the load throughout its entire journey.
- Never climb onto the load during transport.
- Do not leave loads suspended and unattended.
- Check that lifting and slinging equipment is in perfect condition and suitable for the load.
- Do not use the overhead crane to lift people.
- Report any faults you notice with the overhead crane to the supervisor.

BEFORE STARTING THE WORKDAY:

ON THE CRANE

- Ensure that all the crane controls are at "zero" before switching on the main power switch.
- Check that all the crane's movements are working correctly and carry out a test braking manoeuvre on each one.
- Check that all the crane's safety devices are working properly: limit switches, travel stops, steel wire ropes, etc.

ALWAYS REPORT ANY ANOMALIES OBSERVED ON THE CRANE TO YOUR IMMEDIATE SUPERIOR.



ON THE CRANE'S AUXILIARY COMPONENTS

Slings and webbing slings:

- They must be positioned so that the load is stable and balanced.
- It is advisable that the angle formed between them should not exceed 90° and, in any case, should NEVER exceed 120°.
- They must not have any twists, knots, flattened sections, kinks, etc.

HOOKS:

- Do not overload the hooks.
- They must have thimbles and a safety latch.
- The slings must be secured to the thick part of the hook.

WHEN HOOKING UP LOADS

- Know the weight of the load to be lifted.
- Know the maximum weight that your equipment is capable of supporting.
- If the load to be lifted has sharp edges or corners, protect the slings and webbing with rubber or soft wood to prevent them from breaking due to friction.

BEFORE GIVING THE ORDER TO MANOEUVRE

- Check that there are no people within the manoeuvre area.
- Ensure there are no loose parts on the load that could fall off when it is hoisted.
- Ensure that the crane hook is level and centred over the load.

WHEN LIFTING AND MOVING THE LOAD WHEN LIFTING THE LOAD:

- Lift loads vertically, never at an angle, to prevent swaying.
- Loads must be hoisted and lowered smoothly, avoiding sudden starts and stops.
- Check the balance of the suspended load at ground level before hoisting it.



WHEN MOVING THE LOAD:

- Do not transport loads over the heads of personnel. If this is unavoidable, warn people to move out of the way for the duration of the operation.
- Never leave a crane with a load suspended.
- If the crane is operating without a load, raise the hook high enough so that it passes freely over people and objects.
- Do not unwind the cable completely from the drum; leave two turns on the drum.
- Never manoeuvre in reverse.
- Set the controls to zero.
- Wait until the load has stopped moving.
- Engage reverse gear ONCE MANOEUVRES ARE COMPLETE.
- Place the loads on chocks so that the slings can be removed without rubbing against the floor.
-

AT THE END OF EACH WORKING DAY:

- Set the control switches to the zero position.
- Switch off the main switch.
- Leave the crane braked.





11. WELDING

The safety precautions detailed below apply to the most commonly used types of welding, namely:

- Electric welding.
- Oxy-acetylene welding.

ELECTRIC WELDING

1. The electric welding equipment must have a connection cable in good condition. The cable connection must be fitted with an insulated clamp and the transformer terminals must be insulated.
2. The power supply to the machine must be switched off during any prolonged breaks in work.
3. The welding machine must be placed on a surface free of cables to prevent any voltage from being transmitted should it come into contact with a damaged cable.
4. If a workpiece suspended from a crane is to be welded, an insulating spacer must be placed between the workpiece and the crane hook.
5. When the work is finished and if the machine needs to be moved to another location, it must be disconnected from the mains; this also applies when carrying out repair or cleaning work. Cables must be coiled up.
6. The welder must wear a screen to protect against radiation, leather gloves, a leather apron and safety boots.
7. Welding work is prohibited on containers that contain or have contained flammable or volatile substances, unless they have first been cleaned and degassed with steam.
8. When welding is carried out in an enclosed space, the welder must not work alone and must ensure there is adequate ventilation.
9. Before each job, the welder must check that the welding equipment is in good working order, notifying their supervisor so that it can be repaired if this is not the case.



OXYACETYLENE WELDING

1. Cylinders must be stored in an upright position and must not be used for any purpose other than that for which they were designed.
2. Cylinders must be kept clean and must never be greased, either on the thread or on the valve, and must not be handled with greased gloves or rags.
3. Valves must be opened slowly and gently, and closed in the same manner each time work is completed.
4. The pair of cylinders must be transported and used on a trolley, secured and kept upright at all times.
5. The hoses must remain connected to one another and must not have any joints.
6. The torch must be lit as follows:
   - Slightly open the oxygen valve on the torch.
   - Open the acetylene valve on the torch fully.
   - Ignite the mixture and adjust the flame.
   - If at any time a flashback is observed, the valves on the torch and the cylinders must be closed quickly, starting with the oxygen valve and followed by the acetylene valves. If there are signs of internal heating of the cylinder, the valve must be closed, if possible, and the cylinder must be thoroughly with water.
7. When finishing a job, shut off the valves in this order: acetylene and oxygen.
8. All components of the equipment must be inspected periodically, replacing any that do not meet operational standards.



12. MANUAL HANDLING OF LOADS

Manual handling of loads is the main cause of back and lumbar discomfort and injuries, which, as well as being very painful and uncomfortable for the worker, lead to numerous sick leave periods and long-term health problems. To prevent potential injuries, the following points must be taken into account.

1) The correct technique to prevent any lower back injury when manually lifting a load is as follows:
   - Stand with your feet apart.
   - Bend your knees by squatting down and keep your back straight.
   - Grasp the object with the palm of your hand and bring it close to your body.
   - Lift the load whilst keeping your back straight and upright.
2) If the load needs to be lifted above waist height, it is advisable to do so in two stages. First, lift it to an intermediate height, and then lift it to its final destination.
3) Do not twist your waist whilst lifting; it is better to turn your whole body by moving your feet.
4) When lifting or carrying as a group, a single person should direct the manoeuvre.
5) In the case of long, heavy materials, these should be carried on the shoulders of several people, all on the same side. The ends must not dangle but should be kept as close as possible to the first and last carriers.
6) The recommended limit for manually moving a load by an average, healthy man without risk to health is defined as 40 kg for occasional handling and 25 kg for frequent handling.



13. CLEANING

The main risks associated with cleaning work are:

- Falls from different levels
- People falling on the same level
- Collisions with objects and furniture
- Cuts from objects
- Muscle injuries (strain)
- Electrical shock
- Chemical burns
- Contact with caustic or corrosive substances

PREVENTIVE MEASURES

Regarding falls from different levels

If you need to clean shelves or objects at height, do not climb onto boxes, chairs or other unstable objects. Only clean areas within arm's reach or use extension poles.

The use of stepladders is strictly prohibited.

Regarding falls on the same level and collisions with objects and furniture

Falls, slips and trips are the most common cause of accidents in the cleaning sector, resulting in fractures, sprains, etc.

A large proportion of these accidents can be prevented by taking the appropriate preventative measures.

Go up and down stairs calmly and without rushing, one step at a time, not two at a time.

Wipe up any spilled liquids immediately.

Point out and report any situation that could cause a colleague to fall.

Take extreme care when cleaning stairs, ensuring they are as dry as possible.

Take extra care on waxed and/or damp floors; wear flat shoes with non-slip soles.

Start mopping at the end of the room furthest from the exit to avoid walking on wet floors.

Wring out the mop properly to avoid creating puddles or very wet patches.

Any raised edges on carpets must be smoothed down.

Keep walkways clear of obstacles; cleaning equipment must be tidied away.

Clear corridors and walkways.

Do not leave power cables, electrical equipment, etc., in passageways.

Try to keep the cable behind the machine. Ensure the cable does not become taut at knee height.

When taking a (prolonged) break, the machine must be unplugged and put away, removing any cables from the walkway.

Cuts from objects

To empty the paper, tip it into the bin bag; never put your hand inside.

Hold the bin bag by the knot and do not bring it close to your body (there may be sharp objects inside).

Do not compress the bags.

Overexertion

Manual handling of loads is very common in cleaning work: handling of rubbish bins and bin bags; manual transport of machinery (rotary machines), products and materials (work tools, stepladders, buckets); moving furniture or objects, etc.

Furthermore, you will often be required to exert yourself whilst in static working positions or to adopt forced and uncomfortable postures for your arms and back. You will frequently have to make rapid and repeated changes of posture. You will also need to squat, kneel, work with your back straight or with your back bent, depending on the space available.

When handling loads manually, your body position should comply with the following principles:

- Feet firmly planted on the ground and slightly apart.
- Keep the load close to your body.
- Keep your back straight.
- Hold the object firmly, maintaining this position whilst loading and carrying it.
- Bend your knees when lifting the load.
- Turn your whole body to change direction whilst carrying.
- Try not to stay in the same position for too long.
- Before lifting the load, assess its weight.
- It is better to push an object than to pull it.
- Do not keep your arms raised above shoulder height for long periods.
- Take breaks during tasks that require considerable physical effort or an awkward posture.
- Adopt good movements and postures (legs slightly apart, shoulders as low as possible, work at a height suited to your height).
- When holding a mop, broom, etc., your hands should be between chest and hip height.
- When sweeping, move only your arms, not your waist, and keep the broom as close to your feet as possible.
- When using the vacuum cleaner, keep your spine straight.
- If you need to clean under a table or other piece of furniture, do not bend your back: the correct way is to rest one knee on the floor. If, even in this position, you have to bend your back, rest your free hand on your knee or the floor to lighten the load.

Electrical appliances

- Avoid cleaning any electrical equipment with sprays or liquids, unless they are suitable for that purpose.
- Do not operate light switches, plugs or sockets with wet hands or whilst standing on a damp floor.
- Do not mop over power strips: multiple sockets connected together.
- Use equipment bearing the CE mark

- If you notice any faults with the machinery (exposed wires, abnormal operation, etc.), inform the person in charge.
- Do not disconnect appliances by pulling on the cable. Pull the plug whilst holding the wall socket with your other hand.
- Always use plugs and adaptors to connect electrical appliances.
- Do not extinguish a fire with water if it is of electrical origin.
- Do not overload circuits by plugging multiple appliances into the same socket.
- Use plugs and adaptors to connect electrical appliances. The machine's cable must be checked daily.
- DIY repairs are prohibited. Never repair or replace
- a faulty cable yourself.
- When the job is finished, the machine must be stored correctly, with the cable carefully coiled up.

Chemical Burns (burns caused by chemicals)

Never mix chemicals, as doing so may produce even more dangerous toxic substances. E.g.: do not mix bleach with ammonia.

- Use personal protective equipment correctly; for example, when handling corrosive and caustic products, wear gloves and safety goggles. With irritant products, also wear a face mask.
- Do not remove caps with your mouth or by forcing the containers open.
- Contact with caustic and/or corrosive substances
- Numerous chemicals are used during cleaning work. These are substances that can be dangerous, as they may cause fires or pose a risk to your health and the environment. You must therefore familiarise yourself with and be aware of the risks they pose.
- Familiarise yourself with the characteristics and risks of a product before using it.
- Ensure you have the safety data sheets for the products provided by the manufacturer or distributor (RD 363/1995).
- Ensure that containers are properly labelled and do not use containers that could cause confusion regarding their contents.
- Use personal protective equipment correctly; for example, when handling corrosive and caustic products, wear gloves and safety goggles.

- If any cleaning product gets inside your gloves, wash your hands and change your gloves.
- Wash your hands frequently before and after tasks; wearing gloves does not exempt you from doing so.
- Never mix chemicals, as doing so may produce even more dangerous toxic substances. E.g.: mixing bleach with ammonia.
- Strictly follow the manufacturer's instructions regarding the use of cleaning products; these can be found on the label or in the product's technical data sheets.
- Dispose of products that lack identification; always keep the label on the container.
- Transfer products slowly and in well-ventilated areas.
- Do not transfer a product into a food-grade jar or bottle, or into an unlabelled container.
- Do not remove caps with your mouth or by forcing the containers open.
- Use original containers or those that are properly labelled to avoid any possibility of confusion.

LABEL INFORMATION

- Name of the substance and concentration
- Name and address of the manufacturer, packager, distributor and importer
- Hazard pictogram (symbol)
- Specific risks of the substances (R phrases)
- Safety advice (S phrases)



14. (PVD) DATA DISPLAY SCREENS

The main problems associated with the regular use of this equipment are:

- Eye strain
- Musculoskeletal disorders
- Mental fatigue

Many visual problems are often linked to the limitations of display screens and/or their incorrect use, poor image definition, frequent reading of text on the screen, annoying flickering, the presence of glare, etc.

These reflections can cause glare on the screen if the lighting system is not properly adjusted. This contributes to increased visual fatigue in the user and the onset of visual discomfort. Musculoskeletal problems are often associated with maintaining prolonged static postures (common in this type of role) combined with poor posture. Repetitive movements resulting from the regular and intensive use of the keyboard and mouse can also contribute to the onset of such problems.

Mental fatigue may be caused, amongst other things, by difficulties in using computer applications or programmes with ease, as well as by the pace of work.



Preventive measures

In general, the desk or surface on which the monitor is placed should be deep enough to allow the user to position it at the distance from their eyes that is most comfortable. If this adjustment is not possible, the distance between the screen and the operator's eyes should be at least 40 cm.

To prevent eye strain:

- Position the screen so that there are no annoying reflections on it.
- Position your workstation so that it is parallel to the windows.
- Use curtains or blinds correctly depending on the time of day to create a comfortable lighting environment.
- Position the screen at the distance from your eyes that is most comfortable for you, particularly when reading documents.
- Take short breaks at regular intervals to prevent eye strain and, if possible, alternate screen work with other tasks that place less strain on your eyes.

To prevent musculoskeletal disorders:

- Adjust the seat height correctly so that your elbows are approximately level with the work surface.
- Sit so that your back remains in contact with the backrest of the chair.
- Adjust the height of your office chair's backrest so that the slight curve in the backrest is positioned at the level of your lower back (the natural curve of the spine in the lower back).
- Move the chair closer to the desk so that you do not have to lean your upper body forwards.
- Position the keyboard so that there is a space in front of it on the desk to serve as a wrist rest.

To prevent mental fatigue:

- Try to vary your work or alternate with other tasks that do not require the use of a computer screen.

15. ELECTRICITY

Instructions for working with low voltage (less than 1000 volts)

1) The company's electrical installations and machine tools must be earthed.
2) Cabinetry intended for the protection and control of the installations must be kept locked, and any work on the cabinets and other electrical installations must be carried out by the electrical maintenance team.
3) Flammable materials must not be stored near electrical cabinets.
4) Work on electrical devices must be carried out on dry floors or, failing that, on insulating platforms.
5) Tools used to work on electrical circuits must have insulated handles.
6) Electrical connections must not be made by inserting cables directly into the socket.
7) Care must be taken to ensure that cables are not run over by vehicles, particularly if the ground surface is uneven.
8) If there are sparks, smoke, a burning smell, excessive heating in any part of the circuit, a tingling sensation from an electric shock, or an electrical fault occurs, the first thing to do is to switch off the power at the switch or circuit breaker. Next, call a specialist and, whilst waiting for them to arrive, ensure that no one else switches the power on.
9) If a person is electrocuted, the first thing to do is to cut off the power and then assist them; if it is not possible to cut off the power or this takes too long, move the victim away from the point of contact – never using your hands, but using insulating material such as a dry wooden board or a wooden chair – and from as far away as possible.

16. SIGNALLING AT WORKPLACES



Signage is a means of providing information which, through visual and audible signals, indicates and warns of:

- The risk of an accident.
- The location of protective and emergency equipment and resources.
- Evacuation procedures.
- Safety obligations
- Prohibitions







17. EMERGENCY AND FIRE- MEASURES

BASIC GUIDELINES FOR ACTION IN THE EVENT OF AN EMERGENCY

The purpose of the Emergency Plan is to set out the procedures to be followed whenever an incident or potential emergency occurs on the premises.

The aim has been to establish a functional yet flexible organisational structure to deal with any emergency situations that may arise.

Given the vital importance of being able to tackle and contain incidents as quickly as possible, particularly in the immediate aftermath of any incident or potential emergency, all staff are asked to pay the utmost attention to the procedures set out herein.

INFORMATION ON THE EMERGENCY PLAN

For general information, these will be displayed in locations where the greatest number of people can see them in the event of a fire.

If you spot a fire:

- Report the emergency to the person in charge.
- If you are unable to make contact, call 112.
- If you are trained to do so and it is safe to do so, attempt to extinguish the fire. If you are unable to do so, evacuate the area, closing doors and windows if the scale of the fire allows.
- Do not forget that the most important thing to do in the event of an emergency is to protect human lives. Any actions taken to save property or facilities must be carried out with the utmost safety precautions, so as not to expose those dealing with the emergency to unnecessary risk.

If you find yourself trapped by fire:

- Crawl along the floor, hold your breath and close your eyes whenever possible.
- Keep doors closed between you and the smoke.
- Seal the gaps around doors and openings using rags.
- Wet them if there is water nearby.
- Signal your location from the window and, if you can find a telephone, call 112.

In the event of an evacuation

If the evacuation signal is activated:

- Close drawers, cupboards and the doors to the premises once everyone has left.
- Switch off any appliances you were using before leaving.
- Evacuate the premises immediately.
- Stay calm and do not linger at the exits.
- Use the designated evacuation routes.
- If you find yourself surrounded by smoke, crouch down and crawl.
- Close any doors you pass through.
- Follow the instructions of the designated staff.
- Do not re-enter under any circumstances.
- Do not use stairwells or corridors filled with smoke.
- Do not use lifts to evacuate the building.
- If you need to open a door, check that it is not hot.
- If it is, do not open it.
- Proceed to the emergency exits corresponding to the area where you are.
- Once outside, proceed to the designated assembly point.

In the event of an accident

In the event of a serious accident:

- Stay calm.
- Assess the situation before taking any action.
- Carefully examine the injured person without touching them unnecessarily.
- Act promptly but without rushing.
- Do not move an injured person without first knowing what is wrong with them.
- Never give anything to drink to someone who is unconscious.
- Do not let them get cold.

Specific instructions

Casualty on fire:

- Cover them with a blanket or jacket.
- Cool them down with water. Do not remove their clothing.

SOME FIRE PREVENTION RULES:

- Keep the workplace clean and tidy, as paper, cardboard, shavings, spills, etc. can accumulate and act as sources of ignition.
- Do not block fire extinguishers, fire hydrants, emergency exits or electrical panels with stored materials...
- Keep corridors, walkways, entrances and exits clear at all times.
- Observe the 'NO SMOKING' signs in areas where they are displayed. Do not throw cigarette ends on the ground.

Use of fire extinguishers

The rules for use are as follows:

1. Remove the fire extinguisher by grasping the handle or fixed grip and place it upright on the floor.
2. Grasp the nozzle and remove the safety pin.
3. Aim the jet at the base of the flames, sweeping from side to side.
4. Approach the fire slowly, coming no closer than one metre.





FIND THE JOB THAT BEST SUITS YOUR PROFILE

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