

# VISION AND POLICY OF DIAMOND SA

*"DIAMOND the fiber meeting", a perfect symbiosis with*

## *the customers*

- ▶ World-wide at the forefront of the technological development
- ▶ Customer satisfaction is the highest priority
- ▶ Offer fast and flexible customer support through local services centers
- ▶ Encouragement towards the use and disposal of our products in an ecologically desirable way

## *the subsidiaries and partners*

- ▶ All subsidiaries operate under a uniform quality management system and are ISO 9001 certified
- ▶ We work closely together for the common good
- ▶ Make them responsible for quality and environment protection
- ▶ We provide whatever support the customer requires

## *the employees*

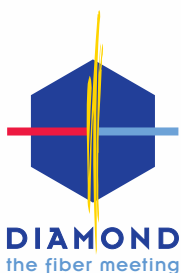
- ▶ Employ highly skilled and motivated personnel
- ▶ The management stands up for a good working atmosphere
- ▶ Every employee takes pride and responsibility for the quality of their work
- ▶ Motivation towards teamwork
- ▶ Personnel stimulated to continuous improvement

## *the internal processes*

- ▶ Lean and flexible management
- ▶ Automation is tool used to help reduce cost, improve quality, and minimize our impact on the environment
- ▶ Quality management system according to ISO 9001
- ▶ Environmental management system according to ISO 14001
- ▶ Safety at the workplaces

## *the society*

- ▶ Corporate headquarters Located in Losone
- ▶ Correct relations to the authorities and interested parties
- ▶ Strict compliance with all local, state, and federal environmental laws and provisions
- ▶ Commitment to the continuous improvement of the social and natural surroundings



Losone, May 2006

The President, General Director