

# VISION AND POLICY OF DIAMOND SA

“DIAMOND the fiber meeting”, a perfect symbiosis with

## the values

- ▶ Fairness, transparency and respect
- ▶ Corporate commitment to comply with the code of conduct
- ▶ Continued application of environmental policy

## the customers

- ▶ Worldwide at the forefront of the technological development
- ▶ Customer satisfaction is the joint benefit
- ▶ 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
- ▶ Commitment to promote a pleasant environment and with special care of workplace
- ▶ Empowerment on the quality of the proper 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 workplace
- ▶ Application of international regulations on internal processes (ROHS, REACH, Conflict Minerals)

## the society

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



Losone, October 2014

The President, General Director