-COMPANY MISSION STATEMEN-

he values and principles of reference on which DIAGRAM UK LTD – a company operating Geographic Information Systems, Mapping, Global Positioning Systems, Computer Aided Design, Facility Management and Technical Documentation Systems – bases its activities are outlined in this company policy.
Through this document DIAGRAM UK LTD has identified an integrated policy for managing **Quality and Safety aspects regarding information** in line with the context of the strategic risks incurred by the organization in conformity with the laws and regulations in force in the countries in which operates.

DIAGRAM UK LTD, through this present policy, commits to reach its business objectives taking into consideration the expectations of opportunities and incentives of its employees in compliance with contractual obligations and in accordance with the regulations concerning the dissemination of ethical values and a socially responsible culture inthe company.

-DIAGRAM COMMITMENTS -

The primary objectives set by the management team at all levels are as follows:

a) Understanding the internal and external context (economic, social, territorial, regulatory, etc.) in which the company operates to identify the needs and expectations of the parties involved and to seek consistent satisfaction with them.
b) Knowing customer requirements and recognising them in good time, creating product capable of ensuring the best end-user satisfaction thanks to targeted design customisation.
c) Involving customers and suppliers in a close working relationship, so as to provide the necessary stimuli for a common quest towards continuous improvement.
d) Continuously seeking solutions, processes, and appropriate and efficient operational procedures enabling to be leaders in terms of technology and organisation.
e) Promote a cutting-edge corporate image through the constant renewal of technologies, headquarters, and through the updating of internal and external communication channels;
f) Adopt internal procedures that guarantee fast and effective solutions to face the different possible defects of products and services provided to customers.
g) Continually searching for solutions, processes, appropriate and efficient operating procedures to prevent the occurrence of non-compliance, accidents and occupational diseases.
h) Complying with national legislation on H&S a document for the evaluation of business risks is issued
i) Providing opportunities and encouragement to each employee – through training, motivation and involvement to contribute to the continuous improvement of the quality system.
j) Promoting communication to the outside and within the company policy and mission for Quality, Information Security and Health and Safety in the workplace, maintaining a close dialogue with the various stakeholders (clients, employees, authorities, control bodies, etc.).
k) Ensuring that the business activities have a positive impact on the environment and in the social context in which the Company operates.
l) Paying attention to the efficient use of energy resources and minimizing the environmental impact generated by its performance, as well as the prevention of environmental pollution.
m) Adopting the necessary provisions to prevent and be able to deal with accidental events and emergency situations.
n) Ensuring the integrity, confidentiality and availability of data, protecting them from threats of any kind such as, in particular, access or changes by unidentified and unauthorized persons.
o) Ensure the maintenance of the aspects of integrity, confidentiality inherent to the corporate know-how and the information processed for customers through adequate and secure technological infrastructures both internal to the organization and made available by external service providers also in Cloud SaaS mode;

p) Making information, systems and applications available in relation to specific needs by pursuing constant updating of technological resources also for services provided in Cloud SaaS mode;
q) Adequately selecting suppliers and ensuring that they share and comply with the law on the subject and confidentiality of information.
r) Empowering employees on the topic of data management in compliance with privacy regulations and company regulations and provisions, providing them with specific instructions and carrying out checks in order to verify their knowledge and implementation.
s) Giving valid and stimulating job opportunities to collaborators in accordance with the laws against human trafficking, not using or supporting the use of child labour, not implementing or supporting any form of discrimination, not resorting to, nor supporting, the use of of forced or compulsory labour.
t) Respecting the national agreement applied ensuring the protection of workers' rights and observing the provisions contained therein, both of an economic and regulatory nature.
u) Guaranteeing functionality, reliability, transparency, ethics and integrity in behaviour.
v) Developing a "responsible economic strategy" that takes into account the needs of all stakeholders.

- AN INTEGRATED SISTEM -

To implement these principles, the DIAGRAM UK LTD general management team has adopted a comprehensive strategy featuring various courses of action which are highly integrated and based on the requirements expressed in ISO standards 9001:2015 (Quality) and ISO 27001:2022 (Information Security).
The commitments that the management team have made and that they require all employees to observe are:

a) implementing and maintaining an effective integrated management system according to the requirements of UNI EN ISO 9001:2015, ISO27001:2022;
b) defining policies and implementing a methodology for risk assessment of the critical issues related to its activities (with particular regard to the topics of organization of business processes, safety at work and data security), thus determining the acceptable risk levels and intervention protocols, where necessary;
c) monitoring and controlling the processes of the organisation in order to assess the extent they are understood inside the company, ensuring the adequacy and continuous improvement of the Integrated System through the use of appropriate indicators and the definition of objectives and development goals;

- AN INTEGRATED POLICY -

This company policy is subject to periodic review in the face of internal or external changes to the organisation in order to ensure its validity, adequacy and effectiveness as part of the Integrated Management System and to promotethe commitment towards continuous improvement.
The DIAGRAM UK LTD management team is continuously and directly engaged in making this Company Policy known and publicly available and informing internal and external stakeholders of the expected and achieved results achieved withinternal and external stakeholders.
This policy constitutes a clear objective and an obligation towards all parties involved in the activities carried out byDIAGRAM UK LTD.

DIAGRAM UK LTD staff are engaged on all levels in order to consciously pursue the provisions of this policy, according to
their individual roles, responsibilities and expertise, while respecting DIAGRAM UK LTD's values and codes of conduct.

Reading 05/10/2026

The Direction of **DIAGRAM UK LTD**