



DIAM CORPORATE SOCIAL RESPONSIBILITY POLICY

DIAM is a leading partner of the most prestigious brands for all their merchandising, shopfitting and customer experience needs, with a global footprint leveraging on global synergies and local proximity with clients. From retail consulting and design to manufacturing, installation, in-store services and circular economy, we provide customer experience solutions with a strong entrepreneurial culture and a clear commitment on CSR.

In its sphere of influence as an employer, designer, producer, supplier and business partner, DIAM wants to play its full role on the global switch towards resilient and sustainable business practices and products. Our vision is to enable brands and retailers to invent, together with us, a POSITIVE RETAIL.

The roots of this commitment lay in the the full respect of legal obligations, clients standards, and voluntary engagements, starting with the UN Global Compact ten principles and our commitment to “doing our part” on social aspects and on the environment with validated 1.5°C Science-Based Targets consistent with the Paris agreement on climate change. We continuously seek improvement on the following key topics:

- **Social responsibility**, with the primary aim to provide a safe work environment, to support work wellbeing and employee representation, to professionally develop the individuals that work with DIAM and to provide them with above-regulation health benefits where needed. This notably includes safety, training, ethical and Human Resources policies and Governance, as well as social inclusion through work.
- **Improving our environmental footprint, including climate change mitigation and adaptation, biodiversity, and fostering a circular economy.** This starts with permanently assessing and optimizing our consumptions and direct production environmental impact; and goes beyond with offering solutions that achieve both low-impact and the highest quality and service standards.
- **A robust Governance and culture of reliability and transparency** internally and throughout our supply chain. This notably includes policies, risk assessments, management & governing practices, as well as sustainable sourcing, client and legal compliance, responsible marketing, and the extra-financial evaluations by third parties who evaluate and certify our actions and results.

Specifically, our way to act fosters:

- Listening to the customers, anticipating their needs and driving innovation from our dialogue with them
- The empowerment of our employees and managers, through training and management practices
- A constructive social dialogue and responsible interactions with internal and external stakeholders
- A continuous improvement, through management systems, KPIs and verification that include H&S, the environment, social and governance aspects
- An analytical and pragmatic approach ensuring we work on the subjects that really matter and towards proven, yet innovative solutions.

To do so, **people are the key**. Delivering on this policy is the responsibility of the entire company, from the top management to every employee.

DIAM CEO

Françoise RAOUL DUVAL

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David BAGLEY

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