



DIAPLOUS BUSINESS BEHAVIORAL PRINCIPLES

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One of the ways Diaplous puts values into practice is our Business Principles, which characterize our ethics. In other words, they are the principles that govern our work, our relationships with our colleagues, our partners, our customers, and society. We have high expectations of our team and these principles are the secret to achieving our goals. We know that sometimes our job will be hard, it might not be pretty, but if we all:

- Adopt Diaplous Culture
- Adopt Sustainable practices
- Promote continuous learning
- Ensure compliance
- Be precautionous - Reduce vulnerability – risk reduction approach
- Think out of the box

Our success will be guaranteed.

Who must follow these principles?

Every individual associated with Diaplous, is responsible for adhering to and promoting our principles to become an integral part of our group. We encourage our employees to comprehend and to follow these principles faithfully. Only by working as a team will we achieve new milestones and have the strength to face efficiently any and all upcoming challenges, because we will have in our quiver the most powerful tool - the common working mentality.



How do we implement these principles?

Implementation of Diaplous Business Behavior Principles is of high importance; thus, we have set the necessary procedures to ensure that they are studied and understood.

- The primary step is to ensure **easy access** to the Principles. To accomplish that, they are located on the Desktop of each computer.
- Each new employee that becomes a part of the Diaplous team, needs to pass an **examination** on their understanding on our Principles, Codes and Policies.
- Every six months the managers carry out **evaluations** on their departments in order to ensure that they act in accordance with the Business Behavior Principles.
- These Principles are the main part of our institutional texts and **are presented in all the contracts**, signed with our employees, our stakeholders, and our customers.



DIAPLOUS BUSINESS BEHAVIORAL PRINCIPLES **AT A GLANCE:**

- 1. RESPECT AND FAIR TREATMENT**
- 2. PROFESSIONALISM**
- 3. BE HONEST AND TRUSTWORTHY**
- 4. HSSE AWARENESS**
- 5. CONFIDENTIALITY AND DATA PROTECTION**
- 6. RESPONSIBILITY TO SOCIETY**
- 7. MANAGERS' RESPONSIBILITY**

RESPECT AND FAIR TREATMENT

- Diaplous fosters a safe work environment in which we **treat each other with respect**.
- We **appreciate diversity and we do not discriminate**. It is our individual interests, ideas, cultural factors and unique characteristics that have helped us accomplish our goals to do our best achieving our most.
- Diaplous provides **equal opportunities** for everyone and we avoid intimidation and humiliation of any sort.
- We encourage our employees to **speak up** and report any behavior and practices that breaches this fundamental principle.
- **We respect human rights** and report any such abuse. We have zero tolerance of intimidation and humiliation of any sort.
- Verbal or physical harassment, offensive behavior or any form of bullying will mean the termination of the employment contract

PROFESSIONALISM

- We do not accept any form of **corruption**. Any kind of **bribe**, given or accepted by our personnel or other party associated with Diaplous is strongly prohibited. We endorse efforts to eliminate financial crime and corruption.
- We are safeguarding our **integrity**. We do not engage the company name in **political activities**.
- Our desire is to provide our best to our customers, by **adding value** to our operations. We always strive for more. We recognize our **weaknesses and strive to overcome them**.
- We **believe in our people and we invest in them**, creating an environment that will give them the opportunity to develop their talents, skills and knowledge allowing them to utilize their unique strengths and **effectively perform their roles**.
- We do not leave results to faith. When a promise is made, we make sure that we deliver. **Our job is done only once it has been fully completed**.
- We are committed to a supportive work environment, where employees have the **opportunity** to reach their fullest potential. We are a **team** that works together in order to provide our customers with **the best** services we can. We encourage creativity and creative concepts that will increase the value and efficiency of our services.
- We shove our employees to be **team players** and share any available information. We must be **inquisitive** in order to thrive. We practice learning and **admit our mistakes**. There is no shame in **asking for help if needed**.



BE HONEST AND TRUSTWORTHY

- We encourage our group to do their best always **looking smart and professional**.
- It is important that we each act as a **role model**, showing that we can always do better.
- We are **straightforward and honest** in our professional opinions and business relationships.
- **We are truthful** about our services, the expertise we have and the experience we have gained.
- Diaplous would never act in a way that would harm our team and the people we work with. We spread **no rumors or false information**. Diaplous condemns all actions against the company and our clients.
- We do not turn our face away from any harmful action. **We speak up** and not allow any wrongdoing to pass unnoticed.

HSSE AWARENESS

- Diaplous puts **health and safety above all**. Our commitment is to establish a violence free environment. Our company will under no circumstances accept any act of violence or discrimination towards its employees, outside partners or customers.
- It is important that all our employees and partners are aware and act in accordance of DIAPLOUS **Health & Safety rules**.
- We always follow the **lifesaving rules**.
- Diaplous **calculates all risks**, having establish an always developing risk management program.
- We prepare for emergencies via **drills**.
- We ensure the **protection** of our clients, those in our care and their personal data.



CONFIDENTIALITY AND DATA PROTECTION

- We ensure the **protection of the sensitive and personal information** that we keep, obtain, and use.
- **We forbid the disclosure of sensitive and personal information** that is entrusted to us unless allowed or if there is a legal or technical right or duty to disclose it.
- Diaplous supports individual rights over personal data and acknowledges **privacy** as a basic human right.
- We strive to **be transparent with individuals** on how we handle their (personal) data and give them clear control over how they are processed, including responding to requests and concerns.
- We do not use data and technology in ways that could result in **prejudice, abuse, or hurt**.

RESPONSIBILITY TO SOCIETY

- We believe in the importance of contributing to the society by engaging with **non-profit actions**. Diaplous shows the company's interest to our fellowmen in a variety of ways, such as **donating goods or other services** for the common good.
- Our company supports **free enterprises** and does not serve political interests.
- We **respect the environment**: reduce, reuse, recycle whenever possible.



MANAGERS' RESPONSIBILITY

- Understand and follow the **Code of Conduct** and **Diaplous' principles**.
- Understand the **main Code violation risks** that apply in your business or function, and the procedures to mitigate them.
- Ensure your staff make time to **complete promptly the Ethics and Compliance training** assigned to them.
- Ensure your staff **understand the procedures** they should follow to avoid violating the Code.
- Make sure anyone **new to your team is briefed promptly on our Code of Conduct**, the Code risks in their role, and where they can seek advice and support.
- Be **alert to any violations** of the Code, and encourage your team members to speak up if they know or suspect a violation.
- If you are told of a possible violation of the Code, you have a duty to report it. You may refer it to the Compliance Manager.
- You must also ensure you keep all reported concerns confidential. Never take it upon yourself to investigate the matter. Read the **Whistleblowing Policy** for reference.

