

## **Corporate Policy**

**DIMAND S.A.** is committed to its customers and partners to conduct business based on the following key codes:

**Excellence.** We believe in continuous education and improvement. We work with the best professionals, and we are committed to attracting, supporting, developing and retaining talented professionals.

**Innovation.** We apply innovative practices, serving our vision to be a leading company in the range of services we provide in real estate sector.

**Quality.** Each and every project, small or big, is a new challenge for us and receives our custom attention. We are committed to continuously generate added value for our clients and the communities we operate in, delivering the projects on time, within budget and above expectations. Passion, endurance, discipline, hard work, setting the highest goals, achieving our potential, fulfilling our dreams, high motivation are the insights we put in every deliverable project.

**Health & Safety.** We ensure a safe and healthy working environment for all our employees, subcontractors, partners and customers and we comply with legal and other regulations, related to the company's activities. We continuously provide training and guidance in our personnel in order to achieve our zero accident target.

**Environmental protection and responsibility.** We are committed to building a greener future by applying environmentally friendly procurement criteria, minimizing ecological footprint and incorporating green practices and an environmental life cycle approach in our projects.

**Information Security.** We protect information and its processing systems, as it is of major importance for our Company, in order to achieve our short-term and long-term goals and at the same time, to ensure the privacy of the personal data of our customers, suppliers and employees.

Our excellence and innovation commitment involves:

- Collaboration with inspired and passionate individuals and partners.
- Creating optimal working environment, good communication and collaboration between employees and fairness and respect for their personality, physical and mental health and rest time.
- Respect human rights and compliance with labor law.
- Equal opportunities for development and just remuneration.
- A financial management which makes stakeholders confident for the future.
- Excellent market knowledge.
- Creative entrepreneurship.

- *Business ethics and integrity.*

*Our quality commitment involves:*

- *Execution of projects undertaken within the prescribed time and in full compliance with its contractual obligations, conditions and requirements, while achieving satisfactory financial results and exceeding the expectations of our customers. In addition, facilities management projects always consider the characteristics and requirements of the users of the facility, as well as the facility itself.*
- *Maintain high reliability in terms of quality and in time completion of projects.*
- *Review of compliance with all legal, contractual or other requirements – arrangements, internal inspections and customer satisfaction assessment in order to achieve continual improvement of the Quality and Facilities Management System.*
- *Achieve and maintain mutual understanding and sustainable cooperation with suppliers, subcontractors and other partners, as well as with our customers.*
- *Achievement of the goals and objectives through the implementation of integrated management system in full compliance with the requirements of 9001:2015 & 41001:2018.*
- *Evaluation and management of the risks related to the implementation of the projects.*

*Our health and safety commitment involves:*

- *Continuous health and safety risk assessment.*
- *Implementation and periodical assessment of a Certified Health and Safety Management System according to the requirements of the ISO 45001:2018 and the applicable law.*
- *Contractual arrangements and subcontractor evaluation criteria towards health and safety procedures and standards met.*
- *Personnel active involvement and training.*
- *Cooperation with Authorities.*
- *Sufficient resources.*

*Our environmental protection and responsibility commitment involves:*

- *Continuous environmental aspect identification and impact assessment of our activities.*
- *Development and application of adequate Environmental actions and programs.*
- *Implement green procurement policies and subcontractor controls.*
- *Continuous compliance assessment with environmental law.*

- *Incorporation of terms, procedures, standards and evaluation criteria for Environmental Protection and sound environmental management in our cooperation contracts.*
- *Implementation, inspection and improvement of a certified Environmental Management System, in accordance with the requirements of the ISO Standard 14001:2015 and in compliance with environmental laws and regulations.*
- *Personnel training and green behavior development.*
- *Provision of all necessary resources to achieve the goals for improving environmental performance.*

*Our commitment to the value of Information Security includes:*

- *Ensuring the confidentiality, integrity and availability of the information it manages.*
- *Ensuring the proper functioning of the information systems.*
- *Timely handling of incidents that may endanger the company's business operations.*
- *Satisfaction of legislative and regulatory requirements.*
- *Continuous improvement of the level of Information Security in accordance with the requirements of the ISO Standard 27001.*

We are committed to work with passion, endurance and talent as a real estate development & services provider in order to offer our clients valuable properties, with respect to people, environment and society. We are one of Greece's leading companies in our sector and we want to be innovative in every aspect of our business, delivering successful and sustainable developments, today and in the future.