

Quality, Environmental and Sustainability Policy

Policy Purpose

Diamond Controls Ltd is committed to environmentally sustainable practices and improving our environmental management system in line with the principles of ISO 14001. This policy sets out:

- ◆ The steps the company is taking to reduce its carbon footprint and integrate environmental considerations into all business decisions.
- ◆ How we will comply, and exceed where practicable, all applicable legislations, regulations and codes of practice.
- ◆ How we have implemented and maintained an Environmental Management System to monitor and improve our key operational processes, reducing inefficiencies, waste and the environmental impact on our activities.
- ◆ How we work with our staff, suppliers, contractors and clients to meet environmental responsibilities and encourage them to adopt sustainable management practices.

Role and responsibilities

- ◆ Senior managers have overall responsibility for this policy.
- ◆ Employees are responsible for following this policy.
- ◆ Our environment and sustainability policy will be monitored and reviewed annually by the HR Business Partner.

Waste management

Our organisation is committed to minimising waste generation and promoting responsible waste management practices across all office and warehousing activities.

To address this, we:

- ◆ Reduce Waste at Source. Encourage employees to minimise waste by avoiding unnecessary printing, using digital documents where possible, and selecting products with minimal or recyclable packaging.
- ◆ Promote Reuse. Reuse office supplies, furniture, and equipment wherever feasible. Items such as boxes and packaging materials will be reused to extend their lifecycle.
- ◆ Implement Recycling Practices. Provide clearly labelled recycling facilities. Employees will be encouraged and trained to segregate waste appropriately.



- ◆ Responsible Disposal of Waste. Ensure all waste, including confidential documents and electronic waste (e-waste), is disposed of securely and in accordance with legal and environmental regulations.
- ◆ Sustainable Procurement. Prioritise the purchase of recyclable, recycled, or environmentally friendly products, including office supplies and consumables.
- ◆ Monitor and improve. Regularly review waste generation and recycling rates, setting targets for continuous improvement in waste reduction and diversion from landfill.
- ◆ Employee Awareness and Engagement. Provide guidance and training to staff to promote awareness of waste reduction practices and encourage participation in sustainability initiatives.

Through these measures, we aim to reduce our environmental footprint and contribute to a more sustainable future.

Pollution

We endeavour to ensure that our work practices do not breach regulations on air, water and noise pollution and we are committed to minimising the environmental impact of our activities. To address this, we:

- ◆ Minimise air pollution by encouraging sustainable transport options such as public transport, cycling, walking where possible, apart from in exceptional circumstances where the alternatives are impractical and/or cost prohibitive.
- ◆ Implement and encourage participation in the Government approved Cycle to Work scheme.
- ◆ Share transport if possible and schedule efficient timing of meetings to avoid multiple trips.
- ◆ Use low emission or electric vehicles where possible for site visits or meetings.
- ◆ Avoid physically travelling to meetings where alternatives are available and practical such as video conferencing.
- ◆ Prevent water pollution by ensuring that no harmful substances are disposed of via sinks or drainage systems.
- ◆ Ensure safe handling, storage, and disposal of any hazardous materials (e.g. cleaning products, printer toners, batteries).
- ◆ Work with suppliers and contractors who demonstrate environmentally responsible practices.
- ◆ Comply with all relevant environmental legislation and standards.

We are committed to continual improvement in pollution prevention through regular monitoring and review of our environmental practices.

Energy Consumption

We are committed to managing energy use responsibility and improving energy efficiency. We reduce and consider sustainability in our energy consumption by:

- ◆ Utilising our solar panel energy supply for renewable electricity generation.
- ◆ Installation of smart lighting controls including motion sensors so that unoccupied spaces are not using unnecessary power.
- ◆ Using low energy LED lighting in our offices and warehousing facilities.
- ◆ Setting computers and other machines to switch to standby mode after a period of inactivity.
- ◆ Installation of an instant hot tap to use less energy.
- ◆ Climate controlled central heating and air conditioning system with timers and master temperature controls.

This approach supports continual improvement and aligns with our commitment to reducing environmental impact and complying with relevant regulations. As a business, we aim to be carbon neutral by 2035.

Water consumption

We reduce our water consumption by:

- ◆ The installation of a major leak detection system connected to the main water supply that automatically shuts off mains water supply when a potential leak is detected. This device is also connected to our security alarm system with automatic shut-off of mains water outside of working hours.
- ◆ Installation of tea point water leak detection systems that isolate local water supplies when a leak is detected.
- ◆ Using our dishwasher only during larger meetings and events to avoid unnecessary water usage.
- ◆ Installation of water saving taps and dual flush toilet cisterns.

Sustainable procurement

We aim to reduce environmental impact through responsible purchasing decisions. This includes:

- ◆ Procurement of environmentally friendly, recyclable, or recycled products where possible.
- ◆ Reducing packaging waste by selecting suppliers with sustainable practices.
- ◆ Consideration of the lifecycle impact of products and services.



Employee awareness and responsibility

Employees play a key role in achieving our environmental objectives. We endeavour to:

- ◆ Provide guidance and training on sustainability practices.
- ◆ Encourage staff to adopt environmentally responsible behaviours.
- ◆ Promote participation in sustainability initiatives.

Quality and Environmental Policy

At Diamond Controls our vision is to lead the way in the Design, Supply and Installation of Leak Detection and Trace Heating Systems providing an overall quality driven solution that other suppliers aspire to.

Diamond Controls Ltd.'s integrated Quality and Environmental Policy is to achieve sustained, profitable growth by:

- ◆ Providing products and services that consistently satisfy and exceed the needs and expectations of its customers.
- ◆ Minimising our adverse effect on the environment and to, where ever possible, seek to develop processes of work which provide a positive contribution to our immediate environment, the wider global environment and the environment of the future.
- ◆ Committing to the protection of the environment and prevention of pollution in all the company's activities and undertakings.
- ◆ Meeting all legislative and regulatory obligations.

This commitment is achieved through the adoption and application of an integrated management system, based on the requirements of BS EN ISO9001 and ISO14001 and reflects the competence of the Company to existing customers, potential customers, independent auditing authorities and other interested parties.

Compliance to the integrated management system and hence quality and the environment is the responsibility of all staff, however the authority of the system lies with the Managing Director with the support of Senior Management.

The planning and continual improvement of the organisation is monitored and reviewed through formal internal audits, the setting of quality and environmental objectives and a formal management meeting attended by senior management.

This ensures:

- ◆ That the management system continues to be suitable and effective and is complied with at all times.



- ◆ The identification and implementation of opportunities for improvement throughout the company and the management system.

The company ensures that all matters relating to the management system are communicated and understood throughout the organisation at all times.

This Policy is available to any interested party on request.

Approved By:

Iain Ames, Managing Director

07/05/2026

