

We operate in a constantly changing environment, marked by the acceleration of technological transformation, evolving customer expectations, tightening regulatory requirements, and the growing importance of health and safety at work and information protection. **Auto Nejma**, through the commitment of all its employees, works every day to offer its guests a memorable experience, to guarantee a safe and healthy working environment, and to protect the information of the company, its customers, its partners, and its manufacturers.

To achieve this ambition, Auto Nejma implements an Integrated Management System compliant with the international standards ISO 001:2015, ISO 45001:2018, and ISO 27001:2022, covering all of its activities and its national network.

OUR POLICY IS BUILT AROUND THREE MAJOR STRATEGIC FOCUS AREAS:



Focus 1 Making Auto Nejma a Great Place to Work

- ◆ Develop employees' skills and expertise through training and coaching to deliver relational and operational excellence.
- ◆ Strengthen our employer brand, attract the best talent, and make employee well-being a priority.
- ◆ Develop a managerial model that fosters greater accountability, autonomy, and engagement of teams, in the service of our guests.
- ◆ Promote a culture of risk prevention, ensuring a safe and healthy work environment, through the elimination of hazards, the reduction of OH&S risks, and the active involvement of employees in continuous improvement.

Focus 2 Continuously Developing Our Operational Excellence for Better Guidance and Guest Satisfaction

- ◆ Master our value chain to deliver compliant products and services and offer the best customer experience through listening, responsiveness, agility, and innovation in the service of our guests.
- ◆ Develop an efficient, effective organization aligned with our strategic objectives.
- ◆ Make digital transformation a key lever of competitiveness.
- ◆ Protect our information assets and strengthen the resilience of our systems to ensure business continuity.
- ◆ Ensure compliance with applicable legal, regulatory, contractual, and information security requirements.



Focus 3 Growing Our Presence in Existing Market Segments and Continuously Exploring New Ones to Ensure Profitable, Sustainable Growth

- ◆ Strengthen the quality of our market presence for closer proximity to our customers and prospects.
- ◆ Place innovation and creativity at the heart of our projects and continuously develop new potential market segments.
- ◆ Safeguard our profitability through the control of margins, costs, and risks.
- ◆ Integrate sustainability, compliance, and risk management considerations into our strategic decisions.

The success of this strategic vision and its translation into measurable objectives are decisive factors for our competitiveness and long-term sustainability.

To this end, the Executive Management commits to:

- ◆ Ensure compliance with applicable legal, regulatory, and other requirements;
- ◆ Prevent work-related accidents, occupational illnesses, and information security incidents;
- ◆ Protect the company's information assets against any loss, alteration, disclosure, or unauthorized access;
- ◆ Continuously improve the effectiveness of the Integrated Management System;
- ◆ Raise awareness among and engage all employees so that they actively contribute to the performance of the Integrated Management System.

Adil Bennani
Managing Director

