



GROUP CHARTER

Safety, Health

Environment and Quality



ZALAR is Morocco's first fully integrated poultry Group and the country's leading poultry operator.

In the name of the Group's social responsibility, each ZALAR Group subsidiary must comply with social and environmental ethics in conducting their business. They actively work towards and prioritize product safety, customer satisfaction, the moral and physical integrity of all employees, and environmental conservation.

To reinforce this approach, the ZALAR Group reaffirms its commitment to good governance and management based on international guidelines and the ISO 22000, 18001, 9001, and 14001 standards.

Furthermore, in November 2013, the International Finance Corporation (IFC), a subsidiary of the World Bank took an equity stake in the ZALAR Group. Beyond its financial contribution to support the Group's investment plan, the IFC provided ZALAR with its expertise in business governance optimization, large family group institutionalization, and the promotion of the highest health and environmental standards.

In developing this Group Policy, ZALAR adopted the IFC's Performance Standards as well as its Environmental, Health, and Safety guidelines (EHS Guidelines), both general (applicable to World Bank entities) and sector-specific (pertaining to poultry production and processing, and food and beverage production), as established by the IFC for the Group's poultry production activities. By implementing its Group Policy, ZALAR commits to deliver the environmental and social performance underpinning the Performance Standards and EHS Guidelines at all times.

Thus, with regard to the foregoing, the main objectives of the ZALAR Group Policy are as follows:



ENSURING THE SAFETY AND QUALITY OF OUR PRODUCTS AND OUR ACTIVITIES

- Always center our offer on safe products that meet customer and consumer requirements.
- Adapt the management system of each of our activities to ensure these systems are based on defining progress objectives, implementing action plans, measuring results, and appropriately monitoring those activities.
- Always make sure specialized employees are present near operational sites so they can intervene in case of a dysfunction in the poultry value chain.
- Maintain strict sanitation plans at all times, for all of our animals.
- Reduce client and consumer dissatisfaction rates, particularly through active listening and dialogue with stakeholders.
- Ensure that our employees are offered information sessions and customized training programs on the implementation of after-sales services specific to our domain.
- Choose industrial and commercial partners that adhere to our safety and product quality policy, and strive to develop a spirit of cooperation and mutual respect with these partners.



MAINTAINING OCCUPATIONAL HEALTH AND SAFETY

- Prevent work-related accidents and protect the health of all of our employees by analyzing risks and implementing the required protective measures (intervention plans and the means to cope with potential accidents).
- Conduct regular audits of all Group entities to maintain a favorable environment for incident and accident prevention.
- Develop a culture of health and safety and educate our employees about risks and risk control.
- Convey the principle that productivity should not override workplace safety.
- Ensure that our employees, regardless of their tasks, operate in a rewarding environment where they can thrive and contribute to shared success. We strongly believe that all accidents are preventable and that each one of us has a key role and responsibility to ensure workplace safety.
- Ensure our employees are well supported during organizational changes and new projects.
- Pay special attention to all safety-related aspects when new facilities are built or when existing facilities are renovated, and take all necessary steps to maintain buildings and facilities at an optimal level of quality to protect individuals, goods, facilities, and equipment.



COMMITTING TO THE ENVIRONMENT AND TO SUSTAINABLE DEVELOPMENT

- Minimize our activities' environmental impact by using economically acceptable methods and techniques that are most likely to optimize our consumption and reduce our waste.
- Monitor our energy consumption and implement an action plan to save on energy when technically possible or when opportunities exist during facility changes, transformations or replacements.
- Promote the production and use of renewable energy.
- Favor efficient water use in our activities.
- Ensure that an optimal waste management system is implemented in order to control the types and quantity of waste resulting from our activities. If need be, request third party services to ensure our waste is properly collected, identified, sorted, and stored.
- Ensure the safety of our facilities as well as the proper integration and management of operational sites in their environment.
- Identify situations related to our activities that carry risks for the environment and implement procedures to improve our ability to respond in emergency situations.
- Ensure that environmental protection issues are given the same consideration as economic and social issues.
- Recognize the Group management's responsibility and the responsibility of the management teams of the Group's companies in environmental protection matters.
- Take environmental impact into account, to the extent possible, when choosing raw materials and other components for our products as well as materials and equipment for our production units and buildings in every step of the poultry value chain.
- Stay attuned to the expectations of our clients, neighbors, employees and community in terms of environmental protection and implement any measures required to limit problems for individuals and the environment that could arise from our activities.



IN ORDER TO ACHIEVE THESE OBJECTIVES, THE ZALAR GROUP COMMITS TO:

- Comply with Moroccan legal and regulatory requirements, the IFC's Performance Standards, the World Bank's general and sector-specific guidelines for the Group, contractual requirements, and requirements established through dialogue with clients;
- Make available all means and skills necessary for implementing this Group Charter on Safety, Health, Environment, and Quality;
- Ensure robust, regular, and transparent communication internally and externally;
- Encourage all ideas and initiatives for improvement formulated by stakeholders.

Our management system must evolve continuously to improve work conditions and efficiency and to guarantee our Group companies' future and sustainability.

The success of our Group Charter requires the active participation and commitment of all our employees at all organizational and hierarchic levels.

Ali BERBICH
Chief Executive Officer

