



The Nehmeh Way

Setting the Standards

Nehmeh holds itself to uncompromising ethical and legal standards. Our compliance to our values and code of conduct are embodied in this document which is our moral & professional compass which provides transparent guidelines to issues related to our fundamentals on ethics, integrity and transparency and is published publicly as to make our position clear to and for all our stakeholders. All companies within the Nehmeh group are expected to adhere to these policies.

Nehmeh, its subsidiaries and affiliates are referred to as the Group, or simply as Nehmeh. The main international ethical guidelines supported by Nehmeh is the **United Nations Global Compact**, for which Nehmeh is proud to be the first company in Qatar to be a member of since 2012. www.unglobalcompact.org.



We are also firm supporters of the United Nations' endorsed Sustainable Development Goals 2030.



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About us

With over sixty-five years of service, we've nourished countless solutions, partnerships, connections and innovations built on a shared passion of quality & first-class customer service.

We are constantly building an organization to last, offering solutions and building brands that will continue to benefit people, communities & companies together for the next sixty years and beyond.

We remain focused on **setting the standards** for Industrial Solutions including the automotive, construction, heat-transfer, rental, service and woodworking industries.

Our business activities are conducted through separate operating divisions that work departmentally. We are united and aligned through a single rooted heritage of purpose, a shared vision, a common identity, and an adherence to *The Nehmeh Way* in a recognized & sustainable approach ensuring strategies are met with our values as our underpinning stones.



Our Purpose

We aim to become a great company that sets the standards for stability, growth and sustainability for the benefit of our customers and all our stakeholders.

Our Vision

To build on our heritage as a dynamic provider of industrial solutions focused on quality and commitment.

Our Strategic Drivers



Core values

The Group's core values of People, Trust, Quality and Commitment have formed our past, created our present, and will guide our future. Our core values – which we refer to our Values Chain – represent a competitive advantage to the Group and help us to maintain our leadership position, even in an ever-changing environment. We further view our values as genuine pillars and principles of progressive, positive and ethical business behaviours.



We value People

Taking Care of our most valuable Capital

People are our most important capital, second to none. Nehmeh is committed to equal opportunity employment and as such, we champion diversity and the representation of women throughout our organization where all our people are treated as family with dignity and respect they deserve with the ability and freedom to excel in their respective fields.

We value Trust

Ensuring Excellence in Everything we do

Trust is explained as the reliance on another person or entity. With over 60 years of continuous service, we understand that trust is earned and not given and as such we take the greatest pride for being recognized as a trusted partner for various products & services. We uphold the value of Trust throughout our business units (online & offline) and through our empowered management & staff.

We value Quality

Earning it Every day and Everywhere

We ensure quality in all that we do and in all the solutions & services we provide as we believe it is not only about quantity. Our customers always expect quality stores, run by quality personnel, providing quality solutions coupled with quality service. Meeting those expectations is our raison d'être.

We value Commitment

Delivering on our Promises

Promises made, promises kept. Commitment means that we are fully engaged in finding the best solution and providing the best services which we can possibly deliver and support. We are equally committed to our people and to adding value to our customers' business as we are to our own targets and strategic goals.

Our core values — people, quality, trust and commitment — are reflected in how we relate to our main stakeholders. In addition, all companies within the Group are built upon these fundamentals.

Relationships



Our People

We recognize our employees as our ambassadors to the communities we serve and the embodiment of the Group's character and integrity.

Our vision of becoming the company of choice for potential professionals is fuelled by its will in implementing best-practice business principles.

In view of this, we adopt fair and consistent methods of recruitment and selection of employees. Employees are recruited on the basis of their suitability to meet the requirements of the job without any discrimination. The recruitment is undertaken on the basis of a well-defined list of responsibilities and tasks as well as skills, knowledge and experience required for each available position. An essential part of the selection process goes a step further, whereby the candidates are identified for their values & ethics.

Ensuring our People's health & well-being is a priority at Nehmeh.

Treated with dignity and respect, everyone is encouraged to discover their full potential and be the best they can be through clearly defined Key Performance Indicators and a career path into the decision-making process.

From an employee perspective, we are committed to equal opportunities employment, employing staff from more than 18 ethnics' background, both male and female. Further, women are represented at all levels in the company, including management.

With constant educational, professional, operational, and technical training employees enjoy benefits of enhancing their careers and abilities both offline & online. Our e-learning platform @ learning.nehmeh.com ensures – as a collective – that we never stop learning, for both our present & future members.

Top executives are offered a comprehensive health insurance program allowing our people and their families to feel secure and protected, just what any professional would expect from a top firm.

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We are ISO 45001:2018 certified by merit (formerly known as ISO 18001:2007) as part of our commitment to Occupational Health & Safety

Our Customers

We strive to be the partner of choice to current and future customers.

We fully understand that Trust is earned daily and therefore we do not overlook this fact at any point in time. We appreciate how our valued Customers do business with us as both a trusted quality-endorsed firm and a trusted quality provider.

We strive to develop close relationships with our customers in order to be able to continuously meet and exceed their expectations.

Whether online or offline, on-shore or off-shore, on-site or off-site, on-budget and on-time, on-the-go and on-target, our fit for purpose certified & secure online store caters to our customers around the clock @ shop.nehmeh.com.

In our way to further thank our customers that depend on our solutions daily, we've created a generous loyalty rewards program as to honor your continued trust in Nehmeh @ rewards.nehmeh.com.



Nehmeh Online Store is certified by the THEQA Trustmark by Qatar's Ministry of Transport & Communications



We are ISO 9001:2015 certified by merit as part of our commitment to a Quality Management System

Business partners

We owe much of its success to its collaboration with its valuable and veritable partners. As such, we take our business partnerships most seriously for both strengthening ties with our existing partners (such as suppliers, subcontractors, joint venture partners and agents) as well as nurturing new partnerships in local and overseas markets to capitalize on growth opportunities for both bricks & mortar as well as on our online platforms.

We seek business partners whose policies regarding ethical, social, and environmental issues are consistent with our own, and we make them aware of our commitments and expectations.

Business partners are selected and evaluated impartially on the basis of objective factors including customer-service, quality, delivery, price, reliability, and history as well as commitment to environmental and social performance, and development.

Investing in a secure and cloud-based future-ready ERP serves the purpose with connectivity and mobility without interruption nor disruption.

Society & Environment

We believe in the giving for the Common Good.

Ever since our establishment, we believed in giving back to the benefit of the communities where we serve. That same commitment continues as part of our ongoing process of realizing our vision to be recognized as a trusted leader in all our businesses.



We remain deeply involved in several community outreach initiatives and is regularly involved in charitable projects.

Our efforts include various online & offline commitments with multiple partners, including the strategic partnership with Qatar Red Crescent Society for our [Loyalty Rewards Program](#).



Nehmeh Community Service

SEARCH 



We believe in doing good while doing well.

As part of our award-winning [Sustainability Strategy](#), and ongoing process of realizing our vision to be recognized as a trusted leader, we equally believe in safeguarding the environment and do our part in keeping our home planet green.

We take most care in offering non-hazardous solutions and environmentally-friendly products and services throughout our value chain.

We are ISO 14001:20015 certified by merit as part of our commitment to the Environment

Accountability

Transparency

As a quality-endorsed Group, we are committed to earning that trust everyday by being open, truthful, and accurate within the limits of commercial confidentiality. In all our communications, both written and spoken, we provide reliable and relevant information on our activities in a timely, regular manner. We consider interaction important and therefore have a positive attitude toward constructive dialogues with all of our stakeholders.

We have established high reporting standards, where each employee involved in the recording, processing, and reporting of information is expected to safeguard its validity and correctness whether electronically or otherwise.

Business integrity

Wherever we operate, our reputation is a most valuable asset, and it is determined by how we act. We shall avoid any action that would jeopardize respect for the Group.

As testimony to our long and proud heritage, our many years in operations are due in part to our high standards of business and personal ethics; we adhere to our internal policies, and abide to all applicable laws and regulations in the countries where we operate.

We always choose our Values over value, and as such we are committed to ethics in every situation and we refrain from having personal interests which conflict with the interests of the Group.

We support and strive for fair competition, and thus refuse to enter into discussions or agreements with competitors concerning pricing, market sharing, or other similar activities.

We refrain from giving or receiving anything of more than token value to or from any stakeholder, to avoid the risk of creating an unhealthy loyalty and avoid any conflict of interest.

The [Loyalty Rewards Program](#) ensures transparency and accessibility in [our stores](#), [online](#) and on our [mobile apps](#).

We respect company assets, intellectual property, proprietary information and safeguard all tangible and intangible assets of the Group from loss, theft, and misuse.

As we take computer & information security very seriously, we individually & collectively sign an undertaking for the respect, protection and confidentiality of our stakeholders' information. In turn, we expect the confidentiality of our information to be respected by all our stakeholders just as well.

We went a step further by setting up a public, independent and anonymous system named "Report a Concern" whereby all stakeholders can report unethical business behaviors.

Nehmeh Integrity



Governance

The Board of Directors provides the structure through which the organization sets and pursues its objectives, while complying to the context of the social, regulatory and market environments.

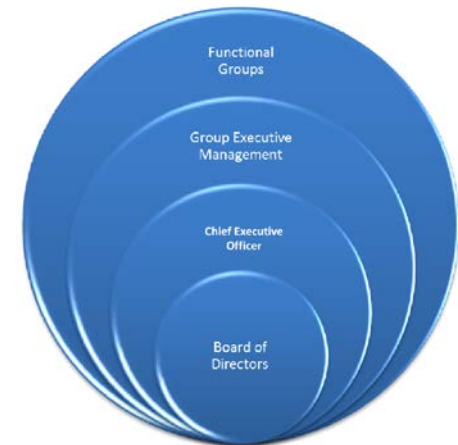
The Board bears the ultimate responsibility for the decision-making, oversight and controls the checks & balances as well as the authorities at Nehmeh. The Board sets the strategic direction, selects the leadership team, monitors financial performance and challenges management ideas and performance. The Board promotes good governance across Nehmeh, and seeks to ensure that Nehmeh meets its responsibilities its values, shareholders, employees, partners, customers and other stakeholders.

Implementation

The Nehmeh Way summarizes policies common to all entities in the Group. Our behavior is guided by these internal policies, helping us to continuously create value for the Group.

Appropriate training is mandatory for all new employees. We further inform key stakeholders about our Business Standards of Practice and merited ISO certifications and other standards.

To safeguard the implementation, regular internal audits are conducted on site within the Group.





Setting the Standards

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SEE IT REPORT IT STOP IT

Report a concern - nehme.com/report



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