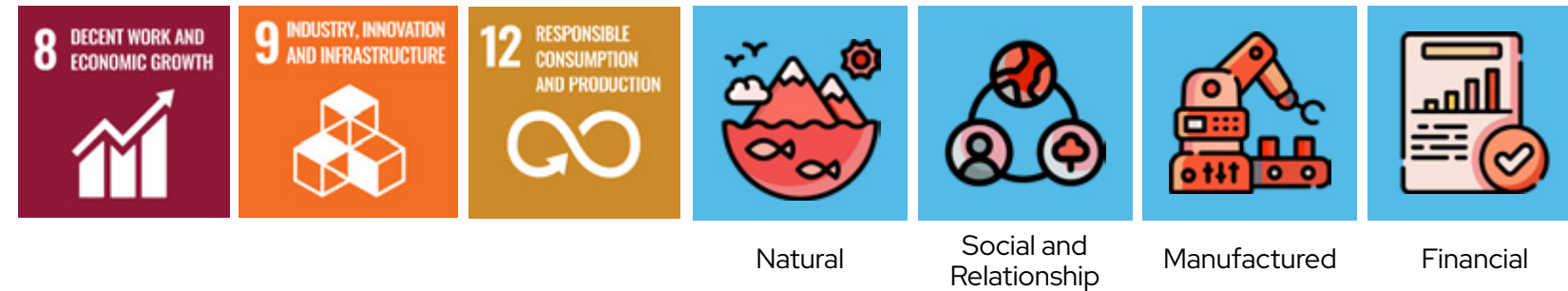


# Procurement and Supplier Relations



Extending our sustainability and Corporate responsibility to our supply chain is key to ensuring the long-term value creation that Aramex promises its stakeholders. As part of our Corporate governance, risk, and compliance, we proactively work with our procurement function and our suppliers to ensure that our Code of Conduct, along with adherence to applicable local and international laws and regulations, is upheld externally across our value chain as it is internally within our operations and business units. Therefore, we employ a strict, yet user friendly and transparent process for our procurement and purchasing, with the strategic goal of sourcing locally, responsibly, and cost-effectively in line with the needs of our business units, customers, and stakeholders.

As part of our procurement process, we engage with suppliers through online and offline channels, site visits, and stakeholder engagement sessions, gathering insights and understanding our supplier base and business needs.

We implemented SAP Ariba in 2022, and in 2024, new features such as taking the tender process online on Ariba from start to finish, will be added with the aim of further enhancing business resilience, relationship management, and cost management.

Our supplier training, conducted through Ariba, ensures all new suppliers are trained on the Aramex procurement process and code of conduct. In 2023, we were able to train all our registered supplier base.

## We have also launched an internal awareness campaign for all employees on the role of the procurement function.

Following our efforts and accomplishments in 2022 to enhance our procurement process (link to 2022 report), we continued to refine our supplier due diligence and screening processes this year and engaging with suppliers on human, labor, and environmental matters. As part of our compliance process, all new suppliers are screened using different social, environmental, and compliance criteria. Additionally, we conduct a procurement evaluation for our strategic suppliers (high risk or high spend, based on KPIs that are embedded in our contracts, such as customer service, quality, delivery, and lead time). Our procurement and purchasing strategies and internal systems allow for efficient response to procurement needs. To ensure that we appropriately handle any issues, our procurement framework includes a mechanism to report grievances and issues to be investigated and dealt with through existing channels. Through our procurement system, we ensure that decisions on major transactions take into consideration our overall strategy, including sustainability related risks and opportunities. As such, we engage with the Risk and Compliance, sustainability, and Health and Safety functions in our evaluations.

**Where possible, we prioritize local suppliers\* to contribute to local economic development and sustainability, more than 90%\*\* of our suppliers are local in our key stations\*\*\*.**

\*Local Suppliers: Suppliers that are based in the country of the specific Aramex operation/ Station  
 \*\* This number excludes holding companies/ global suppliers  
 \*\*\*Key stations: Stations where we have significant operations, in terms of volume of business, size of operation, and its expenses/budget

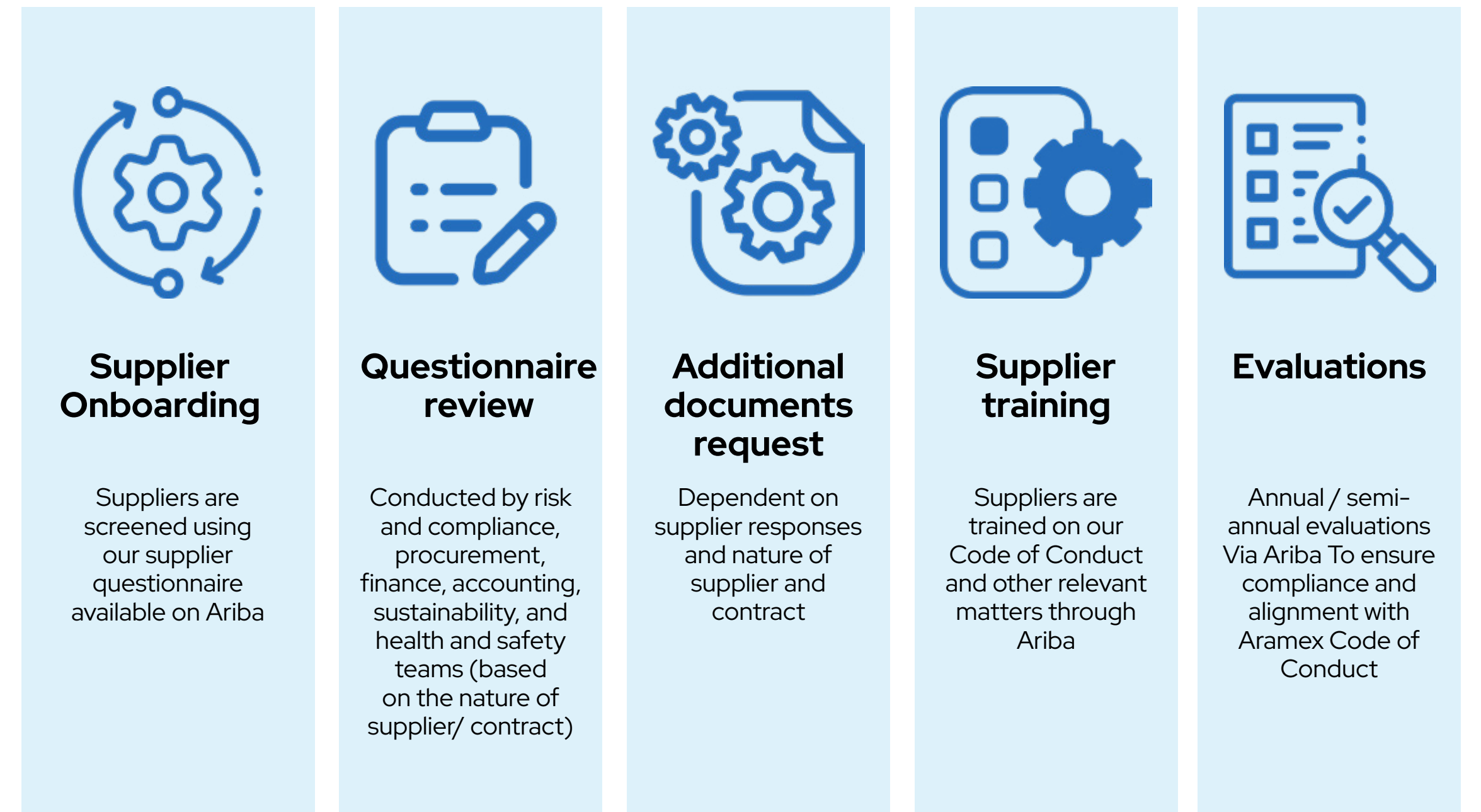


Figure 28: Supplier Engagement Processes

Our supplier questionnaire covers our third-party due diligence policy, supplier, and Aramex codes of conduct and includes diverse ESG topics including environmental conduct and impacts of manufacturing or service delivery, measures to ensure no child and compulsory labor abuses and other labor matters, adherence to human rights, allowance of collective bargaining, and transparency relevant to health and safety and social impact of business operations.