

Stakeholder Engagement on Climate Related Issues

We engage with our stakeholders in determining our material matters as part of our annual stakeholder engagement. This includes engaging with stakeholders on our climate change mitigation efforts, our emission reduction efforts and targets, and our environmental activities.

As such, we conduct annual stakeholder engagement sessions in key geographies, as well as online surveys, to gather stakeholder inputs and concerns, and take note of their specific needs, then integrate these responses into our overall strategy, which extends to climate risks and opportunities.

Our annual integrated reports outline our strategy, emissions, and climate related risks and opportunities. The report provides a tool to communicate with our stakeholders on a timely manner on our material issues. We also seek feedback on our annual reports and are in the process of integrating a direct feedback channel for our stakeholders to respond to, seek further information, and comment on our sustainability performance, including our climate mitigation efforts. Additionally, we report on the Carbon Disclosure Project (CDP) in order to ensure

transparency as it relates to our climate mitigation strategy, efforts, and targets, as well as the assessment and evaluation of climate risks and opportunities as they are related to our business continuity and sustainability.

Given that the majority of our emissions are attributed to our scope 3 emissions, we extend our stakeholder engagement to include working together with our suppliers on managing emissions and environmental impacts. This includes our Supplier Evaluation Process, through which all suppliers are screened using our supplier questionnaire during the onboarding process, which covers our third-party due diligence policy, as well as supplier and Aramex codes of conduct, covering diverse ESG topics including environmental impact, child and compulsory labor, human rights, collective bargaining, and social impact. Questionnaires are reviewed by compliance, procurement, finance, accounting, sustainability, and health and safety teams depending on the nature of the supplier. We also work closely with our clients to reduce their carbon emissions and provide them with emissions data based on their shipments and activities to allow them to monitor and manage their carbon footprints.

