



Moving the world,
when it stood still.



Annual
Report **2020**

aramex
delivery unlimited

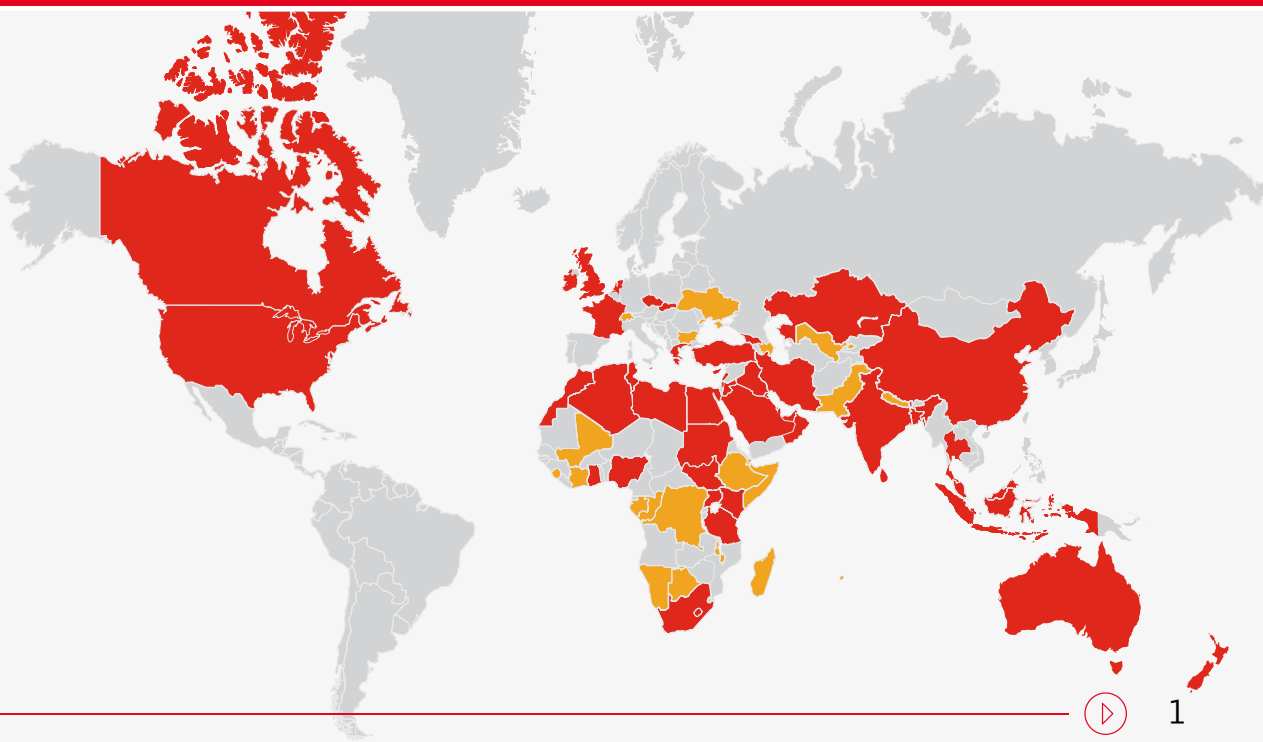
Annual
Report 2020

About Aramex

Founded
in 1982

We are pleased to share with you, our stakeholders, the Executive Summary of our 11th Integrated report, and 15th sustainability report. Through the extended version of this report, we aim to engage our stakeholders in our operational and sustainability journey. Our integrated annual reports serve as a benchmarking activity, allowing us to measure and manage our impact, growth, and activities. To that end, this report integrates our financial and sustainability information for 2020, as well as our Greenhouse gas emissions.

Aramex's Sustainability philosophy centers around the continual and evolving monitoring and evaluation of our value creation, capital flows, impacts, and our practices and procedures in an effective, stakeholder-centric and comprehensive manner. Our approach involves developing and fostering our Human, Intellectual Capitals, leverage our Manufactured, and Financial Capitals while also being able to preserve and protect Natural Capital and build Social and Relationship Capital in the greater communities. Additionally, we are committed to upholding an integrated holistic approach to decision making and practices and maintaining our focus on creating value in the short, medium and long term.



Aramex Vision and Mission

Our Vision

A seamless logistics and delivery experience – connecting the globe



Our Mission

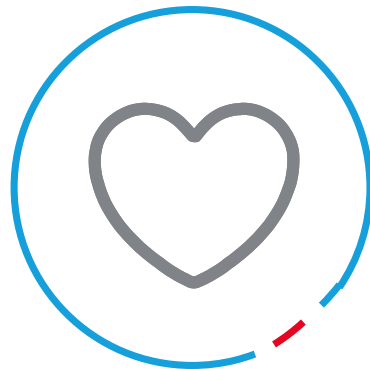
Deliver flexible, innovative, reliable transport and logistics solutions



Our Values

Our core values differentiate Aramex both as a competitor in the industry and an employer of choice.

We aim foster behavior and processes which leverage these 7 values across our business.



Passion



Entrepreneurship
& Innovation



Our People



Corporate
Activism



Excellence



Our People



Customer
Centricity

Major Highlights



An extraordinary

74%

year-on-year growth in Domestic Express volumes in our core markets.



21%

growth in overall Express volumes (Domestic and International)



Commissioned the second solar farm in Dubai, and this project is expected to produce energy that will cover.

more than
60% of the facility's needs.



A Record revenue of

AED 5,510 million
up **9%**
over 2019



We supported

4,000

SMEs and start-ups,
and helped save
over **5,000 jobs**.



We have reduced carbon emissions by

6%

and we also increased the number of beneficiaries of our sustainability initiatives to more than 360,000 persons around the world.

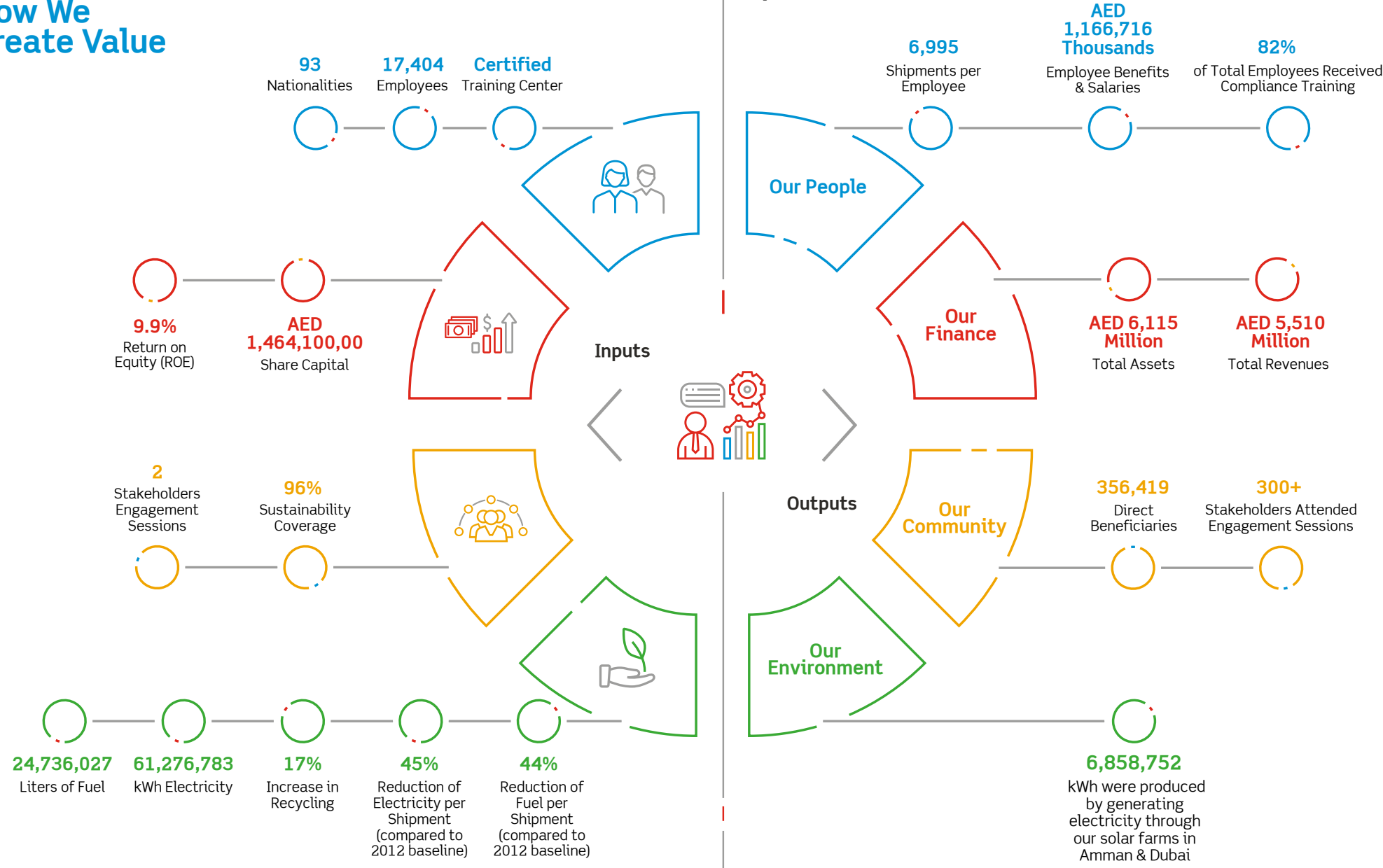


2020 Community engagement beneficiaries

356,419
community members

How We Create Value

Business and Operations



Commercial Transformation and Excellence Model

All Moving Parts Moving in the Right Direction

We have revised our market segmentation model, prioritizing customer verticals and creating a focused market penetration strategy, hence accelerating growth and enhancing our value proposition to our customers. This was coupled with a robust model for internal alignment and focused business development activities in collaboration with our customers.

We have also reimagined our customer engagement model to cater for different customer segments and verticals, this included a comprehensive framework with multiple programs to support our new vision, the most recent of which was the introduction of the “Strategic Value & Impact” organization with its global team of senior client business partners equipped with knowledge and business acumen to manage our most valued multinational and strategic customers.

Tailored Solutions for Tailored Needs

Reimagining customer segmentation and engagement has enabled us to define the value gap in our value proposition. Aramex Solutions, Marketing, and Account Management groups collaborate to uncover deep industry research providing directional perspective of market requirements and best practices this is coupled with voice of our customer when designing and developing Aramex products and services.

Driving Supply Chain Excellence Globally

In 2020, we continued to enhance the engagement and capabilities of our workforce by implementing strategic capability development initiatives. We were also able to grow our competitive edge by expanding Aramex value proposition beyond logistics offerings into advisory services to better support our customers’ operating models.

This has resulted in the creation of the Aramex Consulting Services, yet another foundational pillar of Aramex’ outcomes-focused approach to customer centricity, a true game changer for customer engagements. Through the results driven work of this team, Aramex has been able to provide consultancy on supply chain and network design for customers, uncovering substantial measurable business performance improvement opportunities and providing concrete recommendations.

Think New and Make it Happen

We believe that Aramexians’ intelligence, creativity, and innovation are the driving force behind Aramex’s success. Accordingly, we launched several initiatives that helped recognize and encourage innovators across the Aramex network.

Our latest initiative, “Think New and Make it Happen” has proven to be a major success, as it has brought to light new ideas as well as new interpretations of existing concepts that will add great value to the standard operations currently in place.

We also launched the Experience Lab in 2020, aimed at capturing employee insights on the experience across different channels and touchpoints, uncovering pain points and opportunities for improvements, enhancing employee and customer experience practices.

Accelerating our Small to Medium Business Hub Program

Recognizing the importance of supporting SMEs on our economy and community, we have developed a dedicated unit mandated with unlocking the potential of this type of business by introducing an economical tailored logistics solution coupled with an advanced technology to deliver on a seamless shipping experience.

The unit also works on gathering and analyzing data to design and implement our solutions for the perfect match offering with focus on the end-to-end experience for our SME program. This program is part of our sustainability efforts as well, which focus on supporting entrepreneurship.

Shop & Ship Committed to Continually Upgrading its Offerings

By adopting a dynamic approach towards the market, subscription prices and shipping rates are regularly evaluated to guarantee customers with the best service to suit their needs.

In 2020, two new origins were successfully launched – the Czech Republic and Saudi Arabia. This has brought the total number of origins to 32. Keeping up with challenging times during 2020, a COVID-19 acquisition campaign was successfully executed resulting in customer growth expanding the Shop and Ship offering to an additional 100K customers.

Customer Engagement at the Forefront of Our Organization Priorities

We have invested heavily in technologies to meet and exceed our customers' expectations of products, service quality and safety.

Stemming from our fundamental belief and core value of Customer Centricity, we have created a robust customer engagement model with different communication channels with our customers providing efficient and responsive service updates, solutions, and interactions. These channels include, but are not limited to:

- Account Management and Customer Success
- Web Portals and Mobile Apps
- WhatsApp for Business
- Consumer Engagement Center
- Aramex Retail Outlets
- Social Engagement Center

- Aramex Delivery Representatives
- Aramex Spot and Fleet
- Surveys and Other Interaction Touchpoints

Humanizing Customer Communication through Dedicated Engagement Centers

Upscaling our technological and facilitative capacity in accordance with growth in logistics spurred by COVID-19 and new developments, our consumer engagement centers deliver an outstanding experience to our customers via different channels, calls, social media, support...etc.

Revolutionizing Retail One Shipment at a Time

Derived from our commitment to deliver outstanding experiences, the Aramex retail strategy enabled a major transformation in how we connect with our customers on the shop floors, automating delivery of packages, and facilitating domestic and international export services with state-of-the-art technological capabilities.

The expansion of Aramex retail outlets across the globe, now covering over 300 locations in KSA alone, has created a solid network for package deliveries, reaching consumers in remote cities and removing obstacles to a seamless experience.

Consumer Solutions at Your Fingertips

Our comprehensive set of communication tools enables individuals to seamlessly manage their shipments anytime anywhere, whether customers prefer using an application, connecting via messages or simply WhatsApp. In 2020, our mobile application has been optimized with a live tracking and shipment delivery management experience, as well a secure payment solution acting as a one stop shop.

Shifting from informational to conversational communication has been our focus in alignment with our experience transformation strategy. Introducing the Aramex WhatsApp Bot in 2018 marked the start of a new era in consumer communication enabled interactive tracking, shipment delivery management and branch location. Since then, our Bot has happily

served over 8 million customers annually with innovative user journeys and friendly conversational processes.

An Outside in Perspective Leading Experience Superiority

Aramex Voice of Customer program is a rich source of such insights funneled into the formulation of successful engagement strategies, new service improvement ideas and understanding of the drivers of customer loyalty and retention.

Feedback and customers insights are captured through a multitude of channels including phone, in-app notifications, web and SMS. The broad spectrum of survey practices allows for insights across different points of the customer journey and in compliance with General Data Protection Regulation practices.

Customer Landscape Shifts Guiding Technology Innovations

As one of the largest providers of comprehensive logistics and transportation solutions, Aramex is committed to continually transform in response to industry updates. In the past few years, the value chain of logistics and shipping operations has expanded, so has our business model in order to maintain our pioneering position as business providers. Driven from a commitment to providing seamless and effective services, Aramex turned to Amazon Web Services (AWS) to support a digital transformation vision to enhance customer experience and digitize the end-to-end shipment journey. Using Big Data and technologies provided by the AWS solution, we were able to provide a complete picture of live transit operations in real-time.

The primary benefit of this transformation is the automation of transit time prediction, which would ultimately increase the accuracy of last mile deliveries. Given that most of our core markets lack proper address management systems with no reliable postal or zip codes, the process of providing accurate delivery time predictions and the need to manually check and confirm addresses, using Machine Learning models to calculate shipment transit times more accurately, customers can access this data

in real-time through the website, mobile app and social media channels, including WhatsApp and others. The introduction of such innovative solutions has reduced friction with consumers enabling asynchronous conversations occurring according to the consumers' convenience and reducing reliability on call centers.

Aramex has deployed five use cases on Machine Learning, making it the biggest Machine Learning customer for AWS in the region.

“Today, we make around 450,000 predictions per day, with a 12.5 milliseconds average response time.” says Sleeq.

E-commerce is a different product altogether, says Mohammed Sleeq, Aramex's Chief Digital Officer. “In the past 10 years, Aramex has digitally evolved to meet the demands and growth of e-commerce. Today, the way we conduct ourselves in the market is different, because e-commerce is different,”

Aramex Digital Transformation

In the very early stages of year 2019, we initiated a large enterprise digital transformation program focused on transforming multiple key areas of the business. The strategy was focused on areas including Customer Experience, Last Mile transformation, Big & Data and Analytics, and the Core Modernization of our Technology Landscape.

In 2020, we have accelerated our transformation journey and technology investment and while the strategy did not fundamentally change, but we had to quickly respond to the acute symptoms of the COVID-19 disruptions and reimagine our priorities and pivot to quickly respond to the pandemic. Areas include Frictionless Deliveries, Payment handheld devices, Online payment portals, KYC as banks move into more and more digital products, and we updated our AI models and predictions to cope with the new norm

of the last mile operations. We have also boosted our consumer digital channels to enhance and empower customers to schedule their deliveries, and we have launched the all-new Aramex Mobile App which complements our focused approach on upgrading all our digital touch points and move our customers to a more of a digital experience and self-service experience.

2020 was a great year of accomplishments as we have deployed WiseTech Global's integrated logistics execution platform, CargoWise, across our global network. The CargoWise rollout represents an integral milestone in our digital transformation and the scope of the implementation will cover the freight forwarding product across all Aramex locations. Our unique approach sees CargoWise implemented simultaneously across our global network of 1,300 freight forwarding specialists, spanning Asia, Europe, Africa and the Middle East. CargoWise will support Aramex's freight forwarding and customs operations and enhance the overall user experience for their employees and customers. The launch of CargoWise, through this challenging time in a 'big bang' approach, rewriting the textbook on implementing a global transport management system on such a large scale, which is a testament to our agility and speed in responding to the global changing environment. We have shortened the development cycle in years and avoided the landscape of operating a mix of legacy and modernized systems.

The potential offered by the cloud went from being a discussion in the IT office to a strategic boardroom decision. In the very early stages of our

transformation, we recognized the need to modernize our core landscape to strengthen our position as an agile operator and a tech enabler in the region. Therefore, in 2020 we kicked off a large modernization program to migrate our proprietary tech with the goal of migrating the entire technology infrastructure from on-premise data centers to Amazon Web Services (AWS) in order to increase agility, security and speed of innovation. The modernization initiative will migrate our Express Operational core system to a microservices architecture leveraging cloud native technologies.

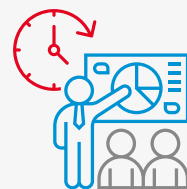
This program will allow greater flexibility to scale faster in the ever-changing logistics industry, and also enable us to modernize our solutions to match our predicted growth trajectory. With this change, we strengthen our vision and position ourselves in a leading role to shape the future of logistics.

2020 has also seen our expansion of Big Data lake, which is really a corner stone in our digital transformation strategy. Leveraging the power of AI and ML we were able to rapidly achieve results and have seen some incredible transformations, we have been to geocode almost 85% of the descriptive addresses in some of our core markets like Saudi Arabia and UAE, where we have the biggest last mile infrastructure, in order to enable the driver journey, and we have seen an increase in the out for delivery success rates as a result. We've also been able to accurately and dynamically predict transit and fulfillment times, which we are exposing in our digital touch points in real time reducing the customer service calls by about 40% overall.

Our People



Total Training Hours



60,439
Hours

Training hours per employee Female Vs male



Female	Male
31,805	28,634

Grand Total
60,439

Training coverage percentage

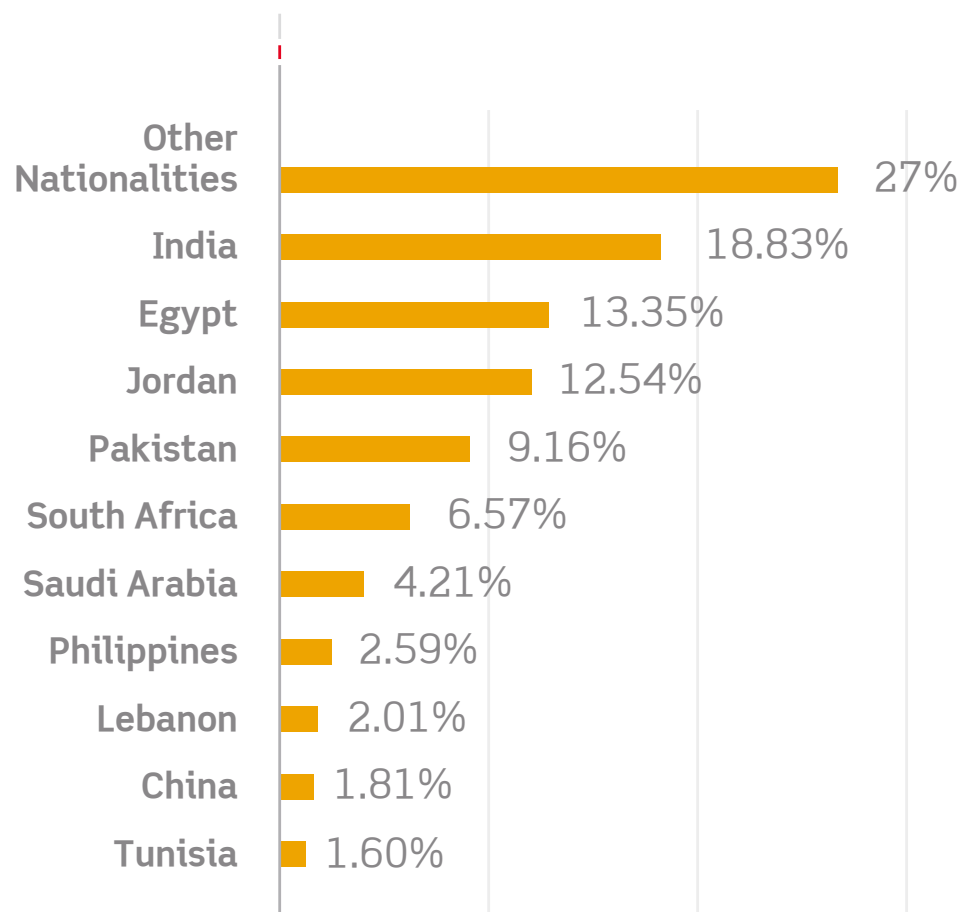


Ground Couriers
59%

Overall
74%

Diversity, Inclusion, and Belonging

Becoming a truly diverse and inclusive organization – a place where everyone feels they can bring their best self to work – is a priority for us. We see the inclusion of our people, ideas, and perspectives as directly linked to our long-term success and core values.



Nationalities breakdown

By gender With GC

19% Female — **81%** Male

Without GC

24.8% Female — **75.2%** Male

Sustainability



Aramex boasts a 40-year commitment to sustainability, exemplified by embedded and integrated activities in addition to external collaboration, partnerships, and initiatives.

Our sustainability strategy is holistic and forward-looking, an approach that allows us to continuously measure and evaluate our performance against clear goals that we set for the medium and long term. As part of this, we undertake a partnership and investment model as opposed to a philanthropic approach, fostering longevity and transparency within our community relationships.

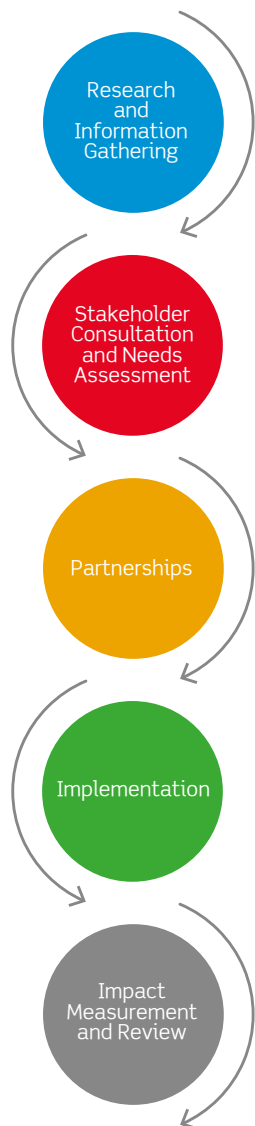
In addition to our commitments and milestones with our operations, this section elaborates on our core pillars, approach to sustainability and stewardship of the environment, as well as share with you the highlights of our initiatives and partnerships.

In 2020, we increased our beneficiaries base by 2% reaching 356,419 beneficiaries, made up of community members, students, youth, and children, extending across 40 countries. 94% coverage

Our approach is the proactive stewardship of the Six Capitals - 1) Natural, 2) Human, 3) Social and Relationship, 4) Manufactured, 5) Intellectual, 6) Financial. By closely monitoring our operations allows us to understand and manage the flow of these capitals, their interdependencies, and their interaction with the greater economic, social, and environmental systems.



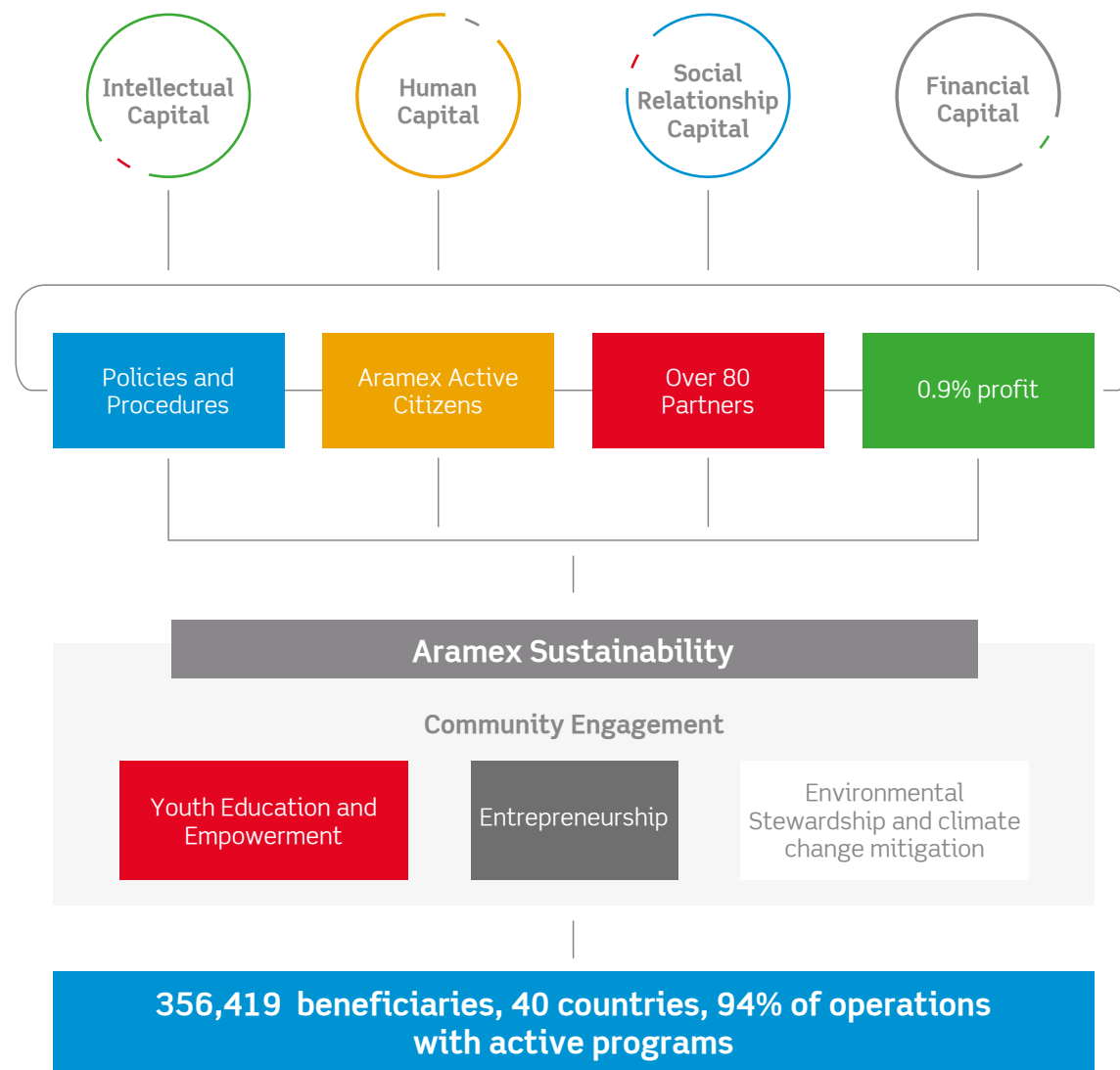
Sustainability process graphic



Aramex Active Citizen

Our employees are central to our sustainability vision and goals. We actively engage employees in our initiatives and encourage and support them to initiate or join existing project or partnerships through our Aramex Active Citizens Program, which allows employees up to 4 hours a month of volunteer hours during the working week. [\(link to highlighted initiatives\)](#)

Sustainability pillars



Community Engagement

Our communities are integral stakeholders, we ensure that each initiative, collaboration, or project centers around its respective community, whether through our employees' active citizenship, or through our three core pillars, the community is always front and center.

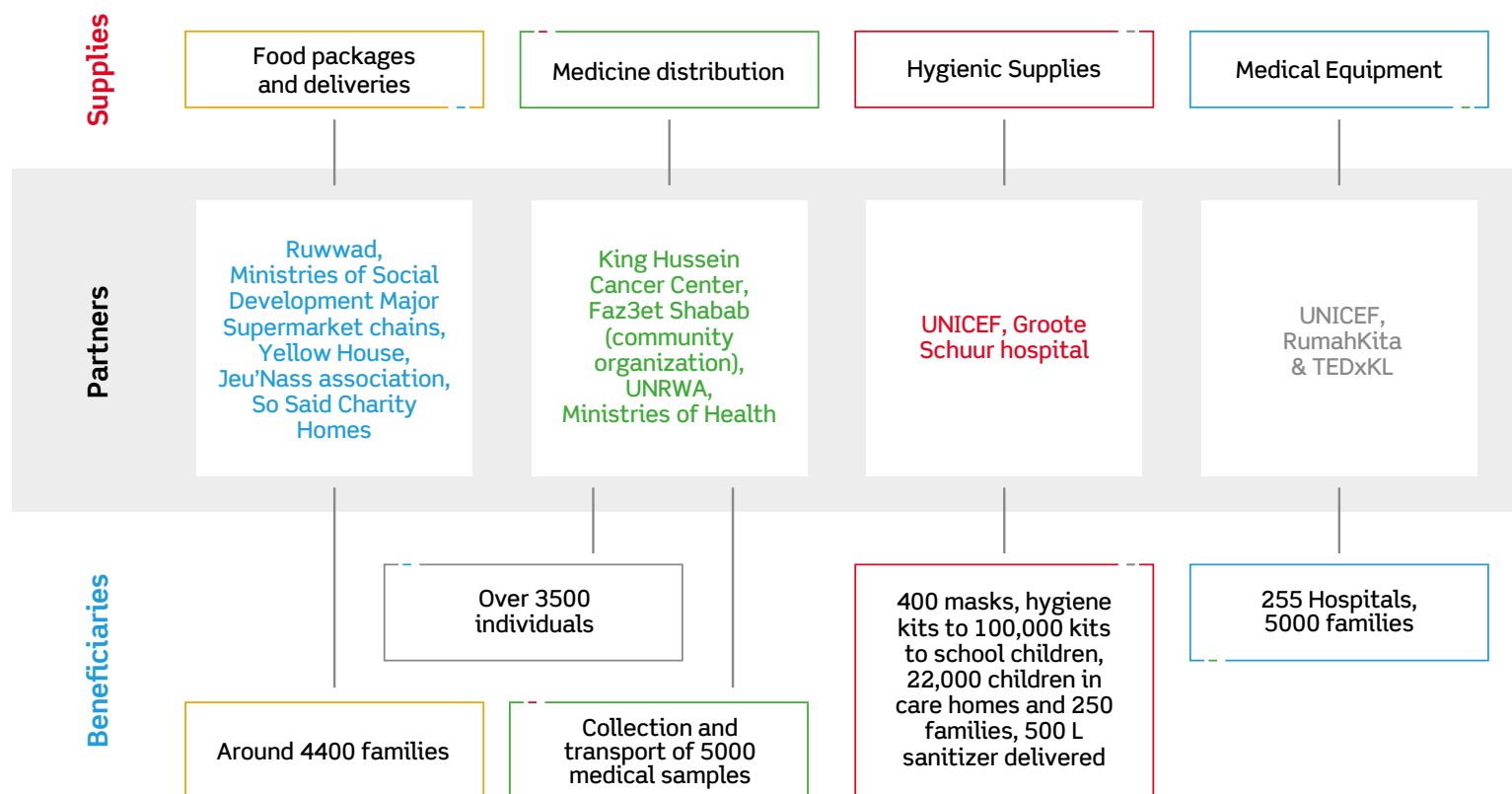


2020 Community Engagement beneficiaries

82,775 community members
(families, women, and men)

222,085 children

COVID-19 response at a glance



Throughout 2020, and moving into 2021, we continually assess the pandemic situation, ensuring that we are able to provide support to communities around the world, while maintaining the safety and health of our people, customers, and community.

These activities would have not been possible were it not for the dedication of our Aramex employees, who exemplified active citizenship and ensured that they engage with their affected community while maintaining the necessary safety measures.

Beirut relief

In addition to the deadly impact of the Pandemic, 2020 also saw the tragic explosion in Beirut which had a tremendous impact on the city. As one of our core areas of operation, we made sure to be front and center in the relief efforts, while ensuring our people's safety, and getting our operations up and running in the most efficient manner.

We worked with the Lebanese Business Council in Abu Dhabi to move 150 tons of glass and 1000 wooden doors to be used for the reconstruction of around 1000 houses. Additionally, we provided UNICEF with 5-tons of plastic rolls used to cover impacted buildings,

Additionally, we facilitated the transport of a 15 tons-chartered plane and 24 containers carrying food and pharmaceutical items from Cyprus to 4 local approved NGO's from Cyprus to Lebanon carrying foods and other essentials for the affected communities. We also partnered with Studio Republic of Lebanese League for Women in Business to provide a 1 ton of food and medication.

Furthermore, Aramex ran a support campaign with our employees, and we managed to collect more than 65,000 USD which are going to be matched by the company, this amount was transferred to our Lebanon employees to be able to manage the impact of the disaster.

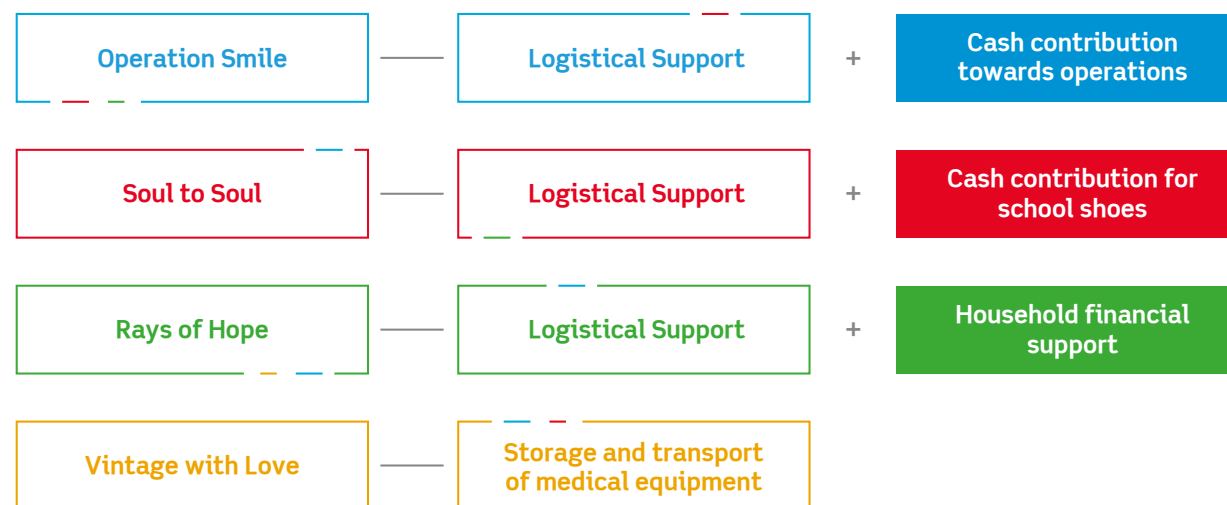
These activities exemplify the Active Citizenship of the Aramex employees, who acted proactively and innovatively in response to the crisis. In addition to the above, over the span of 2 weekends, our couriers were able to use Aramex vehicles to deliver food boxes to families and households in the affected areas.

Egypt Clothing Banks - updates

Throughout 2020, we continued to build our partnership with the Egyptian Clothing Bank, a non-profit, non-governmental organization which aims to provide communities across Egypt with cover and clothing. As part of this, Aramex set up contribution points within its different partnerships. These points yielded 15,000 pieces of clothing and 1500 shoes, bags, and home textiles.

Aramex also donated the use of 36 Aramex trucks to transport contributed clothing and cover to communities in Port Said, Aswan, and South Sinai.

Highlights from South Africa



Highlights from Morocco

In 2020, we initiated a partnership with JEU'NASS is an Association by, for and with the young people of the working-class districts of Casablanca, with the aim of using cultural and sporting activities as well as humanitarian work, to act against exclusion, violence, rejection, idleness, the risks of recruitment, of radicalization among youth. Due to the pandemic, we had to amend our planned activities, and instead, worked with the association to handout food and supplies to the homeless in Casablanca, reaching more than 100 people over the span of two activities.

Youth Education and Empowerment

Aramex believes that given access to the right tools, youth have the power to transform their communities and their world. We have seen repeatedly that when activated, youth are crucial for fighting for education, against climate change, and human rights. Because of this, we continually invest in the youth, and we see immense returns.



15,007

Youth Education
and Empowerment
beneficiaries in 2020

110 Interns

Combating COVID disruptions to education

It is no secret that the pandemic had a disruptive impact on education and schooling, especially for those with limited access to laptops and necessary technology necessary for virtual access. Aware of these challenges facing youth, Aramex partnered with Atta Digital in KSA to distribute digital devices to 15000 Students to access online schooling.

Partnership with Injaz

We have had a long-standing partnership with INJAZ, a youth-centered non-profit which focuses on developing the youth's skills in financial education, life skills, business and entrepreneurship, and employment. Throughout this multi-sited partnership our employees also actively volunteer to mentor and train youth on different skills relevant to employment and entrepreneurship. In 2020, Aramex Kuwait continued hosting and mentoring 50 students from Junior Entrepreneurship Program at the American Creative Academy of Kuwait for girls

Ruwwad

In 2020, a total of 426 youth scholars benefited from the youth scholarship funds in Ruwwad's six Community Centers in Jordan, Lebanon, Palestine, and Egypt, and contributed more than 34,210 of community service hours through volunteering and supporting Ruwwad's different programs, operational tracks, projects, initiatives and partnerships.

2020, marked Ruwwad's 15th anniversary; since its establishment, Ruwwad has enabled a total of 1279 youth scholars in East Amman/Jabal Al Natheef, Tafilah and Al Beidha in Jordan, 235 youth scholars in Budrus, Shiqba, Neilin, Qibya and Deir Qiddis in Palestine, 306 youth scholars in Tripoli in Lebanon and 412 youth scholars in Ezbet Khairallah in Egypt, thus reaching a total of 2232 youth scholars, who, in turn, became part of Ruwwad and benefited from the full learning journey where they are able to realize their full potential and become agents of change in their community, and access educational university, college and vocational scholarships to prepare them for work.

Simultaneous to the volunteerism and community service tracks, Ruwwad provides an enrichment program that focuses on dialogue, wellness and business skills with the aim of enhancing critical thinking, open mindedness and respect for diversity and pluralism, and also to prepare youth for work.

This year, a total of 134 youth scholars finished their education and graduated (40 in Jordan, 11 in Palestine, 13 in Lebanon and 70 in Egypt).

Ruwwad, in response to the pandemic, launched several relief campaigns including Jeereh, a neighborhood-based campaign that was launched by Ruwwad youth scholars 7 areas and 18 neighborhoods in the East of Amman, also the campaign Byout Ahalina, which focused on families who are part of Ruwwad community in East Amman and Jabal Al-Natheef to support vulnerable families and those who were severely affected by the negative economic consequences of the pandemic, mainly the daily workers. Through the campaign, Ruwwad was able to successfully reach 1792 families a total of 9766 citizens (Jeereh 4266 & Byout Ahalina 5500).

In 2020, in Jordan, 125 youth scholars were part of the work contributing to operate despite the national lockdown enforced by the government due to the Coronavirus pandemic occurrence to support the youth's education experience. Under the Youth Program in Jordan, Ruwwad conducted 5 enrichment sessions and helped to develop young people's Business Skills through trainings in Business Ethics, CV Writing, Job Interviews, Project Management, Emotional Intelligence, Labor Law, Career Guidance and Professional Communication, through the support of leaders from Aramex, and other key partner organizations.

As for the Child Program, 599 repeat children participated in the library's various activities, such as academic support, child literature and creative art sessions, summer and winter clubs. 1389 school students were outreached from the neighboring schools through implementing enrichment activities such as creative arts sessions and children literature.

Under the Psychosocial Support programmatic component, 98 adolescent repeats and 132 adolescents were outreached through school activities, the adolescent repeats benefitted from the activities which aim to provide them with a safe and healthy environment to raise their awareness towards themselves and others, and provides them with the best way of how to treat others, and encourage them to become leaders in their own community.

In 2020, under the Community Program, 515 families were supported through different components of the Community Program.

In Ruwwad Al Tafilah, 16 youth scholars benefitted from the Youth Scholarship Fund and contributed more than 3062 community service hours to support Ruwwad's different programs.

As for the Child Program, 80 children benefitted from 8 levels of academic support sessions in Science, Math, English and Arabic, and 877 school students were outreached from the neighboring schools through implementing enrichment activities such as creative arts sessions and children literature.

As for the Measurement, Awareness-Raising, and Policy Engagement (MAP) to Accelerate Action against Child Labor and Forced Labor was completed, and the project's intended objectives were met successfully, the main objective was to protect 300 children and withdraw 100 of them from the labor market. Ruwwad successfully protected 513 children from entering into the labor market by providing psychosocial support and other support mechanisms to develop their survival skills. Ruwwad has also successfully withdrew 103 children from the labor market and return them to the educational system.

In 2020, the “Mubaderoon” project, **60 Social Enterprises (SEs)** and Social Entrepreneurial Initiatives (SEIs) were selected, and went through a capacity building program, in addition to providing financial grants, along with a mentorship program that aims at providing guidance and coaching to each social enterprise.

In partnership with the Open Society Foundation, Ruwwad concluded the “Community Empowerment Project”. The project successfully recruited 15 Community facilitators (CFs) and strengthened their capacities on awareness raising, information dissemination, accompaniment, consultation, documentation and referral to providers of services for abused children and family members.

Throughout the project, Ruwwad successfully designed and launched Siraj Campaign which was led by the Community Facilitators (CFs) to strengthen the community protection practices, the campaign documented 58 cases of abused children and other family members, the CFs conducted 338 weekly training and awareness sessions that targeted 283 community members, covering the topics of Community Organizing, Legal Empowerment, Psychosocial Support, Arts and Theatre.

In Ruwwad Egypt, 129 youth scholars benefited from the Youth Scholarship Fund and contributed more than 10760 community service hours to support Ruwwad’s different programs and their community. The youth beneficiaries implemented 6 initiatives that touched the lives of 249 citizens.

As for the Child Program, 103 children benefited from the different activities in Ruwwad’s Ezbet Khairallah’s Child Development Program, and 81 children benefited from 5 literacy classes with a different format to maintain social distancing measures.

Under the Community Program, 581 individuals were outreached through the community support program in 2020, and more than 270 individuals benefited from the services of the health campaigns in the community.

In Ruwwad Palestine, 51 youth scholars benefited from the youth scholarship fund and contributed more than 4751 community service hours to Ruwwad’s different programs and to the communities of Budrus, Neilin, Qibya and Deir Qiddis.

Ruwwad was able to reach and benefit 1250 children in 5 neighboring public schools in the villages, 422 repeat children benefited from child program activities including academic support, campaigns, and theatre shows.

In 2020, under the Community Program, 120 families were supported through different components of the Community Program.

In Ruwwad Lebanon, 121 youth scholars benefited from the Youth Scholarship Fund throughout the year 2020, and contributed more than 2262 community service hours, supporting the work of Ruwwad’s programs, Projects, and the most important social enterprise initiative “Atayeb Tarablos” Community Kitchen within the Women’s Advancement Component under the Community Program.

On Average, 88 youth scholars committed to attend 11 online Dardashat sessions and 9 onsite sessions that covered the following topics; Education, Networking, Entrepreneurship, Technology, Arts, and Awareness.

In response to the Coronavirus Pandemic outbreak, Ruwwad Lebanon, under the Community Program, 64,250 participants were reached out through health campaigns which included awareness campaigns concerning the COVID -19 pandemic and facemasks distribution, 2,031 families have benefited from distributing food parcels through the community help desk, and 15 individuals have benefited from the “Atayeb Tarablos” Community Kitchen catering activities and preparing daily meals.

Supporting Entrepreneurship

Aramex's is rooted in entrepreneurial ideals, as an entrepreneurial company, we are well aware of the potential for positive socio-economic development through local entrepreneurs and small-medium enterprises. Given our extensive experience and capacity in this regard, we are well positioned to support SMEs and startups through leveraging our expertise, infrastructure, and resources.



Entrepreneurship in 2020 at a glance

4226 SMEs

from 22 countries



We have expanded our support for entrepreneurs into a full fledge SME Business hub, solidifying its integration within our operations. In 2020, we were able to expand our SME program's beneficiary base by 14%, with entrepreneurs and SMEs from 22 countries, especially, India, KSA, UAE, and South Africa.

Environmental Stewardship and Climate Change Mitigation

We have already begun to experience the disruptive impacts of Climate Change on our environment and communities, compounded by increase in resource use and depletion and waste accumulation and pollution. Environmental Stewardship and climate change mitigation are increasingly necessary to maintain healthy communities for us and generations to come.

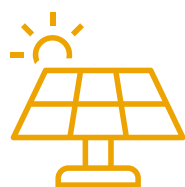
At Aramex, we take the science and threat of climate change and the necessity to mitigate its impacts and protect the environment to heart. We are aware that as a logistics and shipping company, we have an impact on the environment around us. Therefore, we proactively take steps to measure, manage, and mitigate this impact, while also investing in solutions, awareness building, and knowhow.



In 2016, we set the goal of 20% reduction emissions per shipment by 2020, a goal we have now surpassed it thanks to substantial investments in renewable energy, electric vehicles, and awareness building on energy use.

Renewable Energy

In 2017 construction was completed on three solar energy production sites, one in Jordan with the capacity of 1 MWh, and two in Dubai with a combined capacity of 5138 MWh.



Amman,
Jordan

1 MWh
capacity

5138 MWh
produced
in 3 years

3500 tCO₂
emissions
avoided

Dubai,
UAE

7 MWh
capacity

11997 MWh
produced
in 3 years

3500 tCO₂
emissions
avoided

In 2021 we are planning to add more sites in UAE, Jordan, KSA and Egypt.

Electric Vehicles

Since 2017, Aramex has been testing and adopting electric vehicles as a greener alternative to its fleet. Currently, Jordan has 10 electric vans. We plan to continue introducing EVs into our fleet, both in Jordan and in KSA, UAE and Egypt.

Carbon emissions*

Year	2012	2019	2020
Emissions (tCO₂e)			
Scope 1	37,100	56,769	59,334
Scope 2	22,885	42,501	39,326
Scope 3	456,306	651,747	628,684
Freight	374,466	390,745	364,680
Express	61,034	233,891	251,438
Commuting**	19,806	26,522	12,430
Business Travel	1,000	589	136
Total Emissions	516,291	751,018	727,334

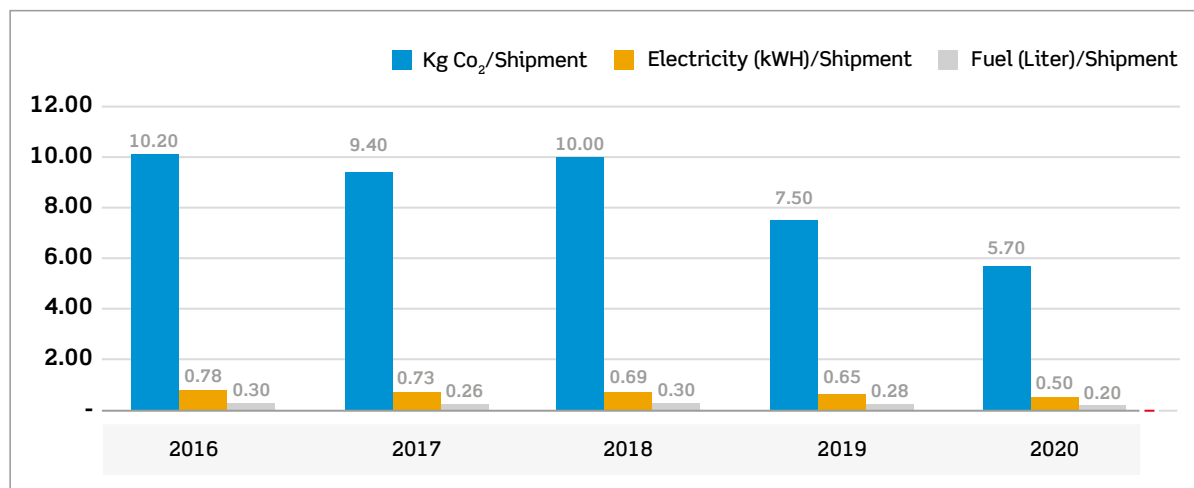
* Calculation according to GHG protocol template 2012, Stationary combustion version 4.8, GWB 2014 IPCC fifth assessment report. HFCs, PFCs, SF6, NF3 emissions are not included in calculation.

** this number wasn't audited due to lack of information and it was estimated

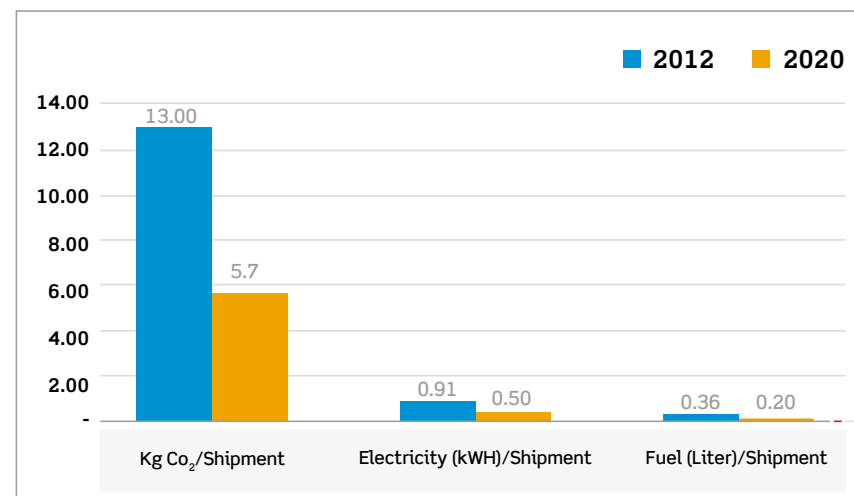
Carbon Intensity

In addition to measuring our carbon emissions, we also assess our Carbon Intensity, which refers to amount of carbon emissions per unit of economic output- in Aramex's case, that is per shipment. By calculating our Carbon Intensity, we are better equipped to adopt science-based targets and assess opportunities for carbon offsets and reduction as part of our sustainability strategy.

Five Year performance



2020 vs. base year 2010



Sustainability Advocacy and Partnerships

As part of our sustainability efforts and strategy we work to nurture partnerships, advocate for sustainability, transparency, and improved regulations, and support the integration of sustainability into business processes within different organizations. Our partnership model involves working with different private, public, and civil organizations at different scales across different geographies. Through these partnerships, we seek to leverage capacities and collaborate to tackle sustainability challenges, exchange knowledge, and develop best practices to enhance shared value creation in the short, medium, and long terms.

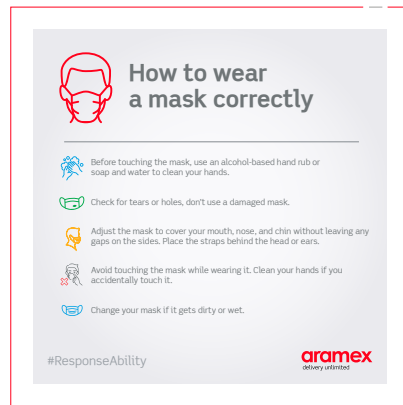
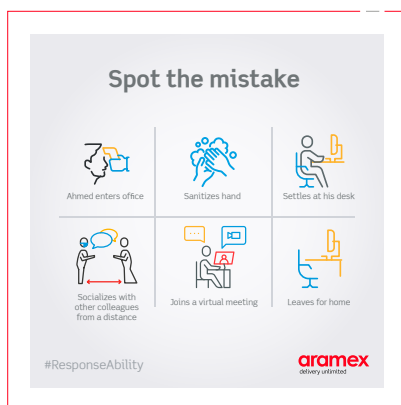
Global Partnerships	UNGC, Caring for Climate World Future Energy Summit	Tackling issues that are global in scope such as climate change, international human and labor rights, and supporting reporting and accountability at highest level
Regional Partnerships	DFM, UNICEF RTC, AFED UNRWA, UNHCR, Ruwwad Development INJAZ Al-Arab	Strengthening coordination across borders and connecting local networks on unique regional challenges and opportunities, especially in emerging markets
Local Partnerships	Jordan GBC, INJAZ Jordan, Dubai Chamber, Abu Dhabi Sustainability Group, Peel Initiative, Egyptian clothing Banks, AmidEast, JEU'NASS	Partnering on and implementing initiatives that directly impact community beneficiaries and stakeholders and discovering best practices from carefully tracked activities

Health and Safety

Safety of employees and the community is of extreme importance for Aramex. We ensure that the highest levels of safety are adhered to within our sites, facilities and across our logistics supply chain. Additionally, Aramex is committed to strict compliance with the specific HSE regulations of each country where we operate, in addition to, adopting international best practices and continually improving our own HSE standards.

Our Corporate Health and Safety Management System is supported by policies and procedures which serve as a framework for handling health and safety matters within our facilities. Given that the global environment is rapidly changing, we regularly review our policies and procedures to ensure that they are up to date.

Many campaigns were initiated around awareness on COVID-19 including short videos, written communication, visual signs.





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