



Sustainability

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The 5 words guiding our sustainability strategy
Holistic * Evidence-based * Stakeholder-centric * Dynamic * Proactive

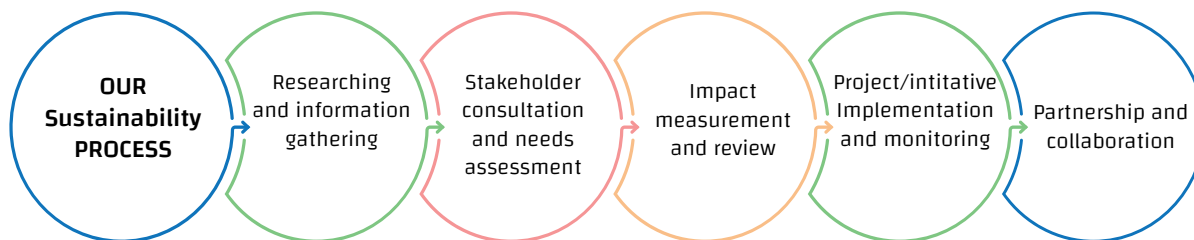
Over the last 35+ years of our sustainability journey, our approach, projects, and partnerships have evolved, deepening the integration of our sustainability in our operations, enhancing our commitments, and expanding our reach and impact. We continue to be forward looking, diligently measuring and evaluating our progress towards evidence-based goals while following a partnership and investment model which focuses on longevity, transparency, and engagement with communities.

This section elaborates on our approach to and sustainability activities and environmental stewardship, and some of the highlights of our partnerships.



In 2021, we increased our beneficiaries base by 300% reaching 1,060,000 beneficiaries, made up of community members, students, youth, and children, extending across 56 countries resulting in active sustainability projects and partnerships covering 86% of our global base. This increase came from our response to the global event that took place during the year which added an extra 700,000 beneficiaries.

Sustainability process graphic



Community Engagement

Sustainability at Aramex follows a holistic approach which centers on community, as such, community engagement is the thread that runs through our strategies and initiatives. Our community engagement includes holding consultations with communities, conducting research, and understanding the local contexts and needs. Our Aramex Active Citizen program helps us work closely with communities across our different geographies as it allows our employees to initiate and participate in community and sustainability initiatives and causes close to their hearts.



Emergency and Humanitarian Relief

Collaborating with the United Nations

We have always been ready to leverage our operational and logistical capacities to respond to crises and support humanitarian and development organizations. In 2021, we continued to do so, and provided several UN organizations with in-kind shipping support. This one-time collaboration allowed us to move various supplies to communities, including Personal Protective Equipment, books, and sporting goods, along with other warehousing and logistical services.

Jordan	Textbooks to 120,00 students
Libya	Children sport supplies for 3000 children
Tunisia	PPEs for 71000 individuals
Libya	Logistics and warehousing support of supplies for 500,000 people

Partnership with International Humanitarian City

In 2021, we inked a partnership agreement with International Humanitarian City (U.A.E) - IHC to enhance efficiencies in delivering global humanitarian aid, in line with Aramex's commitment to supporting communities. As part of this partnership Aramex will utilize its extensive global network and deep industry expertise to support IHC in facilitating and expediting the transportation of aid including food, medicine, and vaccines to those who need around the world.

Responding to the floods in Malaysia

Aramex partnered with the Shah Alam District Police Department to support the victims of the 2021 flooding by providing essential items to 65 families.

COVID-19 response in India

Aramex India donated 30 medical oxygen and ventilators concentrators in response to the shortages, approx.. 50,000 citizens were able to benefit from these supplies during the crisis.

Reproductive rights awareness and sanitary product distribution

Driven by our belief in the empowerment of women, and girls and youth education, in 2021, Aramex Kenya provided reusable sanitary towels to the Brydges Centre children home, a home dedicated to marginalized children. One of the home's projects is to provide sanitary pads to the marginalized girls and educate them on reproductive rights. The provision of sanitary towels helped girls stay in school and avoid the use of inappropriate and unhygienic materials during menstruation.

Supporting food security during the pandemic

It is no secret that the COVID-19 pandemic impacted marginalized communities more severely, exacerbating economic and food shortages. In 2021, Aramex Tanzania visited the Umar Center orphanage that was hit hard by food shortage due to the Pandemic. Our goal was to support the center with food donations for the 89 children housed by it, while also spending time with the caregivers and children to further understand their needs and how Aramex Active Citizens can support them.

Supporting children's health

Since 2016, Aramex New Zealand has taken part in the Red Nose Appeal as part of Cure Kids activities every year. Cure Kids funds research focusing on preventing and curing diseases in children. This year, being no different, we have collaborated with Cure Kids ambassadors, to redesign the Aramex satchel with bright and colorful drawings.

Sports and athlete support

Aramex supports sports and athletic endeavors as part of our community efforts. Sports have the power to instill discipline and work ethic and bring people together. In 2021, we provided support to the Amman, Ayla, Dead Sea and Beirut Marathons. We also continue to support our runners and women Jujitsu and boxing athletes.

Supporting Entrepreneurship

Stemming from our own entrepreneurial roots and spirit, we are keen to support startups and SMEs, after incubating the SME program as part of the sustainability strategy in its initial stages, it has evolved to become an important component of our services to our customers, you can read more about it on page 28.

Youth Education and Empowerment

With the disruptions to education faced by youth globally due to the pandemic, it is even more crucial to support youth in accessing educational support and programming. In 2021, we continued to build partnerships with youth-focused organizations and proudly were able to provide support to 23000 students. Below are some of our highlights.

Highlights

Educating students on the world of work

Since 2015, Aramex Ireland has partnered with Balbriggan Community College through the World of Work program managed by Business in the Community Ireland (BITCI). The World of Work program provides students with an opportunity to meet employees from a local company and facilitates conversations and insights to the many roles in the workplace. The program is meant to inspire and educate students. Over the past 6 years, 112 students were introduced to the world of work by Aramex, with our employees sharing experience, knowhow, and skills.

Supporting student virtual education during COVID-19

The shift to virtual schooling due to COVID-19 has strained many low-income families that have been doubly impacted by the pandemic. Aramex Hong Kong partnered with the Crossroads Foundation to provide 30 computers to families who needed them for their students.



Our partnership with Ruwwad

We continue our close partnership with Ruwwad, a non-profit community development organization that works with marginalized communities through education, youth volunteerism and grassroots organizing. Ruwwad's approach encompasses an array of programs and projects that, together, strengthen initiative and facilitate redress to problems prioritized by members of the community.

Ruwwad

In 2021, a total of 491 youth scholars benefited from the youth scholarship funds in Ruwwad's six community centers in Jordan, Lebanon, Palestine, and Egypt, and contributed more than 53,442 of community service hours through volunteering and supporting Ruwwad's different programs, operational tracks, projects, initiatives, and campaigns.

Since its establishment, Ruwwad has enabled a total of 1,335 youth scholars in East of Amman / Jabal Al-Natheef, Al Tafilah, and Al Beidha in Jordan, 487 scholars in Ezbet Khairallah in Egypt, 343 youth scholars in Tripoli in Lebanon, and 250 youth scholars in Budrus, Neilin, and Qibya in Palestine, thus reaching a total of 2,415 youth scholars, who in return, become part of Ruwwad and benefit from a full learning journey where they are able to unlock their potential to become agents of change in their communities while they gain access to university, college and vocational scholarships to prepare them for work.

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

This year, Ruwwad celebrated the graduation of 93 youth scholars; 35 of which are from Jordan, 25 are from Egypt, 18 are from Lebanon and 15 are from Palestine. All education scholarships Ruwwad offers in Jordan, Palestine and Lebanon are university scholarships; in Egypt Ruwwad offers vocational training and education scholarships, as university education is free of charge.

In Jordan in 2021, under the Youth Program, Ruwwad worked with 189 youth scholars who gave 24,690 community service hours working with children, adolescents, parents, and community at large. This year in East of Amman, on average, a total of 85 youth scholars committed to attend 37 Dardashat sessions, where Ruwwad provides safe and courageous spaces to liberate youth's voices and facilitate their exchange of ideas and concerns without fear of judgment and shaming. Dardashat sessions, throughout the year, focus on 4 main topic areas: The Self, The Others, Active Citizenship, and Theory of Knowledge. Ruwwad youth scholars also benefited from 7 enrichment sessions to help them develop their Business and Digital Skills through trainings in the areas of Emotional Intelligence at the Workplace, Public Speaking Skills, Presentation Skills, Financial Literacy, Digital



23,000 Youth Education and Empowerment beneficiaries

Literacy, Digital Fabrication and Design through the support of Ruwwad expert team members and external volunteers. Furthermore, in Ruwwad East of Amman, the youth scholars implemented 2 community initiatives which reaching out to 6,040 citizens. This year In Ruwwad Al-Tafilah, on average, a total of 49 youth scholars committed to attend 50 Dardashat sessions. Additionally, Ruwwad Al-Tafilah youth scholars succeeded in implementing 17 community initiatives touching the lives of 1,364 citizens.

As for the Child Program, 423 repeat children benefited from various activities under different programmatic components such as academic support, child literature, creative arts and Summer and Winter clubs. Moreover, 1,657 school students in 21 neighboring schools benefited from enrichment activities that focused on children literature and creative arts. With regards to Ruwwad's Innovation Space, 54 adolescents participated in creating innovative solutions to real-life complex problems through employing Design Thinking and Digital Fabrication skills. The journey starts with having the students attend 14 foundational sessions over the period of two months aiming to introduce the adolescents to the design thinking and innovation education track focusing on the fundamentals of design and the basic technical skills (sketching, engineering drawing, manual prototyping, and digital fabrication skills) which they will employ later when they go into the themed studio phase. In the themed studio phase, students delve into hands-on design, engineering, science, and technology-based learning experiences to enable them to become creative innovators, persistent problem solvers and critical thinkers who can be active agents of positive change in their communities.

The Psychosocial Support Programmatic Component this year worked with 33 adolescents who went through a learning journey which provided them with various courses such as "Connect to Your Power" during which they learn about their personal compass and the power of the growth mindset, and develop the skills of empathy, mindfulness, emotional resilience and critical thinking by which they explore the universality of human dignity and human rights in order to enhance their readiness to embrace difference and diversity. Additionally, the program provided 19 psychosocial Support customized "Connect to Your Power" sessions to 531 adolescents in 8 neighboring schools.

Under the Community Program, 1,600 families were supported through different components of the program. Through the community help desk services, 83 citizens gained access to vocational education opportunities and 23 citizen beneficiaries accessed employment opportunities. Moreover, the Community Program has succeeded in protecting 99 school dropouts through providing several protection services. Additionally, 525 families benefited from Jeeran station's campaigns that provided in kind contributions. 586 families benefited from different services offered through Ruwwad's institutional partners. Additionally, 371 individuals attended 64 awareness sessions that focused on the following main topic areas: strengthening protection practices for women and children, woman empowerment, information technology, grassroots entrepreneurship, health and legal practices. Through the partnerships track, Ruwwad Jordan worked with 41 national, regional and international partners. Additionally, 49 external volunteers directly took part in our work in the community.

When it comes to the projects track at Ruwwad, we partner with national and international organizations to focus on social and cultural protection, employment and employability, and entrepreneurship.

Ruwwad concluded the implementation of activities under the Mubaderoon project with the objective of enhancing the contribution of individuals and social institutions in supporting their communities, mainly in East of Amman, Ajloun, and Al-Tafilah, through the provision of social solutions and services implemented through community-based poverty reduction initiatives and enterprises. A total of 58 Social Enterprises and Social Entrepreneurship Initiatives were provided with financial grants along with mentorship program that aimed to provide guidance and coaching to each social enterprise. Furthermore, 556 unemployed citizens accessed employment opportunities. Additionally, 1,473 of direct beneficiaries and 6,775 of indirect beneficiaries benefited from the activities under this project.

In partnership with Open Society Foundation, Ruwwad started the implementation of the "Community Empowerment Project", which aims to build and strengthen the capacity of community facilitators in areas of Community Organizing, Better Parenting and Protection from all forms of Violence and Abuse to deploy them to work with 2,500 community members (30% of which are Syrian refugees) in order to strengthen community protection practices and reduce all forms of violence and abuse through raising the awareness of the refugee and host communities.

Under the Economic Justice Project, Ruwwad started activities implementation in January 2021, to help start and support the growth of community-based businesses in East of Amman (mainly the areas of: Jabal Al Natheef, Jabal Al Mareekh and neighboring areas) through establishing Business Support Center that extends, in addition to grants, a support program that offers business, legal and technical services in partnership with a business technical partner, Wamda. Through this project, Ruwwad will support, through providing financial and technical services, up to 20 micro businesses (30% of which are Syrians) from marginalized areas in East of Amman, with the objective of enhancing their economic opportunities.

This project also focuses on enhancing the early childhood component under Ruwwad's Child Program. In the year of 2021, we succeeded in implementing the digital academic support track where we worked with 41 children (14 of which are Syrians, 3 are Sudanese and 24 are Jordanians) who attended 643 academic support classes covering the fields of English, Arabic, Math and IT. Under this component, we also succeeded in implementing the regional team training which was delivered by experts in the areas of Inquiry Based Learning, and Monitoring & Evaluation, all to deepen the knowledge of the regional Child Program team members in the area of Inquiry Based Learning.

Ruwwad Jordan in partnership with the Ministry of Digital Economy and in collaboration with Ruwwad's technical partner Ureed has started the implementation of the GrowJo project activities. This project aims to facilitate access to economic opportunities in various tech economic activities for individuals in the gig economy. The project will focus on building the capacity of 250 youth beneficiaries (50% of which are women) and facilitate their access to at least one employment opportunity on digital economy platforms.

In Ruwwad Egypt, under the Youth Program, 117 youth scholars benefited from the Youth Scholarship Fund and contributed more than 12,960 community service hours to support Ruwwad's different programs working with children, adolescents and community at large. This year, on average, a total of 77 youth scholars committed to attend 44 Dardashat sessions. Additionally, Ruwwad's youth scholars implemented 6 initiatives touching the lives of 249 citizens.

As for Ruwwad's Ezbet Khairallah's Child Program, 312 children benefited from various activities under different programmatic components such as academic support, child literature, creative arts and Summer and Winter clubs.

Through Ruwwad's Egypt Community Program, 41 individuals were able to access health services and 71 women benefited from literacy classes. Moreover, in Ramadan, 1015 meals have been distributed to benefit 750 community members and 42 families received food packages throughout the year.

In Ruwwad Lebanon, under the Youth Program, 137 youth scholars benefited from the Youth Scholarships Fund throughout the year 2021 and contributed more than 10,352 community service hours, supporting the work of Ruwwad's programs, projects, and Ruwwad Lebanon's social enterprise "Atayeb Tarablus" community kitchen. Additionally, this year, on average, a total of 36 youth scholars committed to attend 15 Dardashat sessions that covered the topics of Education, Entrepreneurship, Technology, Art and Awareness. Moreover, in collaboration with AWS – Amazon, 25 youth scholars attended a Cloud Computing training, the purpose of the training is to prepare learners for careers on the IT Cloud System.

As for the Community Program, in response to the Coronavirus Pandemic outbreak, 35,058 community members benefited from Ruwwad health campaigns focusing on the provision of different health services in response to the pandemic. 27 individuals benefited from the "Atayeb Tarablos" community kitchen catering activities through providing daily meals and 2,106 families received food packages throughout the year.

In Palestine, under the Youth Program, 52 youth scholars benefited from the youth scholarship fund and contributed more than 5,440 community service hours to support Ruwwad's different programs and the communities of Budrus, Neilin and Qibya. Those youth scholars benefited from several enrichment sessions to help them develop their skills through different trainings. For the first time this year, Ruwwad Palestine celebrated the graduation of 15 youth scholars through organizing a ceremonial activity with the presence of 40 community members.

Under the Child Program, 450 repeat children benefited from various activities under different

At Aramex we have a keen understanding of the urgent need to address and mitigate the disruptive impacts of climate change, while also ensuring we minimize our negative environmental impacts, maintain the health of ecosystems, and properly manage natural resource use. Our commitment to environmental stewardship has been steadfast since our establishment, we boast more than 35 years of experience in measuring and managing our

programmatic components such as academic support, child literature, and creative arts. Additionally, 750 school students in 5 neighboring schools in the villages benefited from enrichment activities that focused on children literature and creative arts.

Under the community program, 120 families were supported through different components of the community program.

Environmental Stewardship and Climate Change Mitigation



environmental impacts. Over the last 15+ years, we have also measured our GHG emissions according to global standards and set and surpassed reduction targets. As part of our efforts, we invested in renewable energy in several locations and updated parts of our fleet to electric vehicles, more information can be found in our 2020 report (<https://www.aramex.com/jo/en/annual-report/aramex-2020-annual-report>). In 2020, we surpassed our 2016 goal of reducing emissions per shipment by 20%. This year, we worked on enhancing these efforts further and backing our work through a scientific and data driven approach. To that end, we signed an agreement with the Science Based Targets initiative (SBTi) to reduce our greenhouse gas emissions by 2030.

As part of its commitment to SBTi, Aramex commits to reduce absolute Scope 1 and 2 GHG emissions 42%, and Scope 3 emissions 25%, by 2030 from a 2020 base year. We aim to reach this target through various robust environmental initiatives.

By signing this commitment, we will work with clearly defined science-based carbon targets to put us on track to reducing emissions in line with the Paris Agreement's goals of curbing a rise in global temperature to 1.5°C.

The Science Based Targets initiative (SBTi) is a collaboration between CDP, the United Nations Global Compact (UNGC), World Resources Institute (WRI) and the Worldwide Fund for Nature (WWF) and defines and promotes best practices in science-based target setting and independently assesses companies' targets.

This initiative is part of Aramex's sustainability strategy, which aims to reduce our environmental impact, prevent climate-related risks, reduce energy consumption, and ensure that our progress toward net zero carbon is consistent with climate science. Aramex is one of the few Middle Eastern companies to have signed the commitment.

"Beyond reducing our carbon emissions, we also want to create a positive impact by empowering all our stakeholders to follow and take on an active role in improving their ESG practices." Raji Hattar, Chief Sustainability Officer

Climate Risk Assessment

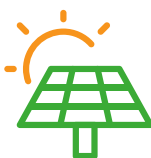
In 2022, we will work on our climate risk assessment to comply with the Carbon Disclosure Project and Task Force on Climate-related Financial Disclosures (TCFD) recommendations. Doing so will allow us to manage and screen the climate change trends and future scenarios and conduct research into the likelihood, consequence, frequency, and impacts of each hazard type on communities and sectors. We are keen to meet the growing requirements from regulators, investors, and other stakeholders by continually assessing, disclosing, and managing climate risks.

Carbon intensity calculator

As part of our energy consumption strategy, we developed a carbon intensity calculator for individuals and corporations. The calculator will provide our customers with the opportunity to participate in determining how they can do their part to combat climate change. As a majority third party supplier, we at times face the challenge of acquiring real time data from some of our suppliers related to carbon emissions, we are active in ensuring that we have clear and transparent data availability for our customers, even when we utilize third party fleets, airplanes, or ships. As part of that we aim to provide a near accurate estimation of carbon intensity, which we will consistently improve and develop upon.

Managing and reducing our emissions content:

This year, we joined the AFLK Sustainable Aviation Fuel (SAF) program with KLM Royal Dutch Airlines. The program is part of ongoing efforts to manage and reduce emissions and carbon footprint across our industry and enhance our sustainability.



Our Solar Production

Our investment in renewable energy has far reaching benefits, below is our solar production and resulting tCO2 reductions.

Site	kWh	tCO2 saving
Amman solar	1,565,114	994.811
DXB Solar	9,755,980	5827.012
Total Solar	11,321,094	6821.823

Carbon Emissions over the last 5 years

Emissions (tCO2)	2016	2017	2018	2019	2020	2021
Scope 1	49,264	50,005	49,903	56,769	59,334	64,414
Scope 2	30,241	33,671	30,911	42,501	39,326	31008
Scope 3	534,477	579,371	606,088	651,747	628,684	573,836
Freight	387,230	369,244	387,910	390,745	364,680	314,718
Express	122,645	185,167	191,355	233,891	251,438	231,642
Rail	-	-	-	-	0	78
Commuting	23,777	24,062	26,011	26,522	12,430	27,236
Business Travel	825	898	633	589	136	162
Total Emissions	613,982	663,047	686,902	751,017	727,344	669258

In addition to our active efforts to reduce or fuel and electricity consumption, there was a drop in shipment weights as well as an increase in long haul vs. short haul shipments which resulted in an additional drop in carbon emissions.

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	UNGC, Caring for climate World Future Energy Summit
Regional Partnerships	DFM, UNICEF RTC, AFED UNRWA, UNHCR, Ruwwad Development INJAN Al-Arab	DFM, UNICEF RTC, AFED UNRWA, UNHCR, Ruwwad Development INJAN Al-Arab
Local Partnerships	Jordan GBC, INJAZ Jordan, Dubai Chamber, Abu Dhabi Sustainability Group, Peal Initiative, Egyptian clothing Banks, AmidEast, JEU'NASS	Jordan GBC, INJAZ Jordan, Dubai Chamber, Abu Dhabi Sustainability Group, Peal Initiative, Egyptian clothing Banks, AmidEast, JEU'NASS

Year over Year Performance

Year	2012	2016	2017	2018	2019	2020	2021
KgCo2/ Shipment	13.00	10.20	9.40	10.00	7.50	5.7	5.1
Electricity/ Shipment	0.91	0.78	0.73	0.69	0.65	0.50	0.41
Fuel/ Shipment	0.36	0.30	0.26	0.30	0.28	0.20	0.19
Electricity	35,033,613	46,625,615	51,446,142	47,450,551	65,664,723	61,276,783	55,024,089
Fuel	13,750,488	18,198,325	18,572,869	20,416,518	22,854,060	24,267,172	25,715,644
Total Emissions	516,291	613,982	663,047	686,902	751,017	727,344	669,258

SOX and NOX for the last five years

Year	SOX and NOX
2017	25,171
2018	27,236
2019	34,970
2020	33,146
2021	39,965

Energy Intensity Mj/Shipment

