



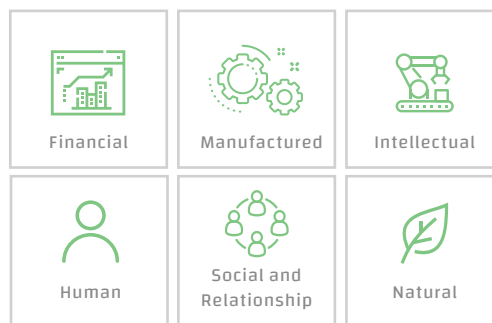
About  
sustainability  
and this report



# About sustainability and this report

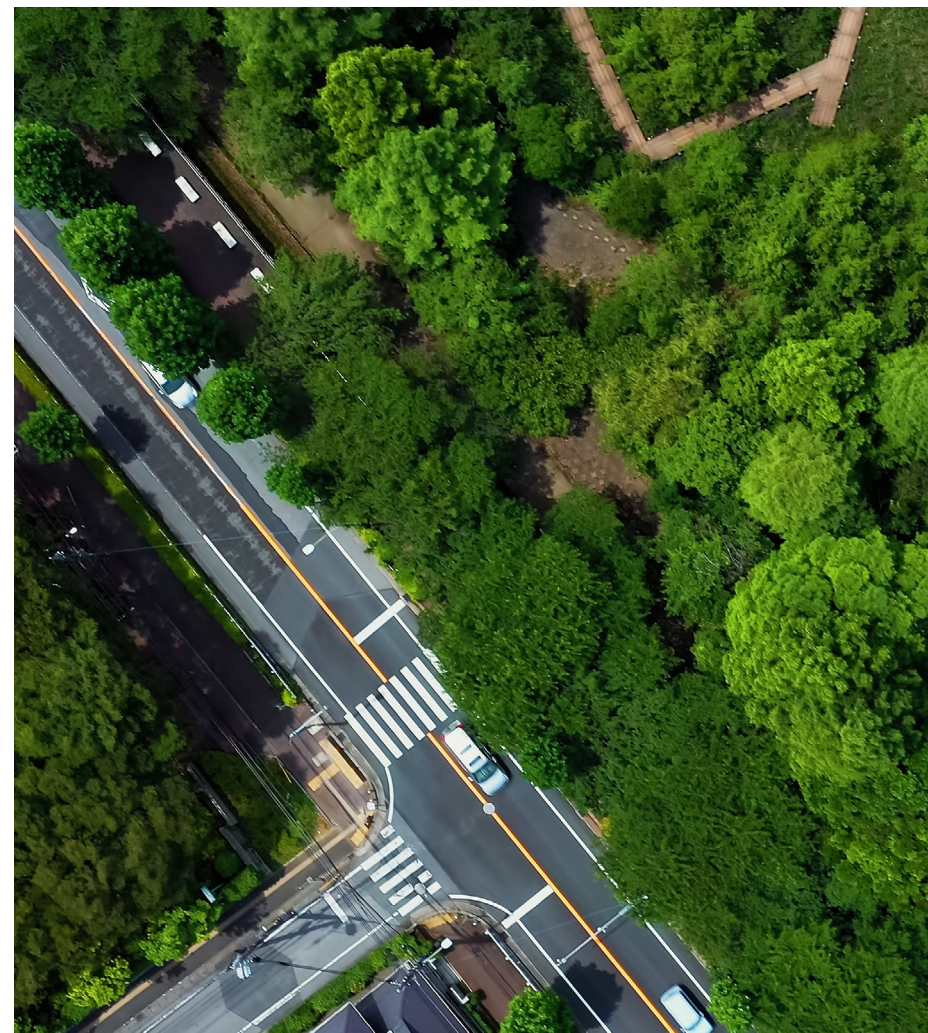
At Aramex, we strive for continuous and progressive measurement, monitoring, and evaluation of our practices and procedures, including our capital flows, impacts, and value creation. We approach this through a stakeholder-centric, integrated, and holistic process which involves developing and fostering 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 across our global communities. This approach applies to our decision making and how we practice and maintain focus on short-, medium-, and long-term value creation. To this end, we actively work to sustain the stewardship of our diverse capital flows while underscoring the understanding of the interdependent and complex nature of these capital flows.

## We are proactive in our stewardship of the Six Capitals



**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.**

We are proud to be recognized as global leaders in sustainability reporting and have been ranked as number one in the global ranking of 363 transportation companies on the Sustainalytics ESG Platform, which is one of the best ESG research and data providers. We also received the Dubai Chamber CSR label for 2021, one of the most established and prestigious frameworks and development tools that help companies evaluate their CSR strategies.



## COVID-19 Response

In 2021, the COVID-19 pandemic continued to have a detrimental and disruptive impact on communities around the world. Following on our response in 2020, we maintained our efforts to respond to the crisis, safeguarding the safety of our employees, customers, and communities, and leveraging our operations and partnerships to provide necessary support and relief. Through these efforts, we were able to continue providing our services at the expected highest quality, we adapted where necessary to ensure service continues seamlessly. Our couriers maintained safe delivery measures, our sustainability projects continued to uphold standards of safety, and we ensured our employees can work from home as needed seamlessly and effectively.



## What to expect from this report?

This report covers our financial, services, and operations, and sustainability activities and progress for 2021, it follows our 2020 report ([linked here](#)).

Within these pages, we report our progress on our sustainability and key non-financial goals for 2021, as well as emissions and environmental footprint. Here we also share updates and progress within our business operations, in our services, Human Resources, compliance, governance, and more.

In 2021, we conducted an Environmental, Social, and Governance (ESG) assessment of our previous reports to improve our sustainability systematically and pragmatically from the inside out. By centering ESG at the core of our operations, sustainability efforts, and reporting, we are taking steady steps towards future proofing our business while ensuring we deliver value to our customers and communities. This assessment allows us to ensure transparency, robustness, and comprehensiveness of our business and activities and our reporting on these activities.

## Our approach to reporting

### Approach to Sustainability Reporting



Operational and supply chain assessment and Monitoring



Internal and External Stakeholder  
Engagement and Consultaion



Determining Priority areas and materiality



On-going data collection and  
benchmarking



Auditing and  
continuing assessment



Report and  
publication  
and feedback  
generation

## Our reporting standards

### Sustainability and Integrated Reporting Standards



- Aramex Internal reporting standards
- GRI Standards
- Greenhouse gas emissions Protocol
- UNGC - communication on progress
- International Integrated Reporting Council (IIRC) Framework.

### Financial Reporting Standards









International Financial Reporting Standards (IFRS) of the International Accounting Standards Board (IASB) and are reported in line with the regulatory requirements of the Securities and Commodities Authority (SCA) of the United Arab Emirates.

## Stakeholder centric approach

In our strategy setting, operations, and reporting, we ensure that we engage with our stakeholders both external and internal through fostering open and transparent consultations, dialogue, and feedback channels and activities. Stakeholder feedback and interests shape our strategic direction and set our priorities, further safeguarding our human social and relationship capitals. Our stakeholder centric approach is in line with the established best practices of a sustainable business, as well as the GRI Standards and the International Integrated Reporting Committee (IIRC) Framework.

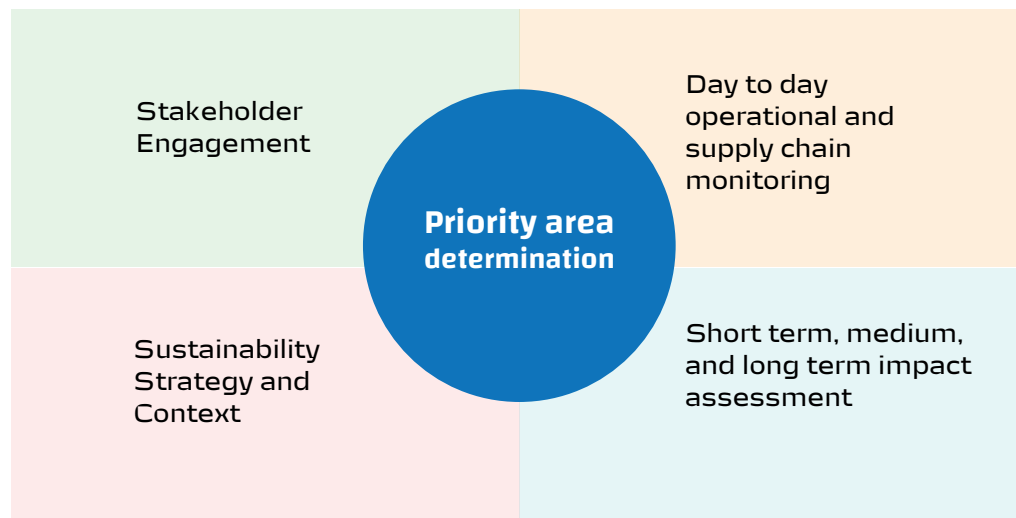


Stakeholder Group	Engagement Channels	Key Needs and Expectations	Key Efforts
<b>Our People:</b> A diverse workforce of 16539 direct Representing 98 nationalities with a gender breakdown of 81.96% male and 18.04% female	<ul style="list-style-type: none"> <li>Continuous performance reviews through our</li> <li>Insights and Analytics</li> <li>Program, (mandated annual review)</li> <li>Team meetings (weekly or Monthly)</li> <li>Quarterly senior Management meetings</li> <li>Organizational Health Index survey</li> </ul>	<ul style="list-style-type: none"> <li>Job Security</li> <li>Performance management</li> <li>Safe and healthy Work environment</li> <li>Training and development</li> <li>Competitive Remuneration</li> <li>Workflow enhancements</li> <li>Flexibility</li> </ul>	<ul style="list-style-type: none"> <li>Refer to Our People Section page 35.</li> </ul> 
<b>Our Customers</b>	<ul style="list-style-type: none"> <li>Account Management</li> <li>Omnichannel communication</li> <li>Web Portals and Mobile Apps</li> <li>WhatsApp for Business</li> <li>Consumer Engagement Center</li> <li>Aramex Retail Outlets</li> <li>Social Engagement Center</li> <li>Aramex Delivery Representatives</li> <li>Aramex Spot and Fleet</li> <li>Surveys and Other Interaction Touchpoints</li> <li>Surveys Conducted at different frequencies according to clients' needs with a minimum of an annual survey</li> </ul>	<ul style="list-style-type: none"> <li>Enhancing service efficiency, cost, and speed</li> <li>Transparent service delivery</li> <li>Improving, adoption of technology and innovation</li> <li>Providing additional language support</li> <li>Increase awareness on sustainability activities</li> </ul>	<ul style="list-style-type: none"> <li>Refer to Our Customers Section page 24 ,Our Services Section page 20 and Sustainability Section page 44.</li> </ul> 
<b>Aramex</b> had 19,977 shareholders in 2021, with the largest individual shareholder owning less than 10 percent.	<ul style="list-style-type: none"> <li>Annual General Meetings.</li> <li>Annual Reports</li> <li>Quarterly Earnings Reports Press releases</li> <li>Online section for Investor Relations</li> <li>Direct contact through the</li> <li>Investor Relations Office</li> </ul>	<ul style="list-style-type: none"> <li>Elevated returns on investments.</li> <li>Effective and efficient governance</li> <li>Outstanding corporate and brand reputation</li> <li>Sustainable long-term growth</li> <li>High integrity and transparency</li> </ul>	<ul style="list-style-type: none"> <li>Read about our efforts in our Governance Section page 87.</li> </ul> 
<b>Business Partners</b>	<ul style="list-style-type: none"> <li>Ongoing negotiations, Transactions and service provision.</li> <li>Long-term business relationships with Aramex</li> <li>Aramex Advisory Services</li> </ul>	<ul style="list-style-type: none"> <li>Accessibility of new business ventures with Aramex</li> <li>Increasing value to partners</li> <li>Preservation of ethical Values</li> <li>Maintaining compliance</li> </ul>	<ul style="list-style-type: none"> <li>Read about our efforts in sections: Our Services and Our Customers Sections (pages 20 and 24), SIME Business Hub (page 28), Supplier evaluation and risk and compliance efforts (pages 52).</li> </ul> 
<b>Our Communities</b>	<ul style="list-style-type: none"> <li>Ongoing, through sustainability projects and partnerships</li> <li>Continuous assessment of the impact</li> <li>Stakeholder engagement sessions</li> </ul>	<ul style="list-style-type: none"> <li>positive social returns to the community</li> <li>Preservation of human rights</li> <li>Provision of employment opportunities and job creation</li> <li>Mitigating any negative impacts resulting from operations</li> </ul>	<ul style="list-style-type: none"> <li>Read about our efforts in section: Sustainability Section page 44.</li> </ul> 
<b>Our Environment</b>	<ul style="list-style-type: none"> <li>Ongoing, through sustainability projects and partnerships.</li> <li>Continuous assessment of the impact of our operations and sustainability efforts</li> </ul>	<ul style="list-style-type: none"> <li>Mitigating negative impacts</li> <li>Encouraging and enhancing the adoption of environmentally technologies and innovations</li> </ul>	<ul style="list-style-type: none"> <li>Read about our efforts in Section our Environmental Stewardship and climate change mitigation section page 49.</li> </ul> 



## Priority Areas and Materiality

Our priority areas are determined using an iterative and rigorous process which is reinforced by core interrelated facets:



Our robust and continual engagement with our external and internal stakeholders ([stakeholder engagement](#)), helps us identify the material aspects of our operations from various standpoints and across the different global, regional, and local contexts.



## Navigating this report

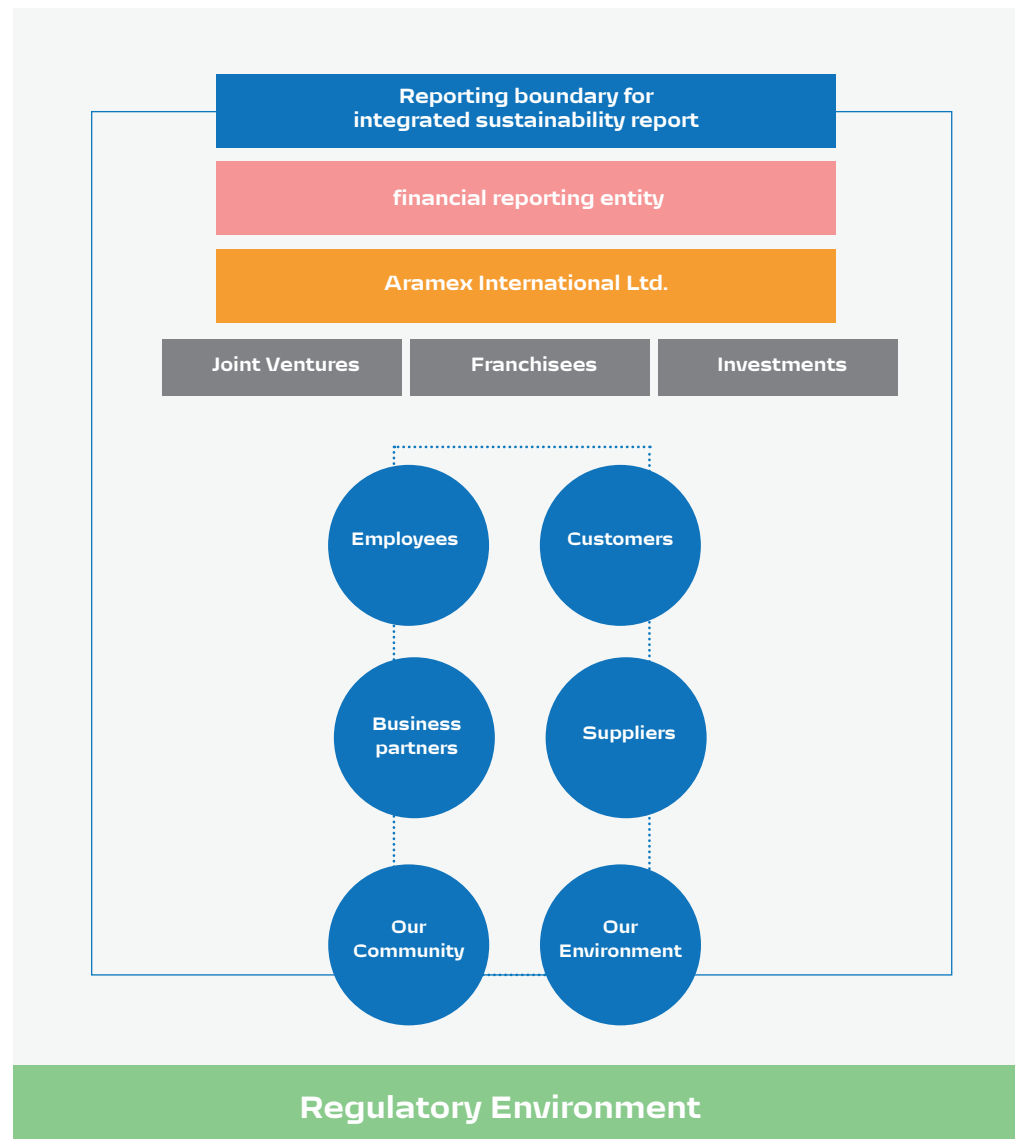
This report represents the different activities, initiatives, and progress measurements related to our material aspects for 2021. We aim to provide a holistic and comprehensive report which speaks to the different standards we adhere to. Here is how to navigate this document:

### Global Reporting Initiatives Sustainability Reporting Standards

Our report is in line with the GRI standards, and therefore, we report on several material aspects using indicators spanning Economic, Environmental, and Social concerns our materiality index is on page 75. Indicators related to our material aspects can be found at the bottom of the respective section/ page with relevant information.

## Reporting Boundaries

You can learn more about our reporting process here ([reporting process section](#))





## International Integrated Reporting Council (IIRC) Framework and Value Reporting

We aim to report in line with the International Integrated Reporting Council (IIRC) Framework, underscoring the flow and value creating activities as they relate to our 6 capitals, defined below. Throughout this report, you will find the below icons referring to respective capitals in action in the relevant sections.



### Financial

Pool of funds that is available for us to use in the production of goods and services, obtained through financing or generated through operations and/ or investments



### Manufactured

Manufactured physical objects that are available for our use in the provision of our services, including buildings, vehicles, equipment, infrastructure (owned or used by Aramex).



### Intellectual

Our organizational and tacit knowledge, systems, procedures, and protocols. Brand value and reputation.



### Human

The competencies, capabilities, and experience, as well as training and innovation of our people. The alignment with and support for our governance framework, as well as our risk management approach and ethical values. Our recognition of human rights. This includes the ability to implement our strategy, and the motivations of our people to improving our services along with their ability to lead, manage, and collaborate in delivering value to stakeholders



### Social and Relationship

Key partnerships and relationships established with the community, stakeholders, and other relevant networks with the goal to improve well-being and share information. This includes our culture and values that strive to build and protect customers, employees, suppliers, partners, community members, and other stakeholders.



### Natural

All renewable and non-renewable environmental resources that provide goods and services supporting current and future prosperity.



## United Nations Global Compact

We report on our adherence and efforts towards the United Nations Global Compact Principles, you can find information on each corresponding principle in the sections indicated below:

Principle	Definition	Relevant Section(s)
<b>Principle 1</b>	support and respect the protection of internationally proclaimed human rights	Our people, Sustainability, Risk and Compliance, Disclosure on Management Approach, Materiality Index
<b>Principle 2</b>	make sure that they are not complicit in human rights abuses	Our people, Sustainability, Risk and Compliance, Disclosure on Management Approach, Materiality Index
<b>Principle 3</b>	uphold the freedom of association and the effective recognition of the right to collective bargaining;	Our people, Risk and Compliance, Materiality Index
<b>Principle 4</b>	elimination of all forms of forced and compulsory labor;	Our people, Sustainability, Risk and Compliance, Materiality Index
<b>Principle 5</b>	effective abolition of child labor	Our people, Sustainability, Risk and Compliance, Materiality Index
<b>Principle 6</b>	elimination of discrimination in respect of employment and occupation.	Our people, Sustainability, Risk and Compliance, Materiality Index
<b>Principle 7</b>	support a precautionary approach to environmental challenges;	Our people, Sustainability, Risk and Compliance, Disclosure on Management Approach, Materiality Index
<b>Principle 8</b>	undertake initiatives to promote greater environmental responsibility; and	Our people, Sustainability, Risk and Compliance, Disclosure on Management Approach, Materiality Index
<b>Principle 9</b>	encourage the development and diffusion of environmentally friendly technologies.	Our people, Sustainability, Risk and Compliance, Disclosure on Management Approach, Materiality Index
<b>Principle 10</b>	work against corruption in all its forms, including extortion and bribery.	Risk and Compliance, Disclosure on Management Approach, Materiality Index

## Sustainable Development Goals

Aramex continues its efforts towards the achievement of the United Nations Sustainable Development Goals, especially in relation to Goals 1, 4, 5, 8, 9, 10, 13, 12 and 17, while also contributing to other areas of the SDGs. This is a non-binding and voluntary initiative taken on Aramex's behalf driven by our belief of the value of this work.



Goals and Definitions	Relevant Section(s)
<b>SUSTAINABLE DEVELOPMENT GOAL 1</b> End poverty in all its forms everywhere	Sustainability, About Aramex
<b>SUSTAINABLE DEVELOPMENT GOAL 4</b> Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	Sustainability and Ruwwad
<b>SUSTAINABLE DEVELOPMENT GOAL 5</b> Achieve gender equality and empower all women and girls	Our People, Sustainability
<b>SUSTAINABLE DEVELOPMENT GOAL 8</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Our People, Sustainability
<b>SUSTAINABLE DEVELOPMENT GOAL 9</b> Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	About Aramex, Our Services, Our Customers, Digital Transformation, Sustainability
<b>SUSTAINABLE DEVELOPMENT GOAL 10</b> Reduce income inequality within and among countries	Our People, Risk and Compliance, Sustainability
<b>SUSTAINABLE DEVELOPMENT GOAL 12</b> Ensure Sustainable consumption and production patterns	Sustainability, about aramex
<b>SUSTAINABLE DEVELOPMENT GOAL 13</b> Take urgent action to combat climate change and its impacts	Sustainability
<b>SUSTAINABLE DEVELOPMENT GOAL 17</b> Strengthen the means of implementation and revitalize the global partnership for sustainable development	Sustainability



# Value Creation Model



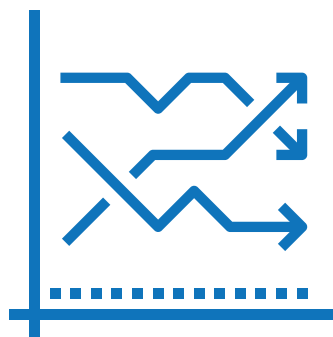
# Key Non-financial Goals

## Sustainability



- Add three more solar system in three locations.
- We plan to continue introducing EVs into our fleet.
- Reduce aramex Carbon emissions by 5%.
- We are planning 100% ISO14001 certification by 2023.

## Commercial



- Double down on high margin verticals including e-commerce and pharma.
- Grow size of wallet from existing customers organically and through cross selling our various service offerings.

## HSE



- Increase the reporting of any near misses using the new tool, in order to come up with plans to reduce near misses.
- Reduce the LTI (Lost time injury) by 5%.
- Reduce the road accident per shipment ratio by 5%.

**We aim to continue building on this momentum in 2022 with the following objectives:**

- Conducting our Global Security Assessment on all locations and facilities
- Increasing screening capabilities in high-risk countries and upgrade old technologies used
- Increasing the Security incident reporting using the new "Riskconnect EHS" tool.