



Corporate Compliance Policies

COM 1151 - (C) Aramex Conflict of Interest Policy – External

1. Policy Purpose

The purpose of the Aramex Conflict of Interest Policy ("Policy") is to give clear instructions to Aramex employees and other Related Parties¹ on identifying, avoiding, and disclosing conflicts of interest.

This Policy:

- Describes the various forms of conflicts of interest.
- Illustrates situations where conflicts of interest might arise and the recommended course of action; and
- Details the avenues of support to be used for reporting compliance concerns and gaining additional guidance.

Just because a conflict of interest exists does not necessarily mean that it is unacceptable and cannot be resolved. Often, these situations cannot be avoided so it is important to recognize when they do exist and know how to deal with them.

2. Applicability

This Policy applies to all employees of Aramex and its worldwide Related Parties, including officers, directors, full-timers, part-timers, contract and temporary employees. It covers all aspects of work, transactions, activities and business endeavors.

3. Applicable Laws

Aramex is committed to fair and ethical business practices and avoiding corruption of all kinds, including conflict of interest. We abide by all applicable anti-corruption laws, including the Foreign Corrupt Practices Act (FCPA) of the United States, the U.K. Bribery Act (UKBA), the United Nations Convention against Corruption (UNCAC) and the local laws in every country in which we operate ("Applicable Laws").

Some countries in which we operate may have laws stricter than those mentioned in this Policy. As a general rule, we follow the most stringent law, regulation or policy applicable to our business in these countries.

The combination of Applicable Laws and our global presence requires maximum alertness to corruption and full awareness of how to recognize and eliminate it from any transaction we take part in. In case of any doubt about what is expected of you under the Applicable Laws or this Policy, you must seek guidance from the Compliance or Legal Departments.

4. Responsibility (Call for Action)

As employees and Related Parties of Aramex, we are all responsible to uphold the company values and conducting business with integrity and honesty. The following actions must be taken to fulfill our commitment to fair and ethical business practices:

- Step away from situations that involve a conflict of interest or those that may be viewed as involving a conflict of interest.
- Stay alert to any red flags suggesting wrongdoing by another employee or a Related Party.
- Support and encourage other employees and Related Parties to comply with this Policy.

¹ **Related Parties:** subsidiaries, affiliates, joint ventures, franchisees, agents, consultants, contractors, sub-contractors and anyone else who perform services for or acts on behalf of Aramex.



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4.1. Reporting Violations

Reporting any known, suspected, or attempted violations of Aramex’s Code of Conduct, may anonymously be reported through the following methods:

a. Case Management System “Lighthouse”

- Via logging into www.lighthouse-services.com/aramex: and following the various steps below:
 - a. Select your language accordingly.
 - b. Then, click the Submit key to start reporting your case.
 - c. Please note that you will need to answer a few questions related to your allegation prior to reporting the allegations’ description.

b. Hotline “Toll-Free” Telephone as follow:

- By calling one of the various external telephone numbers as below:

Region	Country	Telephone Number
GCC	United Arab Emirates (UAE)	800 0320692
	Saudi Arabia (KSA)	800 850 1502
MENAT	Jordan	06 429 6441
North Africa	Egypt	150 169 2053
Sub Saharan Africa	South Africa	080 098 2093
North America	USA & Canada (English)	833-203-5713
	USA & Canada (Spanish)	800-216-1288
	Canada (French speaking)	855-725-0002
Rest of the World	<i>Please refer to the Whistleblowing Policy</i> Aramex Whistleblowing Policy	