



Policy Scope

This policy applies to Aramex's operations, employees of all levels, contractors, suppliers, and business partners. We expect that our stakeholders respect these standards. Since we are a multi-national company, this policy also adheres to local, national, and international legal and laws, policies and procedures related to social responsibility.

Policy Purpose

Now more than ever, we are seeing the world's leading companies adopt sustainable practices and restricting their business to companies in compliance with those practices. Aramex's proactive approach assures that we are always ahead of international norms and leading the way towards better sustainability outcomes.

This social Policy (hereinafter the "Policy") establishes the general principles and requirements that guide Aramex's commitments, procedures, and efforts related to social responsibility, welfare, work, health across all Aramex operations

What is sustainability

Sustainability is a complex concept. The most often quoted definition comes from the UN World Commission on Environment and Development: "sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Our definition of sustainability management is the integrated development and growth of our economic, environmental, and social performance in a manner that optimizes value for all our stakeholders. We believe the concept of sustainability holds tremendous opportunity for our company and our stakeholders, and for our world.

Policy Introduction

Aramex is a global company, and serving the community lies in our core value that we strive to maintain in all of our operations. Sustainability is an integral part of Aramex and is a key component that drives the decisions we make.

To that end, we are actively developing a culture where innovation can thrive. With continuous investment in our people, technology, infrastructure, and the implementation of innovative solutions, we satisfy our customers evolving needs and deliver the maximum value to our stakeholders along with maintaining partnerships with local communities.

We understand that the well-being of our communities is inextricably linked that of Aramex and therefore make identifying their needs and interests the bedrock of our community engagement approach. We believe that we must work with society to improve and maintain our sustainability progress.

We identify initiatives that enhance our positive impacts in the community while minimizing negative impacts.



Aramex's longstanding partnership with the United Nations via the UN Global Compact and The UN Sustainable Development Goals reflects our commitment to solving problems that transcend geographical borders and working to achieve a better future for all. From our recruitment and employment model, our investment in promising entrepreneurs and local communities, youth education and empowerment programs, high impact environmental initiatives, and inclusive engagement with all of our stakeholders, we align our strategy from the corporate to the local levels with the United Nations Sustainable Development Goals in policy and practice.

➤ **Pillars of sustainability**

To achieve true sustainability, we need to balance economic, social and environmental sustainability factors in equal harmony. And in addition to community engagement and active citizenship including emergency relief, we focus on the following three pillars of sustainability:

1. **Education and Youth Empowerment:** At Aramex we believe that an empowered and educated youth has the capacity to transform the world around them. Education and empowerment are critical elements of Human Capital that can mean the difference between generational poverty and generational social.
2. **Environmental Stewardship and Climate Change Mitigation:** Environmental sustainability means that we are living within the means of our natural resources. To live in true environmental sustainability, we need to ensure that we are consuming our natural resources, such as materials, energy fuels, land, water...etc, at a sustainable rate. Some resources are more abundant than others and therefore we need to consider material scarcity, the damage to environment from extraction of these materials and if the resource can be kept within Circular Economy principles. Environmental sustainability should not be confused with full sustainability, which also need to balance economic and social factors.
3. **Entrepreneurship** has been interwoven into the fabric of Aramex since our founding; it is a mindset, a strategy, and a constantly evolving practice. We recognize that under the right conditions, an economic ecosystem that supports entrepreneurship is not only a driver of business, but also a powerful force for socio-economic development.

➤ **Objectives and Targets:**

This policy is fully endorsed by Aramex management and is communicated to all employees, strengthening our commitment to achieving our sustainability objectives and targets outlined below:



Corporate Sustainability Polices

CSR 1351 – (A) Social Responsibility Policy

- Utilize innovation, technology and alternative energy resources that contribute to reducing our carbon footprint and our consumption of non-renewable energy
- Continue investing in clean technologies across our operations and infrastructure, as well as reduce our waste output and expand our recycling initiatives.
- Invest in, and empower our people, enhance customer experience, and encourage innovation and entrepreneurship, and always opt for socially and environmentally responsible practices
- lead our sector in sustainability through constantly improving, innovating, and strategizing our approach.
- Continue to be pioneers in the transition to all relevant standards, which we hope will enable us to continue enhancing our sustainability efforts in a more effective, stakeholder-focused, and comprehensive manner.
- Foster a culture where innovation can thrive and we will continue to invest in our people, technology, and infrastructure, implementing innovative solutions to satisfy our customers' evolving needs, delivering maximum value to our stakeholders and maintaining partnerships with local communities.
- Promote our Startup Support Program to helps entrepreneurial organizations accelerate their growth and operate sustainably as they expand and mature by providing them more access to our Capitals, particularly our Financial, Human, and Social and Relationship Capitals
- Focus on increasing economic growth, access to quality education and fair employment, and taking steps to mitigate climate change and its impacts globally.
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- Adhere to governance best practices including Human and Labor Rights, Environmental Compliance, as well as general compliance with international and local laws and regulations to make sure we are complying with local, national, and international regulations related to human labor rights and environmental and governance-related issue.
- Work on forming coalitions with a variety of local and international organizations on initiatives that support youth education and empowerment.
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- Focus on increasing economic growth, access to quality education and fair employment, and taking steps to mitigate climate change and its impacts globally.
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- Continue supporting students to explore their leadership potential as well as help them develop many professional and personal skills.
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- Promote 'Green' corporate culture and eco- friendly behavior within Aramex through increasing employees' awareness of their individual and collective environmental impact and encouraging recycling.

➤ Policy Commitments and Details

This policy is fully endorsed by Aramex management and communicated to all employees to adopt social responsibility practices by:

- Reporting Violations
- Reporting any known, suspected, or attempted violations of Aramex's Code of Conduct, may anonymously be reported through the following methods:
- Case Management System "Lighthouse"
- Via logging into www.lighthouse-services.com/aramex: and following the various steps below:
- Select your language accordingly.
- Then, click the Submit key to start reporting your case.
- Please note that you will need to answer a few questions related to your allegation prior to reporting the allegations' description.
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- Hotline "Toll-Free" Telephone as follow:
- By calling one of the various external telephone numbers as below:
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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	

➤ Policy Review



Corporate Sustainability Policies

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This policy is reviewed periodically (once annually at minimum) by Aramex Sustainability Department to ensure that comprehensiveness and completeness, as well as alignment with strategy and requirements, both external and internal.