

Investor relations communications policy

Updated March 2024 | Version 2

Policy Purpose

Aramex is committed to implementing and adhering to international best practices in investor relations. The Investor Relations Communications Policy serves as a guideline in how Aramex intends to keep its investment community – including shareholders, prospective investors, equity research analysts and ESG analysts – informed of important and material corporate developments.

IR Objectives

- Proactively engage with the investment community and communicate a clear and accurate representation of Aramex’s investment proposition, including our past and current performance as well as our growth prospects and strategy plans
- Maintain an open dialogue with the investment community and regularly request feedback on company IR communications and practices with the aim of improving these to satisfy our stakeholder communication requirements
- Provide the investment community with equal and regular access to Aramex information through published materials on the IR website, and through meetings, calls or conferences with senior management and the investor relations department
- Aramex PJSC is listed on the Dubai Financial Market (“DFM”) in the United Arab Emirates (“UAE”). Therefore, the IR policy aims to ensure that all investor communications abide by local disclosure regulations

IR Strategy

- Continue proactive, transparent and relevant communications to enable the market to achieve a fair valuation for Aramex shares
- Increase the visibility of the Aramex investment proposition among international investors while maintaining regular interactions with local and regional investment communities
- Maintain 100% foreign ownership allowance ensuring equal trading opportunity for all shareholders and prospective investors in the region or internationally
- Encourage equity research analysts to take up and maintain coverage of the Aramex stock

IR Practices

1. Disclosure Principles

- Aramex has a clear set of disclosure principles, policies and practices to ensure its disclosure and communications with the investment community are relevant, transparent, simultaneous, accurate and timely
- Aramex publishes regulatory filings and corporate announcements in English and Arabic languages and these are made available on the corporate website
- The Investor Relations department is the first point of contact for any communication between Aramex and the investment community

2. Regular IR Activities and Communications

Aramex communicates with the market on a regular basis and typically discloses the following information during meetings or via written materials:

- Quarterly financial results
 - Quarterly financial statements
 - Quarterly investor presentation summarizing Aramex's financial results for the respective quarter
 - Quarterly IR Data Book
 - Quarterly Earnings Press Release
 - Management commentary and live Q&A during the quarterly investor call
 - Quarterly Investor Call Transcripts
- Aramex Business Profile Presentation / Roadshow Presentation
- Aramex ESG Presentation
- Aramex Integrated Annual Report
- Aramex Annual General Meeting

Meetings can take place in one-on-one or group format, or during investor roadshows and conferences.

3. IR Website and other channels of communication

Aramex shares information through suitable written and electronic channels including but not limited to announcements on the DFM, the IR section of the Aramex corporate website, and through press releases and statements to appropriate media or social media outlets.

- The Aramex IR team maintains the following information on the Aramex IR website page: financial information and regulatory filings, investor presentations and reports, share price information, analyst coverage and recommendations, shareholder information including dividend payments and shareholder structure
- The Aramex financial calendar is published on the IR website to provide the market with visibility on key company events such as dates of the financial results announcements and group investor calls, AGMs, investor conferences and roadshows

4. Quiet Period

Aramex observes a quiet period starting on the last day of the financial quarter and until the publication of the financial statements for the respective financial quarter, during which period of time Aramex restricts interactions with the investment community, including meetings and investor conferences.

5. Confidentiality and no comment policy

Aramex has a no comment policy on the following matters:

- Commercially sensitive information regarding developments in its business lines or products, staff, technology and AI rollout, and other aspects that may impact our competitive position in the market
- Market rumours, unless required by the regulator to issue a clarification on rumours circulating in the public domain
- Share price or trading volumes or patterns of key buyers and sellers
- The likelihood that it will meet, exceed or fall short of equity analysts' estimates. In the event that Aramex receives a request from an external party to share an analyst research report or model, it will decline such request and refer the external party to the website of the respective analyst house
- Any third party activity, disclosure or market rumour

6. Company spokespeople

For the purpose of interactions with the investment community, the authorized spokespeople at Aramex are:

- Chief Executive Officer or his Delegates such as COOs
- Chief Financial Officer or his Delegates
- IR Department Representative

The first point of contact for all buy-side and sell-side will be the Investor Relations Director. All introductory meetings will be held by the Investor Relations Director, who will also provide regular updates on company performance and strategy.

7. Shareholder and investor feedback

Aramex encourages a two-way dialogue with its shareholders and investment community, and welcomes feedback and suggestions from the market. The investor relations department receives and collects feedback from the market and keeps the Aramex Board of Directors and Management informed of said feedback.

- Shareholders and investors may contact the IR department at any time, through the contact details provided on the Aramex investor relations webpage
- In addition, the IR department runs regular investor audits and feedback sessions with current and past shareholders, analysts and prospective investors, on a non-name attributable basis to protect confidentiality and to encourage a candid discussion.
- Stakeholders wishing to provide feedback on company IR activities, business strategy, financial developments or other company topics, are invited to contact the IR department.

IR Contact Details

The Aramex investor relations team may be contacted on email at InvestorRelations@Aramex.com or via phone on +971 (600) 544000 (extension 6986).