



Corporate Compliance Policies

COM 1151 - (I) Aramex Whistleblowing Policy – External

1. Policy Purpose

This policy is intended to remind employees and Related Parties¹ of their responsibilities to uphold Aramex's values and to conduct business ethically, with integrity and honesty in accordance with the Code of Conduct.

Part of this responsibility includes an obligation to report suspected cases of non-compliance with the Code as well as concerns of wrongdoing or malpractice, without fear of retaliation.

The purpose of this Policy is to:

- Encourage you to feel confident in reporting concerns.
- Provide safe, simple and globally consistent avenues for you to raise those concerns and receive feedback on any action taken in relation to them.
- Reassure you that any retaliation suffered by you because you have raised a genuine concern, will not be tolerated by the Company.

2. Applicability

This policy is non-contractual and is subject to review and change from time to time.

This policy applies to all employees of Aramex and its world-wide Related Parties. It also applies to separated employees, who are encouraged to raise any concerns under this policy with Human Resources as part of the exit process.

This policy applies to all aspects of work, commercial transactions, activities and business endeavors.

3. Applicable Laws

We are committed to fair and ethical business practices and avoiding corruption of all kinds and we will investigate reported potential violations. We will abide by all applicable laws, including relevant local and international laws.

The laws relating to whistleblowing vary from country to country. Therefore, this policy is subject to the local whistleblowing legislation at the whistleblower's place of work. In the case of any inconsistencies between this policy and the relevant law, the law will take precedence.

4. Reporting Arrangements and Anonymity

If you witness any potential violations, you must speak with us. We operate under a no retaliation policy, which means that we will never retaliate against or subject to unfavorable treatment, anyone who reports a genuine concern to us.

¹ **Related Parties:** Aramex subsidiaries, affiliates, stakeholders, customers, joint ventures, business partners, franchisees, consultants, contractors, sub-contractors, directors, officers, and anyone else who works for or acts on behalf of Aramex (or who has worked for or acted on behalf of Aramex).



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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	<p>The process shall be as follows: Please refer to Annex 1 for other country codes</p> <ul style="list-style-type: none"> • an English-language voice prompt will ask for the number you are calling. • Enter our toll-free number: 800-603-2869. <u>There is no need to dial "1" before the toll-free number.</u> • You are now connected to the hotline. • If not in English, and if needed, an interpreter will join the call in 2-3 minutes. The Lighthouse operator will interview you, aided by the interpreter. • A report in English is then sent to the designated recipient(s) of your company. 	





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c. Anonymous Reporting App from Lighthouse Services

This app can be downloaded to your phone and will enable you to submit new anonymous reports and follow up on anonymous reports related to an issue at your company or organization. In order to use the app:

First, download it to your phone and install it.

<ul style="list-style-type: none">• If your phone is an iPhone, download the app here or scan this code 	<ul style="list-style-type: none">• If your phone is not an iPhone, download the app here or scan this code 
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Your report will be treated with the highest level of confidentiality, and we will use our best efforts to ensure that your identity is not disclosed. In certain countries, there are additional reporting mechanisms, which should be discussed with the Risk and Compliance Department.

To assist in assessing or investigating your concerns, it is essential to report in good faith and provide all required details of the reported allegations.

d. Additional & Other Reporting Methods

In addition, cases can always be reported, or guidance sought from a member of the following departments by email, phone, or face to face:

- Corporate Risk & Compliance Department.
- Legal Department.
- Human Resources Department; or
- Your direct Manager (unless the nature of your concern makes you uncomfortable or doing so is inappropriate, for example, because the concern relates to them).

It is important to remember that false allegations may lead to appropriate disciplinary action



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8. ANNEX 1

Direct Toll-Free Access Codes

Country	AT&T Direct® Access Code	Country Code	Footnotes
Albania	00-800-0010	355	"A"
American Samoa	1-800-225-5288	684[*]	
Anguilla	1-800-225-5288	264[*]	"C,E"
Antigua and Barbuda	#1	268[*]	"C,E"
Antigua and Barbuda (Select Hotels)	1-800-225-5288	268[*]	"C"
Argentina	0-800-555-4288	54	
Argentina	0-800-222-1288	54	
Australia (Optus)	1-800-551-155	61	"27"
Australia (Telstra)	1-800-881-011	61	"27"
Austria	0-800-200-288	43	"E,27"
Bahamas	1-800-872-2881	242[*]	
Bahrain	800-00-001	973	
Bahrain (military call centers)	800-000-05	973	
Bahrain (military onboard cell phones)	800-000-00	973	
Barbados	1-800-225-5288	246[*]	"C,E"
Belarus	8^800-101	375	"01,05"
Belgium	0-800-100-10	32	"A,27"
Belize	811	501	"D"
Belize (Hotels Only)	555	501	"D,06"
Benin	102	229	"A"



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Country	AT&T Direct® Access Code	Country Code	Footnotes
Bermuda	1-800-225-5288	441[*]	
Bolivia	800-101-110	591	"A"
Bolivia (Spanish)	800-101-111	591	"C"
Brazil	0-800-890-0288	55	"04"
Brazil (TIM)	0-800-888-8288	55	"27"
British V.I.	1-800-872-2881	284[*]	"C,E"
Brunei	800-1111	673	
Bulgaria	00-800-0010	359	"D,04"
Cambodia	1-800-881-001	855	"07"
Cayman Isl.	1-800-225-5288	345[*]	"C,E"
Chile (Claro)	800-225-288	56	"4"
Chile (ENTEL)	800-360-312	56	"27"
Chile (ENTEL)	800-360-311	56	"A,27"
Chile (Easter Island via ENTEL)	800-360-311	56	"27"
Chile (Easter Island)	800-800-312	56	"4"
Chile (Telefonica)	800-800-288	56	"4"
China - North, Beijing CNGC	108-888	86	"B,D"
China, PRC - South, Shanghai (China Telecom)	10-811	86	"D"
Colombia	01-800-911-0010	57	
Colombia (Spanish)	01-800-911-0011	57	
Costa Rica	0-800-011-4114	506	"D"
Costa Rica (English)	800-225-5288		



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Country	AT&T Direct® Access Code	Country Code	Footnotes
Costa Rica (Spanish)	800-228-8288		
Croatia	0800-220-111	385	
Cyprus	800-900-10	357	"A"
Czech Republic	00-800-222-55288	420	"D,04"
Denmark	800-100-10	45	"27"
Diego Garcia	999-288	246	
Dom. Rep.	1-800-225-5288	809[*]	"34"
Dom. Rep.	1-800-872-2881	809[*]	"34"
Dom. Rep.	1-888-225-5288	809[*]	"34"
Dominica	1-800-225-5288	767[*]	"C,E"
Ecuador	1-800-225-528	593	
Ecuador (Spanish)	1-999-119	593	"D"
Egypt (Cairo)	150 169 2053	20	"A,01"
Egypt (Outside Cairo)	150 169 2053	20	"A,01"
Egypt (cellular throughout Egypt)	150 169 2053	20	"27"
El Salvador	800-1785	503	"E"
Estonia	800-12001	372	"04"
France (Hotels 1)	0-800-99-1011	33	"11"
France (Hotels 2)	0-800-99-1111	33	"11"
France (Hotels 3)	0-800-99-1211	33	"11"
France (Hotels-Paris Only)	0-800-99-0111	33	"11"
France (Orange)	0-800-99-0011	33	"27"
France (Telecom Development)	0805-701-288	33	



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Country	AT&T Direct® Access Code	Country Code	Footnotes
French Antilles (Guadeloupe)	0-800-99-0011	590	"11"
French Antilles (Martinique)	0-800-99-0011	596	"11"
French Antilles (St. Barthelemy)	0-800-99-0011	590	"11"
French Antilles (St. Martin)	0-800-99-0011	590, 599	"11"
French Guiana	0800 99 00 11	594	
Germany	0-800-225-5288	49	"27"
Ghana	0-2424-26-004	233	
Gibraltar	8800	350	
Greece	00-800-1311	30	"A,04"
Grenada	1-800-225-5288	473[*]	"C,E"
Guam	1-800-225-5288	671[*]	
Guantanamo Bay - U.S. Military Bases	2935	53	
Guatemala (Claro)	999-9190	502	"D,E,04"
Guatemala (Spanish)	999-9190	502	"D,E,04"
Guyana	159	592	
Honduras	800-0123	504	
Honduras (Spanish)	800-0123	504	
Hong Kong (Hong Kong Broadband)	800-93-2266	852	
Hungary	06-800-011-11	36	"A"
Iceland	00-800-222-552-88	354	"A"
India	000-117	91	"13"
Indonesia	001-801-10	62	"04,14"



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Country	AT&T Direct® Access Code	Country Code	Footnotes
Ireland	1-800-550-000	353	"15,27"
Ireland (UIFN)	00-800-222-55288	353	"35"
Israel (Barak)	1-80-933-3333	972	
Israel (Bezeq)	1-80-949-4949	972	
Israel (Golden Lines)	1-80-922-2222	972	
Italy	800-172-444	39	"A,16,27"
Ivory Coast (suspended as of Dec 2020)	00-111-11	225	"A"
Jamaica	1-800-872-2881	876[*]	"E"
Jamaica (Public Phones)	#1	876[*]	"17"
Jamaica (Select Hotels)	872	876[*]	"18"
Japan (KDDI)	00-539-111	81	"A,D"
Japan (NTT)	0034-811-001	81	"A,D"
Japan (Softbank Telecom)	00-663-5111	81	"A,D"
Jordan	06 429 6441	962	
Kazakhstan	8^800-121-4321	7	"A"
Kenya	0-207-602-020	254	"D"
Korea, Republic (KT)	00-729-11	82	"A,19"
Korea, Republic (LGU+)	00-369-11	82	"A,19"
Korea, Republic (Sejong Telecom)	00-309-11	82	"A,19"
Korea, Republic (US Military Bases KT)	550-HOME	82	"D,19"
Korea, Republic (US Military Bases Sejong Telecom)	550-2USA	82	"D,19"
Latvia	8000-2288	371	



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Country	AT&T Direct® Access Code	Country Code	Footnotes
Lebanon	01-426-801	961	"E"
Luxembourg	800-201-11	352	"04,17"
Macau	0-800-111	853	
Macedonia, F.Y.R	0800-94288	389	"E"
Malaysia	1-800-80-0011	60	"D"
Malta	800-901-10	356	
Mauritius	01 120	230	
Mexico (New)	800-288-2872	52	"E"
Mexico (Por Cobrar - Spanish)	800-112-2020	52	"E"
Mexico (Service Suspended)	001-800-462-4240	52	"20"
Mexico (Spanish) (Service Suspended)	001-800-658-5454	52	"20"
Micronesia	288	691	
Monaco	800-90-288	377	"A,04"
Montserrat	1-800-225-5288	664[*]	"C"
Neth/Antilles (Bonaire)	001-800-872-2881	599	"11"
Neth/Antilles (Curacao)	001-800-872-2881	599	"11"
Neth/Antilles (Saba)	001-800-872-2881	599	"11"
Neth/Antilles (St. Eustatius)	001-800-872-2881	599	"11"
Neth/Antilles (St. Maarten)	001-800-872-2881	599	"11"
Netherlands	0800-022-9111	31	"A"
New Zealand	000-911	64	"A"
Nicaragua	1-800-0174	505	"A,04"
Nicaragua (Spanish)	1-800-0164	505	



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Nigeria	0-708-060-1816	234	
Norway	800-190-11	47	"E,27"
Norway (US Military Bases)	800-199-11	47	"E,27"
Pakistan	00-800-01-001	92	"D,04"
Panama	800-0109	507	
Panama (Spanish)	800-2288	507	
Paraguay (Asuncion City)	008-11-800	595	"B,D"
Peru (Telephonica - Spanish)	0-800-50-000	51	"D"
Peru (Telephonica)	0-800-50-288	51	"D"
Philippines (Bayan) (suspended as of July 2021)	105-11	63	"A,04"
Philippines (Digitel)	105-11	63	"A"
Philippines (Globe)	105-11	63	"A"
Philippines (Option 2)	105-11	63	"A"
Philippines (PLDT)	1010-5511-00	63	"A"
Philippines (Philcom)	105-11	63	"A"
Philippines (Smart)	105-11	63	"A"
Poland	0-0-800-111-1111	48	"A,D"
Portugal	800-800-128	351	"D,27"
Reunion Island	0-800-99-0011	262	
Romania (Telekom Romania)	0808-03-4288	40	"A,04,31"
Russia	8^10-800-110-1011	7	"A,D"
Russia (Moscow)	363-2400	7	



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Russia (St. Petersburg)	363-2400	7	"A,D"
Russia (outside Moscow)	8^495-363-2400	7	"A,D,22"
Russia (outside St. Petersburg)	8^812-363-2400	7	"A,D,22"
Saipan	1-800-225-5288	670[*]	"A"
San Marino	800-172-444	378	"A"
Saudi Arabia (suspended as of May 31, 2021)	1-800-10	966	"31"
Senegal	800-103-072	221	"33"
Seychelles Is.		248	"10"
Singapore (SingTel)	800-011-1111	65	
Singapore (StarHub)	800-001-0001	65	
Slovakia	0-800-000-101	421	"D,27"
South Africa	0-800-99-0123	27	
Spain	900-99-0011	34	"27"
Sri Lanka (Colombo)	2-430-430	94	
Sri Lanka (Outside Colombo)	112-430-430	94	
St. Kitts/Nevis	1-800-872-2281	869[*]	"C,E"
St. Lucia	1-800-225-5288	758[*]	"C,E"
St. Pierre and Miquelon	0-800-99-0011	508	
St. Vincent and the Grenadines	1-800-225-5288	784[*]	"C,E"
Suriname	156	597	"26"
Sweden	020-799-111	46	
Switzerland	0-800-890011	41	"A,27"



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Country	AT&T Direct® Access Code	Country Code	Footnotes
Taiwan	00-801-102-880	886	"27"
Thailand	1-800-0001-33	66	
Trinidad and Tobago	1-800-872-2881	868[*]	"28"
Turkey	0811-288-0001	90	"A,04,12"
Turks and Caicos	1-800-225-5288	649[*]	"C,E"
U.A.E.	8000-021	971	"A,27"
U.A.E. (Military-USO and cellular)	8000-061	971	"27"
U.A.E. (du)	8000-555-66	971	"27"
Ukraine (Ukrtelecom)	0-800-502-886	380	"27"
United Kingdom (British Telecom)	0-800-89-0011	44	"D,27"
United States	1-800-225-5288	1	
Uruguay	000-410	598	
Uzbekistan (Tashkent)	00^641-744-0010	998	
Venezuela	0-800-225-5288	58	
Venezuela (Spanish)	0-800-552-6288	58	
Vietnam (VNPT)	1-201-0288	84	"29"
Vietnam (Viettel)	1-228-0288	84	"32"



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Footnotes:

- A Public phones require coin or card deposit
- B Public phones and select hotels
- C Available from airports, cruise docks and hotels only
- D May not be available from every phone/public phone
- E Public phones may require local coin payment during call duration
- 01 Fixed line phones only
- 02 May not be available from some locations
- 03 Access available at cruise docks
- 04 Not available from cellular phones
- 05 Not available from public phones or all areas
- 06 Available from Hotels Only
- 07 Available from payphones in Phnom Penh and Siem Riep only
- 08 Public phones and select hotels
- 09 Accepts Card; Operator originated, no access number
- 10 Special USADirect Dedicated Telephones
- 11 Select hotels
- 12 Requires international access
- 13 Only available from phones allowing international access and most public calling centers; may not be available from all locations; not available from public phones.
- 14 Use public phones allowing international access
- 15 From Northern Ireland use UK access code
- 16 Includes Vatican City, State
- 17 Collect calling from public phones
- 18 Card calls from select hotels and dedicated phones



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- 19 Press red button (emergency button) before dialing access number-no coin or card deposit necessary
- 20 Available from Telmex phones only
- 21 Add'l charges apply when calling outside the city
- 22 Add'l charges apply when calling outside Moscow, St. Petersburg
- 23 Available from Smolensk, Irkutsk Area, Vladivostok & Primorsky Reg, Khabarovsk Reg, Bashkortostan (Ufa), Orenburg Area, Chelyabinsk, Omsk, Tomsk, Barnaul, Perm, Izhevsk, Cherkessk, Stavropol
- 24 Available from Makhachkala (Dagestan), Ulyanovsk Area, Saransk (Mordovia Rep), Novosibirsk, Rostov-on-Don, Samara, Ekaterinburg. estan), Ulyanovsk Area, Saransk (Mordovia Republic), Novosibirsk, Rostov-on-Don, Samara, Ekaterinburg
- 25 World Connect terminates to designated countries
- 26 Public phones
- 27 Available from cellular phones
- 28 Available from Hotels only
- 29 VNPT phones (mobile and landlines including Vinaphone and Mobiphone)
- 30 Only available from Dhaka. Chittagong, Sylhet, Khulna and Bagerhat
- 31 Available only from named carrier
- 32 Viettel phones (mobile and landlines including Viettel Mobile)
- 33 Supported by local carriers 1) Tigo and 2) Orange
- 34 Available from Claro wireline and mobile phones
- 35 Accessible only from Aircom landline, Meteor, and O2

The mark " ^ " appearing in some AT&T Direct® codes means "**await second dial tone**".