



# Environmental Stewardship policy

## **PURPOSE**

This Environmental Stewardship Policy (hereinafter, the "Policy") establishes the general principles and requirements that guide Aramex's commitments, procedures, and efforts related to all environmental matters.

## **POLICY SCOPE**

This Policy applies to Aramex's operations, employees of all levels, Internal stakeholders, and business partners. We expect that our stakeholders respect these standards. For such a multi-national company, this Policy also adheres to local, national, and international legal and environmental protection laws.

## **POLICY INTRODUCTION**

Aramex is committed to environmental leadership in all its business activities.

We are actively developing an environmental culture through continuous investment in our people, technology, infrastructure, and the implementation of innovative solutions to enhance our operations and manage our carbon footprint. At Aramex, we have a keen understanding of the environmental impacts resulting from our industry and our operations. We appreciate the urgent need to address and mitigate the disruptive impacts of climate change, while also ensuring to minimize our negative environmental impacts, maintain the health of ecosystems and biodiversity, and properly manage natural resource use. As such, Aramex is dedicated to continuously enhancing the measurement, management, and reduction of our environmental impacts. We actively work to promote environmental stewardship across our value chain striving to raise awareness and understanding of environmental issues amongst our stakeholders by sharing best practices and collaborating with other companies, we aim to safeguard our natural capital and drive positive environmental change.

We comply with applicable environmental legislation and regulations, in addition to our Internal Environmental Standards and Policies, ensuring that we assess and address any gaps and potential risks, even if it means applying more stringent criteria than those required by law when we believe this to be appropriate. This Policy complies with our code of conduct.



## Environmental Stewardship policy

Aramex's longstanding partnership with the United Nations via the UN Global Compact and The UN Sustainable Development Goals reflects our commitment to managing environmental challenges that transcend geographical borders and sectors and working to achieve our goals and objectives. Our environmental initiatives and strategy are aligned with the United Nations Sustainable Development Goals in policy and practice.

**Our environmental policy provides the framework through which we can ensure that our employees, suppliers, and stakeholders are aware of Aramex's environmental standards, objectives, and targets.**

### **POLICY COMMITMENTS AND DETAILS**

**This Policy is endorsed by Aramex management and communicated to all employees to adopt environmentally responsible practices by:**

- Embedding environmental risks into enterprise risk management, compliance, and mitigation processes.
- Regularly reassess and update our evaluation of material concerns, taking into account evolving environmental challenges and emerging sustainability issues.
- Auditing our compliance with relevant internal and external standards and legislations and addressing any gaps or incidents promptly, to avoid reoccurrence.
- Setting strategic targets for the continual improvement of our environmental stewardship and sustainability efforts.
- Safeguarding our natural, social, and relationship capitals through continual assessment and enhancement of our value creation model.
- We implement due diligence of environmental standards for our suppliers through evaluation procedures.
- Incorporating environmental risk into our management strategies as a key material topic.
- Integrating environmental KPIs into the management team's scorecard as part of our governance practices, reinforcing our commitment

### **Commitment to Innovation for Environmental Sustainability:**

- Leading our sector, in whichever part of the world we operate, in Environmental sustainability through constantly improving, innovating, and strategizing our approach and operations.
- Utilizing innovation, technology, and alternative energy resources that contribute to reducing our carbon footprint and our consumption of non-renewable energy.
- Investing in, and empowering our people and communities, enhancing our customer experience, and encouraging innovation and entrepreneurship to ensure socially and environmentally responsible practices.



## Environmental Stewardship policy

- Implementing sustainable practices throughout our supply chain to minimize environmental impact, promote resource efficiency, and enhance transparency.
- Continuously monitoring, measuring, and transparently reporting our environmental performance to ensure accountability and progress toward our sustainability goals.
- Outline for strategic approach, precautionary measures, and net-zero carbon neutrality targets.
- We actively support our suppliers and customers on their sustainability journey.

### Measuring and Reporting:

- Actively measuring and reporting on our environmental impact, sustainability, and mitigation efforts, this includes measuring our Greenhouse Gas emissions, along with our water, energy, and waste footprints.
- Pioneering sustainability reporting and adhering to the highest global reporting standards.
- Enhancing our sustainability efforts, including our reporting, in a more effective, stakeholder-focused, and comprehensive manner.

### Partnerships and collaboration:

Build networks and alliances, and foster collaborations and partnerships with diverse local and international organizations to initiate and support environmental stewardship and sustainability initiatives within our sector and beyond.

We are committed to enhancing awareness of our environmental management policy and its impacts among both internal and external stakeholders. This includes:

- **Internal Stakeholder Communication:** Regularly updating employees on environmental policies, initiatives, and performance through workshops, training sessions, and internal communications channels.
- **External Stakeholder Communication:** Engaging with external stakeholders, including customers, suppliers, and the community, through targeted outreach, public reports, and sustainability updates.



## Environmental Stewardship policy

### **Environmental Culture:**

- Promoting 'Green' corporate culture and eco-friendly behavior within Aramex by increasing employees' awareness of their individual and collective environmental impact and encouraging the adoption of environmentally sustainable practices, including recycling and energy and resource-saving, both at home and in the office.

### **Active Carbon Footprint Management:**

- Committing to LEED certification (where possible) and ISO 14001 environmental management systems for our facilities in most of our operations, to ensure the effectiveness and efficiency of our ongoing environmental actions.
- Continuing our investment in clean technologies and renewable energy across our operations and infrastructure where available and regulations permit.
- Monitoring and managing energy consumption to reduce environmental impact and operational costs.

### **Environmental Compliance:**

- Expanding and ensuring environmental compliance within our network, as well as general compliance with international and local laws and regulations.
- Conducting regular reviews of environmental performance.
- Respecting and complying with local, national, and international legal and environmental protection laws, regulations, and standards to mitigate negative environmental impact including de-forestation and bio-diversity.
- Oversight of environmental performance and impact by an ESG Committee, comprised of the management team, which reports directly to the Board of Directors.

### **Management of Resource Use and Mitigation of Pollution:**

- Actively working on improving efficiency to reduce our environmental footprint.
- Working to reduce pollution of all kinds within and due to our operations and value chain.
- Improving waste management within and beyond our operations by fostering a "Reduce, Reuse and Recycle" mentality.
- Actively measuring and managing our waste streams.
- Reducing our waste output and expanding our recycling initiatives.
- Adopting a life-cycle assessment to map value chain impacts.



# Environmental Stewardship policy

## SPOTLIGHT: ENVIRONMENTAL STEWARDSHIP EFFORTS IN PRACTICE:

- One of the leading companies in actively measuring our carbon emissions and carbon footprint according to the GHG protocol since 2010.
- Company-wide training on environmental awareness and risk management, covering response protocols for all environmental aspects, which also integrates all relevant environmental standards and includes the distribution of our internal Green Handbook. All our pouches are degradable, reflecting our commitment to sustainability. We have nine solar power plants expanding our renewable energy sourcing, with a commitment to expand renewable energy investments where available and regulations permit
- Tested and adopted electric vehicles as a greener alternative for our fleet, and shifting to cleaner fuels depending on what is available per market.

### 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](http://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



## Environmental Stewardship policy

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> <u><a href="#">Aramex Whistleblowing Policy</a></u>	

### **POLICY REVIEW**

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

Issued date :12<sup>th</sup> November 2023

Reviewed date: 10<sup>th</sup> September 2024

Signed by: Mr. Manosij Ganguli - Chief Sustainability Officer