



**Aramex Modern
Slavery
Statement**



Introduction

Aramex PJSC is joint stock company listed on the Dubai Financial Market, which together with its subsidiaries worldwide (collectively "Aramex") respects and promotes ethical labor practices and is committed to operating responsibly and adhering to the highest ethical standards. Consistent with this principle, Aramex takes a zero-tolerance approach to any form of modern slavery in its operations or supply chains.

This joint statement is intended to meet Aramex's obligations under the applicable Global Modern Slavery legislation including but not limited to the requirements of section 54 of the Modern Slavery Act 2015 (UK), the NSW Modern Slavery Act 2018 and the Commonwealth Modern Slavery Act 2018 (Australia). This statement constitutes our modern slavery statement for the 2020/2021 financial year.

Our Business

With over 35 years' experience, Aramex operates a global delivery and logistics network across more than 68 countries. Approximately 16,000 Aramex employees provide a diverse range of transport and logistics solutions covering road, air and sea to help customers meet their global supply chain needs.

Aramex provides a diverse range of services to customers across the world, including:

- Freight forwarding;
- Logistics and supply chain management;
- International and Domestic Express Delivery (including domestic courier services);
- Shop and ship;
- Information Management Solutions; and
- E-commerce.

To assist in the delivery of these services, Aramex works with an extensive network of suppliers, franchisees, subcontractors and agents including (but not limited to) national and international airlines, sea lines and (regionally) leading land freight operators.

At Aramex we make sure to engage with our suppliers through different channels and on as regular basis as required. Being a local entity in the geographies we operate, we ensure to source locally where available and possible, therefore much of our spending is on local suppliers.

Our supply chain includes:

- office consumables
- promotional merchandise
- technology
- uniforms and corporate wear
- contractors and sub-contractors who deliver our services to our customers
- franchise networks



- in certain markets, call centre services;

Our policies and procedures

Aramex takes a zero-tolerance approach to any form of modern slavery within its business operations and supply chain. In support of this statement, we take the following steps to identify and manage risks of modern slavery:

1. Employment Policies and Procedures

Aramex has in place a number of policies which are designed to identify, assess and manage the risks of modern slavery in our business activities including:

(a) Aramex Code of Conduct

Aramex invests considerable time and expertise to make a positive contribution in all of the jurisdictions in which it operates. To that end, at a group level, Aramex has in place a Code of Conduct ("the Code"). The Code sets out the principles of Aramex Corporate policies that relate to legal and ethical standards of conduct. This includes policies relating to compliance, anti-corruption, non-discrimination, equal employment opportunities, equitable and fair treatment and safe, secure and healthy working conditions. The Code is stated to apply to all directors, employees, business partners, suppliers, consultants, and any other party representing Aramex.

Aramex considers that, on the whole, its implementation of the Code establishes an ethical culture and environment in which knowingly allowing modern slavery to enter Aramex's operations or supply chain will not be tolerated.

The Code is published on our website and can be found at this link:

➤ [Code of Conduct](#)

(b) Human and Labor Rights Policy

Respect for Human Rights is a fundamental value of Aramex. Aramex is committed to meeting its responsibilities to respect fundamental human and labor rights in its workplace and business operations, supply chain, and in the communities where we operate. Aramex's approach to human rights is based on human rights standards contained within the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work and the Social Accountability 8000 standard¹ (SA8000). The SA8000 is based on the Universal Declaration of Human Rights, the Convention on the Rights of the Child and International Labor Organization conventions.

The Aramex Human and Labor Rights Policy establishes our commitment to respect International Human Rights and the expectation that our directors, employees, business partners, suppliers, consultants, and any other party representing Aramex will do the same.

(c) Whistleblowing and Grievance Policies

Aramex's Whistleblowing and Grievance Policies provide a platform for individuals to raise concerns relating to their employment, suspected misconduct, breaches of the Code or any other human rights violations including modern slavery. All allegations received are taken seriously and investigated as appropriate. Aramex takes a timely and proportionate approach to implementing corrective or disciplinary actions and learnings which arise as a result of disclosures made under these policies.

Employment policies and procedures - Steps taken in last 12 months:

- In order to ensure understanding and compliance with the Code, all employees receive compliance training as part of the induction process, which is followed up by annual online training as a refresher post which they are required to sign an acknowledgement that they have read and understood the Code. In addition, all new vendors and suppliers have to complete an acknowledgement that they have read and understood the Code during the account opening process.
- As part of our continuous efforts to raise awareness and ensure human and labor rights compliance, our Human and Labor Rights Policy was the subject of an extensive review and revision in January 2021. It's implementation is scheduled for Q1 2021 and will be supported by relevant training and awareness initiatives (see below).
- We keep our Whistleblowing Policy and reporting procedures under regular review and strive for continuous improvement. As part of this, in Q4 of 2020 we ran a #YestoRespect campaign on our internal communications platform – Workplace by Facebook. This campaign consisted of a number of informative posts to raise awareness around treating others with dignity and respect and to communicate our zero tolerance approach to discrimination and harassment. The campaign further highlighted the available channels for raising concerns, in particular through our Whistleblowing reporting portal.
- In 2020 we also re-launched our internal Grievance Policy. This policy outlines the procedure and guidelines for employees to raise concerns relating to their employment and provides a mechanism for those concerns to be dealt with in a fair and constructive manner.

2. Training and building awareness

Aramex continues to raise awareness of human rights and modern slavery with training and eLearning on the Code, which is continuously developed and integrated into our training plan and implemented in relevant training programs for employees

Our performance in these areas is communicated and reported transparently in our annual sustainability report.

We also run targeted communications campaigns using our internal communications platforms such as email and Workplace by Facebook, to raise awareness on human rights issues in an engaging and impactful way.



Training and awareness - Steps taken in last 12 months:

- As at the date of this statement we are working with multiple internal stakeholders to develop comprehensive training material on Human and Labor Rights including modern slavery. In 2021, this material will be offered as both a virtual learning module through our Learning Management System as well as face to face. As mentioned in section 1(c) we have also raised awareness of human rights issues through internal communications campaigns such as "Yes to Respect".

3. Managing our relationships with third parties

Engaging third parties is a necessary part of our business. However, we understand that any illegal acts they carry out while conducting business for us may impose risks on Aramex. In order to mitigate this risk, wherever possible we only choose business partners that we would feel comfortable representing our brand and values. In support of this, we take the following steps when engaging third parties:

(a) Aramex standard contractual terms and conditions

Wherever possible, we seek to impose contractual terms on our customers and suppliers requiring them to comply with our Code and/or any applicable laws relating to human rights and modern slavery. We continuously review and update our contractual clauses to ensure they align with our internal policies and external laws and regulations.

(b) Due diligence

Our due diligence process can be divided into 3 main stages:

(i) Know Your Supplier (KYS):

- All new suppliers and vendors are required to complete a compliance questionnaire before we can open a new account;
- Our compliance questionnaire requires the collection of information about the supplier's/ vendor's ownership, the business and its reputation. Our vendor compliance questionnaire contains a section about Human and Labor Rights;
- Once the compliance questionnaire has been completed, it is reviewed by our procurement team. Subject to satisfactory responses, the completed questionnaire is a pre-requisite for our SAP team to create a new account for the supplier/ vendor;
- Before the account opening process is completed, all new suppliers/ vendors undergo a compliance screening process against Restricted Parties Lists (RPLs) ensuring legitimate engagements.

(ii) **Third Party Risk Assessment:** we analyze each party's risk factors and provide risk scores for each third party.

(iii) **Due Diligence:** we perform or request a due diligence on the parties identified as higher risk based on the Third Party Risk Assessment



score. Moreover, all franchisees undergo an external due diligence process which includes human and labor rights.

(c) Audit

We take a risk-based approach to our contracting processes and keep them under review. Using our risk-based approach we consider whether circumstances warrant us auditing our suppliers for compliance with our Code of Conduct.

Managing our relationships with third parties: Steps taken in last 12 months:

We keep our third party relationships and our internal processes for managing third party relationships under continuous review, evaluating whether any areas can be updated and improved. As part of our strive for continuous improvement, in 2020 we systemized and created a workflow process for the vendors and suppliers account opening process as outlined in part (b)(i)(KYS).

4. Potential risks in our operations and supply chains

Aramex has identified the risk of modern slavery practices in its operations and supply chains as low as we monitor and address human rights issues under our policies and procedures outlined above.

Risks that may arise within our operations and supply chains are migrant labor exploitation, equality, fair pay, excessive hours, safety and human trafficking.

5. Actions taken to address modern slavery risks - Collaboration

It is important and valuable for Aramex to work with internal and external stakeholders to develop solutions for some of the more complex and systemic problems found within a global supply chain. We believe that by maintaining strong direct relationships and undertaking collaborative work such as sharing information and resources we are all able to deliver real benefits. To this end, we have collaborated with a number of organizations including but not limited to the World Economic Forum, the United Nations Global Compact, relevant Financial and Regulatory authorities, our competitors and various sustainability groups.

Collaboration: Steps taken in last 12 months

In addition to working with the external organizations outlined above, we have established an internal cross-functional working group to tackle the risk of modern slavery in Aramex's business and global supply chain. This working group meets on regular basis and is responsible for monitoring and implementing this statement. It is also considering and developing the appropriate KPIs to measure effectiveness of steps taken in relation to modern slavery.

6. Impact of COVID-19

Aramex has worked with key suppliers throughout the pandemic to ensure the health and safety of employees and customers is the key consideration. Aramex has worked with and supported suppliers to deliver our services whilst working within local Government

guidance as this has changed over time. Where possible we created opportunities through our last mile innovation "Aramex Fleet" program and we supported communities and local governments through the delivery of goods either at no charge or at a highly discounted rates. To the best of its knowledge, Aramex has not encountered any significant issues or increased risks of modern slavery as a result of the pandemic.

7. Measuring Effectiveness, Continuous Improvement and next steps

Aramex recognizes the need to build on its understanding, oversight and management of modern slavery risks in its operations and supply chains on an ongoing basis. Good progress has been made and we continue to take new steps to manage the risks of modern slavery and human trafficking taking place in our business and supply chains. With that in mind, we set out below our focus areas for the next 12 months as Aramex continues to strengthen its ability to identify, assess and address modern slavery risks by:

- Progressing ongoing review and enhancements of our due diligence processes and controls: in 2021 we intend to review our Compliance Questionnaire issued to new suppliers and vendors, evaluating whether any areas can be updated and improved particularly in relation to human and labor rights matters. Where possible we intend to include a link to Our Human and Labor Rights Policy, Modern Slavery Statement and Code of Conduct in the Compliance Questionnaire;
- Reviewing grievance mechanisms for employees and third parties including supply chain workers and engage with suppliers to, where necessary, improve grievance and reporting processes within our supply chain;
- Continuing to review and, if necessary, updating our employment policies and procedures to maintain appropriate safeguards against modern slavery. In 2021, we will carry out a review of our Code of Conduct. As part of that review we will ensure that risks around modern slavery are sufficiently highlighted and addressed;
- Continuing to develop internal training and awareness on modern slavery and human rights, particularly for employees working in procurement. In 2021, we will roll out a learning module to our employees, dedicated to human and labor rights awareness;
- Carrying out a Global review of our contractual terms to incorporate, where possible, a specific requirement on third parties to comply with applicable modern slavery laws and a right to audit them where relevant and appropriate.

Due to the size and scope of Aramex's operations, the above proposals will commence in 2021 but are contemplated to be a long-term project.

8. Process of consultation with its entities

Aramex engages directly with senior members across various departments within its subsidiaries including Commercial, Human Resources, Legal, Risk and Compliance and its directors to prepare a joint statement and ensure a collaborative approach is taken to combat modern slavery.



Due to the alignment of our services, policies and procedures, we are confident that the consultation process is sufficient in ensuring modern slavery risks are identified, assessed, and addressed.

Potential violations of this Modern Slavery Statement should be reported through our Grievance Policy (employees only) or by emailing whistleblowing@aramex.com

This statement was approved by the Board of Aramex PJSC on 16th March 2021.