

# Independent Assurance

We consider third-party assurance to be important to the credibility of our sustainability reporting. We have sought two forms of third party review for this report – a limited sustainability assurance by Ernst and Young, and a review of our self-declared GRI rating by the GRI itself.

We treat the accuracy and reliability of our data very seriously, as well as the materiality of the issues chosen in our reporting. As we continue to develop our sustainability management, management systems, and reporting, we expect to continuously increase the comprehensiveness of the audit.

We look forward to working on addressing the recommendations provided by Ernst and Young in the coming year. We are also aiming in our 2007 Sustainability Report to achieve an A+ rating as per the GRI rating system.

		2002 In Accordance	C	C+	B	B+	A	A+
<b>Mandatory</b>	Self Declared			Report Externally Assured		Report Externally Assured		Report Externally Assured
	Third Party Checked					Report Externally Assured		
<b>Optional</b>	GRI Checked					Report Externally Assured		Report Externally Assured
						Report Externally Assured		Report Externally Assured

**ARAMEX**  
Amman,  
Jordan

### Independent Assurance Report

We have been engaged by ARAMEX (the Company) to provide independent assurance of its Corporate Sustainability Report 2006 (the Report). The preparation of the Report and its content is the sole responsibility of the management of the Company. Our responsibility is to provide 'limited assurance' on the report contents as described in the scope of assurance. This assurance report should not be taken as a basis for interpreting the Company's overall sustainability performance, except for the aspects mentioned in the scope below.

### Scope and limitation of assurance

The scope of this assurance engagement covers only the following aspects of the Report :

- **Direct economic value generated and distributed**, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. Global Reporting Initiative (GRI) performance indicator – EC1.
- **Breakdown of fleet composition** (road, air, sea and rail). GRI performance indicator – LT2.
- **Breakdown of employees** per category according to gender. GRI performance indicator – LA13.
- **Employee survey** – Accuracy and completeness of survey findings for key surveys (training; leadership and ground courier surveys)
- Number of **packages and shipments** – representing scale of the organization's activities. GRI reporting element – 2.8.
- Definition of **Materiality** in the Report.
- Compliance to applicability level B+ as per GRI G3 guidelines for Sustainability Reporting.

The assurance does not cover the following:

- Aspects of the Report other than those mentioned in the scope above.
- Activities outside the defined reporting period (01 January 2006 to 31 December 2006).
- Company position statements that describe expression of opinion, belief, aspiration, expectation, and aim or future intention provided by ARAMEX on the indicators mentioned in the scope.
- Issues related to Intellectual Property Rights and other competitive issues.

### Methodology of assurance

The assurance provided to the Report is in accordance with the International Federation of Accountants' (IFAC) International Standard for Assurance Engagements (ISAE) Other Than Audits or Reviews of Historical Financial Information (ISAE3000).

The assurance was performed by our multidisciplinary team of professionals in the field of environment, health, safety and social matters, who visited the Dubai office of ARAMEX for reviewing and verifying the information. In order to develop our conclusions, we adopted the following methodology:

#### *Discussion with the Company's Chief Projects Officer:*

We planned and organized one-to-one meetings with the Chief Projects Officer to understand his perspective on incorporating and embedding sustainability aspects of the business in the report. We also discussed the internal procedures and systems to collect and collate the data presented in the report.

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#### *Coordination with relevant personnel of the Company in Dubai and GSO Amman:*

Whenever and wherever required we coordinated with the key personnel in Dubai and GSO Amman to access databases and relevant supporting documents for the information under review.

#### *Review of the information and data presented in the report:*

As per the defined scope, we verified the information and data presented in the report through discussion with concerned personnel and by examining the relevant documentation. We understood the process of data collection and collation. We tested sample data across the Report for its auditability and accuracy. We also understood and considered various assumptions based on calculation methods as applied by the personnel wherever required.

#### *Review of definition of materiality in the Report:*

We examined and reviewed the explanation given by the Company to define materiality in the Report through discussion with the relevant personnel and review of appropriate documentation. We understood the rationale behind inclusion of information and data as material to the Company.

#### *Check the relevancy of application to 'B+' level ,as per GRI G3 Sustainability Reporting Guidelines:*

We checked the report to verify if the Report :

- Covers all information on all criteria listed under 1.1 – 1.2; 2.1 – 2.10; 3.1 – 3.13 and 4.1 – 4.17.
- Includes management approach disclosure for each indicator category of Economic, Environment, Human Rights, Labor, Society, and Product Responsibility.
- Includes information on 20 plus Performance Indicators, at least one from each of: Economic, Environment, Human Rights, Labor, Society, and Product Responsibility.

For performing the engagement, we have obtained sufficient and appropriate evidences to support the conclusions in this assurance report.

## Our Observations

As per our scope and based on our approach, our observations on the Report are as follows:

- The economic data reported for the GRI performance indicator EC1 was systematically collected and collated from the audited consolidated financial statement of the Company.
- The fleet information data covered the fleet owned and leased by 13 stations of ARAMEX, the fleet owned and sub-contracted by Two Way (a company acquired by ARAMEX in April 2006), and the sub-contracted fleet in India, which correspond to more that 70% of ARAMEX revenues.
- The fleet information data was obtained from respective stations with help official of questionnaires and was finalized through a series of email communication and was verified through an undocumented procedure from appropriate personnel in Operations and Accounts department. (We understand that the Company is developing an online Fleet Management System to effectively track fleet information data and detailed procedures to internally verify the fleet information data.)
- There were three minor cases of error in compilation and collation of fleet information data. The data was corrected and duly presented in the Report during the assurance process.
- The Company follows a grade and level based categorization of human resources. The data on human resources was sourced from a database managed by the General Services Office (GSO) of the Company in Amman. The database provides multiple data on human resources, with appropriate classification.
- The Company conducts human resources surveys through emails and questionnaires. The results for both the Training survey and Leadership survey were sourced from an online database, while the results for ground courier survey were sourced from actual compilation and analysis of questionnaires received.
- The Company uses a software package called 'InfoAxs' to monitor the number of packages and shipments, which helps minimize data handling error risks.
- For selection and prioritization of material issues, the Company has adopted a 'Sustainability Materiality matrix', that classifies sustainability issues under various levels. For inclusion in the year 2006 Sustainability Report, the Company has selected issues under Level 1 (Issues that both are identified as having a high impact on ARAMEX, and are of high importance to stakeholders). The company has selected material issues like attracting and retaining talent, climate change, economic growth and development, health and safety, marginalization in society, and traffic congestion.
- The Company has reported on 21 indicators (in addition to 7 sector supplement indicators), with at least one indicator from each indicator category as described in the GRI G3 Guidelines on Sustainability Reporting.

## Conclusions

On the basis of our assurance methodology, nothing has come to our attention that would cause us not to believe that:

- The Company has selected material issues that have a high impact on the Company and are of high importance to its stakeholders (as per the Sustainability Materiality Matrix adopted by the Company).
- The Company has reported data on the performance indicators (as mentioned in the scope above), which has been correctly transposed from internal records.
- The Report complies with the criteria described for applicability level B+ as per GRI G3 Guidelines on Sustainability Reporting.

**Ernst & Young**



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