



Aramex is a leading global provider of comprehensive logistics and transportation solutions. Established in 1982 as an express operator, the company rapidly evolved into a global brand recognized for its customized services and innovative multi-product offering. Traded on the NASDAQ from 1997 to 2002, Aramex today is a publicly traded company on the Dubai Financial Market (DFM: ARMX), employing more than 8,600 people in over 310 locations around the globe, and has a strong alliance network providing worldwide presence.

The range of services offered by Aramex includes international and domestic express delivery, freight forwarding, logistics and warehousing, documents managements and online shopping services.

History and Development – Timeline

Year	Aramex
1982	Started operations as an express wholesaler to US-based express delivery companies such as Federal Express (FedEx), Purolator, Burlington Northern, Emery, and Airborne Express
1990	Co-founded with Airborne Express the Overseas Express Carriers (OEC), an alliance of independent global express companies that functioned as a worldwide delivery network for its members to compete with larger companies
1994	Pioneered a revolutionary service concept becoming the first company to offer express, domestic, and freight forwarding services under one roof
1997	Became the first Arab company to trade its shares on the NASDAQ stock exchange
2002	On its 20 th anniversary, the company was approached by Abraaj Capital, and was acquired in a leveraged management buyout. Consequently de-listing from the NASDAQ and returned to private ownership
2003	Co-founded the Global Distribution Alliance (GDA) and the World Freight Alliance (WFA) after DHL acquired Airborne Express, and launched a state-of-the-art in-house developed global tracking system
2005	Went public on the Dubai Financial Market in a record breaking IPO with its shares traded under “ARMX”, and launched a new global strategy to expand its product offering and geographic coverage
2007	Celebrated 25 years of success and innovation, and became the first company in the region to launch a Corporate University and adopt Sustainability Reporting
2010	Weathered the economic crisis, emerging with a solid performance, released the second sustainability report, and reached new milestones in interactions with its stakeholders.

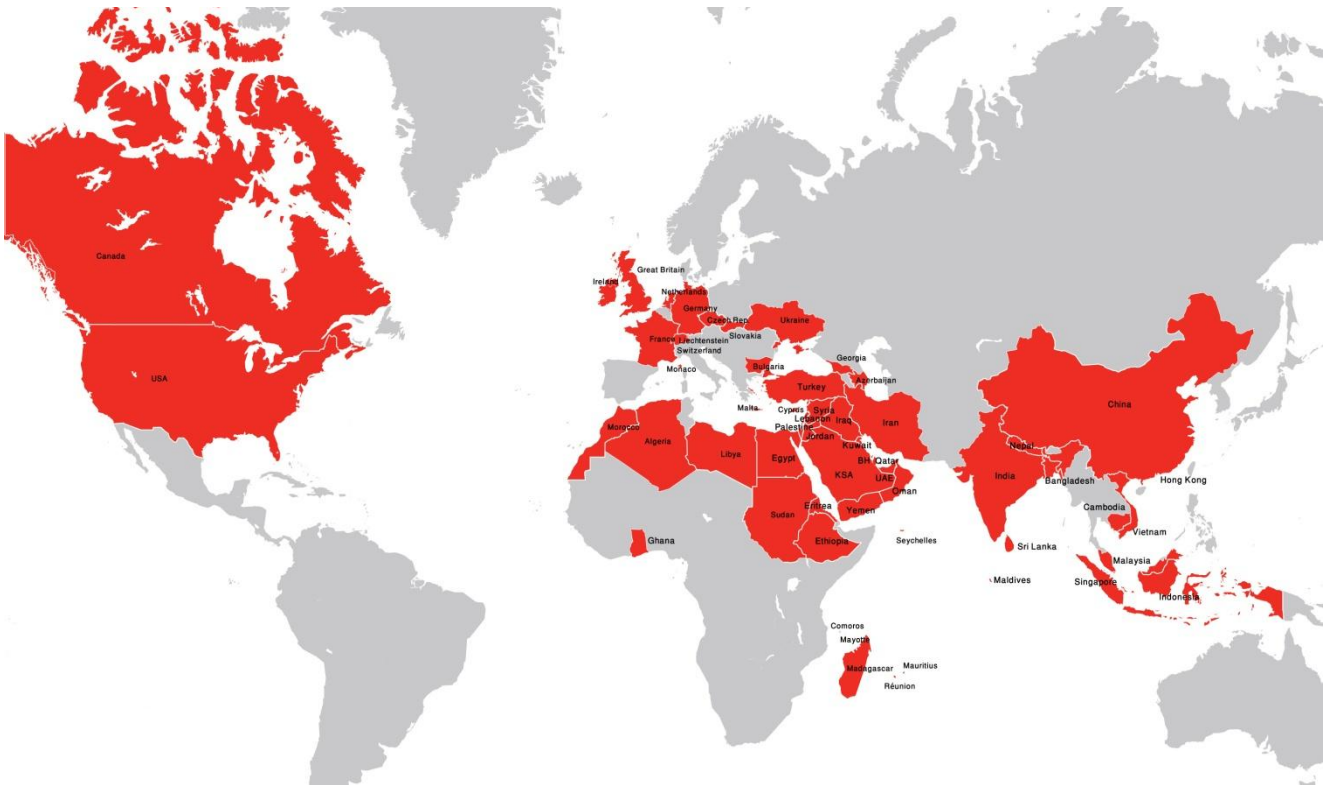
Global Network

Aramex is a founding member and chairs the Global Distribution Alliance (GDA), which brings together over 40 leading express and logistics providers from around the world, each specializing in their own region and together covering the world with the same, unified quality standards and technology of Aramex. The network has more than 12,000 offices, 33,000 vehicles and 66,000 employees serving alliance customers and attending to their business around the clock in more than 240 countries.

Aramex is also a founding member of the World Freight Alliance (WFA), a global and dynamic network of freight forwarding specialists that provide both ocean and air freight services to customers.

Aramex Offices

Today, there are over 300 Aramex offices in 58 countries and 200 major cities worldwide. The network is continuously growing and expanding.



Awards and Accolades

Aramex has won many awards throughout the years in recognition of the company's high quality services, industry entrepreneurship and the strength of its brand.

Year	Award	From
2002	Regional Express Company	Institute of Transport Management
2003	Gulf Brand of the Decade	Gulf Marketing Review Magazine
2004	UAE Superbrand	Superbrands Council
2004	Regional Express Company	Institute of Transport Management
2004	Most Used Express Courier in MENA	Middle East Travel Magazine
2006	Global Express Delivery Company	Institute of Transport Management
2006	Best Express Operator Personality of the Year in Land Transport Outstanding Achievement in Entrepreneurship in Logistics	Middle East Logistics Awards (MELA)
2007	"Retail Project" award for Shop&Ship	Global Mail Awards
2008	3 rd Party Logistics Provider of the Year Corporate Social Responsibility	Supply Chain and Transport Awards (SCATA)
2008	Best Environmental Practices	International Green Apple Awards
2009	Environment Award	British International Freight Association
2009	Dubai Award for Sustainable Transport	RTA - UAE

Aramex Services

International Express

Aramex provides a global solution for moving time-sensitive documents and parcels door-to-door around the world and within a variety of transit time options that will meet your every need.

Our International Express services offer you real-time tracking information, Proof of Delivery of your shipments, and the ability to request delivery notification by Email or SMS.

Document Express

Through an extensive network and competitive shipping rates, Aramex guarantees on time door-to-door delivery of your urgent documents to any worldwide destination

Parcel Express

Your non document shipments are specially packaged, swiftly shipped and attentively cleared through

customs to arrive on time to any global destination.

Express Inbound

In addition to exporting, Aramex enables you to import shipments from any destination in its global network to your door step.

Deferred Express

For non-priority express shipments, Aramex offers Deferred Express as an economical delivery alternative to suit your business budget.

Aramex offers a range of value-added service options to support our standard express services.

Cash on Delivery

Upon delivery, Aramex collects the full value of the sold goods on your behalf, Fees, payment method and schedules are arranged with you on a case-by-case basis.

Return Service

Aramex offers this service for retailers who wish to include a free return service with the delivery of their goods, and for your customers who are sending items to be repaired and then shipped back.

Cash Collect

Aramex offers customers the option to collect shipping charges from the sender, receiver or a 3rd Party.

Customs Clearance

Aramex offers fast and effective customs clearance. And a wide range of non-standard import and export clearance and handling services.

Insurance Coverage

On top of the standard liability, Aramex offers its customers insurance against all risks of physical loss or damage by any external cause.

Domestic Express

Aramex Domestic Express offers reliable door to door solutions for time-critical packages to be delivered within a country or city. Aramex picks up and delivers your packages within agreed delivery times with the ability to track your shipments online at any time.

Same-Day Domestic

Aramex guarantees the fastest delivery on the same day of pick up.

Next-Day Domestic

Shipments are picked up and delivered next business day.

Deferred Domestic

For your important packages that need to be delivered within 3 to 5 days door to door.

Business Solutions:

We offer a wide range of convenient services to suit your business needs.

Inter Branch Solutions

Aramex manages and delivers mail between your branches on a regular basis that meets your requirements.

Mass Mail Solutions

Aramex distributes your ad hoc or regular mass mail, including your monthly invoices to your customers, marketing and promotional materials, and event invitations.

Financial Solutions

Aramex handles the secure distribution of Credit Cards to your customers, verifies identity, and obtains a proof of delivery and returns signed forms back to you.

Telecom Solutions

Aramex stores high value SIM cards and mobile phones for Telecom operators, and upon notification, will deliver these sets to customers' door steps. Coupled with our mass mail solutions, we can deliver invoices to customers' doors and collect amounts due on your behalf.

Value Added Services

Cash on Delivery

Aramex guarantees speedy delivery of your products to your customers and a convenient and reliable payment method in which we collect the value of sold goods upon delivery.

Document Return

Aramex offers you this convenient service in which it picks up important documents that need to be signed, delivers them to your customers and then returns them without delay.

Land Freight

Extensive Land Network

Aramex has one of the largest and most advanced land freight networks in Middle East, United Kingdom and Ireland. Modern truck fleets equipped with GPS-tracking technology, scheduled services and strategically-located terminal hubs, all combine to make Aramex land freight a smart and cost-effective shipping alternative.

Customs Clearance and Door Delivery

Aramex receives your shipment at sea and air ports or directly from your warehouse, takes care of all clearance procedures or from your warehouse and delivers it to your customer's door.

Fully Integrated IT network and Tracking

Aramex offers 24-hour online tracking plus instant shipping updates by Email or SMS.

Multi-Modal Transportation

Aramex can avail various modes of transportation to get your shipment(s) delivered to the ultimate consignees. Being a Total Transportation Solutions provider, we can mix modes of shipping for your goods to reach home conveniently and cost effectively. Like air-sea, air-land, sea-land etc. Inter-modal transportation has proved to be a cost-effective and an innovative solution to certain product lines with an outstanding service and delivery system to boot.

Middle East Trucking Portal

If you are a land freight customer in the GCC you can benefit from our newly developed online service to meet all your shipping requirements.

Air Freight

Aramex offers a global and cost effective solution to all of your air freight needs. Through a worldwide network spanning the four corners of the globe, our teams of cargo professionals provide global services and local expertise to ensure complete door-to-door transportation and smooth Customs clearance at all times. Our state-of-the-art technology and network of offices around the world allow total traceability and visibility of your shipments from the moment a job is booked until it is delivered at the final destination.

Customs Clearance & Door Delivery

The multiple freight forwarding capabilities of Aramex combined with its logistics, Customs clearance, warehousing and domestic distribution networks allow you to outsource the non-core supply chain tasks of your business to one company and to one delivery network; to Aramex.

Wholesale Co-Loading

For freight forwarders who do not have agents within the Middle East, South Asia and Europe, Aramex makes its network available for providing origin or destination services to include consolidation, co-loading, Customs clearance, freight charges collection, etc.

Cool Chain Management

Aramex Perishables is a separate unit handling all kinds of perishable products like cut-flowers, fresh meat, dairy products, chocolates etc. This unit employs pioneering cool chain management procedures that maximize the retail shelf-life of products through state-of-the-art temperature monitoring, cooling techniques and timely deliveries to retail outlets.

Special Services & Project Management

Aramex will customize transportation solutions to cater to the requirements of any special needs or project that customers might have. In addition to offering the following special services:

- **Charters**
For your shipments that must move quickly and/or exclusively in one lot, Aramex offers you chartered aircraft services for any weight and to any destination around the world, anytime.
- **Exhibitions Handling**
When participating in exhibitions or when organizing one, the local know-how and the global reach of the Aramex network combine to offer an effective on-time availability of your goods on the exhibition stand, while meeting the local Customs rules and regulations covering such events.
- **Third-Party Shipping**
If you are based in point A and wish to send goods from point B to point C, Aramex can easily make this third-party shipping and distribution happen for you.
- **Multi-Modal Transportation**
Aramex can avail various modes of transportation to get your shipment(s) delivered to the ultimate consignees. Being a Total Transportation Solutions provider, we can mix modes of shipping for your goods to reach home conveniently. Like air-sea, air-land, sea-land etc... Inter-modal transportation has proved to be a cost-effective and an innovative solution to certain product lines, with an outstanding service and delivery system to boot.

Ocean Freight

Whether it's Full Container Loads (FCL), Less Than Container Loads (LCL), import or export, consolidated or project cargo – whatever your requirements may be, Aramex provides comprehensive ocean freight forwarding services. Backed by our global network of offices covering key shipping lines worldwide, highly skilled teams of experts and state of the art technology systems, our ocean freight services will take care of your cargo through the entire shipping cycle, from collection to the delivery to the ultimate consignees.

- FCL & LCL to and from all major markets
- Global cargo consolidation programs
- Customs Clearance and Door Delivery
- Container stripping / break bulk
- Full customs brokerage service
- Full documentation service
- Real time information systems
- Product insurance programs
- Cross Dock Management
- Integrated IT network of communication & tracking systems

Logistics & Supply Chain Management

Aramex is a leading transportation and logistics company. We combine our local know-how, state-of-the-art technology and international standards to provide you with a comprehensive solution for your logistics and supply chain requirements.

With one of the largest logistics and transportation networks in the world, Aramex is a dependable partner that will relieve you from the burdens of your complex day to day logistics challenges and provide you with a cost-effective tailor-made solution for your supply chain.

Our end-to-end supply chain and logistics solutions will efficiently manage the transfer of products, information and funds between your suppliers and customers allowing you to focus on reaching the full potential of your business.

Aramex will cover all stages of your supply chain from the moment your inventory leaves your suppliers until the moment it reaches your retailers or final customers.

Warehousing

Aramex understands the importance of warehousing within the wider supply chain. We will store and manage your inventory in our strategically located state-of-the art logistics centers offering bonded or duty-paid options to cater for the different needs of customers in all industry segments. Powered with cutting-edge technology, we ensure that your storage requirements and inventory management needs are met while providing real-time visibility at all levels to help you control your stock levels, streamline purchases and improve your order cycle time.

Facility Management

If you have your own storage facility or warehouse but feel that it is not operating up to its optimum efficiency level, then Aramex Facility Management should be your choice. Our facility planning team will take on the task of fully managing your facility, minimizing waste, creating better space utilization, selecting the right equipment, streamlining running expenses and raising the service standards.

Value Added Services

We can customize your products closer to the point of sale to ensure orders are fulfilled faster while keeping

your costs to a minimum. Aramex value-added services range from labeling, kitting, to light manufacturing and software installation.

Freight Forwarding & Custom Clearance

Through our extensive freight forwarding network and comprehensive transportation solutions, we offer you door-to-door delivery from one or multiple suppliers into the warehouse with smooth delay-free customs clearance.

Distribution

Our services extend beyond the walls of the warehouse. You can rely on Aramex distribution service to deliver your products to your customers through a dedicated fleet of GPS-equipped trucks that operate over a massive land network offering comprehensive supply chain solutions and providing visibility through shipment tracking.

Consulting Services

SOPs, JOPs & KPIs: Consistency and controllability are key success factors for warehouse management; Standard Operating Procedures (SOPs) and Job Operating Procedures (JOPs) are essential tools for that success. Aramex will develop Standard Operating Procedures (SOPs) and Job Operating Procedures (JOPs) for your facilities or re-write existing ones, we can also install Key Performance Indicators (KPIs) to monitor performance and keep management informed.

Facility Evaluation: Utilizing our experience in logistics, we can evaluate your existing facilities; carry out revamping and setup of new equipment. Specific areas that our teams can assess include space and labor utilization, material handling equipment requirements, layout, safety and security.

Supply Chain Strategy Analysis: Through studying your supply chain and business requirements, Aramex can help you decide whether to expand existing facilities, open up new ones, or close existing ones. We will help you decide on the size and location of the new facilities. No matter how complex your facility location problem is, our advanced operational research models can help you reduce logistics costs while maintaining your promised customer service levels.

Professional Engineering Design

Aramex provides you with a complete plan for your warehouse through architectural, electrical, mechanical and piping designs, while ensuring a suitable layout for storage, material handling and operational areas. Aramex will also go the extra mile to prepare your tender documents, send them to appropriate vendors and evaluate received tender application.

IT Services

Aramex WMS (OPTILOG): Take your warehousing operation to a new level by using our warehouse management system OPTILOG. The state of the art Aramex-developed system which will help you increase efficiency while providing management with visibility and access to information through online portals and various automated reports.

Shop&Ship

Shop&Ship service allows you to enjoy all the benefits of having a mailing address in the US or the UK without actually living there. This service offers you a personal forwarding address in the US and the UK where you can receive your correspondence as well as personal and business packages such as Internet orders, gifts, magazine subscriptions, bank statements and more. Aramex then forwards your shipments to you at very competitive rates, saving you time, effort and money.

Innovation and Technology

Innovation is deeply ingrained in our corporate culture, and has long been a driving force in the growth of Aramex services. It originally stems from listening to customers and developing new products and services that address market needs.

At Aramex, creativity is celebrated and rewarded. Small and big ideas come from all levels of the company to achieve the highest levels of customer satisfaction.

Aramex continuously invests in developing and utilizing the latest technologies to increase operational efficiency, enhance service quality, and empower its people.

Quality

Improving processes, eliminating bottlenecks and increasing efficiency of daily operations is an ongoing cycle in Aramex. We place high value on maintaining and enhancing quality in every facet of the organization. Therefore we have designed and implemented a quality management system to ensure a consistent level of high standards at all times, and we evaluate these standards regularly and work on technological and process innovations to improve upon them.

The Aramex DQMS (Documented Quality Management System) complies with the requirements of the international standard of ISO 9001:2000 and includes a set of effective systems that measure customer satisfaction in order to ensure continuous service enhancement.

People

At Aramex, we believe that quality people produce consistently excellent service, and continuously innovate to meet customer needs, which is a cornerstone of our business. Therefore we strive to attract and maintain the best talents, while continuously nurturing and offering them opportunities to achieve and innovate.

People from every part of the world work under the Aramex banner, such diversity in backgrounds and outlooks enriches our discussions, perspectives and willingness to experiment. It paints the face of Aramex with cultural and linguistic riches and exudes a sense of a truly global culture that's tightly knit with one thread.

We believe in our people. That's why Aramex promotes from within at every opportunity, invests in people development, encourages personal growth, rewards excellence and supports career progression.

Corporate Activism

For Aramex, sustainability is a strategy. Corporate activism then becomes embedded in our business model, and a reflection of how Aramex chooses to exist and operate.

As the first company in the region to report on its sustainable practices, Aramex continues to be accountable for its commitments to all stakeholders. Aramex is keen on continuously practicing its citizenship by being an active partner in development and serving its communities and the environment.

Aramex supports entrepreneurial initiatives, education and youth empowerment, sports and community organizing developing models (www.ruwwad.net) as a way to highlight the importance of human capital, citizenship and activism.

Moreover, Aramex continues to strive for new innovative measures and practices to offset its carbon footprint; from efficient, environmentally-friendly vehicles, to planting trees in several semi-arid locations, and using biodegradable or recycled material in packages, the journey never stops.

Aramex also tries to lend its technical support, expertise and know-how to disaster stricken areas in order to provide emergency relief and handle logistical support for donations.

Aramex Stations

Country	Station
Azerbaijan	BAK
Bahrain	BAH
Bangladesh	DAC
	CGP
Bulgaria	SOF
Cambodia	PNH
Canada	YUL
	YYZ
China	SHX
Comoros	YVA
Cyprus	NIC
Czech Republic	PRG
Egypt	CAI
	ALY
	FPC
	AMC
Eritrea	ASM
Ethiopia	ADD
France	PAR
Georgia	TBS
Ghana	ACC
Hong Kong	HKG
India	BOM
	DEL
	MAA
	HYD
	BLR
	IRO
	PNQ
	COK
	CCU

Country	Station
Indonesia	JKT
Iran	THR
Iraq	BGW
Ireland	XDB
	SNN
	ORK
	DBC
Jordan	GSO
	AMM
	JDA
Kuwait	KWI
Lebanon	BEY
Libya	TIP
Liechtenstein	VAD
Madagascar	TNR
Maldives	MLE
Malta	MLA
Mauritius	AMU
Mayotte	MYO
Monaco	MCM
Morocco	CAS
Nepal	KTM
Netherlands	XMS
	RTM
	AAM
	EIN
Oman	MCT
Palestine	JRS
	RMM

Country	Station
Qatar	DOH
Reunion IS	RUN
Saudi Arabia	DHA
	JED
	RUH
	XDM
Seychelles	SEZ
Singapore	SIN
	SIH
Slovakia	BTS
Sri Lanka	CMB
Sudan	KRT
Switzerland	GVA
	ZRH
Syria	DAM
Turkey	IST
United Arab Emirates	DXB
	AUH
	DRO
United Kingdom	LON
	MAN
	WBR
	CVT
	BHX
	HEY
	LNN
United States	JFK
	LAX
Vietnam	SGN
Yemen	SAH