



Human and Labor Rights Policy

aramex
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Policy Name	Human and Labor Rights Policy
Policy Content Owner	Chief Human Resources Officer (CHRO)
Effective Date of the Policy	22 nd March 2021
Main Policy Statement	To promote and respect human rights
Eligibility or Scope (What Groups are Covered by the Policy)	See "Scope of Policy"
Policy Last Updated	September 2023



INTRODUCTION

Aramex is committed to meeting its responsibilities to respect fundamental human and labor rights in its workplace, business operations, supply chain, and in the communities where we operate.

PURPOSE

Aramex's approach to human rights is based on the standards contained within:

- The Universal Declaration of Human Rights;
- The UN Guiding Principles on Business and Human Rights;
- The International Labor Organization's Declaration on Fundamental Principles and Rights at Work; and
- The Social Accountability 8000 Standard (SA8000).

Collectively, these standards shall be referred to in this policy as "International Human Rights Standards".

Respect and support for human rights is our most basic responsibility. It forms part of our culture and values and is essential for the sustainability of our business.

SCOPE OF POLICY

Reference in this policy to "Aramex" and "the Company" means Aramex PJSC and its subsidiaries.

This Human and Labor Rights Policy applies to Aramex as well as its directors and employees. We also expect our Related Parties¹ to respect International Human Rights Standards.

This policy is non contractual and may be amended, modified, curtailed and/or revoked by Aramex at any time in its sole and absolute discretion.

Aramex adheres to national law and regulation in each market in which it operates. Where Aramex faces conflicts between International Human Rights Standards and national laws, Aramex will adhere to national laws, while at the same time respecting International Human Rights Standards.

¹ Related Parties is defined as affiliates, joint ventures, franchisees, agents, consultants, contractors, sub-contractors and anyone else who performs services for or acts on behalf of Aramex (including suppliers).



RELATED POLICIES

This policy should at all times be read in conjunction with the following Aramex policies, which form fundamental parts of our activities:

- **Global Employee Handbook:** applicable to all Aramex employees and contains our primary HR policies and procedures;
- **Diversity, Equality and Inclusion:** contains Aramex's approach and commitment to diversity, equality and inclusion. This includes our approach to discrimination, harassment and bullying;
- **Code of Conduct:** contains corporate policies that relate to the legal and ethical standards of conduct expected by all employees and Related Parties and provides guidance and support for carrying out duties in accordance with Aramex values;
- **Modern Slavery Statement:** sets out our zero tolerance for modern slavery in our business operations and supply chain and the steps we take as part of our commitment to identify and manage such risks;
- **Grievance Policy:** provides an internal complaints procedure to report potential violations and is applicable to all Aramex employees;
- **Whistleblowing Policy:** provides a channel for employees and all third parties to report potential violations through whistleblowing@aramex.com;
- **Health and Safety Policy:** supports our commitment to provide a safe working environment for our employees and third parties.

RESPONSIBILITIES UNDER THIS POLICY

Aramex employees are required to:

- Make sure that they read, understand and comply with this Human and Labor Rights Policy as well as the Aramex policies and procedures outlined in Section 3 ("Related Policies") above both within and outside Aramex facilities and when engaging with Related Parties, customers, communities and any other group that might be affected by Aramex activities;
- Complete and engage in any training assigned to them relating to human rights;
- Make respect for human rights part of the way they work. Keep human rights at the core of their own behavior and display what "respect" looks like;
- For any new business client, acquisition or activity, look at it through a human rights lens and carry out the required due diligence in accordance with internal processes;



- Be proactive. If an employee becomes aware of a possible human rights infringement they must report it immediately. Reporting can be done through our Grievance Policy by raising the concern with an employee's line manager and/or HR or through our Whistleblowing Policy by emailing whistleblowing@aramex.com;
- If employees are unsure what a particular right may mean in any given situation, they should consult their HRBP before taking action

In addition to their responsibilities as employees, Management and HR are expected to:

- Update internal policies and procedures as needed, communicate across the network and ensure training and monitor implementation of the policy by all employees and where necessary, Related Parties;
- Create and maintain a safe work environment free from discrimination and harassment;
- Promote a "Speak Up" culture and ensure that concerns raised through our Grievance or Whistleblowing Policies are investigated and appropriate corrective action is taken when necessary.

Related Parties are expected to:

- Respect and comply with their human rights obligations (including under the International Human Rights Standards) and to engage with their respective supply chains to require the same;
- Where required, acknowledge and comply with Aramex policies relating to human rights. When applicable laws prevent our Related Parties from upholding our expectations, we expect them to seek ways to uphold them to the greatest extent possible;
- On becoming aware of a possible human rights infringements relating to Aramex business activities, reporting it immediately, including through our Whistleblowing Policy by emailing whistleblowing@aramex.com

In return, we commit ourselves to be an open, accessible and responsive business partner.



1. FUNDAMENTAL HUMAN RIGHTS

In developing and implementing this policy, we focus our efforts on ensuring the following human rights:

(i) Diversity, inclusion and an environment free from discrimination, bullying and harassment

We value and advance the diversity and inclusion of the people with whom we work. We are committed to equal opportunities in all aspects of employment and to providing workplaces that (subject always to local laws and regulations) are free from discrimination on the basis of race, ethnicity, nationality, religion, gender, relationship status, sexual orientation, age, parental status, disability or health or any status protected by applicable law.

Aramex prohibits harassment (including sexual harassment), bullying or any other form of verbal, physical or psychological violence in the workplace.

(ii) Freedom of association and collective bargaining

The rights of our employees to be a member of a trade union and to bargain collectively as permitted by local laws and regulations must not be interfered with or restricted. Aramex is committed to complying with International Human Rights Standards concerning freedom of association and trade union rights and to recognising the right to organise and the right of unions to represent and negotiate on behalf of the workers, without prejudice to existing local legislation.

We respect our employees' right to join, form or not to join a labor union without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, we are committed to establishing a constructive dialogue with their freely chosen representatives. The Company is committed to bargaining in good faith with such representatives.

(iii) Child Labor

Aramex does not tolerate child labor under any circumstances, and our recruitment processes abide by the minimum age requirement as stipulated by national laws and International Human Rights Standards.

(iv) Working Hours and Wages

We compensate employees relative to their industry and local labor market, in accordance with the terms of any applicable collective bargaining agreements, and to respect our employees' rights to receive compensation that is sufficient to meet their basic needs and standard of living. We work to ensure full compliance with applicable minimum wage, working hours, overtime and benefits laws. All staff are entitled to annual leave, reasonable rest breaks, access



to toilets, rest facilities and portable water at their place of work, in accordance with the legislation of the country where they work.

(v) Working Conditions Including a Safe and Healthy Workplace and Workplace Security

The safety and health of our employees is of paramount importance. Our policy is to provide a safe and healthy workplace and comply with applicable health and safety laws and regulations. We strive to provide and maintain a safe, healthy and productive workplace, in consultation with our employees, by addressing and proactively managing any risks relating to health, safety and security and providing health and safety training where necessary.

We will take care to prevent behavior or working conditions that may negatively influence the mental and physical health of our employees. We are committed to maintaining a workplace that is free from violence, harassment, bullying, intimidation and other unsafe or disruptive conditions due to internal and external threats. Security safeguards for employees are provided, as needed, and are maintained with respect for employee privacy and dignity.

(vi) Modern Slavery, Forced Labor and Human Trafficking

Modern slavery is the severe exploitation of other people for personal or commercial gain.

Modern slavery takes various forms:

- **Human trafficking:** The use of violence, threats or coercion to transport, recruit or harbor people in order to exploit them for purposes such as forced prostitution, labor, criminality, marriage or organ removal.
- **Forced labor:** Any work or services people are forced to do against their will under threat of punishment.
- **Debt bondage/bonded labor:** The world's most widespread form of slavery. People trapped in poverty borrow money and are forced to work to pay off the debt, losing control over both their employment conditions and the debt.
- **Slavery of children:** When a child is exploited for someone else's gain. This can include child trafficking, child soldiers, child marriage and child domestic slavery.

We prohibit the use of all forms of modern slavery in our business operations and supply chain, and take pro-active steps to address the risk of modern slavery. For more information, please refer to our Modern Slavery Statement.



2. IMPLEMENTATION

Accountability for the implementation of this policy is overseen by the CHRO and Global Employee Relations Manager. We aim to ensure effective implementation through:

(i) Cross-functional collaboration

In addition to working with the external organizations such as the UN Global Compact and World Economic Forum in relation to human rights, we have established an internal cross-functional working group to tackle human rights and modern slavery risks in Aramex's business and global supply chain. This working group is *responsible* for monitoring and implementing this policy.

(ii) Due diligence and supplier contracts

We use due diligence as a means to identify and prevent human rights risks to people in our business and supply chain. Going forward, we intend to promote human rights awareness and respect along our supply chain by the adoption of legal contractual clauses wherever possible.

(iii) Training and awareness

We continuously develop and integrate human rights training and awareness into our training plan, which is then implemented in relevant training programs for our employees. Going forward, training on human rights related issues and due diligence will be provided for the relevant functions.

(iv) Grievance and remedial mechanism

As previously stated, potential breaches of this policy can be reported via our Grievance Policy or Whistleblowing Policy. Where we have identified adverse human rights impacts resulting from or caused by our business activities, we are committed to provide for or cooperate in, their fair and equitable remediation.

(v) Transparent reporting

Our commitment to operating with respect for human rights is reflected in our company policies and procedures as outlined in this policy. Our performance is communicated and reported transparently in our annual sustainability report.

(vi) Working with communities

We recognize that we are part of the communities in which we operate. At Aramex, we have always held the belief that we can – and should – make a positive social impact on these communities. In order to uphold the value we place on corporate activism, we provide employees with paid time away from work to engage in volunteer activities that



enhance and serve the communities in which we live and work. We also engage with communities on human rights issues that matter to them, such as education and health.