

FedEx®

Connecting the world.



A connected world is a better world.

ALL OVER THE WORLD, FedEx is making connections and turning promise into reality. Handing off a lifesaving medication the same day it was ordered. Designing comprehensive supply chain solutions for complex fulfillment needs. Delivering online orders of handcrafted goods from all over the world to your community, and from your community to the world.

Connecting people with goods, services, ideas and technologies creates opportunities. Opportunities that build jobs, generate prosperity and lift communities to higher standards of living. That's why we champion solutions that redefine how the world is connected:



By offering a growing portfolio of services and tools, making it easier for customers to access new markets and materials.



By using our assets to minimize our environmental footprint, support our communities and strive to improve the quality of life for everyone, everywhere.



By engaging and empowering our 400,000-plus team members around the world so they're fully committed to making every FedEx experience outstanding.

A portfolio of solutions.

THE STRENGTH OF OUR COMPANY lies in our corporate structure and our people. By competing collectively, operating independently and managing collaboratively, we can fine-tune our individual networks to deliver the best service and value possible.

By managing our solutions as a portfolio, we make it easy for customers to access all the services they need in one place, and meet any global business challenge that comes their way. About 96 percent of U.S. revenue is generated by customers who use two or more operating companies; 75 percent by customers using three.



FedEx[®]
Services
Technology and services customized for your business needs.

FedEx[®]
Office
Print and copy services, shipping pickup and delivery, and same-day courier service.

FedEx[®]
Express
The largest express transportation company in the world.

FedEx[®]
Trade Networks
Air and ocean freight forwarding solutions tailored to customers' needs.

TNT
Road and air delivery services in Europe, the Middle East and Africa, Asia-Pacific and the Americas.

FedEx[®]
SupplyChain
Integrated supply chain management solutions.

FedEx[®]
CrossBorder
E-commerce technologies that enable international transactions for e-tailers and consumers worldwide.

FedEx[®]
Ground
Cost-effective business and residential package shipping.

GENCO
A FedEx Company
Logistics solutions to increase supply chain agility, reduce touch points and move products faster.

FedEx[®]
Freight
Priority and economy less-than-truckload (LTL) freight shipping.

FedEx[®]
Custom Critical
Delivery of urgent freight, valuable items and temperature-sensitive goods.

FEDEX BY THE NUMBERS

>400K
TEAM MEMBERS
WORLDWIDE

CONNECTING

>99%
OF GLOBAL GDP

MOVING

>12M
SHIPMENTS EACH
BUSINESS DAY
(AVG. DAILY VOL.)

TO

>220
COUNTRIES
AND TERRITORIES

FedEx Express connects the world.

The service that started it all has exponentially expanded our customers' access to the world. We now connect to 99 percent of the world's gross domestic product (GDP), shipping packages and freight with services ranging from same-day to three-business-day delivery.

Whether customers need a part delivered overseas first thing the next morning or a package delivered across town on Saturday, we've got it covered. Our powerhouse global network provides reliable, time-sensitive and competitively superior integrated express transportation services to more than 220 countries and territories and to every address in the U.S. In addition to a full portfolio of intercontinental air express services, FedEx Express® domestic shipping services have now expanded to over 35 countries.

CUSTOMER STORY

Aerospace paints take flight

Stylish innovations and products that use fewer solvents have helped French aerospace and aviation paint manufacturer Mapaero double exports and win market share over the last five years. But it takes more than a great product to grow in a global economy, says Julie Bonnemaïson, Mapaero's logistics manager.

She credits FedEx Express with helping Mapaero meet two critical challenges: navigating strict international regulations for shipping aviation products and meeting its customers' fast turnaround times — grounded planes waiting to be painted don't generate revenue.

Mapaero's customer base and capabilities have both grown since it was founded in 1992. The company can now handle paint requirements for virtually any size aircraft — from six-seat turboprops to jetliners such as the Boeing 777. Mapaero relies on FedEx Express to ship everything from 12-milliliter tubes to 200-liter drums around the globe on tight schedules. "FedEx knows how to ship hazardous materials quickly, while adhering to aviation regulations," Bonnemaïson says. "Everything's much easier with them, because they enable us to offer turnkey delivery of a ready-to-use product."

FEDEX EXPRESS
BY THE NUMBERS

>168K
TEAM MEMBERS
WORLDWIDE

MOVING

>4M
PACKAGES
AND
AND

>11M
LBS. OF FREIGHT
(AVG. DAILY VOL.)

THROUGH

38.8K
FEDEX EXPRESS®
DROP BOX LOCATIONS

>375
AIRPORTS

USING

≈650
AIRCRAFT

>49K
MOTORIZED
VEHICLES

TO

>220
COUNTRIES
AND TERRITORIES

FedEx Ground

offers fast, economical delivery.

E-commerce continues to change the dynamics of the shipping industry and drive huge growth. As a result, providing fast, cost-effective and dependable ground delivery is more vital than ever before.

FedEx Ground offers business-to-business delivery in the U.S. and Canada. We also serve residences via FedEx Home Delivery® and FedEx SmartPost®, with Saturday a standard delivery day — an important feature for e-commerce shoppers.



FEDEX GROUND
BY THE NUMBERS

>90K
TEAM MEMBERS

MOVING

>7.3M
PACKAGES
(AVG. DAILY VOL.)

THROUGH

>500
FACILITIES

USING

>50K
MOTORIZED VEHICLES

CUSTOMER STORY

Uncorking convenience

Wine.com has a simple mission: Make learning about and buying wine fun and accessible to all. Not only does the company offer a massive selection, but also expert recommendations via web chat and convenient shipping options.

Charlie Herbert, our FedEx wine specialist, does his part to make sure Wine.com customers receive their shipments hassle-free. One solution allows Wine.com staff to scan FedEx Ground® packages at the warehouse, triggering notifications to consumers sooner.

And Wine.com has integrated FedEx® shipping into their processes, offering convenient options for customers at checkout:

Hold at FedEx Location, which lets customers pick up their shipment on their schedule from a nearby location, eliminating the need to be home to sign for it.

Delivery on a specific date, including Saturdays.

“We’re positioned at the intersection of technology and wine,” says Wine.com CEO Rich Bergsund. “That allows us to promote and expand the wine lifestyle in ways that others haven’t done.”



FedEx Freight simplifies LTL shipping.

Simple is better. So FedEx Freight offers two reliable options: FedEx Freight® Priority, with the fastest published transit times of any nationwide less-than-truckload (LTL) service, and FedEx Freight® Economy for basic LTL freight shipping needs. We ship throughout the U.S., Canada, Mexico and Puerto Rico, and to the U.S. Virgin Islands.

For less-urgent, larger LTL heavyweight freight shipping needs, we offer FedEx Freight® volume services throughout most of the contiguous U.S. We work with customers to find the best rate for their schedule and budget by taking advantage of unused truck space.

CUSTOMER STORY

On trend and on time: Automating furniture shipments

Family-owned furniture wholesaler Zuo sets itself apart by always offering the latest trends to e-commerce shoppers, retailers, architects and designers. "We get around 100 new items every six to eight months," says Allan Ching, operations manager for Zuo. "We always have something new." The company uses FedEx Freight to keep its warehouse well-stocked and on trend.

Employees had been manually retyping freight customer data from Zuo's software into the shipping order — a time-consuming approach prone to human error. So when FedEx representative Teresa Patton suggested automating Zuo's freight shipping, Ching was intrigued.

Zuo had already automated its FedEx Ground® shipments through FedEx Ship Manager®. Incorporating freight was a perfect fit — with a swift payoff. The new system hasn't just reduced typos, Ching says; it has improved the bottom line. Employees can process freight shipments twice as fast, enabling them to move twice the volume in the same amount of time.

By providing customers like Zuo with reliable shipping and automated efficiency, FedEx Freight is connecting them to satisfied customers and opportunities for growth.

FEDEX FREIGHT
BY THE NUMBERS

>40K
TEAM MEMBERS

MOVING

>100K
SHIPMENTS
(AVG. DAILY VOL.)

THROUGH

≈370
SERVICE CENTERS

USING

>20K
MOTORIZED
VEHICLES



FedEx Services

connects businesses to solutions.

FedEx Services team members coordinate sales, marketing, communications, information technology and customer service support for the FedEx global brand. They integrate the technology and services customers need to create solutions for global supply chains, e-commerce or any of today's business challenges.



FedEx TechConnect: The voice of FedEx

FedEx TechConnect provides unified customer services to give all FedEx customers a seamless experience — whether through email, chat, voice recognition tools, mobile apps or other engineered intelligent customer-centric solutions. Self-service tools via FedEx mobile apps give our customers even more ways to find solutions in the new omni-channel marketplace.

Our technology repair experts who maintain the technology powering our global shipping and information networks also serve FedEx customers. FedEx TechConnectSM Repair Services help businesses support technology through a suite of services to include configuration, repair, refurbishment, fulfillment and deployment.

CUSTOMER STORY

Local confection, global connection

With their glittery sugar coating, king cakes are as colorful as Mardi Gras beads. And in New Orleans, they're just as essential to Mardi Gras celebrations. Gambino's Bakery has been making the iconic cake here since 1949 — and as the cake's fame has spread worldwide, so have its sales, which now top 100,000 a year.

The recipes haven't changed over the years, but e-commerce and shipping options have. Gambino's ships nationwide via FedEx Express and FedEx Ground. The day before Mardi Gras, they ship around 3,500 king cakes, says Sam Scelfo, who took over the business when Joe Gambino retired in 1977.

Now they've integrated FedEx with their upgraded website and are shipping internationally. "We really got rolling in 2016," says Brad Mancuso, district sales manager at FedEx Services, who remembers visiting the bakery as a child. "I can't wait to see what the future brings. We're excited to help Gambino's get name recognition globally."

"FedEx delivery capabilities have evolved our business in a big way, letting us reach farther, faster," says Gambino's e-commerce manager (and Sam's son), Vincent Scelfo. "Transplants from New Orleans living all over the world can get a slice of Louisiana shipped right to them."

The ingredients of Gambino's growth and success



Many of the bakers and other staff have worked at Gambino's for 40-plus years, making delicious cakes from scratch six days a week.

SHIPPING



FedEx helped Gambino's become one of the first companies to ship king cakes in the late 1980s, long before the rise of e-commerce. Online orders now account for about 50 percent of their king cake sales.

DELIVERING



Gambino's started shipping internationally in 2015. They even reach servicemembers abroad via FedEx SmartPost[®], which uses U.S. Postal Service for final delivery to APO addresses.

FEDEX OFFICE
BY THE NUMBERS

>14.5K
TEAM MEMBERS

OPERATING
IN

>1,800
LOCATIONS

IN



U.S. AND CANADA

AND
SERVING

>20
FEDEX SAME DAY® CITY
DELIVERY MARKETS

CUSTOMER STORY

Sky-high customer satisfaction

In a highly competitive business, Sun Country Airlines knows that winning customer loyalty by providing a positive experience is vital. So in the rare instance when a passenger's luggage gets delayed or misplaced, Sun Country springs into action, locating the items and speeding them via courier to the passenger's home, hotel or office.

Using local delivery contractors created inconsistent experiences for passengers as well as for employees. So Sun Country uses FedEx SameDay City in major destination cities like Seattle, Boston, Minneapolis and Washington, D.C.

What we offer:

SPEED. Improved response time, smooth pickup and fast deliveries.

TRACKING. When the luggage tag is scanned, it triggers an email notifying the passenger that their items are on the way.

PROFESSIONALISM. Branded vehicles and uniformed couriers provide peace of mind for customers.

"Our gold standard of customer service marries up very closely with that of FedEx," says Eric Curry, vice president of Sales and Customer Experience, Sun Country Airlines.

FedEx Office makes shipping and printing convenient.

From individuals to entrepreneurs to corporations, FedEx Office connects customers to a world of possibilities. We provide access to a wide variety of printing services, including marketing materials, finishing, signs, banners and a full range of commercial print solutions. Our online printing, mobile app and FedEx Office® Print & Go offerings enable customers to print on demand, anytime, anywhere.

Customers receive expert service, whether visiting a FedEx Office location or using online services from home, the office or on the road. As one of the world's fastest and largest digital, printing, retail and shipping networks, we empower customers to be and do more.

Our stores offer FedEx Express® and FedEx Ground® shipping, Hold at FedEx Location options, and custom packing services. FedEx Office also provides FedEx SameDay® City courier service within more than 20 metro areas in the U.S.

FedEx Trade Networks

connects your supply chain globally.

When customers need global reach, they depend on FedEx Trade Networks® freight forwarding services. We give customers access to 95 percent of the world's GDP by integrating the modes, carriers and services that most effectively support customers' cost and scheduling needs, including:

Air freight forwarding. We connect major global markets — inbound and outbound, intercontinental and inter-regional.

Ocean freight forwarding. Our portfolio offers flexibility, reliable delivery, and fast end-to-end distribution in major markets and trade lanes.

Customs brokerage. As one of the largest-volume customs entry filers in North America with coordination capabilities around the globe, we can speed shipments through customs.

Trade & Customs Advisory Services. We help customers navigate complex international trade rules and procedures to efficiently achieve regulatory compliance.

CUSTOMER STORY

Fast, flexible ocean service

The Hilsinger Company (Hilco) is an innovative industry leader providing eyewear, consumer accessories, pharmaceuticals and more. They send products from their Massachusetts and Texas locations to retailers throughout the U.S. and Europe.

In 2010, Hilco was using an economy less-than-containerload (LCL) ocean service to import international vendors' products to Massachusetts. Conventional transit times were 30 to 35 days, so they used air freight for urgent shipping needs. They needed faster, more reliable transit times than LCL provided, without the cost of air freight service.

So Hilco became one of the first customers to use FedEx International Direct Priority OceanSM service, which delivers 10 to 15 days sooner than LCL, with significant savings compared with air freight. Hilco received simplified per-cubic-meter pricing, a single point of contact and shipment visibility provided by My Global Trade Data.

Faster transit times help Hilco meet more customer deadlines and reduce costly charge-backs. "The service gives us the flexibility to meet customer expectations, under compressed delivery timelines, at a reasonable cost. It has definitely helped us secure new business," says Brad Johnson, director, Supply Chain Management.

FEDEX TRADE NETWORKS BY THE NUMBERS

>5K
TEAM MEMBERS

LOCATED IN

27
COUNTRIES

REACHING

95%
OF THE WORLD'S GDP

Enhancing our global e-commerce portfolio

Recently, FedEx acquired Bongo International (renamed FedEx Cross Border), whose end-to-end cross-border services:

- Help international consumers get the products they love from anywhere in the world.
- Enable e-tailors to harness the vast potential of the global marketplace.

FedEx Cross Border[®] capabilities include duty and tax calculations, export compliance management, HS classification, currency conversions, shopping cart management, and protection against credit card fraud.

FedEx Custom Critical

delivers expedited and specialty shipments.

From pharmaceuticals and chemicals to sea turtle eggs, prehistoric artifacts and fine art, FedEx Custom Critical specializes in handling critical shipments of time-sensitive, hazardous and/or high-value freight.

FedEx Custom Critical provides time-specific, door-to-door, same-day and next-day delivery via an array of transportation options, including exclusive-use and specially equipped vehicles. We provide ground and air temperature-controlled shipping, special handling and the appropriate level of security, including monitoring solutions.



FEDEX CUSTOM
CRITICAL BY THE
NUMBERS

≈1,500
TEAM MEMBERS
WORLDWIDE

USING

≈1,250
EXCLUSIVE-USE
VEHICLES

MOVING

>800
SHIPMENTS
(AVG. DAILY VOL.)

CUSTOMER STORY

Protecting a prehistoric shipment

In 2014, a 7-ton *Tyrannosaurus rex* skeleton made an incredible journey from Bozeman, Montana, to Washington, D.C., in just 48 hours. This priceless cargo required special handling, a carefully maintained temperature and seamless security during transport. FedEx Custom Critical was up to the challenge.

The bones were wrapped in custom-made plaster cradles and packed into 16 foam-filled boxes sealed with special tape. The main crate was equipped with SenseAware®, a FedEx innovation, a device that can monitor location, interior temperature, shock, light exposure and more.

This meant the team could respond if, say, the crates got hotter or colder than they should, or if the lid was lifted. Geo-fencing allowed the packages' location to be tracked.

The team used a specially equipped 18-wheeler with two-way satellite communications, a status-tracking system, emergency alert capabilities and cargo lock-and-seal services.

The *T. rex* arrived safe and sound and is now on loan to Smithsonian's National Museum of Natural History.

FedEx Supply Chain manages logistics.

As a third-party logistics provider, FedEx Supply Chain operates warehouses and manages transportation on behalf of FedEx customers. By outsourcing these modular and scalable solutions to us, customers can focus on other parts of their business, reduce costs and improve customer service.

We carefully match our programs — which take advantage of the vast FedEx shipping and information networks around the world — to each customer's business requirements to help them gain improved supply chain performance.

CUSTOMER STORY

Mission-critical delivery

Intuitive Surgical products help surgeons perform minimally invasive surgery by enabling them to operate through tiny incisions. With a fast-expanding customer base, they needed tight control of assets, greater visibility throughout the supply chain and unwavering reliability to keep mission-critical surgical equipment up and running around the clock.

Ultimately, Intuitive Surgical chose FedEx Critical Inventory Logistics®. This FedEx Supply Chain® service operates stocking facilities and delivers parts where and when they are needed.

The solution integrated FedEx into the company's existing IT systems, added six forward stocking locations (FSLs) to position parts more strategically, and utilized the FedEx Central Stocking Location in Memphis to increase speed to market.

Intuitive Surgical has reduced operating expenses without compromising service — even during double-digit growth. Now, their service technicians can place orders late at night and have parts delivered early the next morning or held for pickup as early as 7 a.m. at a FedEx Office location.

As Intuitive Surgical's supply chain demands shift, FedEx Supply Chain will be ready to quickly modify the FSL network to meet their needs.

FEDEX
SUPPLY CHAIN
BY THE NUMBERS

>800
TEAM MEMBERS

OPERATING

>500
LOCATIONS
WORLDWIDE

IN



NORTH AMERICA
PLUS 21 ADDITIONAL
COUNTRIES

Broadening our portfolio.

As the business world evolves, our customers need new solutions to stay competitive. Sometimes that means acquiring best-in-class services and companies that strengthen our portfolio. Our recent acquisition of GENCO changes what's possible for our customers by offering industry-leading logistics services.

One of the largest third-party logistics providers in North America, GENCO provides tailored Product Lifecycle Logistics® services, including distribution and fulfillment, kitting and packaging, returns processing, test, repair, refurbish, transportation and recommerce solutions.

With over 11,500 employees and 120 centers, GENCO provides FedEx with expanded capacity and supply chain services. GENCO is an expert in moving products efficiently through the supply chain, and as a leader in reverse logistics will also help FedEx and our customers to process and streamline returns. The company currently handles more than 400 million returns annually.





Connecting the world responsibly and resourcefully.

AS ONE OF THE WORLD'S MOST ADMIRABLE BRANDS, we have a responsibility to be a role model in the communities where we live and work. That means reaching beyond the services we provide to be a caring corporate citizen and a thoughtful steward of the environment.

Social responsibility isn't only important to us — our customers want to make the world a better place by working with like-minded companies. We estimate that the FY15 revenue from customers who requested information on corporate citizenship was more than \$6.2 billion.

CUSTOMER STORY

Empowering women, aiding communities

Good things happen when FedEx connects people and possibilities around the world. Our customers find opportunity in new markets and, in turn, give back to their communities. In the West African nation of Togo, more children are graduating because they can get to school, thanks to thousands of bikes donated by Alaffia, an Olympia, Washington-based company that depends on FedEx Express, FedEx Ground and FedEx Freight for global supply chain solutions.

The company employs 500 Togolese women in its West Africa shea butter cooperative, paying fair wages and funneling a percentage of its profits to community empowerment projects in Togo.

You can find Alaffia products at natural product retailers and various online retailers. The company has big plans for future growth. But community empowerment — particularly for Togolese women — will remain a core focus.

Alaffia's contributions to date

DONATED
≈7,100

bikes to Togolese schoolkids

PLANTED
>53,000

trees to combat deforestation

DISTRIBUTED
>14,000

pairs of eyeglasses

PROVIDED
>4,100

women with maternal care

BUILT
10

schools in Togo

Environmental sustainability.

Our future and the future of our environment are deeply connected. Our focus is simple: to connect the world in responsible and resourceful ways. Our commitment to sustainability starts with how we work — every day, everywhere around the world.

We take the steps that are possible today, like upgrading to more fuel-efficient aircraft and vehicles, and installing more solar panels for our facilities. At the same time, we invest in developing new solutions, such as alternative fuels and advanced technologies, and advocate for changes that could improve our entire industry's efficiency and environmental performance.

With more than 650 airplanes, more than 144,000 owned and contracted vehicles in our fleet, and close to 6,000 facilities, it makes economic as well as environmental sense for us to continually set and meet ambitious goals to minimize our environmental impact.



GOAL
30%

Reduction in aircraft emissions intensity by 2020 from a 2005 baseline.

PROGRESS

21%

since 2005



GOAL
30%

Increase in FedEx Express vehicle fuel efficiency by 2020 from a 2005 baseline.

PROGRESS

33.5%

since 2005 (goal surpassed)



GOAL

Expand on-site generation and continue procurement of renewable energy for our facilities.

PROGRESS

46.2 gigawatt hours

since 2005 (15 solar installations in operation)



GOAL

Seek Leadership in Energy & Environmental Design (LEED) certification on all new U.S. FedEx Express buildings.

PROGRESS

10 LEED-

certified U.S. FedEx Express buildings (16 LEED-certified facilities enterprisewide)



GOAL

Use alternative sources for

30%

of our jet fuel by 2030.

PROGRESS

Commitment to use at least

48 million gallons

of blended biofuel starting in 2017

To learn more about FedEx sustainability goals and initiatives, go to csr.fedex.com.

Every drop counts

In 2007, FedEx Express launched a program to reduce jet fuel usage. In just eight years, FedEx® Fuel Sense has saved over \$1 billion in fuel — more than 408 million gallons, or almost 4 million metric tons of CO₂e — since the program's inception. How did they do it? With the mantra "Every drop counts."

Small amounts saved can make a huge difference over time. The program has created over 45 ongoing initiatives that help FedEx Express minimize environmental impact. One incredibly successful example: Crews now wait

longer to start auxiliary power units (APUs) while the plane is on the ground. That simple shift saves \$35 million in fuel per year.

The FedEx Fuel Sense team is stretching to find even more ways to conserve fuel. And they're finding ways to speed up and expand the sharing of information among front-line team members — pilots, dispatchers, mechanics and ramp agents. One of the biggest lessons learned from FedEx Fuel Sense is the power of a team when everyone is working toward a single goal.



FedEx solutions for a more sustainable world

Community investment and giving.

At FedEx, we prioritize areas where we can use our greatest assets — our global transportation networks, logistics expertise and the passion of our team members — to make the biggest possible impact in improving the quality of life around the world and making it a better place for future generations.

Through our FedEx Cares community investment program, we focus on five key areas:

Global entrepreneurship. We help entrepreneurs in underserved regions by providing them with the tools and resources they need to turn their ideas into reality.

Sustainable transportation. In addition to our initiatives to minimize our environmental footprint, we contribute financial, technical and logistical assistance to help increase the efficiency and reduce the emissions of transportation systems in urban areas.

Employment pathways. FedEx works to improve lives by providing education, skills training and job placement assistance to underserved and diverse groups.

Road safety. We use our expertise and resources to protect communities by supporting pedestrian and road safety initiatives. For example, we help Safe Kids Worldwide bring pedestrian safety programs to over 200 U.S. cities and 300-plus cities in nine countries worldwide.

Delivering for good. We're committed to using our global network to deliver resources where they're needed most. In 2014, we transported 6.7 million lbs. of charitable shipments, including disaster relief supplies, endangered animals and care packages for U.S. troops.



FEDEX CARES WEEK
BY THE NUMBERS

≈16K
FEDEX TEAM MEMBERS

IN

>500
CITIES

GAVE

>69K
HOURS OF THEIR TIME

Helping people, changing lives

Around the world, FedEx team members contribute countless hours each year to make our communities even better places to live, work and play. To honor their dedication and better serve our communities, we hold a global week of service called FedEx Cares Week. Team members deliver food to those in need, teach and mentor youth, tend parks and school grounds, and more.

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Our greatest asset.

Without the can-do commitment of more than 340,000 team members around the world, FedEx wouldn't be one of the most admired companies and trusted brands year after year. FedEx team members have many different backgrounds and talents. Yet we share the same perspective: that customers come first and that working together is second nature. Thanks to our team members, we help our customers succeed, we build more vibrant communities and we help create a more sustainable future for our planet.

The Purple Promise

The FedEx Purple Promise is the guiding principle that motivates our team members daily. The pledge is simple: "I will make every FedEx experience outstanding." Empowering team members to deliver on this pledge requires ongoing investment in our workforce, from recruiting to training to quality-of-life considerations. This is how FedEx supports team members to go above and beyond in every customer interaction and in their commitment to their communities.

What we stand for.

FedEx is consistently named one of the best places to work in the U.S. and in many countries around the world. This recognition reflects our commitment to the highest ethical and professional standards and to improving the lives of our team members in many ways:

Personal development. Just as we connect people and possibilities around the world, we seek to connect our team members to opportunities, recognizing and developing their full potential.

We offer a variety of training and leadership programs to help team members excel in their jobs and gain the knowledge and skills they need to get ahead. For example, the recently expanded FedEx Learning Center — our premier online team-member training platform — now offers more than 16,000 courses and is available to over 302,000 team members.

Well-being. The success of our business is dependent on the overall well-being of our team members. We provide competitive health and financial security benefits across our operating companies, as well as resources to support well-being and work-life balance.

In 2014, FedEx launched the Healthways Well-Being Program. Our targeted health initiatives — such as well-being coaching, healthier weight and tobacco cessation programs — provide team members with one-on-one coaching and practical tools to make smart choices about their health.

Diversity and inclusion. A diverse workforce is a key priority for us. While we share the same goals across the enterprise, each FedEx operating company oversees its own diversity policies, multicultural programming and workplace inclusion initiatives. Almost half of U.S. team members (46 percent) are minorities. Women in management roles account for more than 22 percent of our global management workforce.

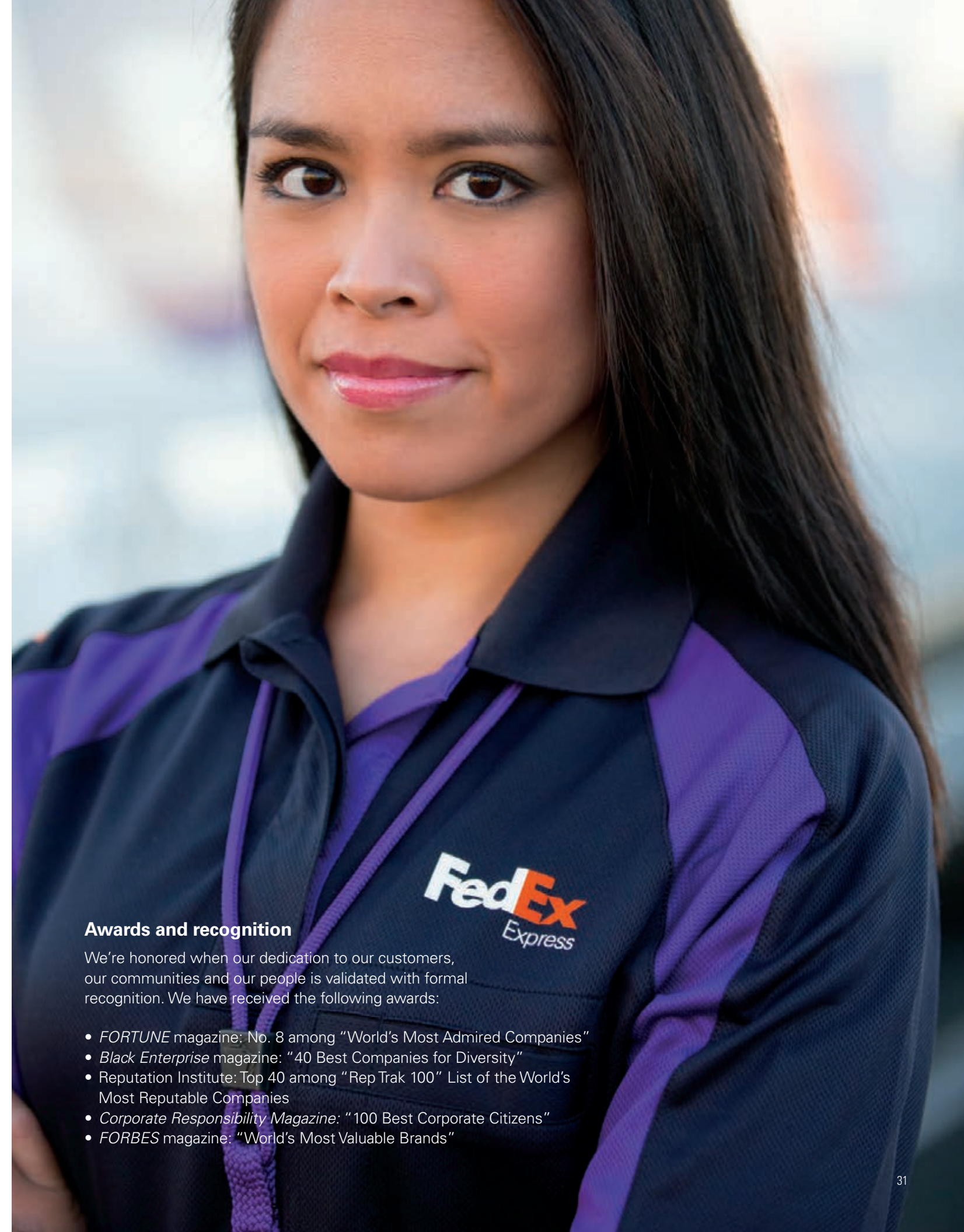
Inclusion involves valuing individual differences and capturing the advantages to drive innovation in our workplace. We challenge ourselves to find better solutions by fully embracing creative ideas, accommodating new styles of thinking, creating more flexible work environments and encouraging different types of leaders.

Safety. At FedEx, priorities may change, but our corporate values never do. In our “Safety above all” culture, safety is a core value — not just a priority — and we live our operational commitment to safety on a daily basis.

Managing a global network of people, facilities, trucks, aircraft and technology demands that we strategically incorporate safety principles into all aspects of our business. Ensuring the safety of the people in our global network — along with the customers we serve — is absolutely essential.

Mutually rewarding

We believe that when we get better, our customers do better. And that means more opportunity for all of us at FedEx. From drivers to pilots to sales representatives, team members are eager to improve their skills and advance their careers. At the same time, their development benefits our customers.



Awards and recognition


We're honored when our dedication to our customers, our communities and our people is validated with formal recognition. We have received the following awards:

- *FORTUNE* magazine: No. 8 among “World’s Most Admired Companies”
- *Black Enterprise* magazine: “40 Best Companies for Diversity”
- Reputation Institute: Top 40 among “Rep Trak 100” List of the World’s Most Reputable Companies
- *Corporate Responsibility Magazine*: “100 Best Corporate Citizens”
- *FORBES* magazine: “World’s Most Valuable Brands”



Strength in diversity.

Diversity & Inclusion at FedEx connects people and possibilities to deliver a better future for team members, customers, suppliers and communities. Our overarching programs, as well as the initiatives spearheaded by each operating company, are wide-ranging, but our diversity and inclusion efforts boil down to three simple concepts: recruit, develop and advance. By recruiting the best people, training them to be able to take advantage of advancement opportunities, and encouraging them to step into leadership roles, we can ensure our workforce reflects the increasing diversity and complexity of our customers and communities.



Supplier diversity

The FedEx Supplier Diversity program was established in 1992 to promote the use of small businesses and those owned by women or minorities throughout the FedEx supply chain. We contract directly with these diverse businesses that are competitive in quality, service and cost. In addition, we encourage the inclusion of women-, minority- and small-owned businesses within the subcontracting plans of our entire supplier base.

Diversity philanthropy

To help close the gap faced by millions of minority students and empower young people across cultures to become effective leaders in business and in the community, FedEx supports many organizations and institutions worldwide.

FedEx®

about.fedex.com



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