POWERING GLOBAL CONNECTIONS
EVERY DAY, FEDEX CONNECTS THE WORLD, turning dreams into reality. Handing off a lifesaving medication the same day it was ordered. Providing supply chain solutions for complex fulfillment needs. Bringing desperately needed aid to survivors of natural disasters. Delivering online orders across the globe.

Connecting people with goods, services, ideas and technologies fuels global commerce, which in turn creates jobs, generates prosperity and lifts communities to higher standards of living. That’s why we champion new solutions and innovative technologies that redefine how the world is connected.
A PORTFOLIO OF SOLUTIONS

THE STRENGTH OF FEDEX lies in our corporate structure and our people. By managing our services as a portfolio of operating companies, we can fine-tune our networks to deliver the best service and value possible.

We make it easy for customers to seamlessly access all the services they need in one place and meet any global business challenge that comes their way.

FedEx Express
The largest express transportation company in the world.

FedEx Ground
Cost-effective business and residential package shipping.

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

FedEx Services
Marketing, sales, IT and customer service solutions for customers.

FedEx Logistics
Global transportation, supply chain, trade/customs and e-commerce solutions.

FedEx Office
Print and copy services, shipping pickup and delivery, and same-day courier service.
Our 13 hubs connect 220+ countries and territories, and more than 99 percent of the world’s GDP.
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 a comprehensive range of services designed to meet customer needs.

Whether customers need a part delivered overseas or across town, we have it covered. Our powerhouse global network provides reliable, time-definite integrated express transportation services to the U.S.; Canada; Asia Pacific; Europe; Middle East, Indian Subcontinent and Africa; and Latin America and Caribbean. In addition to a full portfolio of intercontinental air express services, FedEx Express now provides domestic shipping services in over 50 countries.
TNT ENHANCES OUR GLOBAL NETWORK

TNT offers express and economy delivery services for documents, parcels and palletized freight in the U.S.; Canada; Asia Pacific; Europe; Middle East, Indian Subcontinent and Africa; and Latin America and Caribbean.

The addition of this company combines a second-to-none European road network with the robust international air network of FedEx Express.
Due to the rise of e-commerce, fast, cost-effective, and dependable ground delivery is more vital than ever before. We anticipated this trend — making significant investments in our ground network — and now FedEx Ground, which offers business-to-business delivery in the U.S. and Canada, is faster to more locations than UPS Ground. We also serve residences via FedEx Home Delivery® and FedEx SmartPost®, with Saturday a standard delivery day for many shipments — an important feature for e-commerce shoppers.
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.

TEAM MEMBERS

SHIPMENTS (AVG. DAILY VOL.)

MOTORIZED VEHICLES

SERVICE CENTERS

moving through using

>45K
>110K
≈370
≈25K

FEDEX FREIGHT BY THE NUMBERS
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. We integrate the technology and services customers need to create solutions for global supply chains, e-commerce or any of today’s business challenges.

HELPING ENTREPRENEURS REACH THE NEXT LEVEL

When Danny Catullo took over his family’s butcher shop, Catullo Prime Meats was struggling. Catullo realized he needed to expand into the e-commerce space.

His product needed to stay fresh during shipping, so he turned to FedEx. He was impressed by the personal attention he got from his account representative, who helped him find the right combination of packaging and shipping solutions. “What surprised me about FedEx is that they care about small businesses as much as I do,” Catullo says.

In 2013, his rep mentioned the first annual FedEx Small Business Grant Contest, which recognizes passionate and innovative entrepreneurs who aspire to take their businesses further. Catullo entered and won a $5,000 grant that enabled him to purchase a new type of refrigerated boxes.

In 2019, FedEx awarded a total of $200,000 and more than $20,000 in FedEx Office® print and business services. Over $778,000 has been awarded since 2013.

FedEx maintains a strong relationship with winners and finalists. One winner’s suggestion led to the formation of the Entrepreneur Advisory Board (EAB), made up of 10 small-business owners. The EAB advises FedEx on how to help small businesses. Members also advise and collaborate with each other.
When customers need to simplify logistics to power growth while retaining control of their operations, they can depend on FedEx. In 2018, several FedEx companies realigned into a new organization, FedEx Logistics, enabling businesses of all sizes to conveniently access a comprehensive suite of services to fit their supply chain objectives.

We provide supply chain solutions, specialty transportation, cross border e-commerce technology services, customs brokerage, and trade management tools and data from a single trusted source. Customers can choose the combination of capabilities best suited to meet their business goals.
A FULL SUITE OF LOGISTICS SOLUTIONS FOR THE GLOBAL MARKETPLACE

FEDEX LOGISTICS connects customers to a powerful array of services:

**Air and Ocean Cargo Networks**
A competitive international freight forwarding network enabling customers to streamline supply chains. Our solutions provide optimum reach, flexibility, cost savings and reliability.

**Custom Brokerage and Trade Solutions**
A trusted advisor and customs broker to help customers navigate the complex maze of international trade rules and procedures, increase efficiency, and move goods through customs.

**Supply Chain Services**
Third-party logistics (3PL) solutions, including warehouse management and reverse logistics with industry expertise in technology, healthcare, e-commerce, retail, industrial and transportation.

**Custom Critical Services**
Expedited shipment delivery, temperature-control and special handling capabilities, transportation management, and brokered freight solutions to keep customers’ operations running smoothly.

**Cross Border E-Commerce and Fulfillment**
Global shopping cart technologies, including localized currency and payment options, scalable fulfillment services, e-commerce transportation options, and trade compliance tools and data.

**Forward Depots and 3D Printing**
Critical inventory and service parts logistics, electronics repair and refurbishment services, and additive manufacturing/3D printing.
From consumers to entrepreneurs to corporations, our customers receive expert service, whether visiting a FedEx Office location or using online services from home, in the office or on the road. Our digital, printing, retail and shipping network empowers customers to be and do more.

We provide access to a wide variety of world-class printing services, including professional copying and finishing, document creation, signs, banners and graphics, as well as a full range of commercial print solutions. Our digital printing technology, including FedEx Office® Print Online services, FedEx Office Mobile App and FedEx Office® Print & Go offerings, enables customers to print on demand, anytime, anywhere.

With more than 2,100 locations in retail areas, on college and corporate campuses, and within hotels and convention centers, our stores provide FedEx Express® and FedEx Ground® shipping, Hold at FedEx Location options, FedEx Ship&Get® lockers, FedEx® Pack Plus and packing services backed by the FedEx Office® Packing Pledge. FedEx Office also offers FedEx SameDay® City counter service in more than 30 major metro areas in the U.S.
EXPANDING OUR RETAIL FOOTPRINT

E-commerce isn’t a trend. It’s a fundamental part of retailing today and has profoundly changed how consumers make purchases. As online shopping becomes an intrinsic part of everyday life for hundreds of millions of people, the last mile of delivery — where and how they receive packages — is an increasingly important consideration. And as the online retail demand continues to increase, so does the demand for packing, delivery and returns services.

That’s why FedEx continues to expand our convenience network to help customers and businesses address e-commerce needs, providing more access to FedEx® services.

For instance, since the majority of online orders are placed after 4 p.m., we recently launched FedEx Extra Hours. With this service feature, consumers can place orders as late as midnight with eligible retailers who, in turn, can fulfill those orders through FedEx Express with next-day local delivery and two-day shipping in the continental U.S.

CONVENIENT OPTIONS

Locations in the convenience network offer a range of options from shipping to pack, ship and hold services to quick drop-off points and full-service printing. In fact, 80 percent of the U.S. population is within 5 miles of a FedEx hold location, where they can have their packages held for pickup if they prefer not to have them left on their doorstep.

Our more than 50,000 locations for U.S. consumers nationwide include:

- FedEx Office stores, FedEx Ship Center® locations and FedEx Authorized ShipCenter® locations
- FedEx Office locations within stores — we plan to place about 500 locations within leased space in select U.S. Walmart stores by 2020
- FedEx drop-off and pickup available in over 8,700 locations of well-known retailers, including Kroger, Albertsons and Walgreens

FedEx® Drop Boxes — more than 33,900 throughout the U.S.
CONTINUALLY INNOVATING

INNOVATION HAS BEEN PART OF OUR DNA since our first night of operations, when a new industry — overnight shipping — was born. And technology has always been vital to FedEx, because the information about a package is as important as the package itself.

That spirit of innovation has never wavered. We continually implement innovative solutions and explore emerging technologies that have the potential to transform the shipping and logistics industry.

RECENT INNOVATIONS

Robotics: Public testing is currently underway for the FedEx SameDay Bot, which has 100 pounds of payload capacity and the ability to navigate rough terrain, including hills and small flights of stairs. It joins robotics already at work at our FedEx Ground hub in Greensboro, North Carolina, where driverless tuggers haul oversized packages.

Blockchain: This technology holds significant potential for advancing supply chain logistics. FedEx is a charter member of the Blockchain in Transport Alliance and the Blockchain Research Institute, and we are actively working across the industry to develop standards and help create the ecosystem that will allow blockchain to reach its transformative potential.

Autonomous driving: “Platooning” is when trucks follow one another closely to improve fuel efficiency and help alleviate traffic congestion. FedEx is working with Volvo Trucks to develop communication technology that helps reduce braking reaction time and enables vehicles to automatically match each other’s speed and braking.

“FedEx stands at the nexus of the virtual and physical world and is building on the benefits that innovation and technology bring.”

— Frederick W. Smith
FedEx Chairman and CEO
CONNECTING THE WORLD RESPONSIBLY AND RESOURCEFULLY

AS ONE OF THE WORLD’S MOST ADMIREDBRANDS, 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.

COMMITTED TO SUSTAINABILITY

We continually seek new ways to minimize environmental impacts with programs that deliver cost savings and more-efficient use of resources in four key areas:

- Aircraft efficiency
- Vehicle efficiency
- Sustainable facilities
- Sustainable materials and recycling

We also 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.

THE FUTURE OF SUSTAINABILITY

Our fleet modernization and FedEx® Fuel Sense initiatives have reduced emissions, but we want to do even more, which is why we set a goal to increase FedEx Express vehicle fuel efficiency 50 percent by 2025.

In FY19, we expect to acquire 1,000 Chanje V8100 electric vehicles (EVs) for use in California. The EVs could help save 2,000 gallons of fuel and avoid 20 metric tons of CO₂ emissions per vehicle each year.

From electric vehicles to alternative jet fuels to compressed natural gas (CNG) for trucks, FedEx continues to pursue multiple paths in our ongoing efforts to increase sustainability.

WE MEASURE OUR SUCCESS THROUGH CREATING AMBITIOUS GOALS AND TRACKING OUR PROGRESS:

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<th>GOAL</th>
<th>PROGRESS</th>
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<tr>
<td>30% reduction in aircraft emissions intensity from a 2005 baseline by 2020</td>
<td>22.6% since 2005</td>
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<tr>
<td>50% increase in FedEx Express vehicle fuel efficiency from a 2005 baseline by 2025</td>
<td>39.6% since 2005</td>
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<tr>
<td>30% of jet fuel obtained from alternative fuels by 2030</td>
<td>First delivery of alternative fuel anticipated in 2020</td>
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To learn more about these initiatives, go to csr.fedex.com.
AT FEDEX, WE BELIEVE THAT INVESTING IN COMMUNITIES enables possibilities around the world. In 2019, we reached a citizenship goal set in 2016, investing more than $200 million and impacting over 350 communities. Now we’ve launched an ambitious new initiative to celebrate our 50th anniversary in 2023.

FEDEX CARES 50 BY 50: Helping 50 million people by our 50th anniversary

FedEx Cares 50 by 50 is an extension of the FedEx Cares global community engagement program.

This journey enables social impact and social change around the world through charitable giving, in-kind contributions and team member volunteerism.

We’re taking FedEx business and logistics expertise and combining it with team members’ passion to solve some of the world’s problems and create opportunities.
PROVEN DEDICATION TO OUR CUSTOMERS, OUR COMMUNITIES AND OUR PEOPLE

WE WOULDN’T BE ONE OF THE MOST ADMIRED COMPANIES and trusted brands year after year without the can-do commitment of our more than 450,000 team members around the world. They help our customers succeed, build more vibrant communities and create a more sustainable future for our planet.
THIS SIMPLE BUT POWERFUL STATEMENT guides everything we do at FedEx. It’s the Purple Promise: a shared commitment that helps earn the trust and loyalty of customers and make FedEx a great place to work.

Empowering team members to deliver on the Purple Promise requires ongoing investment in our workforce. We are committed 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.

**Well-Being**
The success of our business depends on our team members’ overall well-being. We provide competitive benefits as well as resources to support health, financial security and work-life balance.

**Diversity and Inclusion**
We value diverse backgrounds and perspectives, so we’ve established best-in-class programs to recruit, develop, retain and nurture a diverse workforce.

**Safety**
In FedEx culture, “safety above all” is a core value — not just a priority — and we live our commitment on a daily basis by incorporating safety principles into all aspects of our business.

“I WILL MAKE EVERY FEDEX EXPERIENCE OUTSTANDING.”