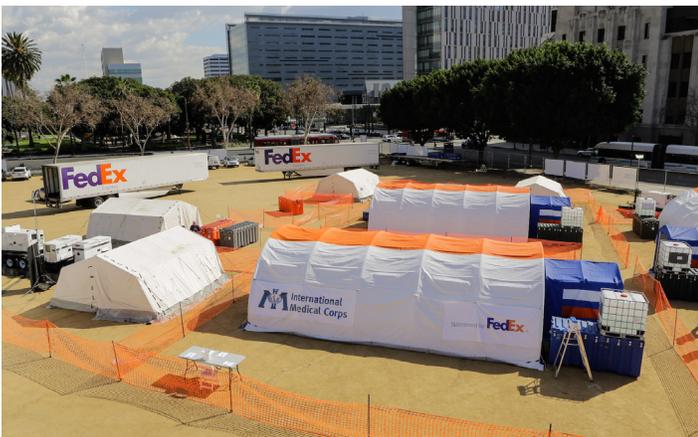




# DELIVERING FOR GOOD

Leveraging our Global Network and Logistics Expertise



# FedEx does more than deliver – we deliver for good.

We are one of the few companies in the world that has the global network and logistics expertise capable of assisting with precious shipments or responding quickly in times of disaster. It's a responsibility that we take seriously. Our business requires that we maintain a team of skilled logistics experts, pilots and drivers that spans the globe, as well as an unparalleled fleet of trucks, airplanes and other vehicles.

When disaster strikes and there's not a moment to lose, we have the infrastructure in place to help facilitate a swift response. Our people mobilize the FedEx global fleet and use shipping expertise to provide urgently-needed supplies quickly and efficiently to relief organizations. Even when there's no emergency, FedEx gets the call to transport precious cargo safely. Whether it's rare artifacts, traveling museum exhibits or endangered animals, we do more than deliver — we deliver for good.

In FY19, FedEx provided more than \$12 million in cash and charitable in-kind support to Delivering for Good programs around the world.

## We are proud to collaborate with these nonprofit organizations



# Disaster Relief: Preparedness, Response and Recovery

## FedEx logistics experts help reimagine an emergency field hospital

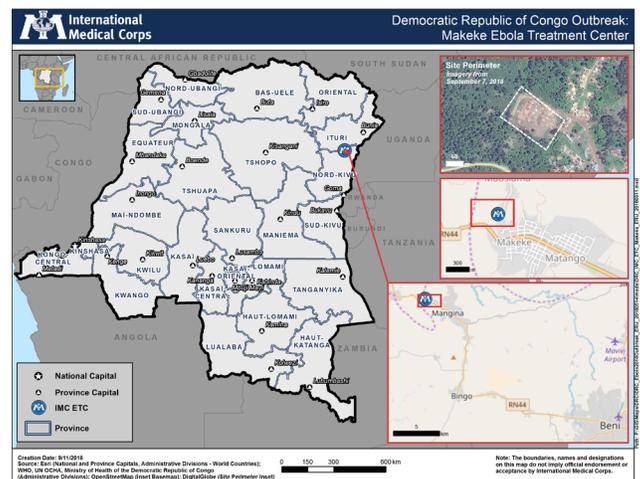
Hospitals and health facilities are not immune to the devastating impacts of disaster. When a region's healthcare system is knocked out or damaged, **International Medical Corps** can provide emergency relief through its transportable field hospital. While the original hospital design allowed for a single configuration only, not every disaster requires a 50-ton field hospital the size of a football field. To help make the hospital more flexible to respond to a greater variety of disasters, disease outbreaks and other crises, FedEx logistics experts helped reconfigure the design to allow for smaller sections to be deployed individually. FedEx also warehouses the field hospital in Memphis and collaborates with International Medical Corps to ensure it is readily deployable at a moment's notice.

In October 2018, Hurricane Michael tore through Panama City and Marianna, Florida, destroying homes, businesses and property. FedEx shipped shelters from the emergency field hospital so medical care could be provided soon after the storm hit. The temporary clinics provided more than 3,993 dental and medical consultations to individuals who had few, if any, other options for care.



International Medical Corps Emergency Shelters played a critical role in long-term recovery efforts in Panama City and Marianna, Florida, following Hurricane Michael.

When the second-largest Ebola outbreak in history struck the Democratic Republic of the Congo (DRC) in 2018, FedEx and International Medical Corps jumped into action to respond. FedEx shipped personal protective equipment that keeps health workers safe and portable hospital shelters. The supplies have helped International Medical Corps provide more than 1 million Ebola screenings, care for 1,407 Ebola patients, including 260 Ebola-positive patients, and train over 1,700 health staff working to prevent future outbreaks.



Through our shipping support, International Medical Corps was able to mobilize its equipment quickly to help contain the spread of the Ebola virus in the DRC.

## Providing life-saving medicines and medical supplies when disaster strikes

To get critical medical supplies to survivors of disasters as quickly as possible, **Direct Relief** pre-positions supplies in disaster-prone locations around the world. FedEx helps stock these locations with supplies such as Hurricane Prep Packs – waterproof packs containing equipment and medication capable of treating 100 people for 3-5 days. In total, pre-positioned supplies are ready to help over 100,000 people around the world.

FedEx also helps Direct Relief by shipping medical resources to healthcare facilities in 100 countries and in all 50 states. In FY19, FedEx helped Direct Relief deliver 3,108 shipments to 888 health clinics and hospitals in 41 countries, with humanitarian aid valued at \$105.8 million.



FedEx supports Direct Relief’s Hurricane Prep Pack program to ensure vulnerable communities in regions prone to hurricanes have access to medical resources. Direct Relief prepositioned Hurricane Prep Packs throughout Florida in advance of Hurricane Michael in 2018.

## Direct Relief Global Distribution Center Sponsored by FedEx

In January 2019, Direct Relief dedicated its new 155,000-square-foot \$40 million facility, which includes Direct Relief’s headquarters and the largest distribution hub for charitable humanitarian medical aid in the United States. FedEx is proud to be the largest corporate funder of this new global distribution center, donating \$3 million to help fund the building’s construction.



Direct Relief is the first nonprofit in the U.S. licensed to distribute prescription medication in all 50 states and is the primary charitable distributor of insulin and cancer therapies globally. This new facility will meet increased demand for global humanitarian assistance with vastly increased specialty storage for cold chain medicines, including vaccines, insulin and cancer therapies.

## Providing access to safe drinking water

Following a disaster, safe drinking water is often not available. Regular water sources are cut-off, compromised or contaminated. **Water Mission** designs, builds and implements safe water and sanitation solutions to provide access to drinking water in disaster zones and in developing countries.

When Hurricane Maria slammed Puerto Rico in September 2017, Water Mission, the Federal Emergency Management Agency (FEMA), the Environmental Protection Agency (EPA) and the Department of Health joined forces to develop plans to restore power and safe water to remote, rural communities through a long-term strategy to rebuild more resilient infrastructure. FedEx played a critical role in these plans: Shipping 1,500+ solar panels and airfreighting generators that have helped more than 40 communities have access to safe water for decades to come.

FedEx also helped those impacted by the 2018 earthquake and tsunami in Palu, Indonesia. Water Mission delivered water treatment and purification systems that restored access to safe drinking water for 16,688 people. When Cyclone Idai struck Africa in March 2019, FedEx helped Water Mission bring access to safe water to 75,000 people in Malawi and Mozambique.



**PUERTO RICO RESPONSE:**

**52** solar projects completed or in progress

**FEDEX PR SHIPPING:**

<b>1,500+</b> solar panels	<b>16+</b> shipments
<b>40</b> generators	<b>48</b> tons

Water flowing in Barrio Mamey for first time in five weeks since Hurricane Maria struck Puerto Rico, made possible through FedEx in support of Water Mission.

## Bringing life back to disaster-stricken communities

Natural disasters such as wildfires, hurricanes and tornadoes destroy more than just homes – they often wipe out tree canopies that are critical to local ecosystems.

FedEx is committed to helping these ecosystems recover through our support of **The Arbor Day Foundation's** Community Tree Recovery program. As a signature sponsor since 2012, FedEx has helped plant and distribute more than 5 million trees across 18 U.S. states and Haiti.

In Haiti and the Dominican Republic, FedEx, the Arbor Day Foundation and Plant with Purpose have distributed avocado, mango, lime and other trees to farmers, simultaneously providing a source of food, income and protection from degraded watersheds.



Above: Following Hurricane Matthew, Jean Robert Calix and Daniel Cantave began to help with tree recovery by planting avocado trees in nurseries in Fonds Verretes, Haiti. Those trees are benefiting the entire community by stabilizing critical slopes as well as providing food and jobs at tree nurseries. Right: Example of a co-branded communications piece supporting the initiative.

In 2019, The Arbor Day Foundation announced the Time for Trees initiative with a bold goal to plant 100 million trees and inspire 5 million new planters by 2022. FedEx is helping to achieve this goal through the FedEx Cares volunteer initiative.

### WHY THE TIME FOR TREES IS NOW

The necessities of life are at risk. The resources we often take for granted – clean air and water – are compromised. But together we can halt and even reverse the damage done. Trees are the simplest, most affordable and most effective solution to these issues, so if there ever was a time to plant trees, that time is now.

**Commitment:** The Arbor Day Foundation is committed to planting 100 million trees in forests and communities worldwide by 2022.

### A TREE PLANTED TODAY MAKES LIFE BETTER FOR GENERATIONS TO COME.



#### Healthier Environment

Forests provide 75% of the world's accessible fresh water by removing impurities and preventing erosion.



#### Healthier Economy

Forests contribute \$33 trillion to the global economy each year.



#### Healthier Society

¼ of modern medicine is derived from tropical forest plants, including treatments for diseases like cancer, malaria, and rheumatism.

### TREES & COMMUNITY



**Safety:** Residents with nearby trees and natural landscapes reported 25% fewer acts of violence.



**Value:** Having large trees along streets increases a home's value by 12%.



**Savings:** Trees reduce U.S. residential energy use by an average of 7.2% – an annual savings of \$100 for an average household.

### THE SIZE AND POWER OF 100 MILLION TREES

**The Size:** 3,500 Central Parks

**The Impact:** 578,000 tons of chemical pollution removed from the air – enough to fill 70,000 Goodyear blimps



The **TIME** for  
**TREES**  
An Arbor Day Foundation Initiative



For more information, visit [timefortrees.org](http://timefortrees.org).

## Built to serve in the wake of disaster

**Team Rubicon** serves communities by mobilizing veterans to continue their service, leveraging their skills and experience to help people prepare, respond and recover from disasters and humanitarian crises.

When disaster strikes, Team Rubicon volunteers use both cutting-edge technology and old-fashioned elbow grease to help put survivors on the road to recovery. Serving communities in the wake of disasters also helps provide veterans with the sense of purpose, community and identity they felt while serving in uniform.

Team Rubicon strives to deliver an excellent experience for every volunteer and every disaster survivor they help. This philosophy is similar to ours at FedEx – where we strive to make every customer experience outstanding. Team Rubicon and FedEx both know that if they take care of their people, their people will take care of the mission. Through these shared values, FedEx helps Team Rubicon deliver the maximum possible impact for communities in need.

Since FedEx began providing financial support in 2016, Team Rubicon has conducted more than 250 operations, and its volunteer base has grown from 45,000 to over 100,000. In 2018, the FedEx Racing Team created a special #11 FedEx Cares paint scheme for the NASCAR race at Daytona International Speedway that highlighted the relationship between FedEx and Team Rubicon.



FedEx volunteers work alongside Team Rubicon to help homeowners salvage their homes in Houston following Hurricane Harvey in 2017; FedEx showcases Team Rubicon as its FedEx Cares charity with Denny Hamlin and the #11 Racing crew at the Daytona International Speedway during the NASCAR Salute to Service in July 2018.



## Helping train teams of responders

When disaster sirens sound, response teams need to be prepared and ready to respond within moments. FedEx provides support to **Heart to Heart International (HHI)** to ensure that when the time comes, their mobile medical teams can quickly deploy with the supplies they need to provide life-saving medical care. This has helped HHI deliver \$1.9B in medicines and supplies to 131 countries since 1995.

FedEx supports HHI's Disaster Response Workshops, which help HHI volunteers create more effective teams when deployed. Within two weeks of the September 2018 workshop, volunteers responded to Hurricane Michael's destructive impact in Florida. And in a post-response survey, 93 percent of respondents said the workshop prepared them for their deployment.

FedEx volunteers have also helped HHI assemble hygiene kits to help in disaster response. In FY18, 500 FedEx employees from six cities across the U.S. built 11,400 hygiene kits – 9,000 of which were immediately delivered to victims of hurricanes Harvey and Maria. The program grew in FY19, with 500 FedEx volunteers in seven cities building 22,100 kits to support relief efforts in Florida, Mozambique and Syria.



## BY THE NUMBERS

**T  
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**16,724**

TOTAL PATIENT ENCOUNTERS



**28,760**

FLU VACCINES SHIPPED



**9,190**

TETANUS VACCINES SHIPPED



**69,951**

PERSONAL HYGIENE KITS SHIPPED



**\$3,432,184\***

VALUE OF SHIPMENTS, INCLUDING PRODUCT SUPPLIED TO PARTNER ORGANIZATIONS.

**FOR 3  
HURRICANE  
RESPONSES  
IN 2017  
HARVEY,  
IRMA & MARIA**

(AUGUST 2017 - JUNE 2018)

DRT workshops include a simulated disaster response so HHI medical and logistics teams can practice applying their training in a real-world scenario. FedEx volunteers in Washington, D.C., assembled hygiene kits for distribution to disaster survivors.

## Delivering tech for more effective response

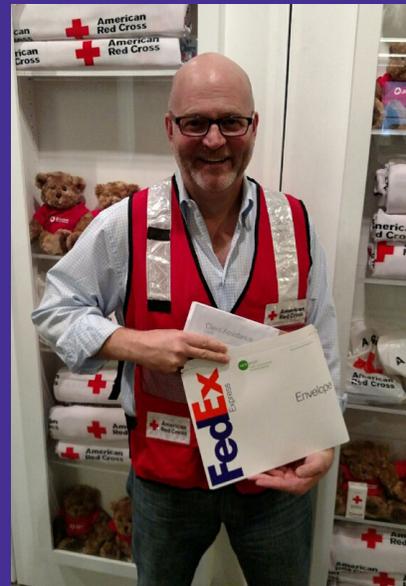
Technology can make a big difference in the effectiveness of a disaster response. **The American Red Cross** has critical technology that helps first responders serve individuals and communities after disasters, from large-scale regional disasters to individual family home fires.

Since 1995, FedEx has provided shipping to the Red Cross so that emergency supplies can quickly arrive at disaster areas. During Hurricanes Florence and Michael, as well as the devastating California wildfires, FedEx shipped critical IT equipment that helped Red Cross accurately assess and serve communities impacted.

### Delivering on the Purple Promise during Hurricane Michael

In the early moments after Hurricane Michael subsided, the Red Cross was readying to deploy emergency relief and services to thousands across the impacted region. More than a million people remained without power, as did the FedEx station holding much of the equipment the Red Cross so desperately needed. Without power, our facility couldn't scan and release the packages.

The local FedEx station manager and his team knew that without this equipment, thousands of hurricane survivors may not get the help they urgently needed. The team used flashlights to scan the pitch-black station and manually find the Red Cross packages. Within hours, 60-70 packages were pulled for the disaster services team to pick up.



Through the extraordinary efforts of FedEx team members, the Red Cross was able to provide the emergency relief and services so many Americans needed.

With FedEx support, the Red Cross is able to ship critical supplies necessary to provide shelter and food to survivors of disasters like Hurricane Michael.



## Mobile supplies and a helping hand

Each disaster is unique, which is why **The Salvation Army** caters their response to the circumstances and specific needs of the people most affected. FedEx proudly supports The Salvation Army in reaching survivors and other first responders with critical materials, food and water immediately after a disaster strikes.

FedEx has donated 22 canteen trucks to The Salvation Army's Emergency Disaster Services program since 2007, which help provide food and supplies to those affected by disaster. These trucks, supported by FedEx volunteers, also serve warm meals and hygiene kits to the homeless.



FedEx Cares volunteers with Salvation Army representatives in Colorado Springs with the new Emergency Disaster Services vehicle donated by FedEx; FedEx Cares volunteers in Colorado Springs distribute hygiene kits and meals to the homeless.

## Teaming up to save animals in need

In September 2017, Hurricane Maria devastated the U.S. Virgin Islands and severely damaged St. Croix's only animal shelter, St. Croix Animal Welfare Center, causing it to temporarily shut down its daily operations.

**The American Society for the Prevention of Cruelty to Animals® (ASPCA®)** deployed a team of disaster responders to assist animals impacted by the hurricane, remaining for more than three months and working around the clock to rescue and assist nearly 22,000 animals in need – including cats, dogs and horses. FedEx shipped critical supplies to support the ASPCA's response efforts on St. Croix.



FedEx shipped medical and sheltering supplies including crates to help the ASPCA assist nearly 22,000 animals in need on St. Croix following Hurricane Maria.

## Preparing airports to be disaster resilient

A disaster can severely affect airport operations, making it challenging for disaster zones to receive supplies to aid in humanitarian and economic recovery. In 2017, Hurricane Maria crippled Puerto Rico's ports, leaving the island paralyzed, and serving as a firm reminder of the role both airports and seaports play as lifelines to vulnerable populations during disasters.

FedEx uses logistics expertise to support the **Americas Relief Team's** Community Port Resiliency Program (C-PRP) to help disaster-prone areas of the Caribbean and Latin America build capacity so that their ports are able and ready to respond when disaster strikes. This helps ensure that humanitarian aid and emergency relief can quickly reach those who need it most. In 2019 alone, FedEx sponsored two C-PRP workshops for nearly 300 people representing 32 airports.

# Transporting Precious Cargo



## Shipping today's tech for tomorrow's leaders

**FIRST® (For Inspiration and Recognition of Science and Technology)** inspires young people to participate in science and technology to motivate career interest in STEM fields. Each year, *FIRST* gathers over half a million students around the world for thousands of robotics competitions that culminate at two global championship events. In 2019, more than 574,000 students participated on over 67,000 *FIRST* teams.

To make these competitions possible, robots and parts need to be transported, sometimes thousands of miles to events around the world. For over 10 years, FedEx has donated shipping valued at more than \$15 million to *FIRST* competitions around the world. And through FedEx Cares, our team members volunteer at championship events in support of the next generation of STEM leaders.

**570K+**

students in  
110+ countries

**300K**

mentor, coach, judge,  
and volunteer roles

**20M+**

volunteer hours  
served

**\$80M+**

scholarship opportunities  
from 200+ providers

**3,600**

events in  
100+ countries

**77K**

attendees at annual  
*FIRST* Championship



*FIRST* has a tremendous global reach that is personified in multiple facets including mentorships, volunteerism and sponsorships.

## Giving a gift of warmth

For a child, a brand-new winter coat can be more than a source of warmth – it empowers them with greater self-confidence and has been shown to help increase school attendance. **Operation Warm** provides new winter coats to children in need. Since 2008, FedEx support has helped Operation Warm deliver winter coats to more than 500,000 children across the country. In 2018, FedEx team members delivered coats to 17 schools across the U.S. and Canada, with 800 FedEx volunteers dedicating over 3,000 hours. At the events, a child is paired with a FedEx volunteer and can choose his or her own coat, creating a joyful and memorable experience for everyone involved, while also making a lasting impact in underserved communities.



At a few events, FedEx brought a special surprise. In the Denver area, students were greeted by Broncos running back, Royce Freeman. At three Memphis events, the Memphis Grizzlies mascot, Grizz, passed out high-fives and hugs. Students at Hawkins Mill Elementary received coats and surprise visits from Memphis Grizzlies players – Chandler Parson, Marshon Brooks, Shelving Mack, Ivan Rabb and Wayne Selden.

## Delivering Sight Worldwide

For over 30 years, FedEx has helped **Orbis** eliminate avoidable blindness in the developing world and break the vicious cycle of blindness and poverty. Orbis operates a donated former FedEx cargo plane that was converted into an engineering marvel: the Flying Eye Hospital. [The Orbis Flying Eye Hospital](#) is a fully self-contained mobile teaching hospital that travels to some of the world's most remote locations to save sight for patients and train local doctors. Surgeries are performed free of charge by some of the world's best ophthalmologists.

FedEx not only donated the plane but also donates team member skills and expertise including volunteer pilots, pilot training, aircraft maintenance, cash grants and charitable shipping. In FY19 alone, FedEx provided 315 pilot hours and 144 flight simulator training hours to Orbis.



Photo credit: Richard Jorgenson



Photo credit: Geoff Oliver Bugbee

## Orbis Delivers Sight to a Child in Jamaica

When Trevorn was 8 years old, an accident at school left his vision severely damaged. Even with two emergency surgeries, his vision deteriorated, causing him to miss a substantial amount of schooling. His grades suffered terribly.

Norton Downy, a FedEx Operations Manager in Kingston, knew of Trevorn's story and that FedEx was supporting an upcoming Orbis mission in Kingston. Though the patient list was already closed, Norton became a relentless advocate for Trevorn to be evaluated and treated by Orbis, including helping the family secure the medical records needed. Trevorn was ultimately seen, and due to his severe condition, a laser surgery was scheduled on the very same day as his evaluation, and the operation was a complete success. He can now see clearly through his eye and was able to return to school just three days after his surgery.

Orbis staff and volunteers treated over 71 people during their stop in Jamaica. By training local Jamaican doctors, hundreds more can be treated in the years to come.



Norton Downy, a FedEx Operations Manager in Kingston, was instrumental in helping Trevorn obtain a laser surgery to help correct a damaged lens during a recent Orbis mission in Jamaica.

## A 66-million-year-old FedEx passenger

FedEx worked with the **Smithsonian** on a specially-branded FedEx Custom Critical truck to deliver the centerpiece of the Smithsonian National Museum of Natural History's Deep Time exhibition – the Nation's *T. rex*. This rare *Tyrannosaurus rex* specimen along with a mammoth, a mastodon, a giant sloth, the first-ever publicly displayed *Triceratops* and more fossils embarked on a carefully coordinated journey from Canada to Washington, DC with the help of FedEx logistics experts. Ancient specimens are incredibly sensitive to humidity and temperature, so FedEx used climate controlled trucks from its fleet to ensure these rare fossils were safely delivered back to their home.



The Nation's *T. rex* returns to the Smithsonian National Museum of Natural History in a new exhibition opening in June 2019.

## To the Moon and back

*Destination Moon: The Apollo 11 Mission* is a traveling exhibition from the National Air and Space Museum and the Smithsonian Institution Traveling Exhibition Service that brings the Apollo 11 command module *Columbia* to four cities – its first national tour since 1970/71. The exhibition also includes one-of-a-kind artifacts from this historic mission, the first to land men on the Moon.

FedEx Custom Critical donated transportation of the Apollo 11 command module and other exhibition artifacts, including astronauts' star charts, survival kit, Buzz Aldrin's helmet and gloves and more. A team of experts worked with the Smithsonian to create a shipping strategy including routing, permitting and monitoring of temperature and humidity controls as the exhibit adds another 5,000+ miles to *Columbia's* journey.



FedEx Custom Critical Team arriving at the Saint Louis Science Center with the *Destination Moon: The Apollo 11 Mission* exhibit.

## Spreading Christmas spirit one tree at a time

With the help of FedEx Freight drivers across the country, the **Christmas SPIRIT Foundation's** Trees for Troops program transported 16,399 live, farm-grown Christmas trees to U.S. troops at home and overseas in FY19. Each tree included a letter of gratitude and encouragement signed by FedEx customers, community members, school children and many more, aiming to bring a sense of normalcy and joy to those serving during the holiday season. And thanks to the generosity of tree farmers across North America, FedEx was able to transport and deliver donated Christmas trees to 68 military bases during the busy weeks leading up to Christmas. Since 2005, FedEx has helped deliver more than 225,000 Christmas trees to military bases across the U.S, and internationally to help make the holiday special for our troops and military families.



FedEx team member helps prepare a Christmas tree for shipping.

"I've been a Navy wife for 16 years so this is not my first rodeo dealing with moving or change, but this is the first time I've felt so much love, support and encouragement for the job I do as a Navy wife (and when I needed it most). Thank you, thank you, thank you for the gift you have given me and my kids this Christmas!"

– Jennifer, stationed in Guam



## On the job with the NFL

FedEx collaborated with the **United Service Organizations (USO)** and two NFL teams to launch the FedEx Football Fellowship program – creating a unique civilian work experience for military veterans with an NFL team. This internship included participants from the **USO Pathfinder® program** that provides an incredible opportunity for recently-transitioned service members to gain hands-on professional experience as they transition from military to civilian life.

In 2018, as part of the inaugural FedEx Football Fellowship program, four veterans spent 12 weeks with either the Tennessee Titans or the Washington Redskins, rotating between a variety of roles in marketing, community relations and stadium operations. Watch the program in action: [video link [here](#)]



Army veterans John Williams and LaMont Whited discover what it's like to work for the Tennessee Titans as part of the FedEx Fellowship program.



## Delivering joy to troops around the world

For almost 20 years, FedEx has teamed up with the **USO** to deliver connections to our service members, even in the most remote areas of the world. Because of FedEx, the USO is able to effectively deliver programs and connections to an increasing number of service members and their families each year.

In 2018, more than 350 FedEx volunteers filled 14,250 care kits that included snacks, toiletry kits and mementos as part of USO holiday programming. The packages were delivered to over 60 remote locations in areas of Afghanistan, Iraq, Guam and Okinawa, where military personnel are not close to a base or USO facility. In Chicago and Memphis, FedEx teams also came together to package an additional 4,500 hygiene kits for service members in remote locations. And finally, Atlanta-based FedEx team members met with Hall of Famer and Steelers great Jerome "The Bus" Bettis and the USO team to pack special Family Activity Boxes (FAB). These 40 Super Bowl-themed USO activity boxes were delivered to families around the country whose family members were deployed. Click [here](#) to watch a video about the program.



FedEx team members pack care kits to be delivered to U.S. troops stationed around the world.