

# 2023

Delivering for  
Good Report

FedEx®



# Our Strategy

## FedEx Global Citizenship Strategy

FedEx Global Citizenship is grounded in our culture values and aligns our resources and expertise to social and environmental issues impacting our business.



### Sustainable Logistics

Reaching our FedEx enterprise goal to achieve carbon neutral operations by 2040 will take innovation and collective action. To help deliver a more sustainable future, we support sustainable transportation in cities, research and technology to scale climate solutions, and conservation in local communities.



### Delivering for Good

Mobilizing our company’s passionate team members, thousands of planes and vehicles, and best-in-class logistics expertise to support humanitarian relief, respond to disasters, and help nonprofits make complex shipments to benefit our communities.



### Global Entrepreneurship

Equipping entrepreneurs from all backgrounds with the training, connections, and capital they need to compete in the global marketplace more effectively, expand their customer base, generate new jobs, and create a better life for themselves and their communities.



### Diversity, Equity, & Inclusion

We believe every individual, from every background and ability, should have access to opportunity. We support programs offering education, workforce development, cultural awareness, and belonging to create more equitable and inclusive communities.



### Community Grants & Service

Service to our local communities is an essential part of our culture. We volunteer our time, lend our expertise, and provide donations to support local needs including those in our headquarters city of Memphis, TN. Whether we’re packing Purple Totes, delivering winter coats, or writing special notes, our efforts build community ties, connect team members, and bring our company values to life.



# Delivering For Good

## Our opportunity



FedEx delivers to more than 220 countries and territories



Natural disasters create \$380 billion per year in global economic losses<sup>1</sup>



20% of people in the U.S. are highly vulnerable to disasters<sup>2</sup>



Disasters displaced 26 million people globally in 2023<sup>3</sup>

## Our strategy

Delivering for Good mobilizes our company's extensive resources - passionate team members, thousands of planes and vehicles, and best-in-class logistics expertise - on behalf of nonprofits around the world. We work hand-in-hand with nonprofits to ship complex - and precious - cargo, and help respond to disasters quickly and efficiently with life-saving supplies. When the earthquake in Turkey struck, we mobilized immediately, had a plan within hours, and within days had delivered hundreds of tons of relief supplies.



### Humanitarian Relief:

Supporting readiness, response, and recovery for communities affected by disasters and other crises.



### Special Shipments:

Lending our planes, trucks, and people to nonprofits making large or complex shipments as part of their commitments to social good.

<sup>1</sup>"Natural Disasters Caused an Estimated \$65 Billion in Losses Last Year for Asia-Pacific." CNBC, (2024).

<sup>2</sup>"Income Inequality Linked to Social Vulnerability to Disasters." U.S. Census, (2024).

<sup>3</sup>"Disasters Displaced More Than 26 Million People in 2023." Scientific American, (2024).

# Humanitarian Relief



## Integrating mental health and psychosocial support into emergency response

Mental health and psychosocial support are critical parts of effective and sustainable first responder programs. With support from FedEx, International Medical Corps (IMC) created the Principles of Psychological First Aid (PPFA) training to equip first responders with the skills to compassionately support affected individuals and families. Yvonne Groenhout, an ICU nurse and IMC first responder, is one of 5,000 global medical professionals trained on PPFA. The training enabled the Principles of PFA training enabled Yvonne and so many others to spot people struggling in the aftermath of an emergency and provide them with the support they need to recover and stay healthy.

## Restoring access to care after tornado destroys clinic

After a tornado ravaged the Delta Health Center in Rolling Fork, Mississippi, Heart to Heart International (HHI) stepped in to help. With support from FedEx, HHI deployed a disaster team, mobile medical units, and a portable clinic to ensure medical care continuity. The clinic staff, now equipped with secure facilities, aided storm victims and reached elderly patients in remote areas.

“ *This has given us such an advantage as we work to continue to improve our disaster response efforts.*

**Maddy Langemach**  
Disaster Response Specialist  
for Heart to Heart International

## Helping to fund the Grassroots Revolution in Canada

With support from FedEx, GlobalMedic delivered 50+ tons of aid across Canada as part of its Grassroots Revolution - a suite of programs that address chronic emergencies. The deliveries included food, medical supplies, and hygiene items for Hurricane Fiona victims in Atlantic Canada, support for domestic Emergency Food and Hygiene Hub programs, and fire skid units for British Columbia's forest fire relief. FedEx Canadian volunteers chipped in to help, assembling food kits for survivors across the region.



## No-cost trainings bolster disaster management capabilities within at-risk communities

Team Rubicon aids communities worldwide in disaster preparedness. FedEx helps fund expert exercises, led by FEMA-trained practitioners, to stress-test plans, identify deficiencies, and bolster response capabilities. From simulations to nuclear disaster drills, Team Rubicon empowers communities of all sizes to face any calamity.

“ *I get to help train communities to better respond, and FedEx helps get us there before that worst day happens.*

**Greg Ramoni**  
Exercise & Field Leadership Manager,  
Team Rubicon



## A long-term collaboration to deliver aid in Chile

FedEx delivered 40 tons of aid across Chile in 2023 in partnership with Desafío Levantemos Chile. Together we supported rehabilitation projects in fire and flood-hit areas including rebuilding the Rural Medical Station in Santa Juana. With a network spanning 400 Chilean cities, FedEx has signed on to facilitate charitable transportation for Desafío Levantemos Chile on a regular basis.

“ *FedEx has been one of our strongest logistical allies in dozens of emergencies since 2012. They help us to be more efficient and faster in the transportation of donations, reaching more families and entrepreneurs who need to get back on their feet.*

**Ignacio Serrano**  
Executive Director of Desafío  
Levantemos Chile



## All hands on deck to support Turkey after the earthquake

On February 6, 2023, a 7.8 magnitude earthquake struck Turkey near the Syrian border, followed by aftershocks up to 7.5 magnitude. Tragically, over 50,000 people died, with significant damage to infrastructure including destruction of many homes, businesses, hospitals, and utilities. Nine million individuals were directly affected and three million were displaced.

“FedEx is committed to helping the many communities impacted by the earthquakes during this incredibly difficult time. We are inspired by the heroic work of first responders and humanitarian organizations and grateful to use our global network to donate flights, logistics support, and aid to advance recovery, rebuilding, and relief in the region.

**Raj Subramaniam**  
FedEx President and CEO

## FedEx receives OTHERS Award

FedEx received the OTHERS Award from The Salvation Army, recognizing our commitment to humanitarian efforts worldwide. Named after William Booth's succinct telegram urging service to others, the award highlights the FedEx donation of 22 mobile feeding units to Salvation Army locations globally. This gesture reflects our company's ongoing dedication to disaster relief and aiding communities in need.



## Within hours of the earthquake in Turkey, FedEx began our multidimensional response:

- Donated **\$100,000** to the Red Cross to aid recovery efforts in Turkey and Syrian communities
- **Delivered critical humanitarian supplies** from Istanbul Sabiha Gokcen International Airport to Malatya, Turkey on behalf of the Istanbul Governorship and local municipality
- Flew five consecutive flights from February 17 to 21 which delivered approximately **230 metric tons of relief supplies** including tents, blankets, baby items, household supplies, and hygiene kits
- **Provided shipping support** for Canadian disaster-relief organization GlobalMedic, including the delivery of AquaResponse3 Water Purification Units
- With the help of FedEx, Water Mission shipped five of its Living Water Treatment Systems to Turkey to provide **emergency safe water access** to those impacted by the devastating earthquakes
- Worked with **World Central Kitchen** to ship a deployable kitchen unit, kitchen supplies, and operations kits from Madrid, Spain, and Capitol Heights, Maryland, U.S., to Adana, Turkey
- FedEx Cares team members in Turkey, Greece, Cyprus, Bulgaria, and Slovenia collected items for the local Red Cross/Red Crescent societies and donated approximately **885 kilos of supplies** including new warm clothes and shoes, blankets, hygienic materials, and family tents

# Special Shipments



## A heartwarming tale of connection and survival

To help maintain the critically endangered jaguar species, the Oakland Zoo called on FedEx to help transport a potential mate for their jaguar Lucha. FedEx helped Emma, a female, relocate from Miami to Oakland, where they have since bonded and enjoy playing and spending time together. Zoo staff is closely monitoring the pair in hopes of kittens in the future.

“It is always an honor to transport precious cargo like Emma and lend a hand to organizations dedicated to saving species in danger of extinction.

**Jose Perez**  
FedEx Teamleader



## A new home for orphaned bear cubs

Two orphaned Alaskan coastal brown bear cubs found solace at Brookfield Zoo Chicago, thanks to FedEx, the Alaska Department of Fish and Game, and Alaska Zoo. In Alaska, brown bears are under threat of habitat loss due to development, mining, logging, and hunting.

“We are happy to be able to provide the bear cubs a home, where they will receive the best possible care, although the situation is bittersweet.

**Mark Wanner**  
Vice President of Animal Care and Conservation at Brookfield Zoo Chicago



## Helping world-famous pandas return home

The Smithsonian’s National Zoo bid farewell to giant pandas Tian Tian, Mei Xiang, and Xiao Qi Ji after over 20 years. FedEx transported them from Washington, D.C., to China’s Chengdu Shuangliu International Airport in November 2023, continuing a tradition of panda transportation. Mei Xiang, 25, and Tian Tian, 26, arrived in the U.S. in 2000 and had four cubs. All six bears have created a living legacy of fans that spans multiple generations and countries.

We are deeply honored to again serve as the transportation provider of giant pandas. The safe delivery of Mei Xiang, Tian Tian, and Xiao Qi Ji is a testament to the company’s commitment and ability to securely ship precious cargo.

**Richard W. Smith**  
President and CEO, Airline and International, FedEx Express



Photo Credit: The Smithsonian

## Panda packing list

- ✓ 220 pounds of bamboo
- ✓ 8 pounds of leaf-eater biscuits
- ✓ 5 pounds of low-starch biscuits
- ✓ 6 pounds of apples
- ✓ 5 pounds of carrots
- ✓ 6 pounds of sweet potatoes
- ✓ 3 pounds of sugar cane
- ✓ 1 pound of pears
- ✓ 1 pound of cooked squash

# Learn More



## American Red Cross

American Red Cross feeds, shelters, and provides comfort to people affected by disasters; supplies about 40% of the nation's blood; teaches skills that save lives; and distributes international humanitarian aid.

FedEx is a founding member of the American Red Cross Annual Disaster Giving Program which provides unrestricted funding used to prepare for, respond to, and provide recovery from disasters. The Red Cross also uses FedEx to ship emergency communications equipment, and we recently partnered on a sickle cell relief effort that earned a Golden Halo Award from Engage for Good.

[Learn More](#)



## The Salvation Army

The Salvation Army provides immediate disaster response and recovery plans unique to the community affected. They are among the first to arrive and stay long after a catastrophe has passed.

FedEx has supported The Salvation Army for more than 25 years and donated 25 Mobile Canteens, used to feed people impacted by natural disasters and global crises such as COVID-19. Canteens are currently operating in eight countries and they each have the capacity to feed more than 1,500 people per day.

[Learn More](#)



## Direct Relief

Direct Relief is a humanitarian aid organization, active in all 50 states and more than 80 countries, with a mission to improve the health and lives of people affected by poverty or emergencies – without regard to politics, religion, or ability to pay.

For more than 30 years, FedEx has helped Direct Relief distribute pharmaceuticals from its warehouse in Santa Barbara, California to a network of more than 15,000 community health centers and free and charitable clinics that provide access to healthcare for uninsured and underinsured people in communities across the U.S. We also helped fund their new global distribution center, and Emergency Medical Backpacks and Emergency Health Kits, which quickly and efficiently serve thousands of survivors in the critical hours following a disaster.

[Learn More](#)



## International Medical Corps

International Medical Corps delivers emergency medical and related services to those affected by conflict, disaster and disease, no matter where they are, no matter what the conditions.

FedEx helps enable International Medical Corps (IMC) to mobilize and deliver health care anywhere in the world. FedEx helped IMC design their mobile field hospital and we store it and other equipment at our World Headquarters in Memphis. We also fund mental health training for first responders and other aid workers exposed to high stress environments.

[Learn More](#)



## Heart to Heart International

Heart to Heart International strengthens communities through improving health access, providing humanitarian development and administering crisis relief worldwide.

FedEx provides both cash and in-kind support for Heart to Heart and provides funding for major catastrophes such as the Ukraine refugee crisis, and the COVID pandemic response. FedEx helped fund a brand new [Mobile Medical Unit](#). As the largest vehicle in their now eight-vehicle fleet, the new 45-foot unit will bring medical supplies, medicine, equipment, and staff to sites of disasters across the continental United States.

[Learn More](#)



## Team Rubicon

Team Rubicon is a veteran-led humanitarian organization that serves global communities before, during, and after disasters and crises.

FedEx supports Team Rubicon's Ready Reserve Fund and the Field Leadership Team. The Ready Reserve Fund enables Team Rubicon to respond to disasters year-round across the U.S. and Canada. The Field Leadership Team trains volunteer leaders in local communities, boosting disaster readiness and relief knowledge and capacity.

[Learn More](#)



## Water Mission

Water Mission builds and deploys water purification devices to disaster sites around the world.

In the aftermath of a disaster, FedEx helps Water Mission quickly deliver water purification devices where they are needed most. We ship their Living Water Treatment Systems, purification packets, and hygiene kits to disaster survivors to ensure reliable access to safe water for drinking and cooking.

[Learn More](#)



## Outreach Aid to the Americas

Outreach Aid to the Americas (OAA) mobilizes resources and partners for relief and preparedness, advocacy, and sustainable development.

FedEx supports OAA's C-PreP program, a disaster readiness initiative for airports and communities that aims to help promote timely reopening of damaged airports to support the delivery of humanitarian aid and rapid restoration of normal operations and trade after a disaster.

[Learn More](#)



## World Central Kitchen

World Central Kitchen (WCK) is a world-renowned relief organization founded by Chef José Andrés that provides hot meals to survivors wherever disaster may strike around the world.

FedEx has supported WCK in serving more than 155 million meals across a multitude of domestic and international emergency responses including: Hurricanes Ian and Fiona, Ukraine relief efforts, and the 7.2 magnitude earthquake in Haiti.

[Learn More](#)



## ASPCA

The ASPCA® (American Society for the Prevention of Cruelty to Animals®) has been at the forefront of animal rescue and protection since its founding in 1866. They are a leading voice in animal welfare, supporting shelters, care, policy, and disaster response.

FedEx has helped the ASPCA rescue thousands of domesticated animals from areas hit by major disasters and we have also shipped critically needed items to help with rescue efforts where animals have been found to have been mistreated.

[Learn More](#)



## Global Medic

Global Medic is a Canadian nonprofit dedicated to providing people affected by poverty, disaster, or conflict with humanitarian aid. Their goal is to revolutionize aid delivery to have the greatest impact and most efficiency.

FedEx supports Global Medic with logistics expertise and in-kind shipping, including recently helping Global Medic deliver 1,000 Emergency Flood Kits that helped 4,000 families after the province of British Columbia was devastated by flooding.

[Learn More](#)



## International Federation of Red Cross and Red Crescent

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian network. They support national Red Cross and Red Crescent action in more than 191 countries, engaging more than 16 million volunteers for the good of humanity.

In Europe, FedEx supports IFRC to respond to natural disasters such as the earthquakes that devastated Southern Turkey and Northern Syria. FedEx helped IFRC distribute aid, such as essentials like first aid, food, water, and blankets; set up temporary shelters; and provide psychological support and medical aid.

[Learn More](#)





Thank You

