Thinking Outside the Box
2012 Report on Global Programs in Disaster Readiness, Relief and Recovery
Introduction

FedEx has built a global network serving more than 220 countries and territories. 300,000 team members strong, we move over 8 million packages every single day. Our business is designed to make people’s lives better by placing the global marketplace within reach. We provide critical Access that helps people succeed, businesses grow, and communities thrive.

We are proud of the ways we connect the world, and believe our responsibility to provide Access extends beyond our customers. For decades, FedEx has used our nearly 700 planes, 75,000 trucks and the world’s most powerful and versatile transportation and logistics network to deliver critical supplies, services and expertise to support victims of disaster.

At FedEx, disaster relief is in our DNA. Each year, we set aside space for as much as four million pounds of disaster-related charitable shipping. Our operations teams, pilots and drivers consider it an honor to be a part of relief teams that save lives around the world. But we know that delivering supplies is only one piece of how we can help communities affected by disaster. That’s why we also leverage our logistics expertise, scale and influence to invest in preparedness initiatives for families and small businesses. In addition, we work on long-term recovery efforts in communities like New Orleans and Haiti that, years later, still have a lot of rebuilding to do.

We are honored to work with some of the world’s top NGOs and are excited to share the impacts of our commitments in our first report dedicated to our Disaster Readiness, Relief and Recovery programs.
We Are Proud To Report...

In FY 2012:

- We donated space for 3.1 million pounds of charitable shipping globally.
- FedEx Express transported the equivalent of 53 planes loaded with donated aid.
- A total of 92 truckloads of relief supplies were transported through FedEx Freight.
- FedEx Trade Networks provided 15 ocean transports and one air charter.
- The Disaster Response Units we donated to The Salvation Army helped over 90,000 disaster victims and first responders.
- We helped Direct Relief International distribute over 1,200 Med-Packs to Medical Reserve Corps in California.
- We donated $1,000,000 to relief agencies to help victims of the massive earthquake and tsunami that struck Japan.
Disaster Readiness and Relief

American Red Cross

FedEx has been a proud supporter of the American Red Cross (ARC) for 17 years. Considered the backbone of the ARC’s logistics system in the U.S. and a vital part of the international relief team, we’ve provided over $10 million in cash and in-kind support, shipping thousands of tons of ARC relief supplies each year.

Our support includes time and talents of our team members all over the world and in 2011 we shipped 650,000 pounds of supplies for the ARC, including nearly 200,000 during the spring/summer when 35 large-scale disasters struck 24 U.S. states. FedEx responded with our largest effort since Hurricane Katrina and shipped 30 truckloads of supplies to victims and organizations on the ground across the U.S.

In addition to vital relief supplies, FedEx also transports laptop computers, cell phones, and other vital communications equipment from the Red Cross technology warehouse in Austin, Texas. The timely arrival of logistical support enables the Red Cross to continue with every disaster response as efficiently as possible.

Just as immediate access to aid is vital post-disaster, FedEx understands that the extent to which families, communities and small businesses are prepared for disasters can also mean the difference between life and death. We recently launched several initiatives with the ARC focused on preparedness.
Race to Prepare

As part of our commitment to helping communities be disaster-ready, since 2009 the FedEx Racing Team, #11 driver Denny Hamlin and the American Red Cross have teamed up to help kids learn the importance of being prepared. Together, we hold Race to Prepare events in several cities across the U.S. each year. In 2011 with the help of over 100 FedEx team members, we held events in San Francisco, Louisville, Kansas City and Dallas and helped over 400 children create disaster preparedness kits for their families.

“We are excited to be able to partner with FedEx and the American Red Cross to bring such a great program to our district. Grapevine Colleyville Independent School District has a comprehensive emergency management plan and we practice drills regularly to teach students how to respond to emergencies at school. Now, through this partnership, we are taking those efforts a step further to reinforce the importance of emergency preparedness at home and in our community.”

— Patti Davis, GCISD Executive Director of Administration

FedEx Racing NASCAR driver #11 Denny Hamlin helps a student from Louisville create a disaster preparedness kit for his family at a FedEx and American Red Cross Race to Prepare event.
Ready When the Time Comes
FedEx team members in six cities across the U.S. have participated in Ready When the Time Comes, an American Red Cross corporate volunteer engagement program. Through specialized training, FedEx team members in New York, Chicago, Memphis, San Francisco, Atlanta and Miami learned how to execute crucial disaster response functions such as shelter operations, large-scale feeding efforts and damage assessments. Should disaster response be required in any of these communities, FedEx volunteers will be prepared to act as crucial members of the ARC’s local response team.

Helping Small Businesses Get Prepared
On the one-year anniversary of the worst tornado in the U.S. in 75 years, FedEx hosted a small business disaster preparedness virtual roundtable in Joplin, Missouri. Over 350 small businesses participated in the live discussion, which focused on assessing and mitigating disaster-related risk.

The Joplin Area Chamber of Commerce reported that 545 businesses were destroyed or severely damaged by the 2011 tornado, and as of April 2012, approximately 116 still have not reopened. Not only is there a tremendous need for ongoing preparedness in Joplin, but across the country as well. According to a recent FedEx survey of small businesses, half have not taken action to prepare for a disaster, yet 77 percent would be more likely to prepare if they had access to educational materials.

FedEx support of the virtual roundtable was one way to help increase access to preparedness education, and another is our support for The American Red Cross Ready Rating program. Ready Rating gives businesses, schools and other organizations access to one-of-a-kind materials that help them prepare for disasters, and should one strike, to maintain operations and protect lives and property.

“Emergencies are inevitable. We have a long tradition of helping individuals and families prepare for disasters, and we’re proud to work with FedEx on this event to extend that assistance to small businesses.”

— Tom Heneghan, Manager of Preparedness for the American Red Cross about the virtual roundtable
Experts say $1 invested in disaster preparedness may save $7 in recovery. That’s a 700% return on investment.

International Preparedness

In collaboration with the International Federation of Red Cross and Red Crescent, we have supported the Regional Disaster Management Unit network with operations in Dubai, Panama and Kuala Lumpur. These Units are large warehouse complexes that enable the organization to help up to 5,000 families anywhere in the world within 72 hours. We have also provided assistance enabling regional training to build the capacity of first responders in Tanzania.
Direct Relief International
Since 2003, FedEx has provided more than $1.8 million in cash grants and transportation assistance to Direct Relief International (DRI). We have worked together to help some of the world’s most vulnerable communities prepare for and respond to natural disasters. By offering our domestic and international networks and the time, talent and expertise of our team members, in 2010-2011 alone, we helped DRI deliver over 2,300 shipments of relief supplies worth over $37 million to its hundreds of healthcare partners.

Medical Reserve Corps Med-Packs
After September 11th, the U.S. Surgeon General mandated that each state establish Medical Reserve Corps (MRC) units to help address community health needs in case of a public emergency. MRC units function at the county level and are teams of trained, credentialed, medical volunteers that supplement existing emergency and health professionals. While counties across the U.S. have recruited and trained units, there is a lack of funding to equip the teams with supplies.

In response to this critical need, FedEx supported Direct Relief International to design, field test and donate customized Med-Packs to MRC units. The packs help MRCs to be both effective and highly mobile; each pack contains medical essentials including first-aid supplies, triage materials and basic diagnostic equipment and can be carried as a backpack by volunteers.

To date, we’ve distributed over 1,200 packs to 15 counties in California. Our goal is for the pack to serve as a national model, helping MRCs across the country to be better prepared for emergencies.

A FedEx team member helps prepare a shipment of supplies for Direct Relief International.

From left: Shane O’Connor, Program Advisor, FedEx; Brett Williams, DRI operations manager; and Thomas Tighe, DRI President and CEO with a customized Med-Pack full of critical supplies to help Medical Reserve Corps address community health needs in the event of a disaster.
Hurricane Readiness Packs and Modules
FedEx and Direct Relief International are also working together to help U.S. and international healthcare facilities maintain care during disasters. Through in-kind shipping support, we help DRI equip safety net health clinics in the U.S. with hurricane preparedness packs. So far we’ve placed 30 packs, each with enough medicine and supplies to treat 100 people for up to five days, in clinics in Texas, Alabama, Mississippi, Louisiana and Florida.

Internationally, we support DRI’s one-of-a-kind Hurricane Preparedness Module program, which pre-positions medicines and medical supplies in the Caribbean and Central America in preparation for hurricanes. To date, we have helped place 26 modules across Haiti, the Dominican Republic, Jamaica, El Salvador, Nicaragua and Honduras. Together, the modules can treat 26,000 people for up to one month.

Heart to Heart International
In 2010, FedEx celebrated 15 years of working with Heart to Heart International, which provides disaster assistance and humanitarian aid to more than 50 countries around the world. In total, FedEx has helped Heart to Heart distribute $900 million worth of medical aid. Additionally, a new Heart to Heart initiative called the “Ready Relief Box” is now part of the donated medical shipment program. These sturdy containers, built to withstand travel and the elements, contain enough medicine to treat 400 people. FedEx transports them free of charge to medical teams worldwide.
For over 11 years, FedEx has helped The Salvation Army and its emergency response teams reach victims and other first responders with vital materials, food and water immediately after a disaster strikes. We have donated 15 Disaster Response Units (DRUs or canteen trucks) valued at a combined $1.5 million to increase the speed and efficiency of The Salvation Army’s disaster response network. At FedEx, we understand the value of increased speed and efficiency better than almost anyone, and are proud that the trucks we’ve donated have provided immediate relief to people affected by the wildfires in California and Sydney, floods in Chicago and Mexico, the volcano in Iceland and the Gulf oil spill, among others.

“We cannot put a monetary value on FedEx involvement with our disaster-relief services. The generosity of FedEx has enhanced our ability to help provide immediate physical and spiritual comfort to thousands of people affected by disaster, and that’s a contribution that can’t be measured. Because of this support, The Salvation Army has been instrumental on a global scale…”

— Elizabeth Duncan, Director of Development for The Salvation Army
FedEx supports The Salvation Army’s PREPARE program (Prepare to Respond to Emergencies Planning and Readiness Education), designed as a standardized international disaster training program to increase the capacity of disaster responders outside of the U.S. and Canada. To date, PREPARE has equipped responders in 100 countries with critical knowledge and skills to react in multiple emergency scenarios.

America’s Relief Team
FedEx and America’s Relief Team are helping countries throughout the Caribbean and Central America build the preparedness and response capacity of their ports and airports. The Port Resiliency Program leverages the logistics expertise of FedEx team members and aims to help mitigate the damaging effects of disaster-related port closures on the delivery of relief supplies and on local jobs, businesses and economies.
A Decade of Disaster Relief

Over the past ten years natural disasters have caused some of the worst tragedies the world has seen. From tsunamis in Asia, Hurricane Katrina, the earthquake in Haiti and the tornadoes in Joplin, communities across the globe have experienced unthinkable loss. In each of these major disasters, FedEx has played a vital role for both victims and first responders. We open our networks to relief agencies and our team members work around the clock to connect disaster-struck communities with the materials, medicines and services they need for survival. Here, we highlight some of our contributions over the past decade.

2002
• Indian earthquake: Sent 250 tons of medical and humanitarian relief supplies to help survivors.

2003
• Donated the shipment of 89 pallets of medical relief to Tel Aviv, Israel for Heart to Heart International.

2004
• Niigata Chuetsu, Japan earthquake: Aided recovery efforts to revive agriculture in local villages.

2005
• Gulf Coast Hurricane season: Provided shipping for more than 2 million pounds of relief supplies to those affected by the storms.
• Hurricane Katrina: Before Katrina made landfall, FedEx began moving 60 tons of relief supplies to emergency staging centers. Post-disaster, we provided vital logistics expertise, funding and shipping for more than 2 million pounds of medical and other supplies for the Gulf Coast area. Our efforts included shipping for nearly 2,000 kg of clothing collected from the U.S. Army, NATO and Allied Forces North Battalion in the Netherlands to send to Maxwell Air Force Base in Alabama.

2006
• Southeast Asia tsunamis: Worked with over 20 government agencies and relief organizations to deliver more than one million pounds of relief supplies including pharmaceutical and first aid supplies to Sri Lanka; relief supplies to Jakarta, Indonesia; water purification and relief supplies to India and Thailand.

2007
• Indonesia earthquake: In collaboration with Project HOPE, airlifted $7 million in medical supplies and medicine to earthquake victims.
• Peru earthquake: Provided 77 tons of relief supplies including generators, clothing, blankets, tents and tools.
• Tabasco, Mexico floods: Delivered 68 tons of aid to support displaced victims.
• Southern California wildfires: Helped move cots, comfort kits and blankets into the area for use at shelters and evacuation centers.

2008
• Sichuan China earthquake: Delivered the first private airlift of supplies to Chengdu, China for Heart to Heart International following a magnitude 7.9 earthquake.
Forty-four FedEx employees coordinated the shipment of nearly 70 tons of relief materials valued at approximately $1.5 million. In the weeks that followed the initial shipment, FedEx delivered another 31 tons of relief materials to Sichuan Province.

2009
- Hurricane flooding in Haiti: FedEx donated two charter flights to deliver disaster relief and shelter supplies to serve 1,000 Haitians.

2010
- Haiti earthquake: Transported 1 million pounds of supplies in the first week, including $20 million worth of medication, as well as a medical team from LaBonheur Children’s Medical Center.
- Gulf Oil Spill: Transported 25,000 endangered sea turtle eggs in motion and temperature controlled FedEx Custom Critical trucks to the Atlantic coast for hatching and release.

2011
- Earthquake and Tsunami in Japan: Committed $1M worth of cash and in-kind shipping of relief supplies and worked with several international relief agencies to reach survivors and first responders.
- Earthquake in China and Myanmar: Provided $300,000 in cash and $500,000 in in-kind shipping support, including a FedEx MD-11 charter flight with more than 250 pallets of critically needed medical supplies.
- Famine in Somalia: In collaboration with UNICEF, donated two Boeing 777F flights to deliver approximately 182 tons of high-nutrient food.
- Deadly Tornados in the U.S. Midwest, including Joplin, Missouri: In addition to a cash grant and donated shipping for Direct Relief International and Heart to Heart, FedEx Express Stillwater employees made their building the official drop-off point for American Red Cross donations and hand delivered the donations to Joplin.
- Earthquake in Turkey: Provided a charter flight to deliver 600 ShelterBoxes to survivors through FedEx Trade Networks. Each box is designed for a family of 10 and contains a disaster relief tent, blankets, water storage and purification equipment, a stove, basic tool kit, a children’s activity pack and other vital items.

“Shortly after the quake hit, our staff in Chengdu mobilized quickly and were onsite helping survivors of this terrible tragedy…We’re privileged to be working on this initiative with our partner FedEx, who helped us start our humanitarian operations in China with a medical airlift to Chengdu in 1997.”

– Jon D. North, former CEO, Heart to Heart International

“The generous offer [from FedEx] to provide transportation gives Soldiers, Sailors and Airmen from 26 different NATO nations the opportunity to donate much needed supplies to those whose lives have been devastated by Hurricane Katrina.”

– Captain Ernest Tornabell IV, U.S. Army
FedEx is Proud of the Recognition We’ve Received for Our Efforts in Disaster Readiness and Relief.

The American Red Cross Henry Dunant International Partnership Excellence Award and The American Red Cross Circle of Humanitarians Award:
FedEx has been honored with two distinguished awards from the American Red Cross in recognition of our longstanding support of the organization and its mission. We value our relationship with the ARC and are proud to share a deep appreciation of the humanitarian values on which the organization was founded.

Direct Relief International Global Partner Award:
In 2010, Direct Relief International presented FedEx with its first ever Global Partner Award in recognition of FedEx leadership in disaster preparedness and relief and our long-term commitment to supporting DRI’s vital initiatives. Our assistance has helped DRI respond to disasters in countries such as Haiti, China, Pakistan, Indonesia, Nicaragua, El Salvador and the Philippines.

Division of the Civilian Volunteer Medical Reserve Corps 2012 National Leadership and Partnership Award:
Headquartered in the Office of the U.S. Surgeon General, the Division of Civilian Volunteer Medical Reserve Corps helps communities across the U.S. leverage best practices to establish, implement and maintain Medical Reserve Corp (MRC) units. In 2012, FedEx was honored for our work with Direct Relief International to equip over 1,200 MRC volunteers with customized Med-Packs containing vital supplies to aid in community disaster response.

Salvation Army “Sleeves Rolled Up” Excellence in Corporate Philanthropy Award:
In 2012, FedEx was honored at the National Disaster Services conference with the Salvation Army’s Sleeves Rolled Up award, in recognition of our ongoing support and shared commitment to the organization’s mission. We have funded 15 Disaster Response Units (DRUs) and continue to support innovative preparedness and recovery programs such as EnviRenew.

The George C. Marshall Foundation Award:
FedEx Chairman and CEO Frederick W. Smith was honored with the prestigious Marshall Foundation Award in recognition of his success in building a company that has changed business around the world and that generously provides humanitarian assistance to disaster-struck countries and regions in need.

“Working with FedEx has multiplied our capabilities. [It] accelerates our thinking. Instead of having to figure out the best way to handle logistics during the chaotic fog of a disaster, we leverage the expertise and powerful global network of the world’s best transportation company. This frees us to focus our efforts on what we do best – getting the right medications into the hands of the right partners. During disasters you need the right things delivered fast. Working with FedEx, we focus on the right things and FedEx takes care of the fast.”

– Thomas Tighe, CEO, Direct Relief International
What’s Needed...When It’s Needed

Our Efforts in Haiti

On January 12, 2010 a 7.0 magnitude earthquake shook Haiti, killing over 300,000, collapsing 250,000 homes and leaving over one million people homeless. Hearing of the catastrophic damage, FedEx team members immediately sprang into action and we were among the first to deliver critical supplies to victims. Within a week we had transported over a half a million pounds and within the first month we helped seven different international NGOs deliver over one million pounds of aid.

As logistics experts, we saw a role for FedEx in helping to bring increased organization and efficiency to the recovery. We teamed up with InterAction, the largest alliance of U.S.-based international NGOs, to launch Haiti Aid Map, a web-based mapping platform that displays current aid projects on the ground throughout the country. The map increases transparency and accountability in the NGO community; helps to facilitate partnerships and improve coordination among NGOs, the private sector, governments and donors; and helps recovery teams make more informed decisions about how to invest their resources.

Two years later, there is still much work to be done in Haiti. FedEx remains committed to supporting those affected by the earthquake and to the ongoing efforts of the NGOs dedicated the country’s recovery. Over $1 billion in aid has been directed to Haiti and over 50 NGOs remain on the ground, making for one of the most complex recovery efforts in recent history.

As of May 2012, Haiti Aid Map includes 343 active projects and 58 organizations. The website is http://haiti.ngoaidmap.org

**Day**
- Within one day: Committed $425,000 in cash

**Week**
- Within one week: Transports 520,000 pounds of relief supplies including $20 million worth of medications

**Month**
- Within one month: Transports more than one million pounds of aid

**Year**
- Within one year: Donated $2 million in cash and in-kind shipping including 1.3 million pounds of aid; launched the Haiti Aid Map with InterAction
Our Efforts in Japan

After a massive earthquake struck the northeast of Japan on March 11, 2011, Japanese Emergency NGOs (JEN), a local nonprofit organization and a strategic long-term community partner with FedEx in Japan, established a volunteer center in Ishinomaki city, Miyagi Prefecture, which suffered greatly in the devastating quake and tsunami.

On April 12, 2011, JEN, together with other non-profit organizations and individual volunteers, began a series of workshops called “Mud-Busters” aimed at removing mud from the houses still habitable. FedEx volunteers were bused in from Tokyo, and through this effort, the harmful dust and health risks associated with dried mud were reduced. Overall, FedEx contributed $1 million to provide support for those affected by the disaster and almost 100 FedEx employees volunteered for the effort.

Volunteers from FedEx Express Japan and JEN also worked together to harvest rice in the Iketani and Iriyama villages, Niigata Prefecture. The rice harvest was the third phase in an agricultural volunteer program designed to help revitalize an area affected by the 2004 Niigata Chuetsu Earthquake.

Our Efforts in Africa

In response to the famine in Somalia, FedEx Express delivered approximately 182 metric tons (400,000 pounds) of high-nutrient food to Nairobi, Kenya. The charitable initiative was organized in collaboration with UNICEF with the aim of offering life-saving assistance to severely malnourished children in south and central Somalia. To complete the large-scale humanitarian mission, FedEx used a Boeing 777F aircraft for two relief flights. The in-kind donations currently make FedEx the single largest provider of philanthropic air lifts of aid for UNICEF in response to the famine in Somalia. Together the loads helped to treat over 6,000 severely malnourished children and provide fortified food for 4,000 families for two weeks.

“I love how the Haiti Aid Map takes the complexity of humanitarian work in Haiti and boils it down to a simple, accessible map without sacrificing any of the details. It’s really the rarest of tools: useful to humanitarian professionals and interested donors alike.”

– Robert Banick, Haiti GIS Analyst, International Services, American Red Cross
FedEx understands that delivering relief supplies is only one step in a long process to rebuild and revitalize communities impacted by disasters. In 2010, we launched support into a new disaster-related funding area – recovery. Beginning with sponsorship of The Salvation Army’s Resiliency Summit on the fifth anniversary of Hurricane Katrina, we set out to understand how FedEx could have an impact on this growing field.

We quickly learned that access to recovery information and best practices is severely limited, so we invested in an effort to analyze, capture and distribute key findings from what we believe to be the most innovative long-term disaster recovery project in the U.S. to date: The Salvation Army’s award-winning EnviRenew Resilience.

Launched by Major Ethan Frizzell of The Salvation Army in New Orleans, EnviRenew’s mission is to create a compelling, actionable and inclusive process for sustainable community resilience and recovery. The initiative validates the need for communities to treat resilience planning just as they might disaster preparedness, and demonstrates the value of taking a holistic approach to recovery by considering a community’s social, economic and physical aspects.

In New Orleans, EnviRenew is seeking not only to help rebuild, but to build better. The program was founded on the notion that disasters have a silver lining: Opportunity. Neighborhoods, towns and cities forced to rebuild have the opportunity to strengthen and improve upon themselves, and in New Orleans EnviRenew is helping make homes more affordable and energy efficient, reducing costs of living and ultimately dependency on emergency utility assistance.

To help communities across the country understand and capitalize on their own unique opportunities, FedEx funded the first EnviRenew Resilience report, which captures learnings from New Orleans and creates a foundation for further exploration into effective resilience planning.

Disaster Recovery

The Resilience Cycle, as defined by EnviRenew. According to Doug Ahlers from the Harvard Kennedy School of Government, “Resilience is the capacity of a system to be able to prevent, withstand absorb, adapt to, or bounce back from a shock... It is, in part, reaching a point where a community is able to mitigate, absorb, and manage its vulnerabilities.

The triple bottom line approach considers the social, economic and physical assets of a community and shows how these assets are interlinked. Resilience relies on strengthening all of these aspects of a local environment in order to create value and build back better.
Appendix for weblinks

Haiti Aid Map
http://haiti.ngoaidmap.org

Philanthropy
http://giving.fedex.com

FedEx Blog
http://blog.fedex.com