

2018 Global Citizenship Report



Data Appendix

This appendix to our tenth annual Global Citizenship Report provides detailed data metrics across the three key areas of Economy, Environment and People. For more information about FedEx strategies, goals, programs and progress related to those areas, please read the [full report](#)

The data in this appendix was prepared in accordance with the Global Reporting Initiative (GRI) G4 Guidelines, Core option. Unless otherwise noted, data covers each of our operating companies and all geographies in our 2017 fiscal year, which ended May 31, 2017.

The scope of the FY17 report content and data includes TNT Express, unless otherwise noted. Because TNT was acquired late in FY16, that entity is not included in any of the reported data for FY16 or FY15, with the exception of relevant FY16 financial data.

Our Company/Economy

BUSINESS PERFORMANCE

	FY15	FY16	FY17
Revenue (\$B)	\$47.45	\$50.40	\$60.30
Operating Income (\$M)	\$1,867	\$3,077	\$5,037
Operating Margin	3.9%	6.1%	8.4%
Net Income (\$M)	\$1,050	\$1,820	\$2,997
Diluted EPS	\$3.65	\$6.51	\$11.07
Capital Expenditures (\$B)	\$4.30	\$4.80	\$5.10

STAKEHOLDER VALUE-ADDED

	FY15	FY16	FY17
Dividends Paid to Shareholders (\$M)	\$227	\$277	\$426
Salaries and Employee Benefits (\$B)	\$17.11	\$18.58	\$21.54
Community Investments (\$M) ⁽¹⁾	\$53.06	\$57.29	\$65.30

(1) This includes cash, in-kind, and United Way team member contributions.

SMALL BUSINESS SUPPORT

	FY15	FY16	FY17
Number of Small and Medium-sized Businesses (SMBs) Trained through FedEx Know and Grow SM	8,400	5,600	17,876 ⁽¹⁾
Total number of SMBs Trained To Date (as of FY)	80,900	86,500	104,376
FedEx Small Business Grant Contest Applicants	2,200	2,100	4,600

(1) Note for data difference: This year we had the capability to report on the pieces we have online, which we did not have last year. We have been able to incorporate the number of times learning materials have been downloaded by small business customers, which helps to explain the increase in training from FY16 to FY17.

SUPPLIER SUSTAINABILITY

	FY15	FY16	FY17
Total Number of Suppliers Participating in RFx Event	373	318	281
Total Number of Suppliers Asked Sustainability Questions in RFx Event	249	229	206
% Suppliers Screened with Sustainability RFx Questions	67%	72.01%	73.31%
Diverse Supplier Spending (\$B)	\$6.70	\$9.20	\$9.10
Minority-owned Businesses (% of total diverse supplier spend)	14%	13%	12%
Women-owned Businesses (% of total diverse supplier spend)	7%	11%	9%
Other Small Businesses (% of total diverse supplier spend)	79%	76%	79%
Minority-owned Businesses – Minority Spend by Demographic (\$B)			\$1.10
Hispanic			30%
African American			27%
South Asian Indian			13%
Asian			4%
Other/Not Disclosed ⁽¹⁾			26%

(1) This includes Native American, which was <1% of data reported.

CHARITABLE CONTRIBUTIONS

	FY15	FY16	FY17
Cash Grants (\$M)	\$36.97	\$40.53	\$49.30
Corporate Charitable Shipping (\$M)	\$5.36	\$5.68	\$5.25
Corporate Marketing and FedEx Express In-kind Donations (\$M)	\$1.33	\$1.66	\$0.90
Total Company Direct Charitable Contributions (\$M)⁽²⁾	\$42.33	\$46.21	\$55.45
Team Member Contributions to United Way Campaign (\$M)	\$9.40	\$9.42	\$9.85
Total (\$M)	\$53.06	\$57.29	\$65.30

(1) Towards FedEx Cares Charitable Giving Goal, which started FY16.

(2) FY15 & FY16 Total Company Direct Charitable Contributions do not include Corporate Marketing and Express in-kind donations, which are now being included in the FY17 total.

Environment

DIRECT AND INDIRECT ENERGY CONSUMPTION (TERAJOULES)	FY15	FY16	FY17
Direct Energy Consumption			
Aircraft Fuel			
Jet Fuel	157,652	156,960	160,399
Vehicle Fuel ⁽¹⁾			
Diesel	35,703	37,167	36,867
Gasoline	3,254	3,415	3,489
Propane	756	848	870
Liquefied Natural Gas (LNG) & Compressed Natural Gas (CNG)	14	20	146
Facility Use			
Natural Gas	5,057	4,257	5,225
Heating Oil	19	9	52
Total Direct Energy Consumption (terajoules)	202,455	202,676	207,048
Indirect Energy Consumption			
Facility Electricity Use			
Purchased Electricity	6,356	6,647	7,988
Purchased Heating ⁽²⁾	N/R	N/R	61
Purchased Cooling ⁽²⁾	N/R	N/R	2
Total Indirect Energy Consumption (terajoules)	6,356	6,647	8,051
Total Direct and Indirect Energy Consumption (terajoules)	208,811	209,323	215,099
Other Indirect Energy Consumption			
Contracted Transportation	29,650	33,908	36,068
Total Other Indirect Energy Consumption (terajoules)	29,650	33,908	36,068
Total Energy Consumption (terajoules)	238,461	243,231	251,167
Consolidated Revenue (\$M)	\$47,453	\$50,365	\$60,319
Total Energy Intensity (terajoules/\$M)	5.03	4.83	4.16

(1) Includes a small amount of fuel used for emergency generators at some facilities.

(2) New for FY17.

DIRECT AND INDIRECT GHG EMISSIONS (CO₂e METRIC TONS)	FY15	FY16	FY17
Direct Energy Consumption (Scope 1)			
Aircraft Fuel			
Jet Fuel	10,701,617	10,654,641	10,889,010
Vehicle Fuel ⁽¹⁾			
Diesel	2,514,443	2,603,841	2,581,801
Gasoline	225,521	236,429	241,287
Propane	43,775	48,619	50,535
Liquid Natural Gas (LNG) & Compressed Natural Gas (CNG)	769	1,000	7,625
Facility Use			
Natural Gas	254,777	214,676	254,223
Heating Oil	1,292	659	4,211
Total Direct Emissions (Scope 1) (metric tons CO₂e)	13,742,194	13,759,865	14,028,692
Indirect Energy Consumption (Scope 2)			
Facility Energy Use			
Purchased Electricity	970,981	958,526	1,093,006
Purchased Heating ⁽²⁾			1,012
Purchased Cooling ⁽²⁾			91
Total Indirect Energy Emissions (Scope 2) (metric tons CO₂e)	970,981	958,526	1,094,109
Market-Based Scope 2 Emissions	N/R	N/R	1,094,867
Total Direct and Indirect Emissions (Scope 1 & 2) (metric tons CO₂e)	14,713,175	14,718,391	15,122,801
Other Indirect Energy Consumption (Scope 3)			
Contracted Transportation	2,023,432	2,336,731	2,571,006
Team Member Business Travel ⁽²⁾	50,897	63,944	71,409
Total Other Indirect Emissions (Scope 3) (metric tons CO₂e)	2,074,329	2,400,675	2,642,415
Total Greenhouse Gas Emissions (Scope 1, 2 & 3) (metric tons CO₂e)	16,787,504	17,119,066	17,765,215
Consolidated Revenue (\$M)	\$47,453	\$50,365	\$60,319
Total Emissions Intensity (Scope 1, 2 & 3) (metric tons CO₂e/\$M revenue)	353.77	339.90	294.52

(1) Includes a small amount of fuel used for emergency generators at some facilities.

(2) FY15 only includes commercial air travel. FY16 and FY17 also include car rental usage.

EMISSIONS INTENSITY	FY15	FY16	FY17
Consolidated Revenue (\$M)	\$47,453	\$50,365	\$60,319
Total Emissions Intensity (Scope 1 & 2) (metric tons CO ₂ e/\$M revenue)	310.06	292.23	250.71
Total Emissions Intensity (Scope 1, 2 & 3) (metric tons CO ₂ e/\$M revenue)	353.77	339.90	294.52

DIRECT AND INDIRECT GHG EMISSIONS:

GHG EQUIVALENCY BREAKDOWN (METRIC TONS CO₂e)

	FY16	FY17
Total Direct Emissions (Scope 1)		
Carbon Dioxide (CO ₂)	13,620,050	13,869,005
Methane (CH ₄)	6,536	6,552
Nitrous Oxide (N ₂ O)	133,280	136,000
Total Indirect Energy Emissions (Scope 2)		
Carbon Dioxide (CO ₂)	953,914	1,087,006
Methane (CH ₄)	432	2,397
Nitrous Oxide (N ₂ O)	4,180	4,705
Total Direct and Indirect Energy Emissions (Scope 1 & 2)		
Carbon Dioxide (CO ₂)	14,573,964	14,956,011
Methane (CH ₄)	6,967	8,949
Nitrous Oxide (N ₂ O)	137,460	140,704
Total CO₂e (Scope 1 & 2)	14,718,391	15,105,666⁽¹⁾

(1) This breakout does not include TNT's vehicle fuel emissions.

OTHER SIGNIFICANT AIR POLLUTANTS (METRIC TONS)

	FY15	FY16	FY17⁽¹⁾
Nitrogen Oxides (NO _x)	317,314	317,009	332,889
Sulfur Oxides (SO _x)	20,700	20,623	21,031
Particulate Matter (PM ₁₀)	3,037	3,096	3,577

(1) Does not include TNT vehicle fuel emissions.

FUEL AND ENERGY SAVING INITIATIVES	Energy Saved (terajoules)			CO ₂ e Emissions Avoided (metric tons)		
	FY15	FY16	FY17	FY15	FY16	FY17
On-site Solar Electricity Generation	41	61	75	4,613	7,027	12,425
Building Lighting Retrofits	732	771	793	140,275	149,789	164,018
FedEx Fuel Sense (Jet Fuel)	10,625	11,600	12,510	721,239	787,447	849,183
FedEx Express Aircraft Fleet Modernization	6,399	10,208	12,705	427,000	686,169	862,420
FedEx Express Reduce, Replace, Revolutionize Vehicle Efficiency	3,048	3,140	3,113	214,746	217,549	219,714
FedEx Freight Intermodal Rail Usage	2,943	3,218	3,408	207,301	226,744	237,760
Total Energy Saved / Emissions Avoided	23,788	28,998	32,604	1,715,174	2,074,725	2,345,519

GLOBAL VEHICLE FLEET	FY15	FY16	FY17
Total Alternative Vehicles	1,892 ⁽¹⁾	2,724	2,865
Hybrid	447	527	463
Electric	1,176	1,817	2,109
Liquefied Natural Gas (LNG) & Compressed Natural Gas (CNG)	122	195	220
Liquefied Petroleum Gas (propane) ⁽²⁾	92	144	58
Hydrogen Fuel Cell	55	41	15

(1) Includes off-road electric vehicles in service but not reported in prior years.

(2) Total does not include propane-powered forklifts.

EFFICIENT FACILITIES	FY15	FY16	FY17
Number of FedEx Express ISO 14001 Certified Sites ⁽¹⁾⁽²⁾	52	52	649
Number of FedEx Express LEED Buildings in U.S. ⁽³⁾	10	12	14
Number of FedEx Freight GREEN Site-designated Facilities ⁽⁴⁾	228	240	486
Number of FedEx Ground Sustainability Champion Designated Facilities ⁽⁵⁾	27	34	248

(1) In addition to the 649 FedEx Express ISO 14001 certified site facilities listed, FedEx Supply Chain has another location that is ISO 14001 certified. This brings the overall company-wide total to 650 sites.

(2) The significant increase in ISO 14001 certified sites is due to the inclusion of 598 certified sites at TNT.

(3) There are other LEED facilities as well: FedEx Express International (3 sites), FedEx Ground (6 sites), and FedEx Office (1 site).

(4) For more information on GREEN Site facilities, see page 38.

(5) For more information on Sustainability Champion facilities, see page 38.

SOLAR ENERGY

	FY15	FY16	FY17
Number of On-site Solar Energy Systems Companywide	15	18	20
Solar Electricity Generated On-site (kWh)	11,260,165	16,986,893	20,832,023
Emissions Avoided by Solar Sites (metric tons CO ₂ e)	4,613	7,027	12,425

MATERIALS CONSUMPTION & RECYCLED CONTENT

	FY15	FY16	FY17
Packaging Materials⁽¹⁾			
Total Packaging (metric tons)	54,342	53,859	66,833
% of Packaging from Recycled Content	49%	48%	44%
Paper			
Total Paper (metric tons)	24,577	26,151	23,467
% of Paper from Recycled Content	13%	6%	5%
Other Operational Materials (solids)			
Total Other Operational Materials (solids – metric tons)	28,929	21,728	20,238
% of Other Operational Materials (solids) from Recycled Content	41%	40%	56%
Total Solid Materials Used (metric tons)	107,848	101,738	110,538
Other Operational Materials (fluids – liters)	N/R	N/R	6,738,515

(1) In addition to cardboard, other materials used in shipping include bubble pack, plastic air pillows, chipboard, Tyvek envelopes and packaging tape.

FEDEX OFFICE PAPER CERTIFICATION (%)⁽¹⁾

	FY15	FY16	FY17
Forest Stewardship Council (FSC)	83%	81%	87.6%
Other Third-Party ⁽²⁾	13%	17%	12%
Non-certified	4%	2%	0.4%

(1) This refers to the paper used for printing operations at FedEx Office, which is the vast majority of our paper use across the enterprise.

(2) Includes SFI/PEFC, Tree Free, ISO 14001, Green Seal, Wind Power and Carbon Neutral.

WASTE AND RECYCLING⁽¹⁾ (METRIC TONS)	FY15	FY16	FY17
Total Waste Generated	223,186	250,488	287,219
Total Sent to Recyclers	153,955	177,146	203,550
Total % Sent to Recyclers	69%	71%	71%

WASTE AND RECYCLING⁽¹⁾ (METRIC TONS)	FY15	FY16	FY17
Solid Waste (Non-Regulated/Trash)			
Total Solid Waste	211,988	240,917	275,988
Sent to Recyclers	144,597	169,067	198,353
% Sent to Recyclers	68%	70%	72%
Landfilled	67,391	71,850	77,635
Hazardous Waste (Regulated)			
Total Hazardous Waste	821	828	1,023
Sent to Recyclers	619	597	338
% Sent to Recyclers	75%	72%	33%
Landfilled	201	231	686
Non-Hazardous Regulated Waste			
Total Non-Hazardous Regulated Waste	9,290	7,910	9,486
Sent to Recyclers	7,652	6,649	4,137
% Sent to Recyclers	82%	84%	44%
Landfilled	1,637	1,261	5,348
Universal Waste⁽²⁾			
Total Universal Waste	70	66	38
Sent to Recyclers	70	66	38
% Sent to Recyclers	100%	100%	100%
Electronic Waste			
Total Electronic Waste	1,017	767	684
Sent to Recyclers	1,017	767	684
% Sent to Recyclers	100%	100%	100%

(1) Refers to data collected in North America and U.K. Waste at many of our facilities is difficult to track because it is collected by haulers contracted by a landlord or local municipality, or commingled with other tenants' waste in shared facilities such as airports and strip malls, and as such has not been included in this data.

(2) Universal waste encompasses certain hazardous waste items, including batteries and mercury-containing lamp bulbs, as defined by U.S. EPA regulations.

ENVIRONMENTAL COMPLIANCE SUMMARY

	FY15	FY16	FY17
Number of Significant Spills ⁽¹⁾	119	132	134
Number of Monetary Violations from External Agencies	8	3	2
Total Amount of Monetary Violations	\$92,884	\$15,250	\$1,119

(1) Defined as spills of hazardous materials like oil, fuel and chemicals that are reportable to the appropriate environmental regulatory agency, such as the U.S. National Response Center.

People**HEADCOUNT BY GLOBAL REGION**

	FY15	FY16	FY17
Total Headcount	323,035	335,767	404,336 ⁽¹⁾
U.S. (%)			70%
Europe (%)			12%
Asia Pacific (APAC) (%)			7%
Latin America, Caribbean (LAC) (%)			6%
Canada (%)			3%
Middle East, Indian Subcontinent and Africa (MEISA) (%)			2%
Full-time Employees (U.S. workforce only)	149,000	153,441	160,732
Part-time Employees (U.S. workforce only)	106,435	117,202	118,879

(1) Includes TNT employees.

TEAM MEMBER CAREER DEVELOPMENT

	FY15	FY16	FY17
Training			
Total Average Training Hours (does not include TNT)	16.57	20.08	19.38
Management	30.30	31.77	22.58
Non-management	15.55	19.23	19.11
Performance Reviews (%)⁽¹⁾	100%	100%	97%

(1) Represents full-time U.S. salaried employees only.

U.S. WORKFORCE DIVERSITY	FY15	FY16	FY17
Caucasian	52.0%	50.6%	50.1%
Black/African American	28.0%	28.4%	28.7%
Hispanic/Latin	14.0%	13.9%	14.5%
Asian	3.0%	4.0%	4.3%
American Indian/Alaskan Native	1.0%	0.7%	0.6%
Other	2.0%	2.4%	1.8%

U.S. WORKFORCE GENERATIONAL DIVERSITY	FY15	FY16	FY17
Under 30 Years of Age	28%	29%	29%
30-50 Years of Age	42%	41%	41%
Over 50 Years of Age	30%	30%	30%

EMPLOYEE TURNOVER (not including TNT)	FY15	FY16	FY17
New Hire Data			
Total New Hires	118,845	143,327	163,755
New Hire Rate	37%	43%	47%
Male % of New Hires	69%	67%	67%
Female % of New Hires	31%	33%	33%
Employee Turnover Data			
Total Turnover	107,440	128,723	142,805
Turnover Rate	33%	38%	41%
Male % of Turnover	69%	68%	67%
Female % of Turnover	31%	32%	33%
Full-Time U.S. Retention Rate	80%	88%	88.4%

GLOBAL SAFETY DATA

	FY15	FY16	FY17
Total Lost Time Injury Rate, per 200,000 Hours Worked⁽¹⁾	3.83	3.53	3.33
North America (US/Canada)	N/R	3.79	3.68
Rest of the World (Includes TNT)	N/R	2.39	2.51
Lost Time Injuries % Male	N/R	69% ⁽²⁾	66% ⁽²⁾
Lost Time Injuries % Female	N/R	31% ⁽²⁾	34% ⁽²⁾
Total Preventable Recordable Vehicle Accident Rates, per 1 Million Miles Driven ⁽³⁾	0.29	0.31	0.27
Total Number of Employee Fatalities (work-related)⁽⁴⁾	8	6	7

(1) Per 200,000 hours worked; Lost Time Injuries means a nonfatal traumatic injury that causes any loss of time from work beyond the day or shift it occurred; or a nonfatal nontraumatic illness/disease that causes disability at any time. Global LTIR data is based on definitions from the United States Occupational Safety and Health Administration (OSHA).

(2) For % Male and % Female breakouts, FedEx Express Europe and TNT numbers are not included for FY17. FY16 breakouts do not include FedEx Express Europe, MEISA or Canada regions.

(3) The Preventable Recordable Vehicle Accident Rate incorporates employees and contracted service providers operating under FedEx Ground, FedEx Freight Canada and FedEx Custom Critical.

The term DOT Recordable means an occurrence involving a commercial motor vehicle operating on a highway in interstate or intrastate commerce which results in at least one of the following and it is ruled Preventable:

* A fatality; or

* Bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident; or

* One or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle.

(4) GRI definition: the death of a worker occurring in the current reporting period, arising from an occupational injury or disease sustained or contracted while in the organization's employ.

GLOBAL HEADCOUNT BY GENDER

(not including TNT)

	FY15	FY16	FY17
Total Employees	323,035	335,767	349,456
Total Male Employees	234,259	241,702	249,674
Male % of Headcount	73%	72%	71%
Total Female Employees	88,776	94,065	99,782
Female % of Headcount	27%	28%	29%
Management Employees	22,270	22,777	27,200
Male % Management Employee	78%	78%	78%
Female % Management Employee	22%	22%	22%
Non-Management Employees	300,765	312,990	322,256
Male % Non-Management Employee	72%	72%	71%
Female % Non-Management Employee	28%	28%	29%