



Corporate Social Responsibility Fact Sheet

Middle East, India and Africa

Headquarters	Dubai, United Arab Emirates
Workforce	10,000+
Service area	More than 220 countries and territories
Main hubs	Dubai, United Arab Emirates
Countries/territories within area	80+
Environmental initiatives	<ul style="list-style-type: none"> • Use of Boeing 777 in MEISA network • Eco-Drive program – operating vehicles more efficiently, increasing awareness of energy conservation, environmental protection and general road safety by applying five key principles • LEED Gold Certification – FedEx India Headquarters, Mumbai, India • ISO 14001 certifications in 9 countries • Solar facility – Port Elizabeth, South Africa • FedEx Delivery Manager® International in 14 countries
Recent CSR awards	<ul style="list-style-type: none"> • ‘Great Place to Work’ in the UAE and India • Top Empowerment Awards in South Africa: National Top Empowered Company: Diversity and Inclusion (2020) • Standard Bank Women Award in South Africa: Business of the Year, Top Gender-Empowered Organization (2019) • National Business Awards in South Africa: Top Icon Award (2019) • Logistics and Transport Awards: ‘Express Logistics Provider of the Year’ in the Middle East (2019) • Transport & Logistics Middle East Excellence Awards: ‘Integrator of the Year’ (2019) • Annual Insights Middle East Call Center & CX Awards: ‘Best Industry Call Center (Logistics)’ (2019) • In-House Community: ‘Best Legal Team of the Year’ (Middle East) (2019) • The Logistics Middle East Awards, formerly known as the Supply Chain and Transport Awards (SCATA): ‘Express Logistics Company of the Year’ (2018) • National Business Awards in South Africa: ‘Customer Focus category winner’ (2018) • Diamond Arrow Awards in South Africa: Foreign owned courier companies operating domestically, and Foreign owned courier companies operating internationally (2018)
FedEx Cares	<ul style="list-style-type: none"> • FedEx Cares from FY20 – FY21, more than 3,200 team members gave 9,780 hours of their time in 36 cities across 10 countries <ul style="list-style-type: none"> • In FY20 more than 3,000 team members gave 8,767 hours of their time in 32 cities across 7 countries • In FY21 nearly 300 team members gave 1,013 hours of their time across 3 countries, either engaging with recipients online, or with strict COVID-safe protocols in place • Global COVID support and delivery of relief supplies, and donation of three FedEx Boeing 777F charitable charter flights from the USA to transport thousands of oxygen concentrators, medical supplies, and hundreds of thousands of PPE items for distribution across India through Direct Relief • Sponsored 730 women entrepreneurs in Mumbai to restart their micro-businesses, impacted by COVID-19 • Junior Achievement Global Possibilities Awards and school-based Company Programs across the Middle East, Africa, and India • Virtual student mentoring sessions with INJAZ Al Arab, the Middle Eastern Junior Achievement organization, reaching more than 650 students in Dubai through a 10-month program • Lunch Box Program: Provided lunch and breakfast to 785 school children in impoverished areas in South Africa • Better Bus Challenge (India) • Oprah Winfrey Learning Academy for Girls (South Africa)

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Countries

- FedEx Delivery Manager (FDMi) helps customers reduce transportation emissions
- Our customers can proactively customize final delivery which lowers the number of second delivery attempts needed.

