



DELIVERING FOR GOOD

Using our global network and logistics expertise to help people and communities in need



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 deliver 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 FY21, FedEx shipped \$89.6 million worth of goods via 82,000 shipments to nonprofit programs doing good around the world.

We are proud to collaborate with these nonprofit organizations



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Disaster Relief: Readiness, response and recovery



Increased capacity for treatment and vaccines to fight COVID-19

Surge capacity for hospitals

At FedEx, we are experts in complexity. We organize, store and safely move millions of packages every day, to nearly every corner of the globe. It's this expertise that enabled us to help International Medical Corps deploy emergency medical field units across the US to support its COVID-19 response. These units, stored near our global hub in Memphis, Tennessee, provided surge capacity to medical facilities overflowing with patients due to the pandemic. The field units ensure that hospitals have space for triage and treatment for all patients who need care.

Vaccinations for vulnerable populations

Together, FedEx and International Medical Corps increased the capacity of health facilities in Los Angeles to provide COVID-19 vaccinations to some of the city's most vulnerable residents. FedEx deployed International Medical Corps' emergency field units and PPE to Martin Luther King Jr. Community Hospital and Kedren Community Health Center. Volunteers working at these sites provided an average of more than 2,100 COVID-19 vaccines daily.

2021 COVID-19 community-level vaccine distribution

In December 2020 FedEx committed \$4M to help nonprofit organizations distribute COVID-19 vaccines to under-resourced communities in Memphis, across the U.S., and in almost 30 countries around the world.

Memphis

In our hometown of Memphis, Tennessee, we are supporting Christ Community Health Services to distribute vaccines to local health care centers that reach some of our most underserved, highest risk neighbors.



United States

Direct Relief supports 2,500+ community clinics and health centers across all 50 states. We are helping transport vaccines to these facilities, which collectively provide health care to more than 30 million people, including those who are low-income and lack equitable access to the vaccines.



The World

We will help International Medical Corps strengthen COVID-19 vaccine efforts across its network of almost 30 countries, serving some of the lowest-income, most remote communities on the planet.



FedEx cares

FedEx supports International Medical Corps to receive WHO classification

In June 2021, the World Health Organization (WHO) classified International Medical Corps as an Emergency Medical Team (EMT) Type 1 provider, making International Medical Corps the first nonprofit worldwide to receive classification to offer both Fixed and Mobile EMT Type 1 capabilities. FedEx support helped IMC complete the certification process, and we are proud to work with an organization capable of deploying quickly and providing medical services in response to a disaster anywhere in the world.

Chartered flights provide emergency supplies to 1.8 million people in Lebanon and India

Responding to the explosion in Lebanon

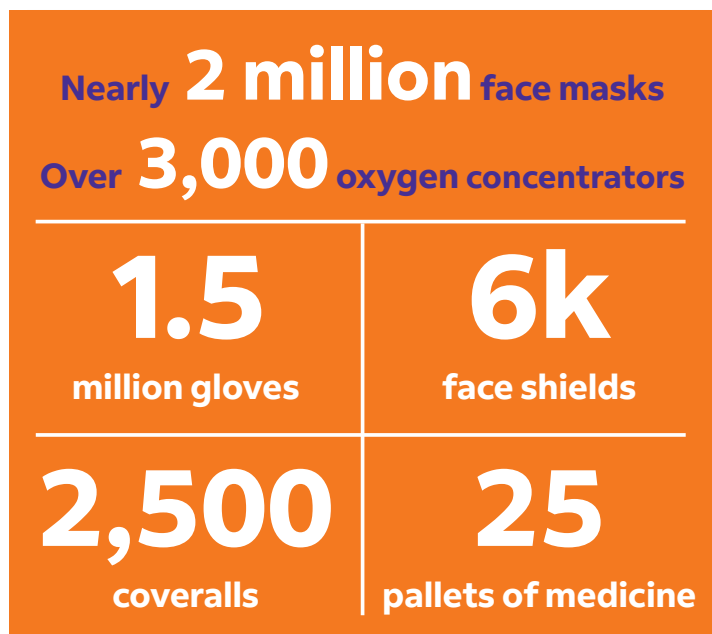
FedEx has the capability to move huge amounts of materials long distances in a short time. Following the catastrophic explosion in Beirut, Direct Relief urgently needed to deliver 60 tons of supplies – worth \$11 million – the 8,000 miles from Santa Barbara, California, to Lebanon. Direct Relief called FedEx, and we offered to charter a Boeing 777 for the job.

FedEx team members on three continents collaborated to deliver the supplies to hospitals, clinics, and primary care centers serving survivors of the blast.

“We’ve seen the devastation from the explosion and know people are still in desperate need of help. On behalf of our 500,000 FedEx team members, we are proud to be able to use our global network to provide these lifesaving resources,” said Richard Smith, executive vice president, Global Support, FedEx Express. [Watch more here.](#)

Critical PPE to India amidst COVID-19 surge

In the spring of 2021, India experienced an unprecedented surge in COVID-19 cases, and countries, businesses, and NGOs around the world offered to help. FedEx donated two FedEx Boeing 777F charter flights to move over 3,000 oxygen concentrators and nearly 2 million masks for Direct Relief from Newark, New Jersey to Mumbai and Delhi, India.



Critical medical supplies and personal protective equipment departing Santa Barbara, Calif., USA, bound for healthcare facilities in Kolkata, India.

FedEx supported Direct Relief with its annual FedEx Air & Ground NFL Awards program. We donated \$40,000 to Direct Relief and during each week of the NFL season, we delivered a Medical Backpack (each filled with enough supplies to help 500 people) to a community clinic or health center in the hometowns of the FedEx Air & Ground selected players.

Clean water for flood victims in central Vietnam

At FedEx, Delivering for Good means going above and beyond for others, especially those in critical need. When deadly flooding impacted over one million people in Vietnam, and was quickly followed by Typhoon Molave, an already critical situation was made worse.

In response, FedEx worked with global nonprofit organization Water Mission to transport 975,000 water purification packets, which collectively can treat 9.7 million liters (2.64M gallons) of water, making it safe for human consumption.

“After any natural disaster, access to safe water is critical because that helps to prevent the spread of waterborne illnesses,” said Water Mission CEO and President, George C. Greene IV, PE. “We are grateful to FedEx and their continued collaboration and support of our disaster response efforts in bringing safe water to the thousands of people affected by Typhoon Molave in Vietnam.”



FedEx picks up more than 975,000 water purification packets from Water Mission bound for Vietnam. The packets will purify nearly 10 million liters of water.

A cleaner, greener world

Trees play a vital role in our everyday lives. They improve the quality of the air we breathe and the water we drink. The Arbor Day Foundation works with communities, individuals and companies to plant trees where they are needed most around the world.

Team members plant trees at home

Arbor Day Foundation's Community Canopy Program made it possible for FedEx team members to plant trees in their own backyards and local communities. In lieu of big group tree planting events for Arbor Day, FedEx engaged the Community Canopy team to match interested team members with trees that grow best in their region and deliver them to their door. From New York to Dallas to Idaho, team members, their families and friends planted 500 trees across the US.

New trees as part of Australia's recovery from tragic bushfires

The Arbor Day Foundation's Community Tree Recovery (CTR) program helps reforest areas damaged by natural disasters. FedEx has been the program's national sponsor since its launch in 2012, helping distribute more than 5 million trees around the world.

In 2019 and 2020, bushfires burned more than 11 million hectares of land in Australia, killing 33 people and an estimated one billion animals. As climate change creates more extreme natural disasters, more trees continue to be lost, making this work even more urgent. To support Australia in their recovery, and as part of our larger commitment to taking bold action in addressing climate change, FedEx supported the Arbor Day Foundation to plant 2,500 trees in Adelaide, South Australia.



VOLUNTEER SNAPSHOT:

Story of “legendary” volunteer Bob Bledsoe



Bob leading a team on a muck out in Houston following hurricane Harvey. Photo courtesy of Team Rubicon.

Air Force veteran, and FedEx Express crewmember Bob Bledsoe has been called a legend by fellow volunteers. That's partly because he's been serving with Team Rubicon almost as far back as its founding, but mostly because of his leadership.

Team Rubicon is a nonprofit that pairs the skills and experiences of military veterans with first responders and civilian volunteers to serve communities before, during, and after disasters and humanitarian crises. FedEx has supported Team Rubicon for five years.

Bob is the Volunteer Field Operations Lead for Team Rubicon's North Branch. "I love mentoring newer volunteers, and I learn something new from them every day," Bob says.

In 2010, his daughter was working in Haiti when the devastating earthquake struck. While coordinating medevacs, she happened to meet Team Rubicon's first strike team led by Jake Wood, the organization's co-founder and Executive Chairman. Soon after, she became a volunteer and her father followed her lead.

Bob first deployed with the organization in 2013 after a monstrous tornado carved a destructive path through Moore, Oklahoma. Being originally from the area, he was compelled to serve. "It felt personal," he said. Since then, he's been on too many operations to name, but the list includes a response in Houston after Hurricane Harvey in 2017, and more recently, serving to help with COVID-19 relief efforts.

A legend indeed, Bob exemplifies the FedEx Purple Promise: I will make every FedEx experience outstanding. Team members like Bob extend the Purple Promise not only to customers, but to fellow volunteers and communities as well.

Cold-chain storage enables greater vaccine distribution



Heart to Heart International improves healthcare access in the US and around the world. FedEx is a long-time supporter of Heart to Heart International, and through a recent donation helped the organization create cold chain storage capabilities. Cold chain storage is essential for keeping many medicines and vaccines, including the COVID-19 vaccine, safe along the journey from manufacturer to end user.

“With the vital medicines and vaccines that we distribute to countries throughout the world as well as to vulnerable communities right here in the United States, we had been researching, fundraising and pricing cold storage units for the past year,” Kim Carroll, CEO of Heart to Heart International, said. “With cold storage units in place, we are able to be a part of the vaccine distribution process and continue to be a part of providing critical health access during the COVID-19 pandemic.”



FedEx charitable shipping – by the numbers

As a part of the FedEx Cares Delivering for Good initiative, FedEx lends its global network and logistics expertise to organizations with mission-critical needs and helps communities before, during, and after crises.



Beyond traditional relief supplies, FedEx and the American Red Cross help people recover their essentials after a storm

Losing one's eyeglasses in the wake of a destructive storm is disheartening for anyone and crippling for some. Thankfully, in Martha's case, the American Red Cross was on hand after a hurricane formed in the Gulf of Mexico. Displaced in a hotel room, Martha, a vision-impaired senior, needed access to essentials like food, water and clothing, but also another critical item - her eyeglasses. Putting to work our decades long collaboration, FedEx and the Red Cross saw to it that Martha's glasses were replaced overnight.

We provide the Red Cross with complimentary access to our network to get critically needed items where they need to go, both before and after storms and other disasters.

A Red Cross Story



How FedEx helped Martha see again:



FedEx provides us with a generous drawdown account for shipping.

In the months before hurricane season, we ship product via FedEx to rebalance our warehouses.



Once the storm passes, we use this technology to help survivors like Martha, a vision-impaired senior who lost everything.



A hurricane forms in the Gulf of Mexico, so we turn to FedEx to ship Red Cross laptops and tablets to our on-the-ground HQ.



We immediately provide her with essentials like a hotel room and financial assistance for food and clothes.



Martha's glasses were also lost to the storm, so we sent a special "vision certificate," via FedEx, directly to Martha's hotel.



Within 24 hours, Martha can see again, thanks to her new eyeglasses.



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.

In response to the COVID-19 pandemic, FedEx and the Salvation Army deployed a canteen truck in Brazil from May to December, five days per week. During this time, volunteers distributed over 60,000 meals to the homeless and vulnerable families.



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.



Volunteers hand out meals and water to families impacted by COVID-19 in Brazil

Furry friends not forgotten by FedEx

Whenever there is a mega-disaster, like the Category 4 hurricane Laura that hit the gulf coast of the U.S. in 2020, FedEx reaches out to the disaster relief organizations we support to see if they may have a special need where FedEx can help.

While we focus on delivering humanitarian aid, we also know that animals are often displaced after disasters. After hurricane Laura, we called the ASPCA® (American Society for the Prevention of Cruelty to Animals®) and learned they could use assistance getting animal relief supplies (such as kennels and food) to their emergency shelter operation in Calcasieu Parish, Louisiana.

We provided complimentary shipping to the ASPCA, providing three large trucks to move the supplies, weighing more than 53,000 pounds in total, from Missouri to the emergency shelter in Lake Charles.



ASPCA receives a FedEx delivery of critically needed disaster relief provisions to meet the needs of abandoned animals.

Mountain lion cubs rescued from wildfires

The 2020 California wildfire season brought unprecedented destruction. According to the California Department of Forestry and Fire Protection, California experienced 9,639 fires, burning more than 4 million acres of land. The fires had a devastating impact on wildlife, including three mountain lion cubs who lost their mothers in the blaze - with one suffering from severe burns. The rescued cubs were taken to Oakland Zoo for months long treatment and rehabilitation. They bonded closely, and once healthy enough, Columbus Zoo was chosen as their permanent home.

FedEx stepped up to transport the cubs and got them safely to Ohio, where they enjoy the perks of guaranteed meals, and a safe environment to grow and play for many years to come.



Mountain lion cubs are home for the holidays with help from FedEx

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 FY21, FedEx helped *FIRST* to reach 370,000 students around the world.

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.

Delivering coats across America and Canada



For the past 12 holiday seasons, FedEx has supported Operation Warm, a nonprofit that manufactures and provides a thoughtfully designed collection of brand-new winter coats to children in need.

Through Delivering for Good, in 2020 we shipped winter coats to elementary schools in 24 cities across the U.S and Canada. We provided 300 coats in each city for a total of 7,000 new coats.

In previous years, FedEx team members volunteered to pass out coats, but COVID-19 restrictions meant we had to get creative. Volunteers filmed video messages, virtually read stories, and provided students with positive “warm thoughts” coloring sheets. We also helped pass out STEM educational booklets from the Smithsonian Institution that were printed and delivered by FedEx Office. And in Dallas, Roxo™, the FedEx SameDay Bot made a special appearance to deliver the coats to kids.



School leaders receiving Operation Warm coat with help from Roxo.

Delivering sight worldwide

For over 30 years, FedEx has helped Orbis eliminate avoidable blindness in low- and middle-income countries 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 areas with the greatest need to save sight for patients and train local eye care professionals. 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 FY21 alone, FedEx provided \$100K worth of in-kind pilot training and \$25K worth of in-kind crewmember pilot time to Orbis.



Photo credit: Richard Jorgenson



Photo credit: Geoff Oliver Bugbee

Virtual plane pull for sight

FedEx Canada team members joined forces with more than 500 other Canadians from coast to coast to raise nearly \$200,000 for Orbis's iconic Flying Eye Hospital through a virtual version of the annual Plane Pull for Sight event.

The hospital is a fully equipped ophthalmic teaching hospital on board a FedEx-donated MD-10 aircraft and fights avoidable blindness by training eye care teams so they can save and restore vision in their communities.

The virtual event replaced our traditional in-person Plane Pull for Sight events during COVID-19 and included a series of videos and virtual flight simulation moments, combined with live skill-testing games, interactive team competitions and even special guest appearances by Dolly Parton and Canadian astronauts Robert Thirsk and Dave Williams.

Hands-on learning for students during COVID-19 shutdowns

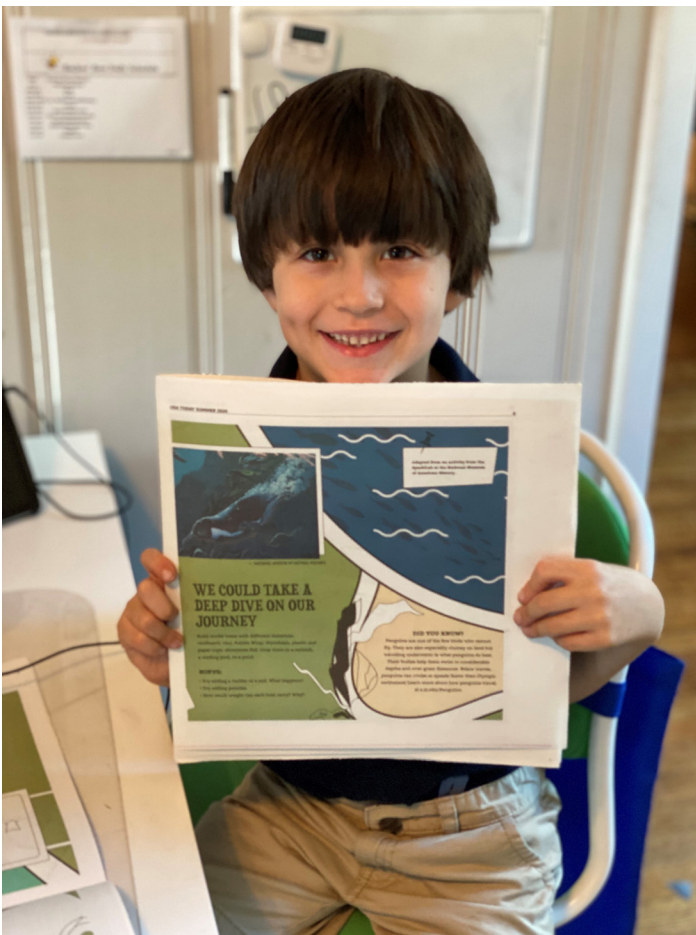
As a result of COVID-19, many schools across the U.S. switched to digital learning, which amplified the inequities already present in the education system.

The Smithsonian stepped up to help address potential gaps in learning - and to help kids have fun at the same time. They created the Smithsonian Summer Road Trip, a print activity guide with 40 pages of no-tech activities in STEM, history, and the arts for K-8 learners.

Once the guide was created, the Smithsonian contacted FedEx for help figuring out a distribution strategy.

Dr. Monique M. Chism, Under Secretary for Education at the Smithsonian said, “The distribution support from FedEx helps the Smithsonian reach students and families across the nation, where they are. As we celebrate our 175th year, a milestone moment, the need for alternatives to high-tech learning is evident. This gift provides a chance for us to reflect on our mission and mandate and innovate how we move beyond the walls of our museums to serve people everywhere.”

FedEx shipped 90,000 copies of the Summer Road Trip activity guide in August, including 4,000 copies distributed to learners with the greatest need in Shelby County Schools in Memphis, Tennessee.



Ari and Jo show off their Smithsonian Learning Guides

Prepping disaster staging sites ahead of wildfire season

Ensuring people affected by disaster have access to food is a critical element of any response plan - and the Feeding America network of food banks is a key part of how cities get prepared. To help northern California prepare for wildfire season, FedEx and Feeding America teamed up to ship more than 27,000 pounds of food to be used in disaster staging efforts. Food banks in Contra Costa and Solano built disaster boxes and snack pack bags to sustain those evacuated from their homes or permanently displaced due to a fire.



Food Bank of Contra Costa and Solano using the product that FedEx shipped for Feeding America to build disaster boxes and snack pack bags to sustain those who have been evacuated from their homes or permanently displaced due to the fires.

Global collaboration, local impact



The Global FoodBanking Network’s (GFN) mission is to nourish the world’s hungry through uniting and advancing food banks. Last year, during the pandemic, GFN reached out to FedEx in hopes of working together to send food-grade boxes, donated by International Paper, to Bogotá Food Bank in Colombia. FedEx donated the costs of shipping 50,000 food boxes internationally to GFN member food banks, serving 200,000 families. Additionally, FedEx provided cash support to help GFN improve reliability and quality of food access and program development for vulnerable populations.

“Families facing hunger will now receive their groceries in one of these boxes. When items are not packaged properly, the product can be easily damaged. This enhanced shipping process will make packaging and delivery more convenient for the food banks and our beneficiaries.” said Daniel Saldarriaga, Director, Bogotá Food Bank.





Delivering reminders of home to the military

For 20 years, FedEx has teamed up with the United Service Organizations (USO) to deliver supplies and materials that help strengthen and connect service members, even in the most remote areas of the world. From transporting furniture for overseas centers, to shipping materials for family and military spouse programs, to delivering care packages and USO2GO kits to deployed troops, FedEx helps the USO to provide the military and their families with reminders and comforts of home.

“Around the world and around the clock, the USO works to keep service members connected to family, home and country,” said Chad Hartman, USO Vice President, Development and Corporate Alliances. “Our relationship with FedEx provides logistics and shipping support that enables our organization to serve and respond to the needs of USO teams and military communities. These critical services help to ensure a core part of our important mission runs smoothly.”

FedEx is proud to help the USO fulfill their mission to be a Force Behind the Forces and strengthen America’s military service members by keeping them connected to family, home, and country throughout their service to the nation.



Service members assemble and ship USO care packages to U.S. troops stationed around the world.