

2021 FEDEX CARES REPORT

FedEx
cares

#FedExCares
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About this report

At FedEx Cares, we are invested in connecting people and possibilities. Our FedEx Cares report features the impacts of our community engagement program during the calendar year 2021. We are excited to share our progress within our FedEx Cares focus areas: Delivering for Good, Global Entrepreneurship, and Sustainable Logistics. As well as our portfolio-wide initiatives in Diversity, Equity, and Inclusion and Team Member Volunteerism.

We are continually inspired by the work of our FedEx Cares team members and nonprofit organizations to deliver critical services to those most in need in communities around the world.





Raj Subramaniam
President & CEO
FedEx Corporation

As a global company that operates in more than 220 countries and territories, FedEx is uniquely positioned to contribute to the welfare and resiliency of communities around the world.

Each year presents opportunities and challenges, and 2021 was no different.

After one of the most difficult days in FedEx history, we honored the survivors and families of those we lost in the Indianapolis, Indiana, tragedy with a \$1 million contribution to launch the Indianapolis 4/15 Survivors Fund through the National Compassion Fund.

As the global pandemic continued, FedEx shipped more than \$40 million worth of PPE, vaccines, and other critical supplies to where they were needed most throughout the world.

We expanded our investments in nonprofits committed to creating more diverse and equitable communities, including a \$5 million commitment to Historically Black Colleges and Universities (HBCUs) and new partnership with Asian Americans Advancing Justice, a group dedicated to eradicating anti-Asian hate.

In 2021, our company made a bold commitment to achieve carbon neutral global operations by 2040. To help reach this goal, our citizenship team is working with leading climate tech accelerators and research institutions to build next-generation solutions for low and no carbon logistics. We hope you'll follow along as we launch new sustainability competitions and support cities "race to zero" around the globe in 2022 and beyond.

FedEx is continually raising our level of ambition for how we can make a positive impact. Our shared sense of purpose is part of what makes me so proud to work for FedEx. As I step into the role of President and CEO for the company I've served more than 30 years, I am mindful this purpose goes far beyond profit. We connect people and possibilities, provide opportunity, promote equity, and invest in strengthening the global communities that are home to our operations, people, and customers.

Raj



Adrian Pomi
Director, Global Citizenship
FedEx Services

With FedEx Cares, we are on a mission to make the world a better place one connection at a time. This report showcases a sampling of our efforts – all of which are made possible by the nonprofit organizations we support and our incredible team members around the world. The organizations make progress because the experts, advocates, and volunteers dedicated to their mission show up and do the hard work of serving communities and individuals in need, even on the darkest days when lasting change seems impossible.

While surges in COVID-19 keep occurring around the world; small businesses run by women and people of color continue to struggle with finding financing and resources; and natural disasters increase in frequency and intensity; the organizations we support keep fighting, keep learning, and keep giving their all.

Inspired by these efforts, thousands of our team members have stepped up to work alongside nonprofits on the front lines of social change. Volunteers lend time and talent to causes they feel passionate about, and where their unique skill sets can be put to work. From communications professionals helping students with resume preparation to pilots flying COVID-19 PPE thousands of miles, to logistics experts advising Mexico City on a more sustainable transit system, our people take pride in giving back.

Reading about our accomplishments in 2021, I am grateful for the organizations and individuals who chose to take action to make the world better. Thank you to each and every one of you who contributed to this work. We have so much to be proud of, and many more opportunities on the horizon to keep moving forward together.

Adrian



FedEx cares 50^{by}50

In 2020, we embarked on a mission to bring hope and new possibilities to 50 million people by our 50th anniversary in 2023

We are well on our way to reaching this goal. Through the end of 2021, we've helped **35.2 million people** through charitable contributions, in-kind shipping, and team member volunteerism. This report features stories of our impact around the world and how our team member volunteers are making a difference in their communities.

Learn more about our journey toward impacting 50 million lives at fedexcares.com

35.2 million
people helped

COVID-19

RESPONSE AND RECOVERY

In 2021, we expanded and adapted our programs to address the growing community needs as the global epidemic continued.

The pandemic impacted people differently throughout the world. From vaccines, mental health services for HBCU students to helping small businesses go online, we transformed our programs to reach those most affected. Our Delivering for Good programs transported vaccines and medical

supplies around the world during a surge of the virus. We prioritized Diversity, Equity, and Inclusion initiatives by funding scholarships, providing supplies, and making critical mental health services accessible for students at Historically Black Colleges and Universities (HBCUs) who have been financially impacted by the pandemic. Our Global Entrepreneurship work helped small business owners create e-commerce websites as shopping shifted online. As we move into the third year of the pandemic, we are responding to the depth of its impact, and we will continue to support the nonprofits on the front lines of recovery.



Ongoing COVID-19 support by the numbers



3,000 oxygen concentrators and 2 million masks shipped on behalf of Direct Relief



Three chartered Boeing 777F flights carrying relief supplies



Transported 39,600 masks and other PPE supplies to three tribal colleges and universities on behalf of American Indian College Fund



Shipped 1.75M doses of Moderna vaccines and 1.35 million Johnson & Johnson vaccine to Mexico on behalf of Direct Relief



Shipped a total of more than 65,000 lbs. of aid to every province and territory in Canada benefiting over 20,000 people on behalf of GlobalMedic



22,000 people in developing countries received vaccines through our support of UNICEF Canada's #GiveAVax program

Grassroots support spotlight: From classrooms to COVID-19 treatment units

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The S.A. Medical and Education (SAME) Foundation improves educational and healthcare facilities in South Africa. When COVID-19 hit, our support of the Foundation went from building fully furnished classrooms for marginalized youth, to building a fully established COVID-19 treatment unit. Through the procurement of critical medical devices, over 6,000 patients with COVID-19 were met with essential care that was only made possible by the support of this program.

SAME
FOUNDATION
S.A. Medical & Education Foundation

New COVID-19 unit - example



OUR STRATEGY



FedEx is helping create real change in our communities.

Our commitment to a better future aligns with the United Nations' 2030 agenda for Sustainable Development Goals.



Delivering for Good

Delivering for Good supports mission-critical nonprofits working on crisis and natural disaster relief by lending our worldwide network and logistics expertise.



Sustainable Logistics

Our Sustainable Logistics work is committed to an equitable future for all by scaling innovative solutions to reduce the environmental impact of the logistics industry.



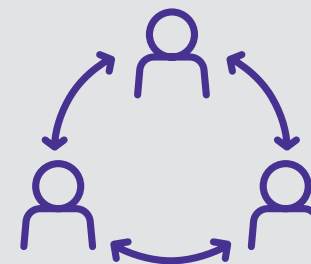
Global Entrepreneurship

Through our Global Entrepreneurship work, we increase access to resources, capital, and new markets for women and minority-owned small businesses around the world.



Volunteering

Giving back is essential to our culture - FedEx team members volunteer their time and expertise to support charitable investments and community needs, enhancing the FedEx experience and strengthening our ties with local communities.



Diversity, Equity, and Inclusion

Our commitment to equity starts by empowering diverse voices and creating access to leadership, education, and employment opportunities for people to thrive.



DELIVERING FOR GOOD



Connecting people, possibilities,
and life-saving supplies

We are one of the few companies in the world with 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.

\$40.6M

worth of goods

650K

pounds

shipped to nonprofit organizations globally in 2021

Ensuring nonprofits get critical care to those most impacted by COVID-19

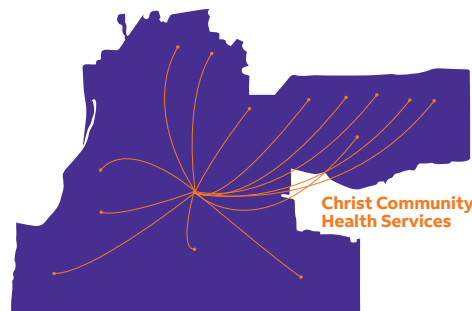
When hospitals in the US were overflowing with COVID-19 patients, we used our expertise in complex deliveries to help the International Medical Corps deploy emergency medical field units and PPE to underserved communities. In Los Angeles, California, we supported

International Medical Corps to provide COVID-19 vaccinations to some of the city's most vulnerable residents. Volunteers provided over 2,000 vaccines daily at Martin Luther King Jr. Community Hospital and Kedren Community Health Center.

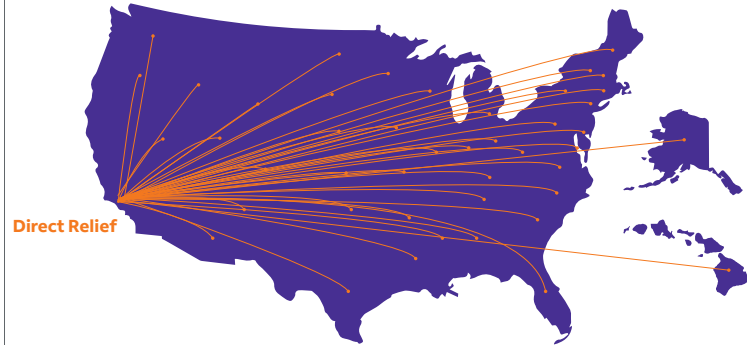
FedEx community-level Covid-19 vaccine distribution

FedEx committed \$4M to help nonprofit organizations distribute COVID-19 vaccines to under-resourced communities in Memphis, across the U.S., and in over 25 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.



Transporting humanitarian relief to Beirut and India

Direct Relief is a global nonprofit organization that provides life-saving medical aid and disaster response to the world's most vulnerable people. In 2021, FedEx chartered a Boeing 777 to assist Direct Relief in the wake of the Beirut explosion, transporting 60 tons of supplies worth \$11 million across 8,000 miles from California to Lebanon.

FedEx team members from three continents worked together to help survivors by transporting supplies to hospitals, clinics, and primary care facilities. When there was a surge of COVID-19 cases in India, FedEx donated two Boeing 777F chartered flights to transport over 3,000 oxygen concentrators and approximately 2 million masks for Direct Relief.



Increasing access to blood donations for sickle cell patients in communities of color

For the American Red Cross (ARC), the surge in COVID-19 cases, combined with an active hurricane season, made it difficult to collect blood donations for patients with sickle cell disease. These constraints worsened the disparity in blood donations amongst the Black community, leaving many patients with sickle cell without critical blood transfusions.

To address this extreme need, we worked with ARC to transport more blood donations and support a national public sickle cell initiative to increase the number of Black blood donors. In May 2022, FedEx and ARC were recognized with a Gold Halo Award from Engage for Good for this program

“We take pride in being part of that dispersal of blood because we know how important it is for people to get that resource.”

Margo Westcott, FedEx Express courier and blood donor

Responding to food and water insecurity

During COVID-19, many households experienced financial stress resulting in food insecurity. FedEx responded quickly by increasing our long-standing support of food banks and hunger relief programs around the world. We organized food drives and provided charitable grants

and in-kind shipments to help fill shelves during a time of great need. Additionally, through nonprofits like Water Mission, we ship water purification systems that help thousands of individuals access clean water for drinking and everyday use.

“We went from serving about one in five county residents to one in four during the pandemic. When the community’s need exploded, our need for support exploded, and FedEx came along with us.”

Suzan Bateson, Executive Director of Alameda County Community Food Bank.



Students use virtual gaming to advance in STEM

We are proud to support the nonprofit *FIRST*® (For Inspiration and Recognition of Science and Technology) and their mission to create the next generation of STEM leaders. In 2021, we helped *FIRST* adapt their annual robotics competition into a virtual gaming experience for more than 500,000 students worldwide. The *FIRST*® GAME CHANGERSSM powered by *Star Wars: Force for Change* season, presented thematic robot challenges to help enhance the students' engineering and teamwork skills.



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SUSTAINABLE LOGISTICS

Building a more sustainable future

FedEx is committed to delivering a more sustainable future through our business operations, and for our customers, team members, and communities.

Working alongside nonprofits, academics, and local leaders around the world, we are investing in bold new ideas and community-focused solutions that will benefit everyone.

Sustainable Logistics priorities are:

Green infrastructure



Lead the logistics industry in creating access to more low- and zero-carbon technology

Urban mobility



Scale innovative solutions to reduce pollution, noise, and congestion in the world's fastest growing cities

Natural environment



Research strategies to reduce and capture significant amounts of carbon through projects that restore and protect the natural environment



Climate tech accelerators

Bringing emissions-reducing technology to market is complex, expensive, and takes time. To help some of the world's most promising start-ups get the support and resources they need to accelerate high impact solutions, FedEx is working with RMI, EIT Digital, and EIT Climate-KIC.

With RMI's leadership, FedEx is supporting Third Derivative (D3), a climate tech accelerator for startups addressing the emissions challenges for harder-to-abate sectors of the economy.



RMI's Third Derivative has incubated 62 climate tech startups across energy, transport, carbon capture and materials industries to date.

97% of startups say D3 has "significantly helped their startup."



37 startups have secured additional **\$343M** in funding since joining the cohort.

44%

27%

44% of D3 cohort startups have at least one founder who identifies as a person of color, compared to 27% industry-wide.

42%

17%

42% of D3 cohort startups have founders who identify as female, compared to 17% industry-wide.

In Europe, FedEx is collaborating with the largest EU Climate and Digital initiatives, EIT Climate-KIC and EIT Digital. We are supporting the NetZero Climate Impact Challenge, an open call to innovators, entrepreneurs, start-ups, small businesses and nonprofits developing pioneering new solutions in the areas of green infrastructure and low-carbon transport and logistics. Top projects will receive acceleration support including mentoring, technical assistance, support for rapid deployment, and connection to European city leadership looking for new solutions to reach net zero.

Third Derivative climate startup spotlight: Three Wheels United

Third Derivative supports underrepresented and diverse startup founders who have solutions for underserved markets, especially those in communities most vulnerable to climate change. Founder Cedrick Tandong leads Three Wheels United to provide efficient financing for light electric vehicles in India. To date, the Bangalore-based company has put 2,500 vehicles on the road, with a default rate of less than 1%. Meet Raghu, Jagadeesh and Basavaraj - drivers who have grown and improved their businesses with the help of Three Wheels United.



"I hope this sets an example for other drivers to follow and help contribute towards the green revolution in Bengaluru." - Raghu N.

"I had a dream to drive an auto, but I didn't have the money to own and worked as a garment worker. Now I'm living in good conditions, I can pay my childrens' school fees, and I don't have money issues anymore. I'll never forget Three Wheels United." - Jagadeesh K.



"Thanks to Three Wheels United, I have improved my income while managing to repay my auto rickshaw loan without hassle and being able to take good care of my family." - Basavaraj O.



Investing in the future generation of climate leaders

Together with Generation180, FedEx is helping increase public school adoption of solar energy, which lowers energy costs and boosts student learning and career readiness. We are also supporting the first National Clean Energy Schools Symposium to convene school, climate, municipal, and business leaders to advance clean energy in K-12 schools.

“Generation180 and Fedex share a vision for inspiring others to act more sustainably, and FedEx’s support will enable us to significantly expand climate action at the community level. This will help spur the growing movement of schools making the switch to clean energy.”

Tish Tablan,
Director of Generation180’s Solar
for All Schools Program.

Urban mobility

Helping cities create the bus systems of the future

The World Resources Institute (WRI) is helping mega cities accelerate residents' transition from private cars to high quality, sustainable public transportation solutions. Concentrated research and pilot activities have scaled to support more than 50 cities and 13M+ people to date. Projects have led to more reliable commutes, less congestion, safer practices and avoidance of over 820,000 metric tons of CO₂.

Some of our recent projects include:

- **Sharing best practices in Brazil:** Through the QualiÔnibus best practices network, WRI Brazil helps cities share approaches to increase ridership and sustainable practices. Examples include low-cost safety solutions like “blind spot” stickers that substantially reduce collisions and increase rider confidence, and new revenue models that raise funds for new electric bus fleets.
- **Accelerating sustainable transport in China:** WRI piloted an on-demand mobility app in China's two most populous cities: Beijing and Guangzhou. The app helped more than 10 million users reduce CO₂ emissions by 100,000 tons and helped 21% of users switch from private automobile to a sustainable transport mode.
- **Deploying post-pandemic incentives in India:** In response to significant decreases in ridership due to the pandemic, WRI-India helped incentivize a safe return to public transit through a contactless ticket system. Used by 800,000 customers in its first year, the initiative helped the city regain more than 45% of pre-pandemic ridership.



820,000 tons of CO₂ avoided



13M people benefited



60% fewer collisions at bus terminals in Brazil



17% increase in ridership and 19% increase in bus operators' earnings in India



Supporting safe and sustainable cycling

Since 2019, the Global Alliance of NGOs for Road Safety, FedEx Express Europe, and the European Cycling Federation, have reduced environmental impact by promoting zero-emission cargo bicycles and safe cycling around the world through the Safer Cycling Advocate Program (SCAP). Cities including Poznan, Poland; Valencia, Spain; and the region of Puglia, Italy; introduced small fleets of public shared use cargo bicycles to encourage a transition from private vehicles to zero emissions bicycles.

The SCAP was created to share best practices from the Netherlands and Denmark and create a culture where cycling is a safe and viable choice. In 2021, the SCAP expanded into Latin America with the support of FedEx.



Training sessions in 9 countries with 115 NGO representatives



Best practice guide translated in 8 languages



6 cities participating in shared cargo bike program

“To achieve the UN’s 2030 Sustainable Development Agenda, it’s critical to promote a shift towards safer and more sustainable transport modes.”

**Lotte Brondum, Executive Director,
Global Alliance of NGOs for Road Safety**



Breaking new ground in natural carbon capture

Aviation is responsible for 12% of carbon emissions from transport each year, but changes in airplane operation and design, and the use of sustainable aviation fuel cannot yet reduce emissions to the levels needed to slow climate change.

Bold new approaches are needed, so FedEx turned to scientists at Yale, who will research solutions to accelerate carbon capture based on the earth's natural processes. By innovating within nature, the Yale team believes natural carbon capture can sequester 1Gt of carbon per year – equivalent to the annual emissions of the entire airline industry.

To make this vision a reality, FedEx invested \$100M to help establish the Yale Center for Natural Carbon Capture.

The Center will conduct research and create solutions in three areas:

Biological and ecological capture



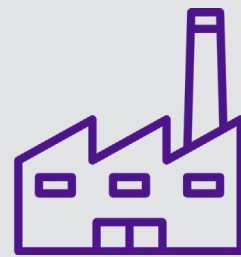
Strategic conservation and restoration of natural systems and ecosystem-based land management.

Geological and ocean capture



Using weatherable rocks which cover more than two-thirds of the Earth's surface, including the sea floor, as a long-lasting sink for carbon.

Industrial capture



Removing carbon dioxide from the atmosphere by turning it into fuels, plastics, and building materials



Priority Earth Global Grant Program

We are committed to supporting environmental nonprofits at the forefront of developing innovative solutions to combat climate change. This year, thousands of FedEx team members participated in the FedEx Priority Earth Global Grant Program to select 12 nonprofits from six global regions where FedEx operates. Each nonprofit received a \$50K USD grant, for a total FedEx investment of \$600K toward green solutions.



Priority Earth winner spotlight: Meet two of our grant winners

Sustainable Infrastructure for Rural Barangays:

Gawad Kalinga is dedicated to addressing the diverse roots of poverty within rural barangays, or communities, across the Philippines by creating platforms such as sustainable housing and potable water solutions where everyone can work together to address the different facets of poverty. Many families in Gawad Kalinga struggle from the effects of environmental damage caused by climate change and natural disasters. The Priority Earth grant helped Gawad Kalinga provide communities with customized, community-based solutions for housing and water access.

Green Energy and Financial Freedom for Women Across Africa:

Solar Sister uplifts women entrepreneurs across the continent of Africa, specifically in rural and off-grid communities. By providing more than 7,000 women with the technology, business education, and funds to create and maintain clean energy grids in their communities, Solar Sister has connected more than 3 million Africans to green energy.





GLOBAL ENTREPRENEURSHIP

Global and inclusive growth starts with small businesses

The pandemic was devastating to small businesses in general, and minority-owned businesses in particular. Many minority-owned small businesses were already financially fragile prior to the COVID-19 lockdowns, and throughout the pandemic have faced greater disruptions, and rejection for loans and government relief at significantly higher rates than their white counterparts. To direct our resources where they are needed most, FedEx talked to small business experts and community leaders to understand the shifting needs of entrepreneurs - especially those struggling to keep up with the acceleration of e-commerce as a result of the pandemic.

In response to what we learned, we:

- launched a new E-commerce Learning Lab
- supported a new national, remote accelerator for Black women-owned businesses
- supported remote business owner learning and networking opportunities for over three million entrepreneurs
- brought a capital matching conference to our World Headquarters city in Memphis, Tennessee

Business owner education and learning

Accelerating business growth for women and entrepreneurs of color

FedEx is committed to helping small business owners everywhere access the resources they need to succeed. The FedEx E-Commerce Learning Lab created by Accion Opportunity Fund and FedEx provides hands-on learning for women entrepreneurs and entrepreneurs of color to scale their e-commerce operations and develop their consumer base.

The program offers hands-on learning for small businesses new to e-commerce, virtual seminars on advanced e-commerce topics, and micro-courses for continued learning. Participants build their own e-commerce websites and learn how to manage inventory, ordering, fulfillment, and marketing in a test environment before going live with real customers. Upon program completion, each entrepreneur receives a \$2,000 grant from FedEx to put toward their e-commerce launch and expansion.

"It was great to hear a variety of business owners, all who started small and had significant growth in the last couple of years, that were willing to share some of their mistakes, tricks, and current processes with us. It is always best to hear and see real life experiences!"

FedEx E-Commerce Learning Lab Cohort 1 participant

"I am no longer in despair and have confidence that this is doable. This showed me that people are willing to help a person like me. Thank you all for this class."

FedEx E-Commerce Learning Lab Cohort 1 participant



The FedEx E-Commerce Learning Lab provided e-commerce expertise to nearly 1,400 people in its first eight months.



Nearly 1,000 business owners have engaged with the online courses.



92% feel more prepared to run their business after finishing a Master Seminar.



1,680 hours of total educational instruction were provided across all elements of the program.



20+ partners collaborated to create, promote, and execute this first year of programming.



82% of participants identified as female.



77% of participants identified as a person of color.

Business owner spotlight: Creating avenues of support

Taquisha Jallah, Founder of Bladed Love

The FedEx E-Commerce Learning Lab provided Taquisha the opportunity to participate in weekly lectures and connect with other small business owners. After having to close her brick and mortar makeup studio for months during the pandemic, these connections were beneficial for not only her business but also for her overall mental health.

“I’ve started to think more as a business owner, not just as a service provider. The program has given me more of a holistic view on what it takes to run a successful company, along with the confidence to call myself a business owner.”

Taquisha Jallah, Founder of Bladed Love



Business owner spotlight: Expanding markets

India Russell, Co-Founder of Everything Sauce & Veganish Foodies

Veganish Foodies, a plant-based catering company, calls their Everything Sauce an “accidental business.” When COVID-19 hit, India Russell, Co-Founder of Veganish Foodies, had to pivot from catering services and events. Like so many businesses, Veganish Foodies turned to e-commerce, selling their wildly popular Everything Sauce online. The FedEx E-commerce Learning Lab gave them the right tools and knowledge to quickly improve their online presence.

“The most impactful lesson for us was the product description course. To attract new customers, we had to think outside the box and expand our product in order to cater to all types of foodies.”

India Russell, Co-Founder of Everything Sauce & Veganish Foodies





Accelerating success

Helping female entrepreneurs succeed

Since 2017, FedEx has supported Babson College's programs for female entrepreneurs. Our 2021 grant to Babson supported three programs and reached 650 women entrepreneurs:

Women Innovating Now (WIN) Growth Lab:

FedEx is helping founders successfully scale their business by providing a 12-week virtual program with innovative education and access to an inspiring community.

WIN Global:

A virtual webinar series that addresses challenges that female founders face during the COVID-19 crisis and provides an outlet for participants to build innovative solutions together.

Black Women's

Entrepreneurship Leadership (BWEL):

A program that supports Black women entrepreneurs to scale and transform their businesses by delivering educational tools and a peer group that provides psychological safety while increasing entrepreneurial self-efficacy.

New leadership opportunities for female founders

Vital Voices invests in women leading efforts to advance economic opportunity and social change around the world. FedEx is a multi-year supporter of the annual GROW Fellowship, a business accelerator and leadership development program for female founders from over 30 countries.

Two-years after finishing the GROW Fellowship program, fellows reported:



Sales grew by an average of 11%



60% increased their number of employees



Confidence increased by 81%



96% engaged in paying it forward initiatives



Inspiring the next generation of entrepreneurs



Global Entrepreneurship Week

In November 2021, FedEx took part in Global Entrepreneurship Week to celebrate and inspire entrepreneurs around the world. The week brought together over three million participants virtually to hold events focused on an equitable and sustainable post-COVID 19 future.

FedEx sponsored a panel discussion led by Steve Grossman, CEO of Initiative for a Competitive Inner City (ICIC). The panel featured entrepreneurs who have benefited from the FedEx-sponsored training ICIC provides through the Inner City Capital

Connections (ICCC) program. ICCC provides small business owners in underserved communities with training, networking, coaching, and access to capital.

FedEx Express/JA International Trade Challenge Asia Pacific Competition

FedEx Express and Junior Achievement (JA) held the 15th annual FedEx Express / JA International Trade Challenge (ITC) Asia Pacific Competition for 60 high school student finalists who represented ten locations across the region. Over 150 team members volunteered, including 40 who mentored the students during the three-day competition.

Participants created a market entry strategy for products meant to help people overcome the impacts of COVID-19. The winning team pitched an idea to create special greeting cards for the elderly to write letters to their loved ones – helping them feel connected during lockdowns.



Generating economic growth in Memphis

Memphis ICCC program is a 40-hour tuition-free program designed by the Initiative for a Competitive Inner City to help small businesses in economically distressed areas grow sustainably. FedEx brought ICCC to Memphis, Tennessee, to help entrepreneurs access much-needed capital, create good-paying jobs, and contribute to the economic vitality of the city.

Since FedEx began sponsoring ICCC in 2017 there have been:



291

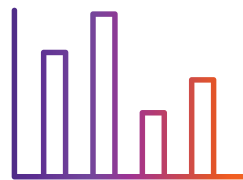
individual
business owners trained



77% are minority-owned and

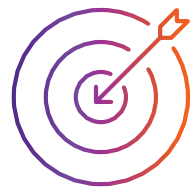
47% are women-owned.

After participating in ICCC programming, businesses report:



179%

average
revenue growth



556

total # of
new jobs created



\$10.35 M

total
capital raised

Business owner spotlight: Successful growth through marketing strategies

Ray Rico is the owner of Ray Rico Freelance & Focus LGBT Magazine. Ray credits his company's improvements in marketing strategies and team culture to his experience with the Memphis Inner City Capital Connections (ICCC) program.

"Our company culture continues to improve which helps us attract more new businesses across the Latinx and LGBTQ+ areas. Years later, being part of an initiative like this has helped position me and my company for growth, and serves me well in my work, with leading my team, serving my community, and supporting my clients."

Ray Rico, Ray Rico Freelance & Focus LGBTQ+ Magazine



Business owner spotlight: Providing resources to increase sales

Karen thanks Accion’s interactive edtech platform, Ovante, for providing her with critical tools to quickly adapt to selling sweets online when the pandemic threatened to close her family-operated confectionery business, La Torre Dulceria located in Piedecuesta, Colombia. The platform Ovante provided her with critical tools to sell her sweets online. Months after implementing the new business model, Karen says sales have increased and she remains optimistic.

“The pandemic also made me understand that we must adapt and not stop dreaming. You have to keep moving ahead no matter what.”

Karen Yesenia Torres Villamizar, La Torre Dulceria



Business owner spotlight: Producing regenerative wound care patches with honey in Memphis

Backed by biochemical expertise and business acumen, siblings and Memphis-based entrepreneurs Kayla Rodriguez Graff and Isaac Rodriguez co-founded their medical device company, SweetBio, to provide natural, home-based care alternatives to doctor and hospital visits. Across the U.S., 79 million people struggle to pay medical bills and 69% of Black and Hispanic Americans are underinsured. As a city where 20% of residents live below the poverty line and substantial health disparities exist, Memphis proved a good testing ground for APIS, SweetBio’s Manuka honey patch product that enables patients to treat certain wounds affordably at home.

SweetBio is one of many Memphis-based small businesses that has benefited from Epicenter, a nonprofit incubator supported by FedEx. Our collaboration with Epicenter has helped entrepreneurs like the Rodriguez siblings to build and scale businesses that benefit people in Memphis and beyond.

“With the support of Epicenter and FedEx, we have more leverage within the entrepreneurial community. That credibility helped us raise funds, attract new customers, and tell our story.”

Rodriguez Graff, Co-Founder of SweetBio



GLOBAL EMPLOYEE ENGAGEMENT

FedEx team members are making the world a better place by volunteering their time and expertise alongside local nonprofits and community leaders.

As the pandemic evolves, we continue to find innovative solutions to ensure the safety of our team members during all community engagement activities.



Operation Warm

In November and December 2021, FedEx shipped more than 15,000 Operation Warm coats to school districts in 30 U.S. and Canadian communities. More than helping children to stay warm, the coats help boost students' self-confidence and school attendance. Additionally, our team members found creative ways to safely deliver school supplies, personalized cards, and food donations.



Healthcare Navigator

Our team members volunteered their logistical expertise to the Memphis Fire Department's Healthcare Navigator program, which distributed COVID-19 vaccines to homebound and homeless individuals. We wrote inspiring cards and delivered over 150 Purple Totes containing much-needed items such as hygiene products, socks, gloves, hats, and shelf-stable food items.



Arbor Day Foundation

To celebrate Arbor Day, we teamed up with the Arbor Day Foundation's Community Canopy Program to deliver trees to FedEx team members' doorsteps across the U.S. Together, we planted over 500 trees in our backyards and local neighborhoods. FedEx has sponsored the Community Canopy program since 2012, helping to distribute more than five million trees around the world.

AnQ Awakening

FedEx Express China carried out year two of the AnQ Awakening Cloud Classroom, a joint CSR program in collaboration with nonprofit Tongdao. The program advocates for child safety and health, targeting children ages three to nine. After a successful first year, year two featured a greater variety of courses on safety and environmental protection and a bigger team of volunteers who taught more children across China through cloud classes.

New modules include a special After School Bonus of Popular Science with an environmental protection theme to help children better understand the concept of carbon neutrality. The program also introduced more meaningful interactions, helping children learn to identify hidden safety hazards and better understand environmental protection.



16 classroom presentations developed



AnQ Safety Awakening Mini Classroom attracted nearly 2,900 students who submitted 330 creative theme names



687 children from 20 cities across China benefitted

By combining online and offline modes, the AnQ Awakening Cloud Classroom goes beyond geographical restrictions and creates more opportunities for customers, public welfare partners, college students, and FedEx team members to teach children through lively activities. Together, we are building a sustainable public welfare ecosystem.



Community spotlights:

Canada: Canadian team members helped organize holiday drives that provided nearly 900 children in the Greater Toronto area with a personalized Christmas package, 25,000 children in Alberta with toys, and 700 families in Ontario with baskets of groceries and toys.

Greece: Team members in Greece collected food items during the holiday season for the humanitarian organization Praksis, supporting their humanitarian and medical actions for vulnerable social groups.

India: 70+ team members in India volunteered 260+ hours organizing holiday parties and distributing purple totes filled with supplies to children from low-income communities in Mumbai, Delhi, and Bangalore. The team worked with nonprofits like Parinaam Foundation and Each One Teach One to support the children's schools.

Italy: In Italy, FedEx delivered children's magazines to 5,000+ families at 55+ museums. Team members also participated in seven volunteering and donation activities, benefiting a wide range of charities.



DIVERSITY, EQUITY, AND INCLUSION

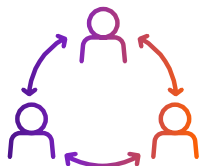
Our commitment to diversity, equity, and inclusion extends beyond our business

We have a long-standing history of supporting diverse and inclusive community empowerment organizations creating greater economic opportunity, helping to amplify diverse voices, and providing access to leadership, educational, and employment opportunities that inspire people to succeed.

With continued dedication from our leadership, we are investing in three primary areas:



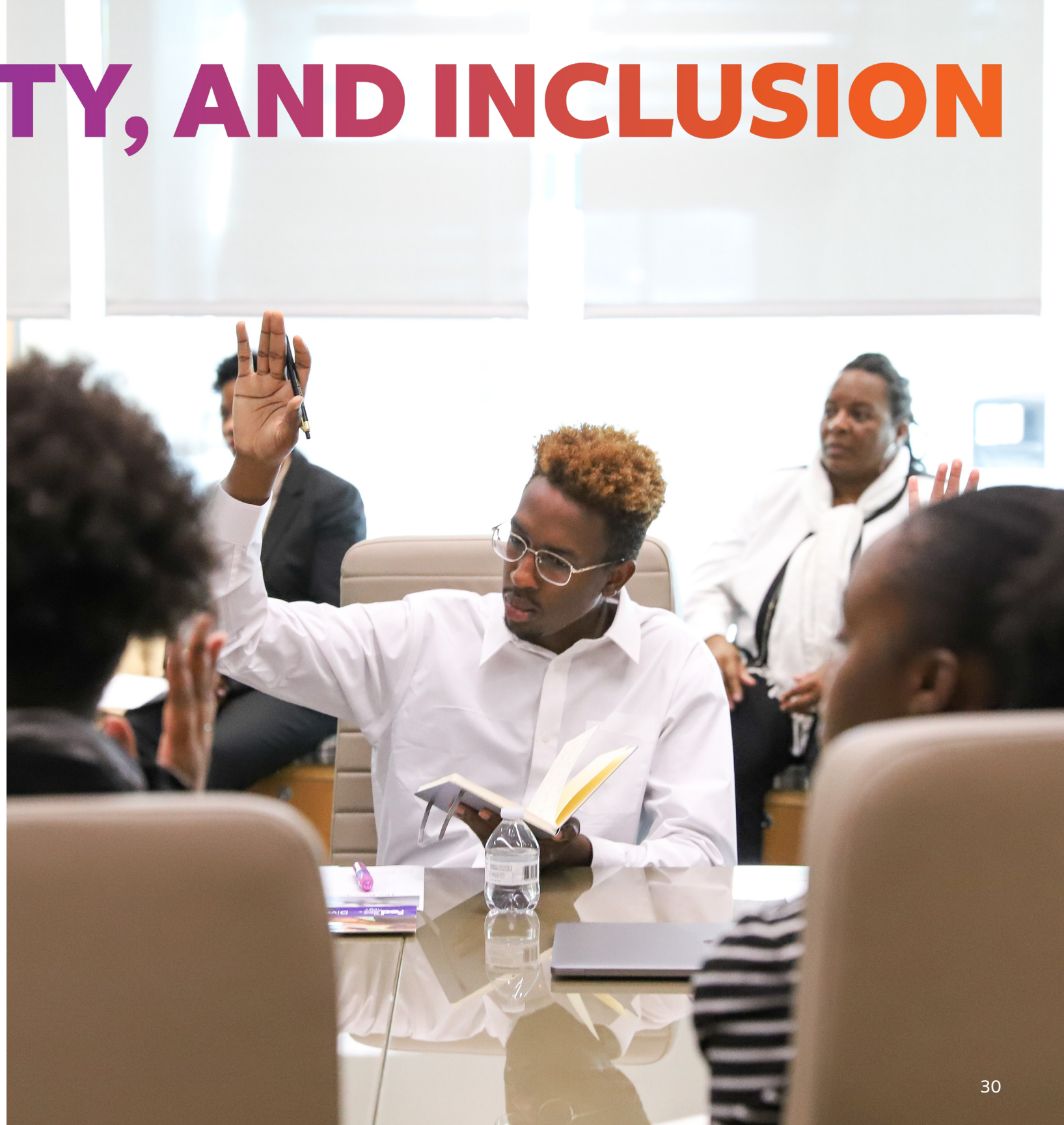
Learning and leadership - Developing the next generation of community and business leaders through increased access to college.



Inclusion - Promoting acceptance in the workplace through anti-bias practices and celebrating diverse backgrounds.



Economic opportunity - Creating job training and access to employment opportunities for underrepresented populations.



Creating opportunities with HBCUs

As part of our enterprise-wide diversity, equity, and inclusion efforts, we launched a multi-year strategy in collaboration with Historically Black Colleges and Universities (HBCUs). We are proud to expand on our over 20-year commitment in supporting HBCUs, with a \$5+ million pledge to fund programs that will prepare students for the workforce and provide financial assistance to students facing economic hardship due to the COVID-19 pandemic. Together with HBCU Presidents, we are focused on breaking down barriers to career opportunities for Black students.

“These are the unbelievable gifts that go far beyond any dollar amount. These are opportunities to open eyes and change people's perspectives, not just about themselves, but about what is possible for them next. We appreciate FedEx and we appreciate them investing in our students.”

- Michael Sorrell, President, Paul Quinn College.

In one of our inaugural initiatives, FedEx helped bring together a Roundtable focused on the intersectionality of sports and social justice. Participants included Denny Hamlin, driver of the #11 Toyota Camry sponsored by FedEx, fellow NASCAR driver Bubba Wallace, Jackson State University Athletic Director Ashley Robinson, Tennessee State Head Basketball Coach Penny Collins, and ESPN SportsCenter anchor Elle Duncan. The panel discussed the importance of pairing awareness with inclusivity, and how Black athletes and ally voices can use their platforms to speak out against racial injustice and inspire change. To help elevate the profile of HBCUs, FedEx created a new design for the #11 Toyota Camry driven by Denny Hamlin and invited HBCU presidents to attend the race in Daytona, Florida.



Our strategy has three components:

Engage: We raise awareness about the academic and career promise of HBCUs

Empower + educate: We work with HBCUs to provide educational experiences that lead to career preparedness

Connect: We connect students to internships, mentorships, and career opportunities at FedEx and beyond



Supporting the African American Male Academy at University of Memphis

FedEx supports the African American Male Academy at the University of Memphis (U of M) to close the gap in college completion rates for African American males, many of whom are Pell grant recipients and first-generation college students. Recent U of M research revealed that a \$4,000 scholarship doubled the graduation rates for African Americans. “We’ve worked diligently to identify and develop solutions for the greatest challenges facing our students,” said University President M. David Rudd. “I’m proud of the progress we have made and hope to continue further with the African American Male Academy.” FedEx contributes to “completion grants” to help cover necessary expenses to help students stay enrolled, as well as to programs including mentoring and Destination Graduation, an initiative providing individual support to keep students on the path to graduation.





Advancing Latina representation through logistics training in Mexico

International Youth Foundation equips young people around the world with skills and tools to find in-demand jobs in high-growth sectors. FedEx helped launch Jovenes con entrega, a transportation and logistics certification program for youth enrolled in technical and vocational education in Mexico. In some cases, this certification can double the income earnings potential for participating youth. 64% of students in the program are women. In Mexico, women represent only 10% of the total workforce. To date, Jovenes con entrega has reached more than 10,000 students and helped train over 300 teachers.

Creating pathways for diverse communities to succeed

We believe that a more equitable future starts by providing access to inclusive educational opportunities for young leaders. The scholarships we provide and programs we support reach diverse communities to provide people from all backgrounds the opportunity to succeed. To date, we are proud to have funded 2,620 scholarships to UNCF, Hispanic Scholarship Fund, Point Foundation Scholarship, Marine Corps Scholarship, APIA Scholars, American Indian College Fund, and the Thurgood Marshall College Fund.

Supporting the LGBTQ+ Community

We care about cultivating a workplace of acceptance that encourages inclusion and diversity. These values extend to the organizations we support and their mission to foster acceptance in our communities. Our donations in time and money to nonprofits like The Matthew Shepard Foundation, OUTMemphis, AIDS/LifeCycle, and others are focused on supporting the LGBTQ+ community.

The Trevor Project

We are supporting the Trevor Project to reach 200,000 LGBTQ+ youth in crisis. The mental health organization works to save young LGBTQ+ lives through free and confidential crisis programs via 24/7 phone lifeline, chat, and text.

Point Foundation

We are supporting the Point Foundation to provide over 700 students in the LGBTQ+ community with college scholarships and leadership opportunities to succeed. This academic year, we sponsored a named, four-year scholarship, to support 403 students through four scholarship programs.



9,872

Total number of students supported by our scholarship and college access programming

4,842

Total number of female students supported

Veterans

We support nonprofits that are helping veterans to transition from active duty into meaningful careers, furthering their education, or starting their own enterprises. Organizations like The United Service Organizations Inc. and Hello Alice are paving the way for the men and women who have served our country to succeed.

Hiring our Heroes

We work with Hiring Our Heroes to provide transitioning service members and their spouses with critical workforce training and employment opportunities. These programs help veterans with their career transition process and provide employers with access to top talent.

As a USO partner, FedEx continues to be a Force Behind the Forces®

For over 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. During the summer and winter holiday seasons, FedEx sponsored the USO Holidays program which supported thousands of service members deployed around the world. It delivered seasonal celebrations to service members and their families around the world through special USO care packages, local events and outreach visits to remote locations. 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.



Hiring Our Heroes 2021 Fellowship results

84%

were offered a job
at or near their
point of transition

1,896

participants

\$93K

average starting
salary

Asian American and Pacific Islanders (AAPI)

We are dedicated to the personal and professional development of AAPI, as well as the elimination of discrimination and the promotion of equality. This is why we support organizations like Leadership Education for Asian Pacifics, Asian American Education Project (AAEP), and Asian Americans Advancing Justice who are fighting for a more inclusive society.

Asian Americans Advancing Justice (AAJC)

AAJC works to advance civil and human rights for all Asian Americans. We support the AAJC's Youth Summit and Network as they establish pathways for youth to engage in public service and discuss priority projects such as voting rights and eliminating anti-Asian hate.

Hispanic and Latino Communities

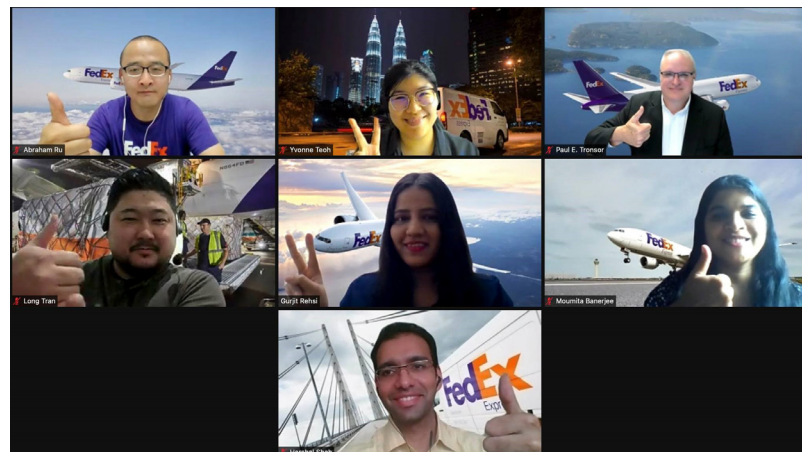
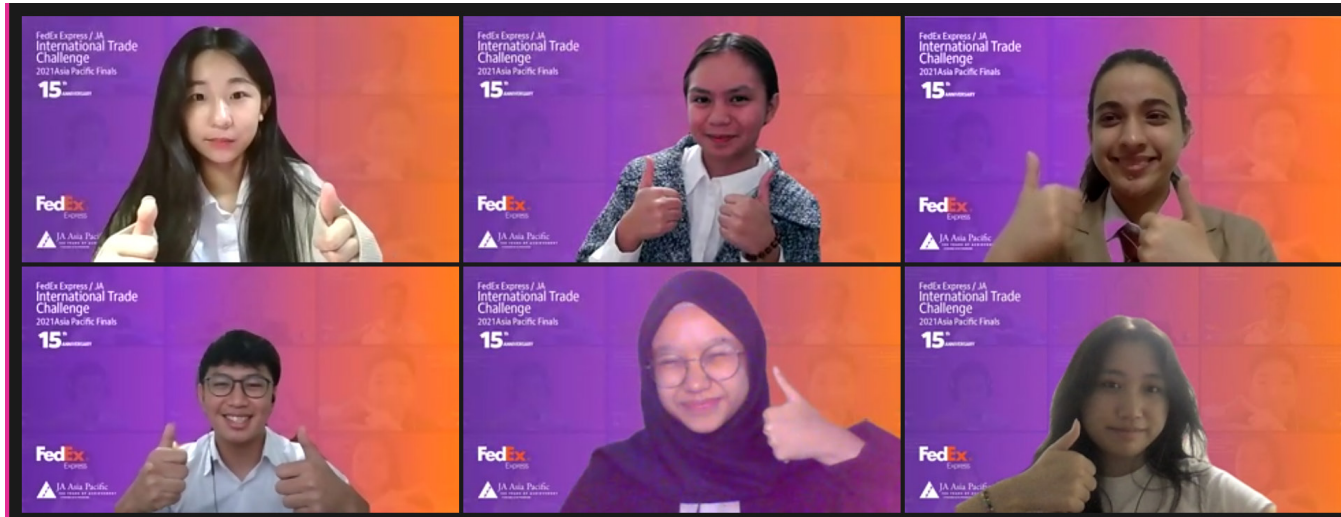
At FedEx we care about creating equal access opportunities for individuals from all backgrounds to succeed. We are honored to support nonprofits like UnidosUS and the United States Hispanic Leadership Institute, who are leading the advancement of Hispanic and Latinos communities. HISPANIC

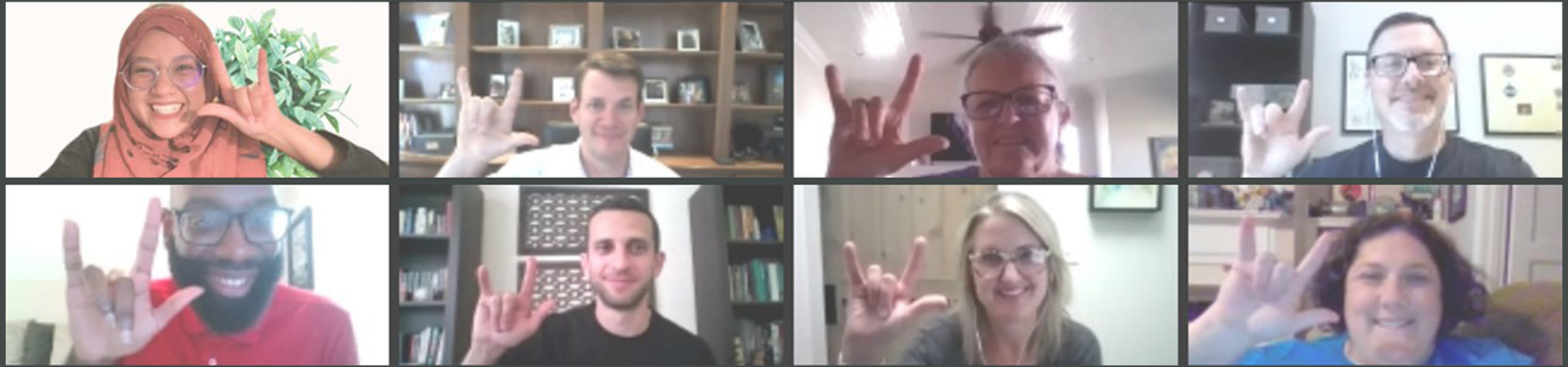
UnidosUS

UnidosUS is the nation's largest Hispanic civil rights and advocacy organization with a local Affiliate Network of nearly 300 community-based organizations. FedEx sponsors the UnidosUS Líderes Initiative, which helps young Latinos build understanding and skills in social justice, advocacy, and leadership. FedEx also sponsors Líderes Inc., a six-week science, technology, engineering, and mathematics entrepreneurship program and pitch competition for Latino businesses to receive critical STEM skills.

United States Hispanic Leadership Institute (USHLI)

USHLI promotes education and leadership development to empower Latinos in the U.S. FedEx supports the Student Leadership Series (SLS) that promotes the importance of education among Latinos and was recently honored with their Corporate Visionary Award in Diversity, Equity, and Inclusion.





Thank You

