



# 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"> <li>• Use of Boeing 777 in MEISA network</li> <li>• Eco-drive training</li> <li>• LEED Gold Certification – FedEx India Headquarters, Mumbai, India</li> <li>• ISO 14001 certifications in 9 countries</li> <li>• Solar facility – Port Elizabeth, South Africa</li> <li>• FedEx Delivery Manager® International in 14 countries</li> </ul>
Recent CSR Awards	<ul style="list-style-type: none"> <li>• ‘Great Place to Work’ in the UAE and India</li> <li>• Annual Insights Middle East Call Center &amp; CX Awards: ‘Best Industry Call Center (Logistics)’ (2019)</li> <li>• National Business Awards in South Africa: ‘Customer Focus category winner’ (2018)</li> </ul>
Philanthropic and Volunteer Programs	<ul style="list-style-type: none"> <li>• FedEx Cares - In FY20, more than 3,200 team members gave 8,550 hours of their time in 36 cities across 10 countries.</li> <li>• Better Bus Challenge – India</li> <li>• Society for Educational Welfare and Economic Development (SEED) in Uttar Pradesh, India</li> <li>• Education For Employment – UAE</li> <li>• Oprah Winfrey Learning Academy for Girls – South Africa</li> </ul>

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### Countries

FedEx Delivery Manager (FDMi) helps customers reduce transportation emissions by allowing them to proactively customize final delivery, lowering the number of second delivery attempts needed.

