

<2015 AmCham HR Workshop: Company's Success Story>



Purple Promise

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FedEx – Korea
Apr.2nd, 2015

FedEx 1973

- Established: Apr.17, 1973
- Memphis, TN, US
- Hub-and-spoke system
- 186 packages
- 25 cities in US
- 14 falcon Jets
- 389 employees
- Early days are legendary



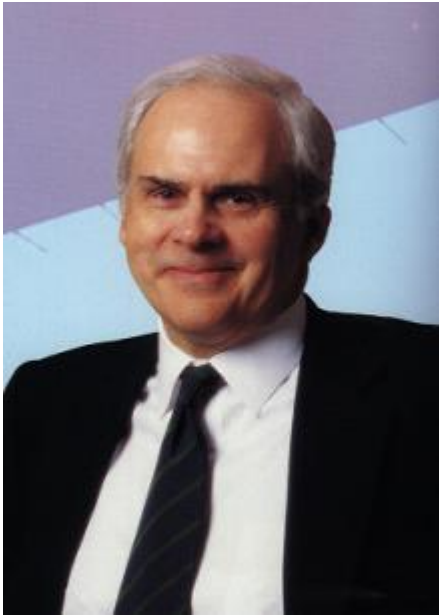
FedEx Express Today

- World largest express transportation company
- More than 4.0 million packages daily
- More than 220 countries and territories
- 666 aircraft
- More than 160,000 employees
- More than 18,000 employees and contractors in Asia Pacific

<As of Mar 2015>

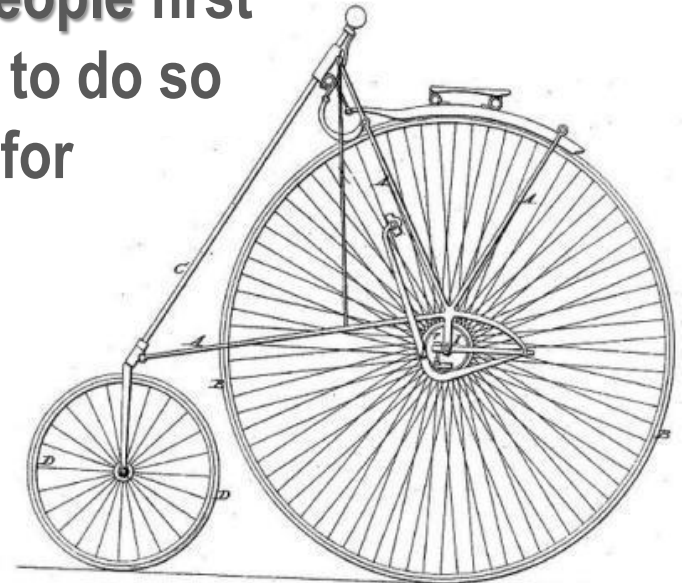


People Philosophy



*Frederick W. Smith,
Founder, Chairman & CEO,
FedEx Corporation*

“Federal Express, from its inception, has put its people first both because it is right to do so and because it is good for business as well.”



‘Hub & Spoke’

Living PSP : Delivering Service Excellence

Putting our People first!

Satisfied people deliver outstanding service



Loyal customers result in more profit ensuring our success

Customers value outstanding service and remain loyal

People : Our Most Important Resources

- Corporate programs & policies
- Treating with respect and dignity
- New Hire Orientation
- Performance Appraisal System
- Survey-Feedback-Action
- Reward and recognition
- Bravo Zulu
- Promotion from Within
- Tuition Assistance
- Guaranteed Fair Treatment Procedure



Bravo Zulu : “Well Done!”



- Recognizes employees who go above and beyond
- It can be:
 - A verbal recognition in a public forum
 - A memorandum with the Bravo Zulu insignia affixed
 - A monetary reward from USD 100 ~ 1,000

Home Grown Talent : Promotion from Within

- Provides opportunities
- Posts every job available in every country every Friday
- Goes for external candidates when cannot be filled internally



Guaranteed Fair Treatment Procedure



- Facilitated by HR
- Ensures employees get a fair hearing and grievance addressed to management
- Employees have to:
 - Attempt to resolve the issue with their managers
 - Go to a higher level or all the way to the top if it can not be solved by managers

FedEx Plane Named After Employee's Child



Employee Communications



Good People Attract More Good People!

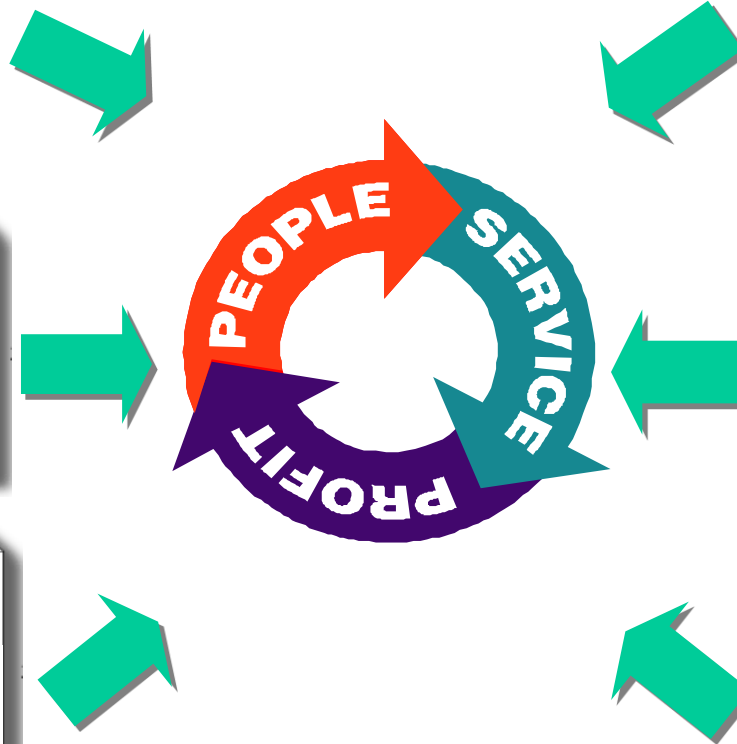
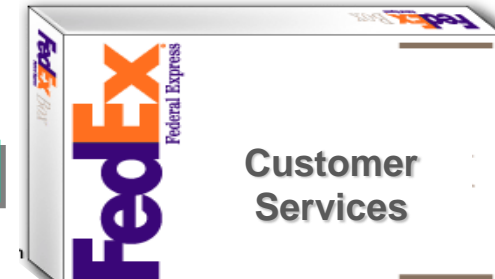


Retaining Good People

Internal



External



Best Employer Award – Worldwide

- **FORTUNE Magazine:**
‘World's Most Admired Companies’ list (#12 in 2015, within top 20 since 2001)
- **Forbes Magazine: America’s Most Reputable Companies (#18)**
- **World’s 25 Best Multinational Workplaces (#16)**
- **100 Best Corporate Citizens**



Best Employer Award – Korea

- Hankook Ilbo Award (2006-2007)
- AON Hewitt's Best Employer Award
 - No. 7 (2001)
 - No. 9 (2003)
 - No survey (2005)
 - Top 10 (2007)
 - Top 10 (2009)
 - Best Employer for Women (2011)
 - Best Employer for Generation Y (2013)
 - Top 10 (2015)
 - Best Employer Asia Pacific (4 times)



FedEx Korea Facts

<As of Mar 2015>

Operation Established	1988 (FedEx Korea)
Headquarters	Seoul, Korea
FedEx Personnel	844 Employees
Countries Served	220 Countries
Flight Gateways	Incheon International Airport (ICN)
Aircraft Operations	In/Out Frequency Total – 24 / Week (B777, MD11, A300)
Flight connectivity	Transpacific, Intra-Asia, Europe
Ground Operations	323 Vehicles
Drop-Off Locations	14 Stations, 5 World Service Centers

FedEx CSR Programs

- Children, Youth, Education, Culture
- Safe Kids, Junior Achievement, FedEx Cares Week, ORBIS International
- China Earthquake, Indonesia Tsunami, Philippines - Typhoon Haiyan



FedEx Korea CSR Programs

- Safe Kids 'Walk-This-Way'
- Junior Achievement : FedEx-JA (ITC)
- FedEx Cares Week



FedEx Global Citizenship Report

- Protection of environment
- Reduction of CO₂ emissions
- Total 397 fleet of hybrid and 404 electric vehicles in 2014
- Education on eco-driving
- Reduction of paper consumption
- Saving of electricity and utility bills



Thank you!

