



Lone Worker Safety and Security

FXO Transportation Safety

Overview

- SameDay City (SDC) began in 2011 as an Express offering which operated by FedEx Office leveraging copy/print transportation infrastructure
- Over the last 5 years, it has expanded from 3 to 32 markets and seen growth peaking to 4,000 shipments per day
- This growth was in large part generated by the SDC specialty Sales team formed in 2013 who provides direct coverage in most of the 32 major markets
- We have brought flexible solutions to the market through our technology and retail network



Confidential

August 9, 2016

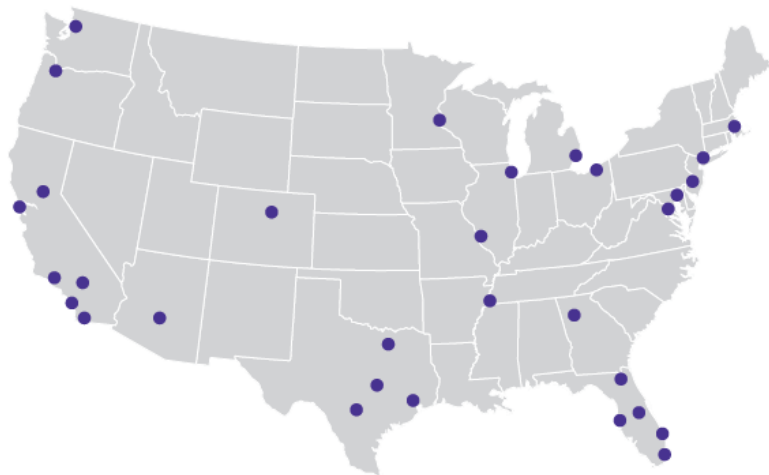
FedEx SameDay® City Route



Your route, your way.

Route is a custom designed courier solution that gets your regular deliveries picked up and delivered from multiple locations any day of the week.

- 24/7 service
- Up to 99 locations and 25 packages per stop
- Signatures for peace of mind
- Count on no surprises with easy-to-understand surcharges

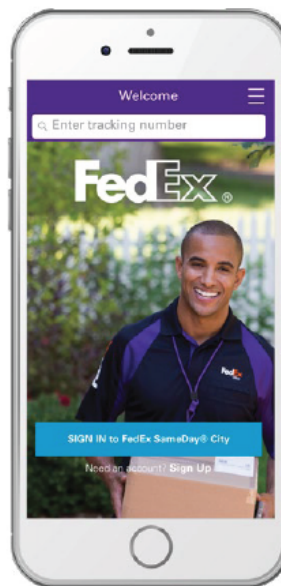


FedEx SameDay City is available in more than 30 markets nationwide

- Atlanta
- Austin
- Baltimore
- Boston
- Chicago
- Cleveland
- Dallas-Fort Worth
- Denver
- Detroit
- Houston
- Jacksonville
- Los Angeles
- Memphis
- Miami-Fort Lauderdale
- Minneapolis-St. Paul
- New York City
- Orange County
- Orlando
- Philadelphia
- Phoenix
- Portland
- Riversdale
- Sacramento
- San Antonio
- San Diego
- San Francisco
- Seattle
- St. Louis
- Tampa
- Washington, D.C.
- West Palm Beach

Track shipments with the FedEx SameDay City app

Get mile-to-mile, block-to-block GPS tracking, right from your mobile device. From the app, you'll be able to see delivery time estimates and real-time tracking for each FedEx SameDay City shipment.



Try FedEx SameDay City today and save 50%*

You can save 50% on up to three same-day, same-city local courier shipments. There are multiple ways to schedule your same-day shipment:

- Log in and create your shipment at fedexsameday.com.
- Integrate our API onto your website to allow customers to select FedEx SameDay City as a service option.
- Call **1.800.399.5999**.



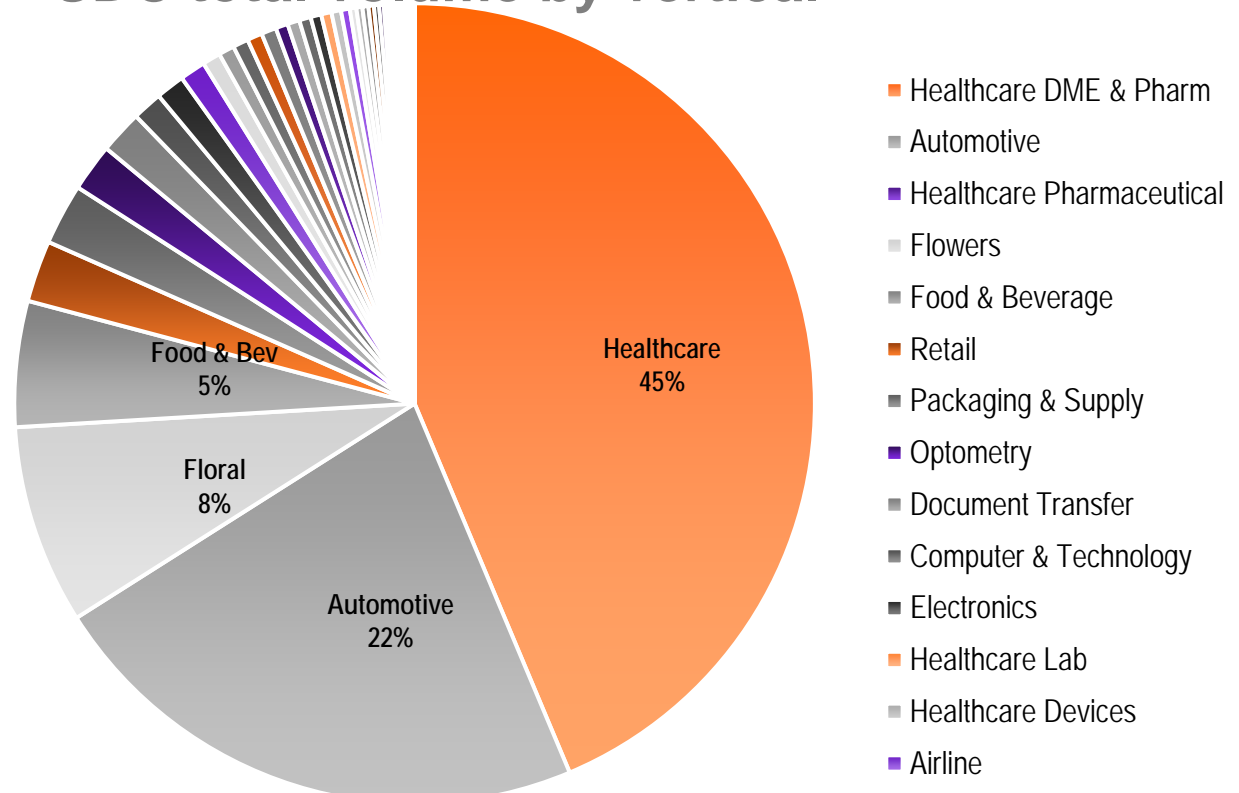
*Use the code **SAVEFIRST3** for 50% off transportation charges (list base rate) for FedEx SameDay City shipments (discount does not apply to fees and surcharges for residential delivery, FedEx Delivery Signature Options, after-hours, weekends, holidays, fuel, additional handling, declared value, address correction or cancellation). Promotion expires at 11:59:59 p.m. ET on 10/31/2018. Enter the code on the online shipping screen or provide it to the customer service representative if you are scheduling your shipment via 1.800.399.5999. Promotional offer may not be combined with other discounts. Promotional offer valid for up to three shipments per FedEx nine-digit account during the promotional period.

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SDC has achieved good success in the healthcare and automotive verticals, comprising 67% of total volume

SDC total volume by vertical



SameDay City Product Strategy | February 2, 2018 | Product Marketing



Security Traiing

On the Job Training

Contact 9-1-1 for emergency situations only (life threatening)

Call our National Dispatch Center

Call manager

Mark package as undeliverable and type in comments

Manager contacts sales

Web Based Training for Safety and Security Techniques

Road Rage

Delivery Awareness

Workplace Violence

Defensive Driving



Safety and Security Threats and Solutions

Safety and Security Issues



Stolen
Vehicles



Physical
Assault



Road
Rage



Robberies



Late night
deliveries



Preventative Safety & Security Best Practice Measures

- ✓ Park vehicles in well lit areas when possible. Avoid parking in the rear of the building or out of the site of team members as this may make the location of the delivery van more appealing to vandalism and theft.
- ✓ Always properly secure your vehicle by placing the gear selector in the park position or lowest forward gear for standard transmissions. When parking, remember to set the parking brake, turn off the engine, and adjust the wheels properly if parking on a grade.
- ✓ Protect Customer Data/Brand – Remove any customer jobs left in the delivery van when the van is parked for EOD. The delivery van should not be pre-loaded for the next day's deliveries.
- ✓ Keep van secured and locked at all times when not in use. Locking license plate screws if LP theft issue.
- ✓ Prevent gas siphoning. If an issue – Employ an economical locking gas cap and secure key on ring with the delivery van's main key.



Why is Vehicle Security So Important?

- Ensures Consistent Security and Loss Prevention Processes are in place
 - Processes help prevent and mitigate loss and accidents from occurring
 - Enhances the Customer Experience driving the potential for revenue enhancement
 - Prevention and Mitigation of Customer Claims
 - Adherence to Safety and Security Measures
- are there to protect team members, customers and brand ensuring a safe and secure work environment.



Vehicle Engine Disablement Pilot

Kicked off the pilot on May 28 and have completed four rounds of tests consisting of 5 scenarios

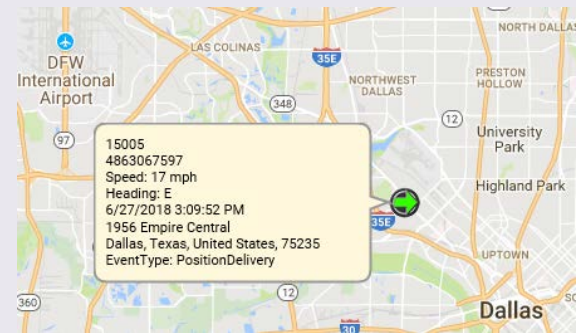
Scenario 1 – Access Control at Vehicle

In order to access and operate a vehicle, a driver must use a valid RFID fob that is registered in the MAGTEC system and assigned to the vehicle.



Scenario 2 – Test GPS coordinates

In-vehicle devices report back location, time, date, speed, direction and other pertinent vehicle position data on a regular timed or event occurrence basis



Scenario 3 – Immobilization via Web

When triggered, the system will remove the driver's ability to accelerate the vehicle. At this speed the vehicle will remain operable for 1 minute, after which the driver will be warned, and the vehicle will lose throttle altogether.



Scenario 4 – Immobilization via app

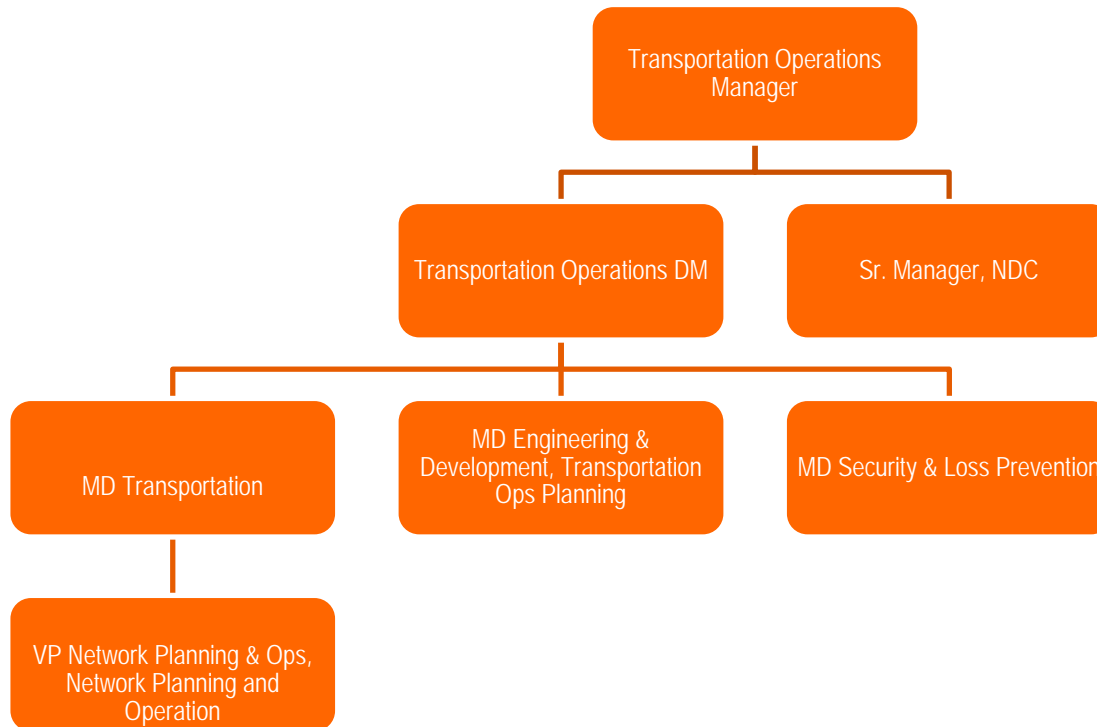
Scenario 5 – After-Hour Alerts

Alerts are set up to report immediately when vehicles are operated outside of the pre-set working hours schedule.



Missing Vehicle Phone Tree

When a vehicle is believed to be stolen, the TOM is responsible for immediately notifying law enforcement and then executing the phone tree.



DRIVECAM SAFETY PROGRAM



SAFETY HAS ALWAYS BEEN A TOP PRIORITY FOR OUR COMPANY

Our culture is built around safety



**The DriveCam program
is another safety tool**

MANY KEY BENEFITS

The DriveCam program has many benefits



FOR THE DRIVERS

Protection!

- Against false accusation
- Protect your reputation

Keep You Safe!

- Improve driving skills
- Everyone is a professional



FOR THE COMPANY

Protection!

- Against false accusation
- Our reputation—win new business

Save Money!

- Fewer collisions
- Avoid a big lawsuit payout
- Less maintenance

TYPES OF TRIGGERS THAT CAUSE AN EVENT TO BE SAVED

Accelerator or Hard Force

- Hard Braking
- Hard Cornering
- Sudden Acceleration
- Swerving
- Collision

Posted Speed

- > 65 MPH: 10MPH over posted speed limit for more than 10 seconds
- < 65 MPH: 15 MPH over the posted speed limit for more than 10 seconds

Active Safety

- Depending on threshold setup, only key events captured
- Lane Departure Warning
 - Following to Close Warning
 - Headway Warning

Active Safety

- Activated by driver when
- Customer site locked
 - Witness to accident
 - Low force incidence
 - Feel threatened

DC3P EVENT RECORDER

**Mounted on the windshield
or dashboard**



Manual Button

EV-SV2 EVENT RECORDER

**Mounted on the windshield,
dashboard, or bulkhead**



Manual Button

Personal Safety

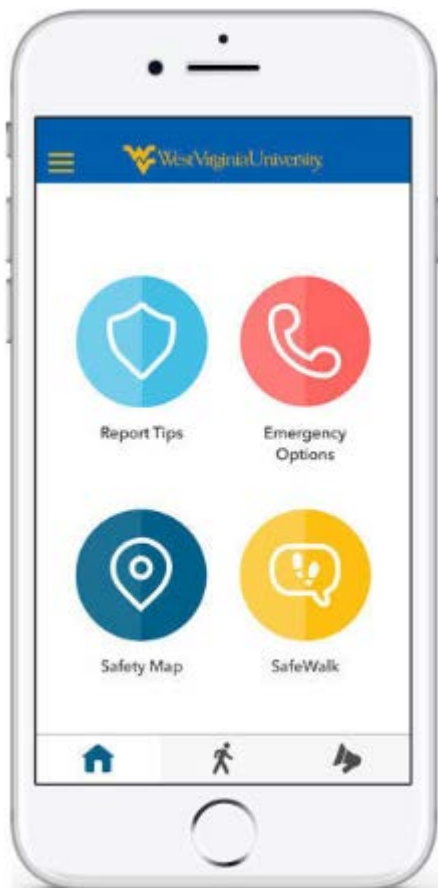
Managers also use various systems to help ensure safety, including field web report monitoring on safety measurements, safety observations, safety review boards, a safety oversight committee, and safety management systems. Additionally, we look for ways to include innovative technology to increase safety, such as the new LiveSafe mobile app. This app allows U.S. team members to share safety information with FedEx safety and security teams and see where they are in relation to emergency services.



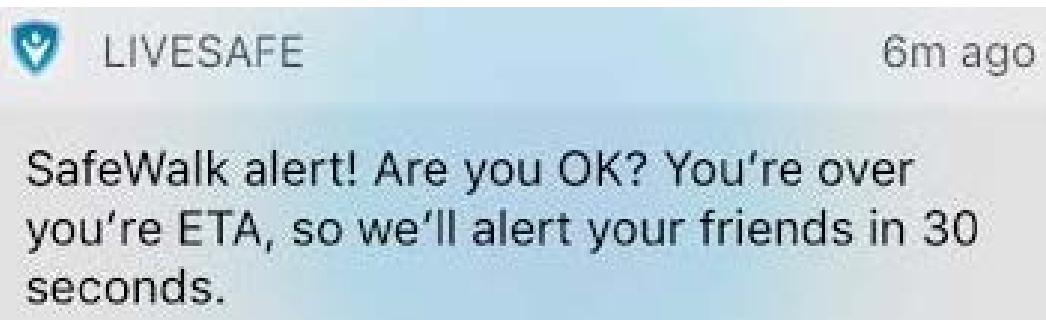
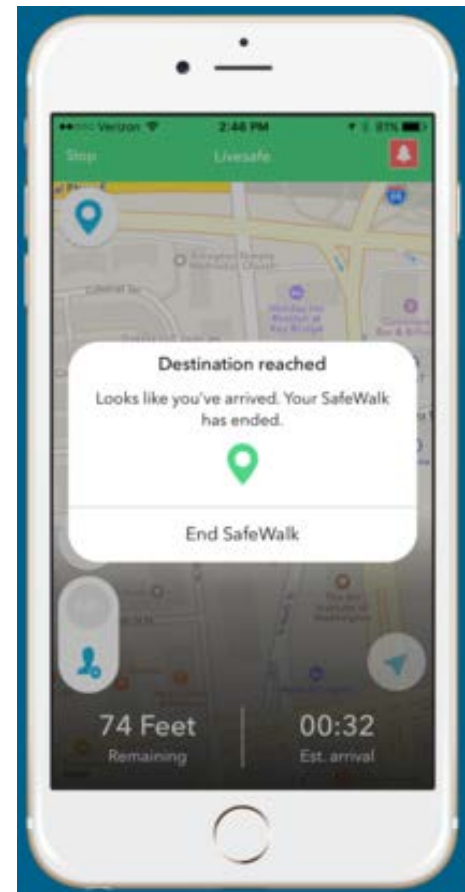
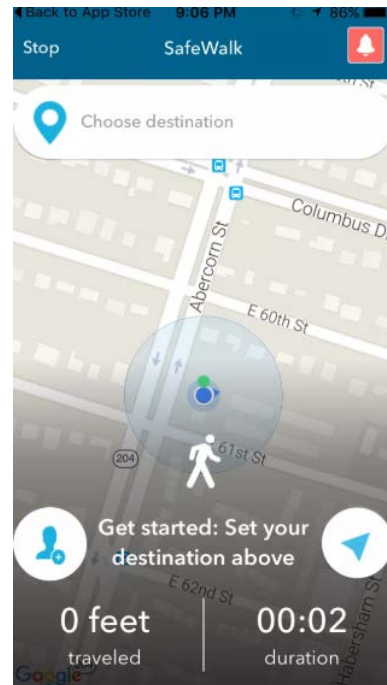
“LiveSafe helps companies and employees to have a more direct **role in safety and security** and is without question a significant **innovation** in the way we look at **crowdsourced intelligence gathering**. ”



Frederick W. Smith,
*FedEx Corp. Chairman,
President and Chief
Executive Officer*



Watch a friend walk



PERSONAL SAFETY AND SECURITY RESPONSE SOLUTION



PERSONAL SAFETY APP

The STANLEY Guard Personal Safety App offers versatile safety features for your employees. Whether the individual is working alone, operating in a high-risk environment, or is in an area or situation where he or she feels unsafe, the Personal Safety App quickly and conveniently provides safety and peace of mind.



SECURITY RESPONSE APP

The STANLEY Guard Security Response App allows your on-site security teams to respond to the safety needs of employees. The Security Response App quickly dispatches your security officers based on alerts sent from the Personal Safety App. Officers can request backup through the Security Response App as well as utilize a checklist feature to ensure they're covering all security points across your location.



WHAT'S ON YOUR MIND?

