



“Continuity and reliability are fundamental to the promise we make to customers.”

Mike Lenz, *Corporate Vice President and Treasurer*

Longevity and reliability are the cornerstones of our relationship with FM Global. Our working relationship began in 1981, when FedEx was much smaller than the US\$43 billion multinational enterprise it is today. As FedEx has grown and become more complex, FM Global’s ability to support and grow along with us has been invaluable.

A main attribute we provide to our customers is access to the global economy. We participate in supply chain and in logistics fulfillment all around the world. Continuity and reliability are fundamental to the promise we make to customers.

Consistently delivering on that promise is fundamental to our mission, and has made FedEx one of the most admired companies in the world. For us, it’s a question of how to plan in advance to mitigate the impact of disruptions—which, in our business, are inevitable—and how to react and adapt effectively during the events.

At the macro level, we’re always designing resiliency into our global networks. FM Global’s role is to help us make sure we are less vulnerable in terms of the impact an event may have on our facilities, particularly the major hub and sort facilities around the world. That’s where you can see the real tangible results of our relationship.

A visible example is our Asia/Pacific hub in Guangzhou, China, one of our largest hubs outside the United States. That facility, which opened in 2009, is the center point of our operations in the region. It is also a model facility for property protection. Working collaboratively on design aspects and construction planning with FM Global, we were able to take an approach in China that mirrored our approach in the United States. The result was the development of a highly protected risk facility that will help us to protect our people, our assets and our brand. That is the brand promise we make, and FM Global helps us to keep it.



certainty

about enterprise resilience

