



Fact Sheet

FedEx Express: Middle East

Overview

FedEx Express established its regional headquarters and gateway facility in Dubai in 1989. The UAE, Bahrain and Kuwait are markets directly served by FedEx with other countries in the region served through a network of service providers. The FedEx Dubai Hub commenced operations in 1998 as a regional hub for the Middle East, Indian Subcontinent and Africa (MEISA). This hub serves 44 weekly FedEx Express flights that connect to and from airports in the US, France, India, China, Hong Kong, Italy and Singapore. FedEx connects directly to locations in the region using a combination of commercial line-haul and trucking routes.

Fast Facts

MEISA Headquarters	Dubai, United Arab Emirates
Principal officer	Jack Muhs, Regional President Middle East, Indian Subcontinent and Africa
MEISA countries served	68 countries in the Middle East, Indian Subcontinent and Africa region
Team members	More than 1,400 individuals based in the U.A.E., Bahrain and Kuwait
Main hub	Terminal 2, Dubai International Airport
Air operations* (Dubai Hub)	17 international (McDonnell Douglas) MD-11 flights arriving to, and departing from Dubai Hub per week 27 international (Boeing) B777 Freighter flights arriving to, and departing from Dubai Hub per week
	<i>* Number of flights subject to change</i>
Stations	7 FedEx Express stations: 5 in the UAE, 1 in Kuwait and 1 in Bahrain
FedEx retail locations	18 FedEx retail locations: 13 in the UAE, 3 in Kuwait and 2 in Bahrain
Call centers	Dubai and Kuwait City
Milestones	1989: FedEx Express starts Middle East direct-served operations in Dubai, United Arab Emirates 1991: FedEx starts Kuwait and Bahrain direct-served operations 1997: Launch of the first FedEx round-the-world flight, stopping in Dubai and connecting the US and Europe to the Middle East and Asia

1999: FedEx launches the first Arabic website for the Express transportation industry

2011: FedEx launches a 48,000 square feet facility in the Jebel Ali Free Zone (JAFZA), and a new intercontinental B777F flight, providing businesses with the best US – Middle East connectivity and enhanced transit times

2012: FedEx launches its Garhoud facility in Dubai, making it the largest FedEx operating station in the Middle East

2013: FedEx opens its Abu Dhabi station to improve its service coverage to the fast-growing industrial areas and upcoming developments within the capital

2014: FedEx launched its award-winning service SenseAware® in the UAE – making it the first country in the Middle East to implement the innovative solution for businesses shipping time-sensitive and high-value products

2014: FedEx celebrates its 25th anniversary in the Middle East

2016: Acquisition of TNT Express

2017: Started integrating FedEx Express and TNT operations across the UAE

Recent awards and recognitions

Transport Arabia Excellence Awards: FedEx Express was awarded 'Integrator of the Year' at the Transport Arabia Excellence Awards, hosted in partnership with Dubai Airports and DP World – 2017

Most Women-Friendly Employer: FedEx Express was awarded the 'Most Women-Friendly Employer (Multi-national Company)' at the Global Women in Leadership Economic Forum Awards ceremony, presented by H.E. Sultan bin Saeed Al Mansouri, UAE Minister of Economy - 2017

Great Place to Work: FedEx Express ranked among the top 15 companies to work for in the UAE for seven consecutive years – 2017, 2016, 2015, 2014, 2013, 2012 and 2011

The Logistics Middle East Awards, formerly known as the Supply Chain and Transport Awards (SCATA): FedEx was awarded the 'Express Logistic Company of the Year' – 2017, 2016 and 2015. The company was also highly commended for its FedEx Cares Corporate Social Responsibilities (CSR) program in 2015. FedEx was awarded the 'Cargo Operator of the Year' for two consecutive years - 2014 and 2013

Aviation Business Awards: FedEx Express highly commended for its long-term Corporate Social Responsibility (CSR) support and ongoing involvement with the ORBIS Flying Eye Hospital - 2017

Superbrands: FedEx Express was recognized as one of UAE's Superbrands for four consecutive years – 2017, 2016, 2015 and

2014