

VIGILANCE PLAN 2022

FEDEX EXPRESS FR

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1. INTRODUCTION

1.1 Reminder of the legal obligations

In accordance with French law No. 2017-399 of March 27 of 2017, on the duty of vigilance of parent and instructing companies, large companies are required to formalize, to publish and to implement a transparent, exhaustive and sincere vigilance plan. This document should be used to identify risks and prevent major infringements of human rights and fundamental freedoms, the health and safety of individuals, and the environment related to the company's activity, subsidiaries and value chain (subcontractors, range 1 and 2 suppliers, etc.).

It has to be treated as an implementation report integrated to the yearly management report.

The legal entity FedEx Express FR, a FedEx Express Group's subsidiary, has more than 5,700 employees in France and, as such, is subject to the law.

This document is an update and a status report of the first vigilance plan published by FedEx Express FR in 2021.

1.2 Updating methodology

This vigilance plan is based on the risks mapping established in the first vigilance plan published in 2021. Every two fiscal years, it will be reevaluated to identify any new potential risks that may emerge.

The Health Security Environment Dangerous Goods (HSE-DG) direction, supported by an external consulting firm specialized in Corporate Social Responsibility, has coordinated the realization of this vigilance plan in association with all relevant contributors (Operations, legal, purchases, human resources and marketing).

It has been submitted for information to employee representatives.

1.3 Presentation of FedEx Express FR's activity and reminder of the scope of application

FedEx Express FR is a French legal entity attached to the FedEx Express Group present in more than 220 countries and territories. Its main activity consists in **shipping and delivery services**.

The FedEx Express FR network is composed of 140 agencies across France and 2 road hubs in Lieusaint and Marly-La-Ville, which are hubs for deliveries in mainland France and Europe.

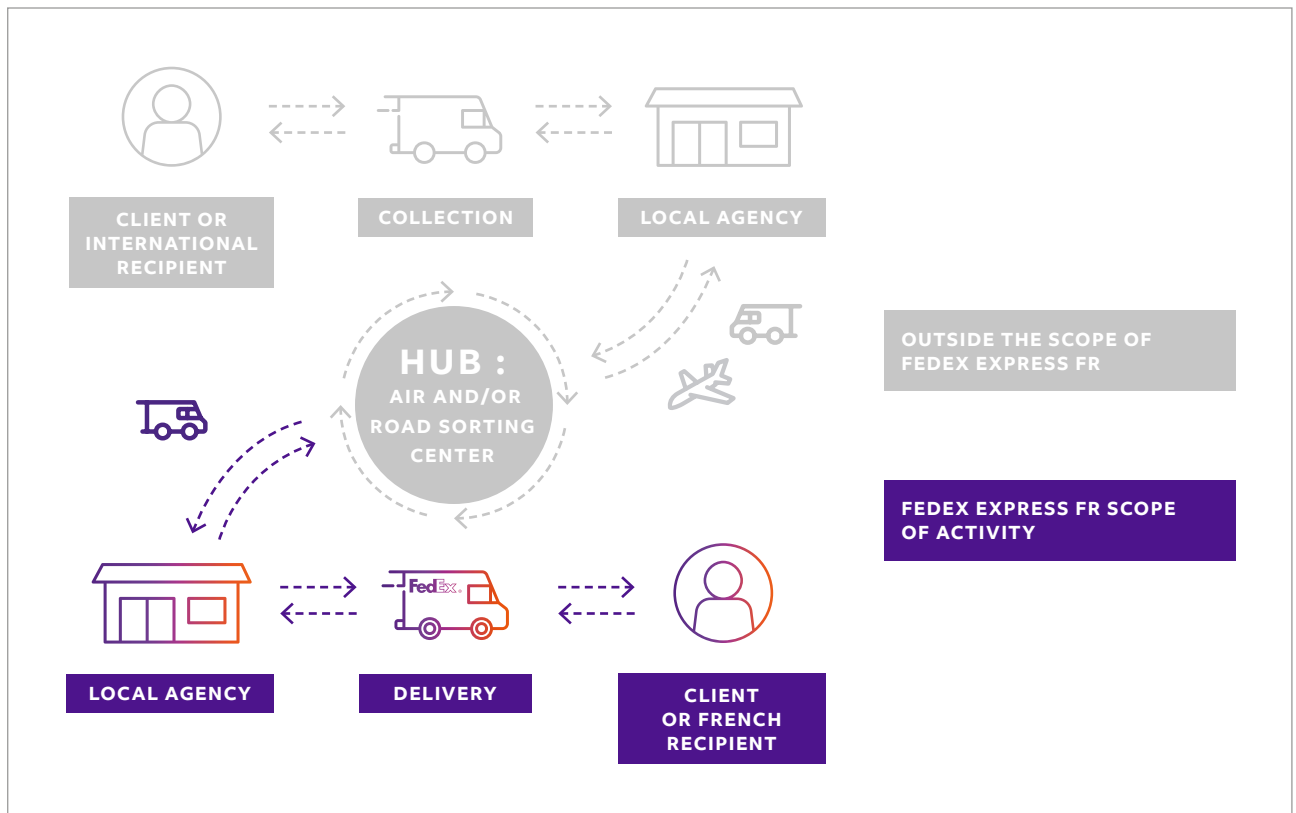


Figure 1 FedEx Express FR operating scheme & scope of the vigilance plan

The risk mapping and the associated vigilance plan cover:

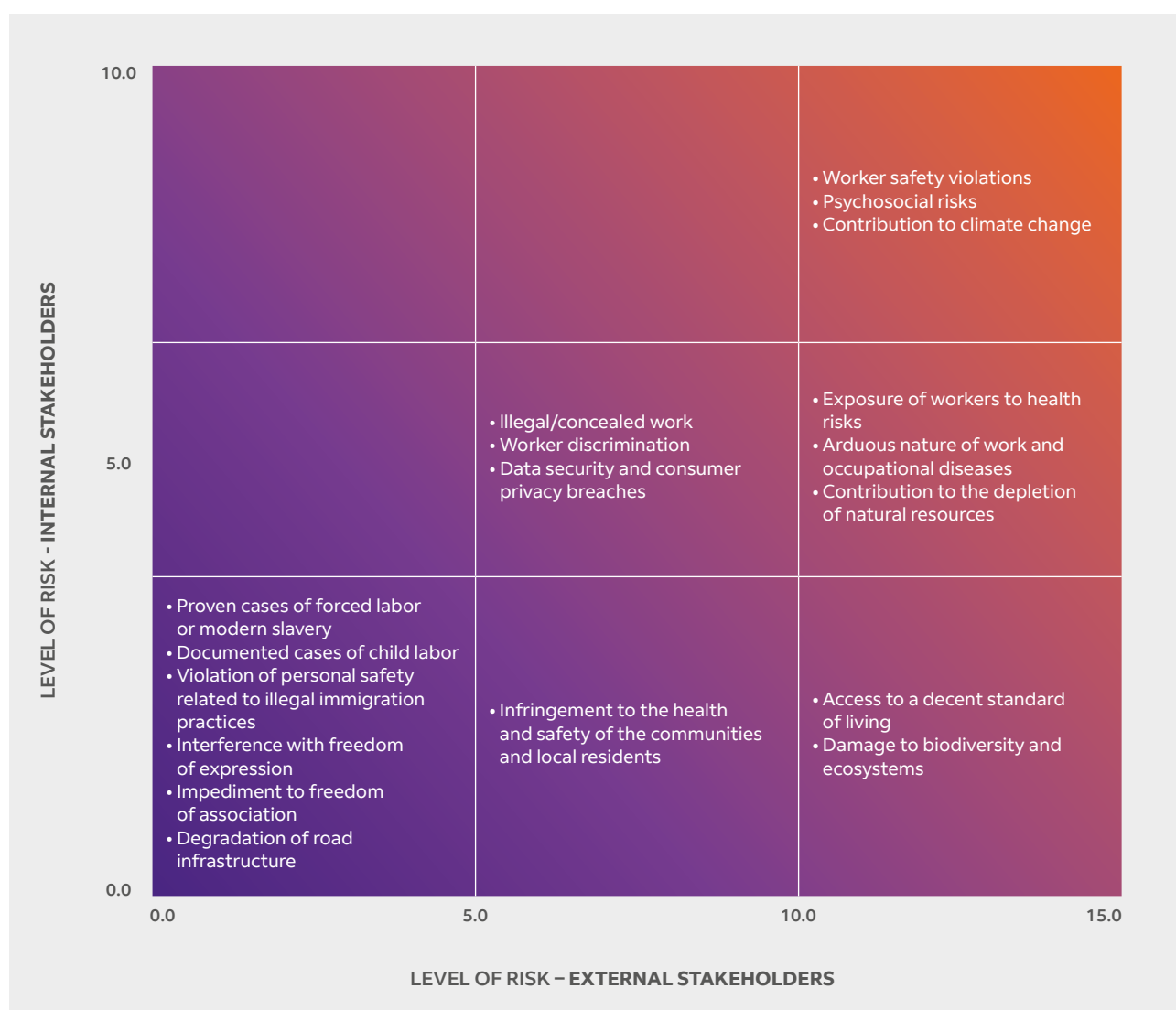
- The shipping and logistics activities carried out by FedEx Express FR in France (domestic shipment), covering nearly 93% of the shipments managed by the company.
- People mobilised by the company's activities (employees, temporary workers, subcontractors).
- The company's main purchasing items: including purchases over \$500K per year and per supplier as well as subcontracting for long distance road transport ("Shuttle Linehaul") and for short-distance (i.e. urban transport, last mile logistics: "Pick Up & Delivery") managed at the French level (approx. 70% of FedEx Express FR's purchases).

The risk mapping and the associated vigilance plan do not cover:

- The management of international shipments out of French territory (7% of the shipments) has not been included in the vigilance plan at this stage, as they are not handled by FedEx Express FR.
- Since it is administered by FRT, the French branch of the American company Federal Express Corporation, which has fewer than 5,000 employees and is therefore not subject to the duty of vigilance regulations, the activities of the Roissy-CDG Hub will not be covered by this plan. Nevertheless, the workforce attached to FedEx Express FR who work on these hubs are taken into account in the risk mapping.
- Purchases below \$500K per year and per supplier.
- Second-tier and above suppliers are not covered by this vigilance plan.

2. REMINDER OF RISK MAPPING

During the first exercise⁽¹⁾, interviews with about ten FedEx's employees representing the different activities of the company, stakeholders in the value chain (suppliers, temporary agencies, etc.) and with employee representative bodies allowed us to identify the most important risks for FedEx Express FR. These risks were prioritized (probability, severity) internally and externally, making it possible to build the following risk matrix.



Classification of risks identified for FedEx Express FR by level of importance

This vigilance plan addresses “very significant” and “significant” risks, i.e. 11 risks to be addressed as a priority, divided into the three categories of “Health and Safety”, “Environment” and “Human Rights and Fundamental Freedoms”.

(1) See the [2020 vigilance plan](#) to access to the detailed methodology

2.1 Priority health and safety risks

One of the company's main issues is the risk of compromising the health and safety of workers throughout the value chain. Intrinsically linked to the sector's activities (transportation and handling), these risks are particularly related to:

- **The infringement of workers' safety in connection with working conditions** on logistics activities (falls, carrying loads, etc.) and transport (road accidents)
- **Health risks related to working conditions**, especially contact risk when transporting and handling hazardous materials. The health risk also covers the epidemic risk.
- **The arduousness and development of occupational illnesses** (musculoskeletal disorders, for example) related to certain jobs or work rhythms (night work, load handling, driving, sedentary lifestyle, etc.).
- **Psychosocial risks** related to the company's activity (stress related to work rhythms and the challenges of punctuality, degraded interpersonal relationship, harassment, loneliness, risks of theft and robbery, aggression, etc.) and the current context of economic uncertainty related to the health crisis on the one hand, and the transformation of FedEx Express FR on the other hand (merger of former entities, reorganization).

2.2 Priority risks related to the violation of human rights and fundamental freedoms

The main risks concerning human rights within FedEx Express FR are mainly associated with the specificities of its value chain and particularly with the significant use of subcontracting and temporary work:

- **Concealed work**, particularly within subcontracting companies, over whose practices FedEx has more limited control. However, since most of the subcontracting is carried out with French companies, the probability of this risk materializing remains lower than in other countries.
- **Discrimination** related to the social or ethnic origin, age, disability, gender, sexual or political orientation of employees, in a context of true social and cultural diversity of the teams.
- **Access to a decent standard of living** (remuneration, right to housing in large cities in particular, etc.) mainly in relation to salaried or temporary workers on short or part-time contracts.
- **Data protection**, in relation to the risks of violation of customers and employees' privacy and the confidentiality of their personal data. Specific risk linked to the transport activity (volumes of sensitive customer data) in a risk factor context (use of new interconnectivity technologies, increasingly frequent cyber-attacks, etc.).

2.3 Priority environmental risks

Given its importance in the share of greenhouse gas emissions and fossil energy consumption, the activities of the transport sector, and therefore of FedEx Express FR, present a series of risks for the environment:

- **Contribution to climate change:** The transportation sector is currently the largest emitter of greenhouse gases in France (31% of national emissions in 2019⁽²⁾). The environmental, but also social and societal impacts of climate change are significant and manifold.

(2) Source: «Sectoral distribution of greenhouse gas emissions», CITEPA, SECTEN 2020 report, available on this [link](#)
(last consultation: 10.06.2022)

- **Contribution to the depletion of natural resources:** Transportation accounts for a significant part of final energy consumption in France. This consumption is mainly carried out by oil products for road transport. FedEx Express FR's activity is currently based mainly on the use of non-renewable energy (fossil fuels). This risk is closely related to the previous one – the monitoring and prevention measures of one helping to mitigate the other.
- **Damage to biodiversity and ecosystems:** This refers to the risks of damage to the health of natural ecosystems and the alteration of domestic or wild species related to the company's logistics activities (artificialization of soil during the construction of new sites, etc.) and transport (noise, air, water, soil pollution, etc.).

FOREWORD

The main objectives of this vigilance plan 2022 are:

- To present or to remind **the monitoring and prevention processes** for the risks established as priorities in 2020 ("very significant" and "significant").
- To establish a **transparent report of the actual implementation of the commitments** taken in the previous vigilance plan.
- From the perspective of continuous improvement, **to establish new commitments**, and, if needed, to renew or redefine the commitments that have not been achieved.
- To make an inventory **of the alerts** raised through the alert system.

Some context elements explain the delay that has been observed for some action categories:

- The previous exercise has been characterized by a **reorganization of the functions managing the Purchases, the Outsourcing and the Sustainable Development** (change from national to European management), which has complicated the monitoring and progress of the action plan on the risks concerned.
- A **redundancy plan** has led FedEx to strengthen its system of psychosocial risks prevention but has also complexified and delayed the roll-out of some actions.
- **Finally, the sanitary crisis** has prevented the realization of certain actions (participation to disability recruitment forum) and postponed some regulatory completion dates (Tertiary Decree).

3. CURRENT AND FUTURE RISK MONITORING AND PREVENTION MEASURES

3.1 Monitoring and prevention of Health and Safety Risks

Cross-functional risks

CURRENT MONITORING AND PREVENTION PROCESSES

- HSE handbook defining the behaviour lines to be respected in all the countries where FedEx operates, concerning health, safety (including the transportation of hazardous materials), whose application has been submitted to 2 internal audits by site/corrective actions plan in 2021.
- Management functions and steering committee dedicated to Health, Safety and Environment.
- Four days training programs “Manager facing risks”- including safety, environmental risks, psychosocial risks and risks connected to coactivity (suppliers and subcontractors).
- Monitoring and monthly analysis of the accidentology.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Transposition and diffusion in France of the HSE handbook	Completed		
Training of 100% of site heads to risks management (“Manager facing risks”), including environmental risks	Completed	Renewed commitment: training of the new managers	
Extension of the training program “Manager facing risks” to operations managers, local managers and teams dedicated to road transport	Ongoing	Continued commitment	2023
Updating and extension of the monitoring tool of accidentology to subcontractors and “ex-entities” scopes	Completed		

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Addition of an “analysis of accidents’ causes” section to the training program of risk management for the managers	2025

Safety on sites

CURRENT MONITORING AND PREVENTION PROCESSES

- ISO 45001⁽³⁾ Certification for 65% of the sites (including 100% of road hubs).
- Safety welcome booklet, supporting safety and security training for new arrivals.
- Health, Safety and Environment (HSE) performance reviews carried out by managers with center managers.
- Stand up meetings, awareness-raising exercises and exchanges on security risks.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Generalization of HSE performance reviews to all sites	Ongoing	Continued commitment	2024
Redesign, modernization and deployment of the New Arrivals Welcome process (employees and temporary workers)	Completed		
Generalization of "security talks" to all sites (stand-up meetings, awareness-raising exercises and exchanges on security risks)	Completed		

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Reinstatement of bi-annual steering committees dedicated to accidentology monitoring - in liaison with the temporary employment agencies - temporarily suspended because of the contract governance's change (passing to European level).	2024
80% of certified ISO 45001 FedEx Express FR's sites.	2024

(3) An international standard for occupational health and safety management audited by an accredited body, ISO 45001 replaces the former British standard OHSAS 18001

Road Safety

CURRENT MONITORING AND PREVENTION PROCESSES

- Process of estimation of driving times and rest times for drivers (employees), related alert system.
- Monitoring and monthly analysis of the accidentology, corrective action plan for 100% of employees and subcontractors.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Creation of a new training program "road safety and eco-driving"	Completed		
Extension of the training program "road safety and eco-driving" to employees	Ongoing	Continued commitment	2024

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
To incitate subcontractors to follow trainings on road safety and eco-driving, i.e by proposing them preferential rates.	2025

Sanitary risk prevention

CURRENT MONITORING AND PREVENTION PROCESSES

- Dedicated team and training module on hazardous materials, addressed to FedEx Express FR's employees and temporary workers.
- Sworn statement of training subcontracted employees in the transport of hazardous materials.
- Specific prevention and monitoring procedures implemented to fight Covid-19.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT
Continuation of the structuring of procedures for the prevention and monitoring of epidemic and pandemic health risks, beyond Covid-19.	Completed, integrated to the overall monitoring safety/health

Arduousness and professional diseases prevention

CURRENT MONITORING AND PREVENTION PROCESSES

- Training “Gestures and Postures” followed by every concerned employee, with an objectif of renewal every two years.
- “Safety In Design” process for any major new project (opening of a new site, development or installation of new material/equipment):
 - **Prior to/during design:** assessment by the HSE team of the potential impacts on working conditions, health and safety of workers as well as people building, cleaning & demolishing the asset.
 - **During the deployment/construction phase:** risks review at each stage & decision-making involvement of the HSE team (Go/No Go).
 - **After the implementation phase:** integration of the identified risks into single risk assessment document of the site.
- Ergonomic and noise studies carried out regularly by independent service providers.

VIGILANCE PLAN'S ACTIONS PLAN 2020	LEVEL OF ACHIEVEMENT
Renewal and deployment of the “Gestures and postures” training to all handling employees.	Completed
Systematize the “Safety in Design” process before, during and after the implementation of new projects.	Completed

Psychosocial risks prevention

CURRENT MONITORING AND PREVENTION PROCESSES

- Prevention process hosted by an external platform (**Stimulus**) making it possible to contact, anonymously and free of charge, registered psychologists and including trainings to better manage stress situations.
- The “Manager facing risks” training program includes a day dedicated to psychosocial risks.
- Annual Satisfaction Barometer (SFA).

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Reinforcement of the psychological unit provided by Stimulus during the Company's transformation project (outsourced sessions with clinical psychologists, extension of the social section: support in daily life, etc.)	Completed	Renewed commitment	
Proposition & renegotiation of an agreement about remote working	Ongoing	Continued commitment	2024

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Upkeep of the Stimulus psychological unit, regular reminders to employees within internal communications.	2023

3.2 Monitoring and prevention of Human Rights and Fundamental Freedoms risks

Fight against undeclared work

This risk mainly concerns subcontractors, monitoring and prevention processes are detailed on page 16 and 17 of this report.

Fight against discrimination, in favour of inclusion and diversity

CURRENT MONITORING AND PREVENTION PROCESSES

- Code of Conduct and Ethics specifying the principles of equal opportunity and the fight against harassment and discrimination, addressed & regularly reminds to employees.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Creation of a "Diversity" committee at the European level, guaranteeing the inclusion policy and the deployment of actions	Completed		
Participation in recruitment forums for people with disabilities	Uninitiated	Reviewed commitment (new agreement incoming, see below)	2023
Facilitating scheduling for family caregivers	Uninitiated	Reviewed commitment (integrated to the new agreement on quality of life at work, see below)	2023

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Negotiation of a new agreement on gender equality and quality of work life in conjunction with the representative bodies.	2023
About disability: negotiation of a new company agreement & establishment of an action plan.	2023
Participation in the "Step up" program: a European inter-company program which aims to promote diversity, equal treatment and equal opportunities by offering paid internships to law students from diverse backgrounds.	Effective participation in 2022 and renewal project for 2023 summer
Continuation of the structuring of the FedEx Express FR approach to diversity & inclusion issues in coordination with the FedEx European headquarters.	2024

Contribution to a decent standard of living

CURRENT MONITORING AND PREVENTION PROCESSES

- Housing Commission dedicated to facilitating access to housing for employees, including for those living in critical areas.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Consolidate the functioning of the Housing Commission	Completed	Renewed commitment	2022
Increased visibility of job vacancies (on-site posting, intranet communications, etc.) to facilitate internal promotion of employees	Completed		
Study, in conjunction with service providers, of the feasibility of encouraging office and site maintenance workers to work during the day rather than late at night or early in the morning	Uninitiated	Renewed commitment	2024

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Increased visibility of the employer – sponsored Healthcare & Insurance Plan, including for on-site employees.	2023

Data protection

CURRENT MONITORING AND PREVENTION PROCESSES

Ongoing policy and processes

For everyone:

- **E-mail address** dedicated to access request or information on the processing of personal data. It is open to all persons whose data FedEx processes. The address is mentioned in the privacy policies and available on the website and in the T&Cs. It is also reminded in the Company's marketing and internal communications.
- **General Group policy** relating to the protection of personal data called "Global privacy policy", available on the intranet.

For employees:

- **The company's Code of Conduct**, which applies to all Group employees, contains a section on the protection of personal data.
- Dedicated Human Resources privacy policy available on the intranet.
- **Binding corporate rules**: document dealing with the intra-group processing of customer, provider and other third-party data. These documents are available on the FedEx and TNT public websites.

For third-parties:

- Information & commitment clause to comply with the GDPR is inserted in professional customer, supplier and subcontractor contracts.

Training and awareness-raising processes for internal functionment:

- **"Privacy day"**: one-day event dedicated to the protection of personal data, yearly organised by the Group for FedEx employees.
- Implementation of a **"Compliance week"** to all FedEx Express, dedicated to increase employee awareness on the subject, to communicate FedEx Express' commitment to compliance and to remind/present existing systems.
- **"Info Sec"** computer security training.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022
Implement an online training course on personal data protection and information security (in addition to existing "InfoSec" training)	Completed	
Reinforce employee and job applicants' information regarding the processing of their data and the processing of candidates' data during the hiring process thanks to an information notice specific to France	Completed	

Strengthen the communication on this subject for recipients, by inserting an information clause on the labels stuck on parcels	Uninitiated	Withdrawn commitment: not suitable as the information would only have been provided after delivery and therefore too late. Recipients have access to this information beforehand and at any time, on the FedEx website.
Add detailed information regarding the processing of data collected by video surveillance on billboards in the sites concerned	Completed	

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Internal communication actions adapted to each profession to raise awareness of the importance of the subject & remind of the existing process.	2024

3.3 Monitoring and prevention of Environmental risks

Contribution to the fight against climate change

CURRENT MONITORING AND PREVENTION PROCESSES

- Assessment of greenhouse gas emissions on Scopes 1, 2 and 3 realized every 4 years.
- Measurement and communication of mean CO₂ gas emissions per parcel (in accordance with French legislation: see L.1431-3 article of the French transportation Code).

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Subscription to the "CO ₂ objective" charter including subcontractors and then to the "CO ₂ objective" label	Uninitiated	Renewed commitment	2025
Realization of an optimization study "Road-Design" of rounds, collections and fill rate (limitation of systematic removals, monitoring of empty runs etc.)	Completed		
As part of the "City Logistics project", deployment of transport tests by scooters and electric vehicles in eight cities in France	Ongoing	Continued commitment	2023

FOCUS: TOWARDS CARBON NEUTRAL FEDEX OPERATIONS IN 2040

The FedEx group has set a carbon neutrality objective for its operations by 2040, broken down into progressive milestones every 5 years.

To achieve this goal, three strategic priorities have been identified and are broken down into the following Sustainable Development Goals:

- "Measures relating to the fight against climate change": multimodality, electrification of fleets, alternative fuels, BREEAM⁽⁴⁾ & LEED⁽⁵⁾ certifications on sites, investments in carbon sequestration technologies, Green IT (responsible digital)
- "Sustainable Cities & Communities": measures to reduce traffic-related impacts (pollution, noise, etc.) in conjunction with local policies and stakeholders
- "Responsible Consumption & Production": actions for the circular economy, waste reduction & recovery, in particular in conjunction with suppliers.

The concrete deployment of the strategy is monitored at European level by a dedicated committee directly attached to the European Executive Committee ("EU PSP Board") as well as to the FedEx Worldwide Sustainable Development Committee and ensured by dedicated "Impacts" teams.

(4) BREEAM (Building Research Establishment Environmental Assessment Method) is a British certification standard for the environmental assessment of buildings. It is the most widely used certification.

(5) LEED (Leadership in Energy and Environmental Design) is a North American environmental certification that also promotes high environmental quality in buildings.

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Renewal of greenhouse gaz emissions assessment.	2024
Deployment of the City Logistics project.	2025
Deployment of the Carbon Group Strategy in european and french sites.	2040 (roadmap to be precised)
Electrification of FedEx's own fleet, worldwide.	50% of vehicles purchased for pick-up and delivery to be electric in 2025

Reduced consumption of natural resources & Contribution to biodiversity and the protection of ecosystems

CURRENT MONITORING AND PREVENTION PROCESSES

- Recycling of cardboard and plastic packaging waste on sites.
- 4% of the sites are BREEAM certified.
- 65% of the sites (including 100% of the road hubs) are ISO 14001 certified.
- Environmental impact study prior to the construction of each new site.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Implementation of a monthly consolidated monitoring of energy and water consumption in all sites	Uninitiated	Renewed commitment	2024
Deployment of BREEAM certification to all new sites	Ongoing	Renewed commitment: 100% of new sites are BREEAM certified	
Deployment of the ISO 14001 certification	Ongoing	Renewed commitment: 80% of sites certified	2024

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Contribute to EuroCarex, a European common project launched at the initiative of private actors, airport players, local authorities and public entities, aiming to use existing high-speed lines during off-peak passenger traffic hours (mainly at night) with trains adapted to the transport of parcels. This project could be an alternative to air travel on certain short distances.	Conditional on the project being held

3.4 Monitoring and prevention of the risks specific to subcontractors and suppliers

CURRENT MONITORING AND PREVENTION PROCESSES

Opening of a position dedicated to sustainable procurement at European level.

Concerning the transport subcontractors “Pick – Up & Delivery” handled at the french level:

Prior to contractualization

- Contractual clause committing the subcontractor to comply with business ethics, all applicable environmental and other laws, fundamental rights, including the elimination of all forms of forced labour, child labour and the elimination of discrimination in employment.
- Sworn statement of training in the transport of hazardous materials and absence of undeclared work.

During the contractualization

- Monthly monitoring and analysis of the accidentology through the IMS tool.
- Annual performance reviews integrating health and safety criteria.
- Prevention process against undeclared work: mandatory uploading of legal documents, checks on the matching between effective worked hours and declared ones (termination of the contract in the event of non-compliance - after formal notice).
- Internal audit programmes specific to the management of outsourcing, handled by the group, corrective action plan in case of non-compliance.

VIGILANCE PLAN'S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022
For purchases decided at the level of FedEx Express FR: <ul style="list-style-type: none"> • Mapping of risks linked to human rights/health-safety/ environment in complement of the existing mapping • Reinforcement of CSR obligations on those categories 	Uninitiated	Revised commitment (see next page)
For purchases of FedEx Express FR decided at European level: <ul style="list-style-type: none"> • Identification of purchasing categories at risk • Reinforcement of CSR obligations on those categories 	Uninitiated	Revised commitment (see next page)
Subcontractors: <ul style="list-style-type: none"> • Inventory of practices among subcontractors • Improvement action plan for those practices • New environmental, safety criteria & dedicated evaluation measures in outsourcing contracts 	Uninitiated	Revised commitment (see next page)

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
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Commitments concerning **suppliers**:

Pilot project of outsourced CSR assessments on a test sample of 150 suppliers, with a view to perpetuation.	2022
Review and supplement the obligations/commitments required of suppliers in relation to vigilance plan risks at European & French level.	2024
Mapping of purchasing risks, at European level, for each purchasing category, set goals for revising the riskiest categories.	2024

Commitments concerning **subcontractors**:

Gradual integration of a “safety” rider into all subcontracts, including in particular a geolocation requirement for greater driver safety.	2023
Set up of a pilot on a sample of subcontractors for the internal assessment of mitigation practices & prevention policies on priority risks (including environmental).	2023
Identification & deployment of risk prevention procedures for “Linehaul” subcontractors managed on a European scale.	2023

4. ALERT SYSTEM

CURRENT MONITORING AND PREVENTION PROCESSES

- The alert system deployed in the context of the duty of care is based on the system already in place within FedEx and presented in the Code of Conduct. It is based in particular on the FedEx Alert Line, an alert line open to all stakeholders. It is hosted by the external service provider Navex.
- Alerts issued via the FedEx Alert Line are centralised in the European headquarters in the Netherlands, which then coordinates the investigations and responses, involving local legal teams if necessary.
- Depending on the facts reported, the latter carry out an investigation or have it carried out by the departments concerned.
- Communication on the alert line is made by e-mail, via the intranet and by postings on all the Company's sites for employees and subcontractors operating on the sites. The line is also available on the website, and temporary workers are reminded of its existence via temporary employment agencies. It highlights the possibility of reporting illegal activity (crime, misdemeanour, violation of the law or regulations, etc.) or a violation of the company's code of conduct.
- Since 2021, a quarterly analysis of alerts and their processing is carried out with a view to identifying appropriate risk prevention & reduction procedures.

NEW COMMITMENTS OR UPDATED COMMITMENTS	DUE DATE
Inclusion of information on the FedEx Alert Line in the new supplier, service provider and subcontractor contract templates.	2023 for transport subcontractors, 2024 for other subcontractors and providers

FOCUS: REVIEW OF THE ALERTS IN 2021

3 reports related to the duty of care were subject to corrective measures in 2021:

- 2 were in the HSE category
- 1 under Human Rights

All reports were made by FedEx Express FR employees.

5. MECHANISM FOR MONITORING MEASURES AND ASSESSING THEIR EFFECTIVENESS

The monitoring and deployment of the commitments made under this vigilance plan are ensured by dedicated governance bodies and a monitoring system.

The evaluation of their effectiveness is measured by indicators identified for each risk.

5.1 Vigilance plan's governance

VIGILANCE PLAN' S ROADMAP 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022
Appointment of a vigilance plan officer, responsible for the publication and revision of the "vigilance plan" document, in charge of coordinating the quarterly and annual meetings as well as following the roadmap roll-out	Completed	
Participation of the officer in the executive board, which convenes quarterly the Directors of the main business lines (Operations, Legal, Finance, Human Resources, Marketing, HSE), and on this occasion: <ul style="list-style-type: none"> Reviewing the progress of priority actions and measures identified in the present vigilance plan and the alerts raised by the system Proposing solutions if there is a delay in implementing the action plan 	Completed	Continued commitment
Organization of dedicated annual meetings, including the main contributors, to review the progress of actions & propose new ones	Completed	Continued commitment

5.2 Key Performance Indicators

VIGILANCE PLAN'S ACTIONS PLAN 2020	LEVEL OF ACHIEVEMENT	VIGILANCE PLAN'S COMMITMENT 2022	DUE DATE
Act and consolidate strategic KPI's to monitor the impact of the actions implemented for each of the risks	Ongoing	Stabilise the scope of consolidation of accidentology indicators	2023

	INVOLVED RISK	KPI'S DEFINITION	VALUE ON 12.31.2021 OR EVOLUTION VS 2020
HEALTH & SAFETY RISKS	Violation of workers' safety in relation to working conditions	Number of lost-time accidents	327 (252 in 2020) ⁽⁶⁾
		Number of road accidents	98 (24 in 2020) ⁽⁶⁾
		Percentage of ISO 45001 certified sites	65%
	Psychosocial risks	Number of Stimulus beneficiaries	54 (61 in 2020)
	Arduousness and professional diseases	Number of admitted professional diseases for the 3 past years	28
		Percentage of workers exposed to one or more arduousness factors	Percentage of total workforce exposed to the "night work" difficulty factor: 17.1% Share of the total workforce exposed to the "alternating shift work" difficulty factor: 0.3%.
HUMAN RIGHTS AND FUNDAMENTAL FREEDOMS RISKS	Discrimination	Gender equality index	94/100
		Nb of women within the executive board	1 at the 31.12.2021
		Percentage of workers perceiving FedEx as invested in the promotion of diversity and inclusion	78% in 2022 (SFA)
	Contribution to a decent standard of living	Number of Stimulus calls whose motive was linked to the budget	5
	Fight against undeclared work	Evolution of the number of non-compliance	0
	Data protection	Number of feedbacks linked to malfunctions of the data protection system	0
ENVIRONMENTAL RISKS	Contribution to the fight against climate change	Carbon Intensity	65g eq CO ₂ /kg ⁽⁷⁾ posted
		Total emissions (Scope 1, 2 et 3) (in tonnes of CO ₂ equivalent)	202 177 ⁽⁷⁾
		Share of electric vehicles on the road (own fleet scope FFR)	0.6%
	Reduced consumption of natural resources	Fuel consumption of the vehicles (in m ³)	14 000
		Percentage of ISO 14001 certified sites	65%
	Contribution to biodiversity and the protection of ecosystems	Environmental incidents on site	4
		Percentage of BREEAM certified sites	4%
	Supply Chain – Outsourcing	Percentage of subcontractors benefiting from the new rider	75%

(6) These increases can be explained by two factors: the fact that the year 2020 was marked by an exceptional drop in activity (and therefore in work-related accidents) linked to the pandemic, and a gradual extension of the scope of the data consolidation tool to the former independent entities FRA & FRD.

(7) Values from the 2020 Greenhouse Gas Emissions Assessment (based on 2018 values)