

FedEx Express: Middle East

Overview

FedEx Express established its headquarters and gateway facility for its Middle East operations in Dubai, United Arab Emirates in 1989.

The UAE, Bahrain, Kuwait and Oman are directly served by FedEx, with other countries operated through a network of service providers.

The Dubai Hub commenced operations in 1998, and today serves as the regional hub for the Middle East, Indian Subcontinent and Africa (MEISA) region, with 60 weekly FedEx Express flights that connect Dubai to and from airports in the US, Belgium, France, Germany, India, Hong Kong, Italy and Singapore.

FedEx also connects directly to other 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	72 countries across the Middle East, Indian Subcontinent and Africa
Team members	More than 1,500 in the U.A.E., Bahrain, Kuwait, and Oman
Main hub	Terminal 2, Dubai International Airport
Air operations*	28 international (McDonnell Douglas) MD-11 flights arriving to and departing from FedEx Dubai Hub per week 32 international (Boeing) B777 freighter flights arriving to and departing from FedEx Dubai Hub per week
<i>* Number of flights subject to change</i>	
Stations	11 stations: 6 in the UAE, 2 in Kuwait, 2 in Bahrain and 1 in Oman
Retail locations	21 retail locations: 11 in the UAE, 2 in Kuwait, 1 in Bahrain and 7 in Oman
Milestones	1989: FedEx Express starts Middle East direct-served operations in the United Arab Emirates 1991: FedEx starts direct-served operations in Kuwait and Bahrain 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 largest FedEx operating station in the Middle East in Garhoud, Dubai.

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

2016: Acquisition of TNT Express

2018: FedEx celebrates 20 years of its Dubai hub, which facilitates cross-border trade by connecting the MEISA region to 220 countries and territories

2019: FedEx establishes its direct presence in Oman

Recent awards and recognitions

Great Place to Work: FedEx Express ranked among the top companies to work for in the UAE for ten consecutive years, one of GCC's Best Workplaces for Millennials, one of the Best Workplaces in the Middle East, and one of the Best Workplaces for Women in the GCC – 2020

Logistics and Transport Awards: FedEx Express recognized as the 'Express Logistics Provider of the Year' in the Middle East for the second consecutive time – 2019

Transport & Logistics Middle East Excellence Awards: FedEx Express recognized as the 'Integrator of the Year' – 2019

Superbrands: FedEx Express was recognized as UAE's Superbrand for six consecutive years – 2019

INSIGHTS Middle East Call Centre & CX Awards: FedEx Express was awarded as the 'Best Industry Call Centre (Logistics)' – 2019

In-House Community: FedEx Express was awarded the Best Legal Team of the Year (Middle East) by the In-house Community – 2019

The Logistics Middle East Awards, formerly known as the Supply Chain and Transport Awards (SCATA): FedEx was awarded the 'Express Logistics Company of the Year' in the Middle East – 2018.

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

Transport Arabia Excellence Awards: FedEx was named 'Integrator of the Year' – 2017
