



FedEx Guidelines for Employees Regarding Use of Messaging Applications

As many of us have experienced in our personal lives, we are increasingly communicating with our family and friends, and also conducting personal businesses, through instant messaging apps, such as WhatsApp, WeChat, and Facebook Messenger (“Messaging Apps”).

These Messaging Apps are easy to use, convenient and often free. But they are generally not appropriate for conducting FedEx business. That’s because they generally don’t meet our InfoSec standards and don’t allow us to retain your business messages as required by law.

In order to minimize the risk to you and to FedEx, these Guidelines provide direction for use of Messaging Apps by FedEx team members on both company-issued devices and personally owned devices.

FedEx provides team members with an email account which is FedEx’s preferred method of business communication. Team members should not use Messaging Apps for business communications as Messaging Apps are not designed to maintain business records and routinely encrypt and/or destroy such communications. However, we understand that from time to time it may be necessary to communicate with certain team members, customers or business partners using Messaging Apps.

FedEx allows limited use of Messaging Apps where email or telephone communication has been compromised or is not available. In limited situations where Messaging Apps are used, team members may only communicate the following types of information:

ALLOWED

- Any advertising or promotional information previously released by FedEx
- Arranging time and place of a meeting
- Providing directions or instructions
- Information regarding individual shipments (tracking, trace, claims)
- Any information FedEx has publicly disclosed or released that does not fall into one of the NOT ALLOWED categories described below

Examples of information that should NOT be communicated using Messaging Apps include:

NOT ALLOWED

- Customer contact information not authorized for disclosure by the customer
- FedEx pricing or payment information
- FedEx contract terms or contract negotiations
- Customs clearance information
- FedEx financial or earnings-related information
- Personally Identifiable Information (for example, date of birth, driver’s license or other government-issued identification)

NOT ALLOWED (continued)

- Credit card or other financial account information
- FedEx team member information
- FedEx organizational changes
- Any information that may be considered a business record of FedEx
- Attachments containing information that is NOT ALLOWED
- Competitor information
- Any other information that is sensitive, confidential, competitive or proprietary to FedEx. If you need to communicate any information that is NOT ALLOWED above, and you are otherwise authorized to send such information, you should use your FedEx email account to send the information.

These Guidelines are not intended to limit any team member rights, including privacy or the right to communicate about wages, hours or terms and conditions of employment.

If you have any questions about these Guidelines, please contact your Legal Department representative or write to Integrity@fedex.com.

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