

Reporting Frameworks Index

GRI Standards Content Index

All “2020 GCR:” page numbers refer to the [2020 Global Citizenship Report](#)

Disclosure Number	Disclosure Title	Location/Explanation
GENERAL DISCLOSURES		
102-1	Name of the organization	FedEx Corporation
102-2	Activities, brands, products, and services	FedEx 2019 Form 10-K 2020 GCR: Economy (pg. 27-40)
102-3	Location of headquarters	942 South Shady Grove Road Memphis, Tennessee 38120
102-4	Location of operations	FedEx 2019 Form 10-K
102-5	Ownership and legal form	Publicly traded corporation
102-6	Markets served	FedEx 2019 Form 10-K 2020 GCR: Economy (pg. 27-40)
102-7	Scale of the organization	FedEx 2019 Form 10-K
102-8	Information on employees and other workers	2020 GCR: Data Appendix (pg. 76-87) FedEx 2019 Form 10-K
102-9	Supply chain	2020 GCR: Economy > Our Global Supply Chain (pg. 39)
102-10	Significant changes to the organization and its supply chain	2020 GCR: Economy > Our Global Supply Chain (pg. 39) FedEx 2019 Form 10-K FedEx 2019 Proxy Statement
102-11	Precautionary principle or approach	FedEx 2019 Proxy Statement Our standard management practices consider many factors, including potential positive and negative societal impacts, when making strategic business decisions.
102-12	External initiatives	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20), CSR Advocacy (pg. 17), FedEx Cares: Community Giving (pg. 24-25); Economy > Our Global Supply Chain (pg. 39); People > Facility Safety & Training (pg. 49); Environment > Aircraft Efficiency (pg. 63-65), Sustainable Facilities, (pg. 70-72), Sustainable Materials and Recycling (pg. 73-74) In addition, we utilize the World Resources Institute/World Council for Sustainable Business Development’s The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition).
102-13	Membership of associations	2020 GCR: Our CSR Strategy > CSR Advocacy (pg. 17)
102-14	Statement from senior decision-maker	2020 GCR: Chairman’s Letter (pg. 5-6)

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Disclosure Number	Disclosure Title	Location/Explanation
102-15	Key impacts, risks, and opportunities	2020 GCR: Chairman's Letter (pg. 5-6); Our CSR Strategy (pg.5-26); Economy (pg. 27-40); People (pg. 41-59); Environment (pg. 60-75) 2019 CDP Climate Change Response FedEx 2019 Form 10-K
102-16	Values, principles, standards, and norms of behavior	2020 GCR: Our CSR Strategy> CSR Approach and Implementation (pg. 9), Corporate Integrity and Compliance (pg. 18-20); People > Our Approach (pg. 42) FedEx Code of Business Conduct and Ethics
102-17	Mechanisms for advice and concerns about ethics	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20) FedEx Code of Business Conduct and Ethics
102-18	Governance structure	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11) FedEx 2019 Proxy Statement
102-19	Delegating authority	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11) FedEx 2019 Proxy Statement
102-20	Executive-level responsibility for economic, environmental, and social topics	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11) FedEx 2019 Proxy Statement
102-21	Consulting stakeholders on economic, environmental, and social topics	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15), Responsible Engagement (pg. 16)
102-22	Composition of the highest governance body and its committees	FedEx 2019 Proxy Statement
102-23	Chair of the highest governance body	FedEx 2019 Proxy Statement
102-24	Nominating and selecting the highest governance body	FedEx 2019 Proxy Statement
102-25	Conflicts of interest	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20) FedEx 2019 Proxy Statement FedEx Code of Business Conduct and Ethics Global Conflicts of Interest Policy
102-26	Role of highest governance body in setting purpose, values, and strategy	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11) FedEx 2019 Proxy Statement (pg. 24-25)
102-27	Collective knowledge of highest governance body	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11) FedEx 2019 Proxy Statement (pg. 24-25)
102-28	Evaluating the highest governance body's performance	FedEx 2019 Proxy Statement
102-29	Identifying and managing economic, environmental, and social impacts	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15)

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Disclosure Number	Disclosure Title	Location/Explanation
102-30	Effectiveness of risk management processes	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15) FedEx 2019 Proxy Statement FedEx 2019 Form 10-K
102-31	Review of economic, environmental, and social topics	FedEx 2019 Proxy Statement FedEx 2019 Form 10-K
102-32	Highest governance body's role in sustainability reporting	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11)
102-33	Communicating critical concerns	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15), Responsible Engagement (pg. 16) FedEx 2019 Proxy Statement
102-35	Remuneration policies	FedEx 2019 Proxy Statement
102-36	Process for determining remuneration	FedEx 2019 Proxy Statement
102-37	Stakeholders' involvement in remuneration	FedEx 2019 Proxy Statement (Partially reported)
102-38	Annual total compensation ratio	FedEx 2019 Proxy Statement (Partially reported)
102-39	Percentage increase in annual total compensation ratio	FedEx 2019 Proxy Statement (Partially reported)
102-40	List of stakeholder groups	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15)
102-41	Collective bargaining agreements	2020 GCR: People > Engaging our Team Members (pg. 55)
102-42	Identifying and selecting stakeholders	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15) FedEx 2019 Form 10-K
102-43	Approach to stakeholder engagement	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15), Responsible Engagement (pg. 16)
102-44	Key topics and concerns raised	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15)
102-45	Entities included in the consolidated financial statements	FedEx 2019 Annual Report FedEx 2019 Form 10-K
102-46	Defining report content and topic boundaries	2020 GCR: Contents > About this Report (pg. 3); Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15) The information in this report applies to FedEx Corporation and all operating companies and affiliated companies globally within the reporting period, unless otherwise stated.
102-47	List of material topics	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15)

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Disclosure Number	Disclosure Title	Location/Explanation
102-49	Changes in reporting	No significant changes were made in FY19 with respect to the report Scope and Aspect Boundaries.
102-50	Reporting period	2020 GCR: Contents > About this Report (pg. 3)
102-51	Date of most recent report	2019 GCR (published in April 2019)
102-52	Reporting cycle	Annual (Fiscal Year)
102-53	Contact point for questions regarding the report	csr@fedex.com
102-54	Claims of reporting in accordance with the GRI Standards	2020 GCR: Contents > About this Report (pg. 3)
102-55	GRI content index	See this report
102-56	External assurance	GHG emissions data included in the 2020 GCR was externally verified by Cventure LLC.
ECONOMIC PERFORMANCE		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Economy (pg. 27-40)
201-1	Direct economic value generated and distributed	2020 GCR: Economy > Our Approach – Expertise and Innovation (pg. 28) FedEx 2019 Form 10-K
201-2	Financial implications and other risks and opportunities due to climate change	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15); Environment > Energy and GHG Emission Reduction (pg. 62) 2019 CDP Climate Change Response FedEx 2019 Form 10-K
201-3	Defined benefit plan obligations and other retirement plans	2020 GCR: People > Team Member Quality of Life (pg. 58-59) FedEx 2019 Form 10-K
201-4	Financial assistance received from government	In FY19, FedEx did not receive significant financial assistance from governments.

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Disclosure Number	Disclosure Title	Location/Explanation
INDIRECT ECONOMIC IMPACTS		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Economy (pg. 27-40)
203-1	Infrastructure investments and services supported	2020 GCR: Environment > Aircraft Efficiency (pg. 63-65), Vehicle Efficiency (pg. 66-69); Environment > Sustainable Facilities (pg. 70-72)
203-2	Significant indirect economic impacts	2020 GCR: Economy > Multiplying Possibilities Beyond Our Business (pg. 29-30) FedEx Cares Website
PROCUREMENT PRACTICES		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Economy > Driving Sustainability in the Supply Chain (pg. 39); Environment > Sustainable Materials and Recycling (pg. 73-74)
ANTI-CORRUPTION		
103	Management approach (103-1, 103-2, 103-3)	FedEx Global Anti-Corruption Policy FedEx Code of Business Conduct and Ethics 2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20)
205-1	Operations assessed for risks related to corruption	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20)
205-2	Communication and training about anti-corruption policies and procedures	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20) FedEx Code of Business Conduct and Ethics Global Anti-Corruption Policy
205-3	Confirmed incidents of corruption and actions taken	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20)
ANTI-COMPETITIVE BEHAVIOR		
103	Management approach (103-1, 103-2, 103-3)	FedEx Policy on Compliance with Antitrust/Competition Law FedEx Code of Business Conduct and Ethics
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	FedEx 2019 Form 10-K (Partially reported)
MATERIALS		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Environment > Sustainable Materials and Recycling (pg. 73-74)
301-1	Materials used by weight or volume	2020 GCR: Data Appendix (pg. 76-87)
301-2	Recycled input materials used	2020 GCR: Data Appendix (pg. 76-87)

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Disclosure Number	Disclosure Title	Location/Explanation
ENERGY		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Environment > Energy and GHG Emission Reduction (pg. 62)
302-1	Energy consumption within the organization	2020 GCR: Data Appendix (pg. 76-87)
302-2	Energy consumption outside of the organization	2020 GCR: Data Appendix (pg. 76-87)
302-3	Energy intensity	2020 GCR: Data Appendix (pg. 76-87)
302-4	Reduction of energy consumption	2020 GCR: Data Appendix (pg. 76-87)
EMISSIONS		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Environment > Energy and GHG Emission Reduction (pg. 62)
305-1	Direct (Scope 1) GHG emissions	2020 GCR: Data Appendix (pg. 76-87)
305-2	Energy indirect (Scope 2) GHG emissions	2020 GCR: Data Appendix (pg. 76-87)
305-3	Other indirect (Scope 3) GHG emissions	2020 GCR: Data Appendix (pg. 76-87)
305-4	GHG emissions intensity	2020 GCR: Data Appendix (pg. 76-87)
305-5	Reduction of GHG emissions	2020 GCR: Data Appendix (pg. 76-87) 2020 GCR: Environment > Energy and GHG Emission Reduction (pg. 62)
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	2020 GCR: Data Appendix (pg. 76-87)
EFFLUENTS AND WASTE		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Environment > Sustainable Materials and Recycling (pg. 73-74)
306-2	Waste by type and disposal method	2020 GCR: Data Appendix (pg. 76-87)
306-3	Significant spills	2020 GCR: Data Appendix (pg. 76-87)
ENVIRONMENTAL COMPLIANCE		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Environment > Our Approach – Reduce, Replace, Revolutionize (pg. 61)
307-1	Non-compliance with environmental laws and regulations	FedEx 2019 Form 10-K

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Disclosure Number	Disclosure Title	Location/Explanation
SUPPLIER ENVIRONMENTAL ASSESSMENT		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Economy > Our Global Supply Chain (pg. 39)
308-1	New suppliers that were screened using environmental criteria	2020 GCR: Data Appendix (pg. 76-87) 2020 GCR: Economy > Our Global Supply Chain (pg. 39), Driving Sustainability in the Supply Chain (pg. 40)
308-2	Negative environmental impacts in the supply chain and actions taken	2020 GCR: Economy > Our Global Supply Chain (pg. 39), Driving Sustainability in the Supply Chain (pg. 40)
EMPLOYMENT		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: People > Our Approach (pg. 42)
401-1	New employee hires and employee turnover	2020 GCR: Data Appendix (pg. 76-87)
401-3	Parental leave	2020 GCR: People > Team Member Quality of Life (pg. 58-59)
OCCUPATIONAL HEALTH AND SAFETY		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: People > Safety Above All (pg. 43)
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	2020 GCR: Data Appendix (pg. 76-87) 2020 GCR: People > Safety Above All (pg. 43)
403-3	Workers with high incidence or high risk of diseases related to their occupation	2020 GCR: People > Safety Above All (pg. 43) (Partially reported)
TRAINING AND DEVELOPMENT		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: People > Learning and Development (pg. 52-54)
404-1	Average hours of training per year per employee	2020 GCR: Data Appendix (pg. 76-87) 2020 GCR: People > Learning and Development (pg. 52)
404-2	Programs for upgrading employee skills and transition assistance programs	2020 GCR: People > Learning and Development (pg. 52-54)
404-3	Percentage of employees receiving regular performance and career development reviews	2020 GCR: People > Learning and Development (pg. 54) (Partially reported)

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Disclosure Number	Disclosure Title	Location/Explanation
DIVERSITY AND EQUAL OPPORTUNITY		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: People > Diversity and Inclusion (pg. 56-57)
405-1	Diversity of governance bodies and employees	2020 GCR: Data Appendix (pg. 76-87) FedEx 2019 Proxy Statement
NON-DISCRIMINATION		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: People > Diversity and Inclusion (pg. 56-57) FedEx Code of Business Conduct and Ethics
CHILD LABOR		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20), Driving Sustainability in the Supply Chain (pg. 40) FedEx Code of Business Conduct and Ethics
408-1	Operations and suppliers at significant risk for incidents of child labor	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20), Driving Sustainability in the Supply Chain (pg. 40) (Partially reported)
FORCED OR COMPULSORY LABOR		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20), Driving Sustainability in the Supply Chain (pg. 40) FedEx Code of Business Conduct and Ethics Policy Prohibiting Trafficking in Persons
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20), Driving Sustainability in the Supply Chain (pg. 40) (Partially reported)

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Disclosure Number	Disclosure Title	Location/Explanation
HUMAN RIGHTS ASSESSMENT		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20), Driving Sustainability in the Supply Chain (pg. 40) FedEx Code of Business Conduct and Ethics Policy Prohibiting Trafficking in Persons
412-1	Operations that have been subject to human rights reviews or impact assessments	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20), Driving Sustainability in the Supply Chain (pg. 40) (Partially reported)
412-2	Employee training on human rights policies or procedures	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20)
LOCAL COMMUNITIES		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Our CSR Strategy > CSR Advocacy (pg. 17), FedEx Cares: Community Giving (pg. 24-25); Economy > Multiplying Possibilities Beyond Our Business (pg. 29-30)
413-1	Operations with local community engagement, impact assessments, and development programs	2020 GCR: Our CSR Strategy > CSR Advocacy (pg. 17), FedEx Cares: Community Giving (pg. 24-25) FedEx Cares Website
SUPPLIER SOCIAL ASSESSMENT		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Our CSR Strategy > Our Global Supply Chain (pg. 39)
414-1	New suppliers that were screened using social criteria	2020 GCR: Data Appendix (pg. 76-87)
414-2	Negative social impacts in the supply chain and actions taken	2020 GCR: Our CSR Strategy > Our Global Supply Chain (pg. 39) (Partially reported)
PUBLIC POLICY		
103	Management approach (103-1, 103-2, 103-3)	FedEx Policy on Political Contributions

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Disclosure Number	Disclosure Title	Location/Explanation
CUSTOMER PRIVACY		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20) FedEx Global Privacy Policy
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	FedEx 2019 Form 10-K 2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20) (Partially reported)
SOCIOECONOMIC COMPLIANCE		
103	Management approach (103-1, 103-2, 103-3)	2020 GCR: Our CSR Strategy > Corporate Integrity and Compliance (pg. 18-20)
419-1	Non-compliance with laws and regulations in the social and economic area	FedEx 2019 Proxy Statement FedEx 2019 Form 10-K

SASB Index

SASB Topic	Code	Accounting Metric	Location
ACTIVITY METRIC	TR-AF-000.A TR-RO-000.A	Revenue ton kilometers (RTK) for: (1) road transport and (2) air transport	N/R
	TR-AF-000.B TR-RO-000.B	Load factor for: (1) road transport and (2) air transport	N/R
	TR-AF-000.C TR-RO-000.C	Number of employees, number of truck drivers	2020 GCR: Data Appendix > Headcount by Global Region (pg. 78)
Greenhouse Gas Emissions	TR-AF-110a.1 TR-RO-110a.1	Gross global Scope 1 emissions	2020 GCR: Data Appendix > Direct and Indirect GHG Emissions – Metric Tons CO ₂ e (pg. 82)
	TR-AF-110a.2 TR-RO-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	2020 GCR: Environment > Energy and GHG Emission Reduction (pg. 62) 2020 GCR: Environment > Aircraft Efficiency (pg. 63-65) 2020 GCR: Environment > Vehicle Efficiency (pg. 66-69)
	TR-AF-110a.3 TR-RO-110a.3	Fuel consumed by (1) road transport, percentage (a) natural gas and (b) renewable, and (2) air transport, percentage (a) alternative and (b) sustainable	2020 GCR: Data Appendix > Direct and Indirect Energy Consumption – Terajoules (pg. 81)
Air Quality	TR-AF-120a.1 TR-RO-120a.1	Air emissions of the following pollutants: (1) NO _x (excluding N ₂ O), (2) SO _x , and (3) particulate matter (PM ₁₀)	2020 GCR: Data Appendix > Other Significant Air Pollutants – Metric Tons (pg. 83)
Labor Practices	TR-AF-310a.1	Percentage of drivers classified as independent contractors	N/R
	TR-AF-310a.2	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	N/R
Employee Health & Safety	TR-AF-320a.1 TR-RO-320a.1	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees	2020 GCR: Data Appendix > Global Safety Data (pg. 80)
Supply Chain Management	TR-AF-430a.1	Percentage of carriers with BASIC percentiles above the FMCSA intervention threshold	N/R
	TR-AF-430a.2	Total greenhouse gas (GHG) footprint across transport modes	2020 GCR: Data Appendix > Direct and Indirect GHG Emissions – Metric Tons CO ₂ e (pg. 82)

SASB Index (Continued)

SASB Topic	Code	Accounting Metric	Location
Accident & Safety Management	TR-AF-540a.1	Description of implementation and outcomes of a safety management system	2020 GCR: People > Safety Above All > Aviation Safety (pg. 47-48)
	TR-AF-540a.2	Number of aviation accidents	N/R
	TR-AF-540a.3	Number of road accidents and incidents	N/R
	TR-RO-540a.1		
	TR-AF-540a.4 TR-RO-540a.2	Safety Measurement System BASIC percentiles for: (1) unsafe driving, (2) hours-of-service compliance, (3) driver fitness, (4) controlled substances/alcohol, (5) vehicle maintenance, and (6) hazardous materials compliance	N/R
	TR-RO-540a.3	(1) Number and (2) aggregate volume of spills and releases to the environment	2020 GCR: Data Appendix, Environmental Compliance Summary (pg. 87)
Driver Working Conditions	TR-RO-320a.2	(1) Voluntary and (2) involuntary turnover rate for all employees	2020 GCR: Data Appendix, Employee Turnover (pg. 79)
	TR-RO-320a.3	Description of approach to managing short-term and long-term driver health risks	N/R

TCFD Index

Disclosure Focus Area	Recommended Disclosure	Location
GOVERNANCE Disclose the organization's governance around climate-related risks and opportunities	A) Describe the board's oversight of climate-related risks and opportunities.	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11) 2019 CDP Climate Change Response C1.1a & C1.1b (pg. 3)
	B) Describe management's role in assessing and managing risks and opportunities.	2020 GCR: Our CSR Strategy > Global CSR Governance (pg. 11) 2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15) 2019 CDP Climate Change Response C1.2a (pg. 3-4)
STRATEGY The actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	A) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	2019 CDP Climate Change Response C2.3a & C2.4a (pg. 11-18) FedEx 2019 Form 10-K (pg. 19-20; pg. 92-93)
	B) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	2019 CDP Climate Change Response C2.5 & C2.6 (pg. 19-21)
	C) Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	2019 CDP Climate Change Response C3.1 (pg. 21-25) 2020 GCR: Our CSR Strategy > Business Preparedness, Resiliency and Disaster Response (pg. 21)
RISK MANAGEMENT Disclose how the organization identifies, assesses and manages climate-related risks.	A) Describe the organisation's processes for identifying and assessing climate-related risks.	2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15) 2019 CDP Climate Change Response C2.2b (pg. 7-8)
	B) Describe the organisation's processes for managing climate-related risks.	2019 CDP Climate Change Response C2.2d (pg. 10-11) 2020 GCR: Environment > Energy and GHG Emission Reduction (pg. 62) 2020 GCR: Environment > Aircraft Efficiency (pg. 63-65) 2020 GCR: Environment > Vehicle Efficiency (pg. 66-69) 2020 GCR: Environment > Sustainable Facilities (pg. 70-72)
	C) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	2019 CDP Climate Change Response C2.2 (pg. 7-11) 2020 GCR: Our CSR Strategy > Materiality – Focusing on What Matters Most (pg. 12-15)

TCFD Index (Continued)

Disclosure Focus Area	Recommended Disclosure	Location
METRICS & TARGETS Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities.	A) Describe the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	2020 GCR: Data Appendix (pg. 82-83) 2020 GCR: Environment > Our Approach – Reduce, Replace, Revolutionize (pg. 61) 2020 GCR: Environment > Energy and GHG Emission Reduction (pg. 62)
	B) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	2020 GCR: Data Appendix (pg. 82)
	C) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	2020 GCR: Our CSR Strategy > CSR Goals and Progress (pg. 22-23) 2020 GCR: Environment > Energy and GHG Emission Reduction (pg. 62) 2020 GCR: Environment > Aircraft Efficiency (pg. 63-65) 2020 GCR: Environment > Vehicle Efficiency (pg. 66-69) 2020 GCR: Environment > Sustainable Facilities (pg. 70-72)