

Time Definite Safety

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Frederick W. Smith Story

- Mr. Smith wrote an economics **term paper** at Yale in 1965
- He suggested in the coming computerized age, viable dependency on computers could only occur if they were 100% reliable, and therefore, businesses would **need a 100% reliable delivery service** to keep that computer base running
- Mr. Smith has said that it wasn't a full-blown business plan, but the **germ of an idea** had certainly begun to form.
- During two tours of duty in Vietnam, he **realized the necessity of good delivery procedures**
- After leaving the Marines, raised money & **started Federal Express**

FedEx Express Overview

World's largest express transportation company founded in 1971 with FY07 Revenues of 22.7 Billion.

- 141,000 employees worldwide
- 3.5 million packages/13 million pounds moved daily
 - 220 countries and 375 airports served daily
 - 642 aircraft and 45,000 motor vehicles
 - 1400 stations and 10 air hubs worldwide

FedEx Express Mission

Federal Express is committed to our **People-Service-Profit philosophy**. We will produce outstanding financial returns by **safely** providing totally reliable, competitively superior, global air-ground transportation of high priority goods and documents that require rapid, time-certain delivery. Equally important, positive control of each package will be maintained using real-time electronic tracking and tracing systems. A complete record of each shipment and delivery will be presented with our request for payment. **We will be helpful, courteous and professional to each other and the public.** We will strive to have a completely satisfied customer at the end of each transaction.

The Red Memo

“I believe our greatest responsibility as managers is to ensure that every employee knows that no package we could ever carry is worth jeopardizing the safety of one employee.”

“Just as we seek to continuously improve the service we provide to our customers, we must also continuously improve the practices and procedures that can make our workplace even safer for our employees.”

Frederick W. Smith

May 20, 1996

People Are Still First

“In April we mark 35 years of continuous operations and it is gratifying to realize we have built such a world-class reputation in a relatively short period of time. From the earliest days of this company we **made a commitment to put a lot of emphasis on our folks** and in turn our teammates would work each day to make every FedEx experience outstanding. (...) We intend to roll out productive, innovative information technology applications **and to take good care of our people.**”

Frederick W. Smith

March 19, 2008

Our Safety Mission and Vision

MISSION - To promote and facilitate a safety and health culture that benefits our employees, FedEx, and the public through advocacy, education, and consultation resulting in **continuous safe practices** and regulatory compliance.

VISION - To incorporate safety and health principles in **all aspects of our business plans, decisions, and operations** while being **recognized by our employees**, customers, and the safety profession as one of the premier safety cultures in the world.

FedEx Express Safety Program Overview

- Worker Safety
- Vehicle Safety
- Ramp Safety
- Facility Safety
- Conveyer Safety
- Vehicle MX Shop Safety
- Call Center Safety
- Aircraft Strikes
- Fire & Emergency Proc.
- Hearing Conservation
- ADFWP (3)
- Dangerous Goods
- Homeland Security Safety
- Preparedness
- Safety Review Boards
- Regulatory Stand Alones

Dangerous Goods Service

Why have a Dangerous Goods Service?

- When prepared correctly and handled Safely are no more dangerous than any other package
- Provide full value to our customers
- DG's are a part of our everyday use
- Discourages "Underground Shipments"

Our Focuses

- In The Workplace
 - Three Specific Ones
- Other's Workplaces
- On Road Safety
 - Three Specific Ones
- Weather of late

FedEx Express Safety Practice

Our safety program and plan contains all the basic, recognized and sound safety and health elements and components.

- We think the difference is the emphasis
 - Communication, Communication, Communication
 - Recognition
 - Balanced neutral application and approach
 - Responsibility and accountability of all
 - Performance towards goal achievement

“Safety Above All” Initiative

- Safety Metrics
- Goals
- Annual Incentive Compensation
- Recognition
- Performance Reviews
- Avoidable/Preventable Determinations
- Safety Continuous Improvement Teams
- Time Card Codes
- Training
- Chargebacks

"Safety Above All" has produced some results for us

- FedEx Express' injury rates have decreased 73%
 - OSHA injury/illness rates have decreased 40%
- FedEx Express' vehicle rates declined 50%
 - (OSHA workplace fatality rates declined 60%)
- Of interest, OSHA and FedEx Express are of the same generation; both recently 35 years old
- We've not known safety without an OSHA
- However, we took different paths to achieve those results

Some other Accomplishments

- **42 External Safety Awards/Certificates Since 2000**
- **92 Champions Competed at NTDC since 1992**
- **2 National Champions at NTDC**
- **Very Positive FMCSA Safety Evaluation Area Scores**
- **World Class Dangerous Goods (DG) Service and Program**
- **Industry and Regulator respected DG Seminar**

Our achievements also gave us ...

• The courage to do some proactive safety initiatives:

- Athletic Trainer Program
- Seasonal Flu Shot Program
- Lithium Battery Preapproval Program
- Safety Shoe Study
- Advocating off-the-job safety

“Safety Above All” II

- Observation Program
- Updated/Reinstated Recognition and Rewards
- Stricter Enforcement/Requirements/Discipline
- New Vehicle Accident Reporting System
- Additional Metrics
- New Sub Metrics
- Preparedness
- Off the Job Safety & Health
- UnSafe and Safe Acts Program
- Safety Promotion

An Observation



Corporate Safety Partners with Support Organizations

- Communications
- Corporate Security
- Properties
- Legal/Risk Management
- Human Resources/HCMP
- Training
- Flight Safety
- Vehicle Engineering
- Service Engineering
- GOCC

Safety Communications

- Safety Topics
- Safety For Success
- Safety Quick Takes
- Urgent Message
- Posters
- Your Safety Handbook
- Other Email Communications
- FedEx One and Hub TV
- Intranet Web Site
- Operations Communications
- Preparedness
- Pre Shift Meetings
- Observations

“safety.fedex.com”

Over the last 90 day (fall/winter) measured period our Safety web page had **3,328,827** successful hits; an average of **35,413** per day

- **Top Pages:** Safety Home Page; Safe Driving Awards; Dangerous Goods Home Page; Safety Topics Home Page; Forms & Tools Home Page; Job Aids Home Page; AOD Report File; AOD CSSD Home Page; Vehicle Maintenance Safety; Report File
- **Top Safety Topics -** Cold Stress, Safety Shoes, Safety Posters, Safety Topic Cold Stress, Safety Topic Drivers Forms, Safety Topic Driving in Snow, Safety Topic DG DOTSP7060, Safety Topic Holiday Season Alcohol; Safety Topic Preventing Lifting Strains, Safety Topic 5 Keys Safe Driving

Quote

Managers are people who do things right, while leaders are people who do the right thing.

Warren Bennis, Ph.D.,
"On Becoming a Leader"

If you are...?



The Practice of Safety

Like other professions safety is a practice by professionals addressing client needs in real world situations on a case by case basis.

- Knowing the science and the rules are important
- Applying the knowledge to the issue is the practice
 - Reciting knowledge isn't the practice of safety
 - Learning the issue, the job and then applying the knowledge is the practice of safety

Corporate Safety's Role

Corporate Safety reports to a **non-operational division** ensuring a “**check and balance**” process and an “**arms-length**” relationship with Operational Divisions and other Support Divisions/Groups.

Corporate Safety at a Glance

- **Safety Specialists**
- **Senior Safety Specialists**
- **Safety Advisors**
- **Hotline Call Representatives**
- **Administrative Assistants**
- **Senior Safety Advisor**
- **Safety Managers**
- **Senior Managers**
- **Director**

88% of them are in the Field

Customer Survey: Most Important Safety Specialists Skills?

- Communication
- Interpersonal Skills
- Leadership/Visibility
- Professional Safety Knowledge
- Provide Value (\$)
- Full Time Resource
- Business/Operational Knowledge
- Teamwork
- Dependable/Reliable
- Training, Coaching
- Creative
- Analytical

The Power of Visibility Alone



Safety Professional Development

- Encouraging degrees and certificates
- OSHA Training
- Cross Training
- Personal Development Plans
- Internal Task Forces
- Associations and Trade Groups
- Weapons of Mass Destruction
- CERT
- NIMS

So again, if you are...?



Thank You

Think Safety, Act Safely, Be Safe