

# Employee Handbook for FedEx Ground Package Handlers

**H-800PH**

**Last Update: 20 January 2021**

## Notices to Employees

Please read this handbook in its entirety. You are responsible for understanding and complying with all FedEx Ground policies and procedures, including those identified in this handbook. The handbook does not replace or supersede official FedEx Ground policies or procedures, but instead provides employees with an overview of our company culture, standards of conduct, employee offerings, and resources. A complete copy of any FedEx policy is available through our online document repository and may be requested through your manager or Human Resources.

The company makes changes and updates to this handbook and its policies and procedures from time to time. This handbook as well as FedEx Ground policies and procedures may be unilaterally revised or deleted at any time.

Please be sure that you have the most recent version of this handbook, policy, or procedure. If in doubt, ask your manager or your Human Resources representative. Violations of any company policy or procedure may lead to disciplinary action up to and including termination of employment.

All employees are hired on an at-will basis for no definite term or period of time, which means that both the employee and FedEx Ground retain the right to terminate the employment relationship at any time, including for reasons not included in this handbook. Nothing contained in this handbook is intended by FedEx Ground to be and should not be construed by the employee as a contract or a guarantee of continued employment.

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## Welcome to FedEx Ground!

You are joining an organization that is consistently recognized as a leader in the industry and as a top employer, most notably in FORTUNE magazine's Most Admired Companies and Best Companies to Work For lists. The hope is that your employment here will be both challenging and rewarding.

As an organization, we recognize that our people are our greatest assets. It is the commitment of our people to delivering the optimal FedEx experience - a pledge we call The Purple Promise ("I will make every FedEx experience outstanding") - that elevates us above the competition.

You are the front line of FedEx Ground; the responsibility your position carries with it to ensure the safe and careful handling of packages is largely responsible for FedEx Ground maintaining its positive image and reputation.

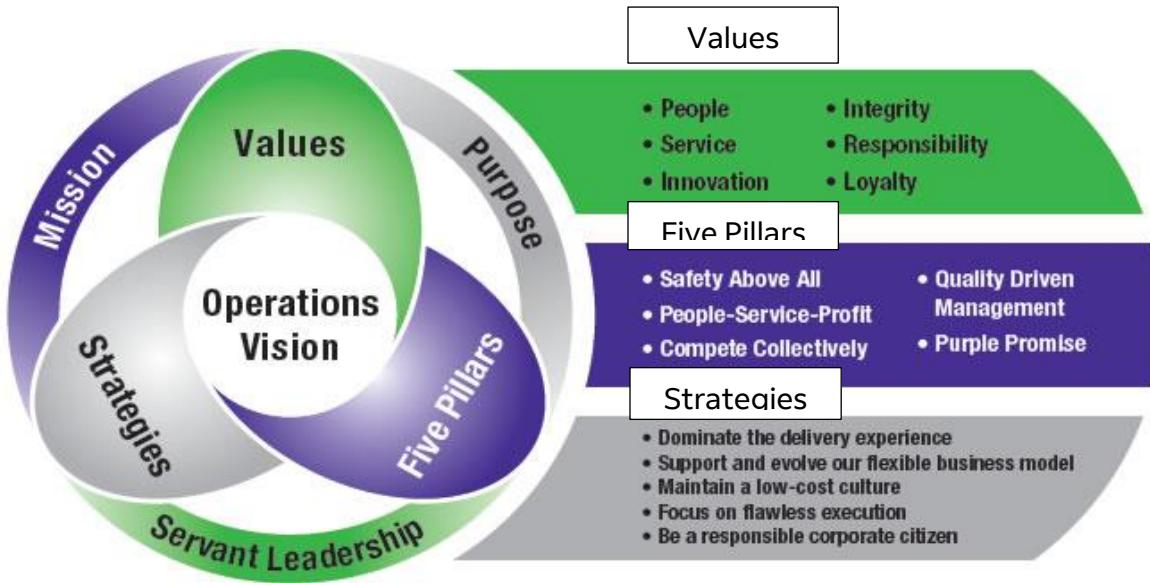
For you to work effectively, it's important to understand the mission, values, programs, and policies of FedEx Ground. This manual has been prepared as a resource that will provide you with information about the company and its guidelines for your conduct at work.

This handbook is reviewed regularly to ensure you receive the most current information on the programs, policies, and procedures that impact your work environment. We welcome any suggestions or input you may have.

Again, welcome to the team and good luck in your career with FedEx Ground!

## FedEx Ground Purpose

We connect people and possibilities around the world.



## FedEx Ground Mission

FedEx Ground will provide the fastest and highest-quality ground package pickup, delivery, and transportation service with millions of outstanding customer experiences every day.

## FedEx Ground Values

- **Safety:** We operate safely to protect our employees, customers, infrastructure, and equipment.
- **People:** We value our employees and contractors and promote diversity in our workforce and in our thinking.
- **Service:** Our absolutely, positively spirit puts our customers at the heart of everything we do.
- **Innovation:** We invent and inspire the services and technologies that improve the way we work and live.
- **Integrity:** We manage our operations, finances, and services with honesty, efficiency, and reliability.
- **Responsibility:** We champion safe and healthy environments for the communities in which we live and work.
- **Loyalty:** We earn the respect and confidence of our FedEx people, customers, and investors every day, in everything we do.

## The Purple Promise

*"I will make every FedEx experience outstanding."*

The Purple Promise is the way we at FedEx do business. We place our customers at the center of all we do. It is a promise we make and keep every day by doing what matters most to our customers.

To keep the Purple Promise, we must:

- Strive for workplace excellence to exceed customer expectations
- Always treat customers in a professional, competent, polite, and caring manner
- Handle every customer transaction with the precision required to achieve the highest quality service
- Process all customer information with 100 percent accuracy

## Quality Driven Management

FedEx Quality Driven Management (QDM) is the way FedEx makes its legendary quality even better.

Developed by FedEx, built by FedEx, and optimized for FedEx, QDM is an approach to quality that is as unique as FedEx itself. QDM offers common ways to improve quality across the entire enterprise - using shared language, tools, and quality practices to:

- Analyze the causes of problems
- Plan corrective actions
- Implement improvements

By using QDM, we expect to make FedEx customers the most satisfied customers on earth - building loyalty to the FedEx brand that drives our continued business success.

## EEO, Affirmative Action, and Anti-harassment

It is the policy of FedEx Ground to comply with all applicable federal, state, and local laws governing nondiscrimination in employment and to ensure equal opportunity in all terms and conditions of employment or potential employment.

FedEx Ground prohibits discrimination and harassment against any employee or applicant for employment because of an individual's race (including hair texture, hair type, and hairstyles), color religion, creed, sex (including pregnancy, childbirth or related medical conditions), reproductive health decision, status as a lactating employee, national origin, ancestry, age, marital status, familial status, assignment of income for the purpose of satisfying child support obligations, domestic or sexual violence victim status, disability, sexual orientation, gender identity, gender expression, genetic information, predisposing genetic characteristics, protected veteran or military status, or any other protected group status recognized by federal, state local law, or company policy. FedEx Ground is also committed to taking affirmative action to employ and advance in employment qualified minorities, women, individuals with disabilities, and protected veterans.

The company strives to create a culture where each employee is treated with dignity and respect.

Employees can obtain detailed information within FedEx Ground's *EEO Affirmative Action, POLICY-023*, and within the *Anti-harassment and Anti-discrimination, POLICY-020*, provided.

### **Equal Employment Opportunity (EEO) Statement**

The company is committed to the principles of equal employment opportunity.

To implement its EEO policy, FedEx Ground will:

- Recruit, hire, train and promote qualified persons in all job titles, without regard to any legally protected group status.
- Ensure that employment decisions are in accord with principles of equal employment opportunity by imposing only valid job requirements.
- Ensure that all personnel actions and employment activities, such as compensation, benefits, promotions, layoffs, return from layoff, and access to FedEx Ground-sponsored programs, will be administered without regard to any legally protected group status.

## Affirmative Action (AA)

FedEx Ground has an Affirmative Action (AA) program that demonstrates its commitment to equal employment opportunity practices and the advancement of qualified minorities, women, individuals with disabilities, and protected veterans. Our President and CEO is committed to the principles of EEO/AA. The Manager - HR Process Effectiveness has been designated to administer FedEx Ground's Affirmative Action Compliance Program, including its written affirmative action plans (AAP). FedEx Ground's AAPs set forth its commitment, and corresponding policies and practices, to take affirmative action to employ and advance in employment qualified minorities, females, individuals with disabilities, and protected veterans.

## Disability Accommodations

In compliance with the Americans with Disabilities Act of 1990 (ADA), as amended, and applicable state and local laws prohibiting discrimination against individuals with disabilities, FedEx Ground makes reasonable accommodations for qualified individuals with a disability unless such accommodations constitute an undue hardship or create a risk of harm to individuals or others. Employees seeking an accommodation for a disability should contact their immediate manager, local Human Resources representative, or email [app-acc@fedex.com](mailto:app-acc@fedex.com).

For detailed information regarding accommodations for a disability, employees may review the *Disability Accommodation, HMR-783*, or contact their manager, local Human Resources representative, or the Ground People Services department.

## Religious Accommodations

FedEx Ground is committed to compliance with the religious accommodation requirements of Title VII of the Civil Rights Act of 1964 ("Title VII"). Pursuant to Title VII, employees are entitled to reasonable accommodation of sincerely held religious beliefs, practices, and observances, unless such accommodation would impose an undue hardship on FedEx Ground or its business operations.

Employees may be eligible for similar accommodation under applicable state and/or local law. Where there are applicable state laws or local ordinances that provide for religious accommodations that are different from those set forth in this policy, FedEx Ground will comply with those laws as well as with Title VII.

Employees seeking a religious accommodation should contact their immediate manager, local Human Resources representative, or email [app-acc@fedex.com](mailto:app-acc@fedex.com).

## Immigration Law Compliance

FedEx Ground is committed to limiting employment to individuals who are lawfully permitted to work in the United States. FedEx Ground does not unlawfully discriminate on the basis of citizenship, national origin, immigration status, or primary language.

## **Anti-harassment and Anti-discrimination**

FedEx Ground is committed to providing a work environment where every member of the workforce is free from discrimination, intimidation, harassment, and retaliation.

FedEx Ground strictly prohibits, and will not tolerate, any act in its business environment by any employee or third party that creates a hostile, intimidating, or offensive environment that is in violation of this Policy, legal requirements, or any other Company policies. Approval of, participation in or acquiescence to conduct that creates a hostile work environment will be considered a violation of this policy. This policy prohibits conduct that amounts to unlawful harassment, discrimination, and retaliation as well as inappropriate conduct that does not rise to the level of being unlawful.

Conduct prohibited by this policy includes unwelcome conduct, whether verbal, physical, or visual, that is based upon a characteristic protected by applicable federal, state, or local laws, or by the Company's policy on *EEO Affirmative Action, POLICY-023*. Examples include, but are not limited to, comments and communications that reasonably can be viewed as intended to be threatening, violent, intimidating, malicious, grossly obscene, or that are done with the intention to disparage, belittle, or demean. For further reference, see *Acceptable Conduct, POLICY-010*.

FedEx Ground employees must report known or suspected incidents of discrimination, retaliation, or harassment, including sexual harassment, to any FedEx manager, Human Resources, or Legal representative, or through the FedEx Alert Line at 1.866.42.FedEx (1.866.423.3339) or by visiting <http://www.fedexalertline.com>. Reports to the Alert Line can be made anonymously. Both the toll-free telephone hotline and online reporting are available 24-hours a day, seven days a week, anywhere in the world.

FedEx Ground prohibits retaliation (including the threat of retaliation) for alleging in good faith a violation of FedEx Ground policy or federal, state, or local law. FedEx Ground also prohibits retaliation for cooperating in an investigation of such a claim or incident, and the processing of a report by FedEx Ground. This protection also prohibits retaliation against a family member of a person who has or is perceived to have reported a violation of FedEx Ground policy or federal, state, or local law, or participated in an investigation.

If an individual believes he or she has been retaliated against because of filing a complaint or cooperating in an investigation, the individual should follow the instructions outlined in the *Anti-harassment and Anti-discrimination Policy, POLICY-020*.

Retaliatory actions will result in discipline up to and including termination of employment.

## **Locations in New York**

Per New York law, FedEx Ground is prohibited from the following:

- Accessing employee's personal information regarding the employee's or the employee's dependent's reproductive health decision making, including but not limited to, the decision to use or access a particular drug, device or medical service without the employee's prior informed affirmative written consent.
- Discriminate or take any retaliatory personnel action against an employee with respect to compensation, terms, conditions, or privileges of employment because of or on the basis of the employee's or dependent's reproductive health decision making, including, but not limited to, a decision to use or access a particular drug, device or medical service; or
- Require an employee to sign a waiver or other document that purports to deny an employee the right to make their own reproductive health care decisions, including use of a particular drug, device, or medical service.

New York residents may bring a civil action in any court of competent jurisdiction against an employer alleged to have violated the provisions of this section. In any civil action alleging a violation of this section, the court may:

- a. award damages, including, but not limited to, back pay, benefits and reasonable attorneys' fees and costs incurred to a prevailing plaintiff;
- b. afford injunctive relief against any employer that commits or proposes to commit a violation of the provisions of this section;
- c. order reinstatement; and/or
- d. award liquidated damages equal to one hundred percent of the award for damages pursuant to paragraph (a) of this subdivision unless an employer proves a good faith basis to believe that its actions in violation of this section were in compliance with the law.

## **Standards of Conduct**

FedEx Ground expects all employees to demonstrate the highest degree of integrity, responsibility, professionalism, and performance possible at all times. Employees can obtain detailed information within FedEx Ground's POLICY-010 from their local management or Human Resources representative.

## **Open Door Policy**

You are encouraged to communicate your ideas and concerns directly to management or Human Resources. It is important that you speak up promptly so that your ideas or concerns can be addressed. Working together in an atmosphere of trust, respect, and cooperation provides the most productive work environment.

## Code of Business Conduct and Ethics

The Code of Business Conduct and Ethics provides a uniform standard of expected business behavior and ethics. The corporate values serve as a guide in directing employee actions for any situation not specifically addressed in the Code. The *FedEx Code of Conduct Summary for Package Handler Orientation, H-554PH*, is given to all employees during new hire orientation.

## Dress Code Guidelines

Employees are expected to be neat, well groomed, and appropriately dressed while at work. All employees working on the dock are required to wear a work boot or shoe. Certain restrictions apply to the wearing of jewelry. Employees can obtain detailed information within FedEx Ground's procedure, *Dress Code, HMR-065*, from their local management or Human Resources representative.

## ID Badges

FedEx Ground requires each employee to wear their company-issued identification badge visibly displayed on their outermost garment; on the waist or upper torso of the body. Employees can obtain detailed information within FedEx Ground's procedure, *ID Badge Guidelines for Employees, SEC-010*, from their local management or Human Resources representative.

## Timekeeping

Package handlers are paid on an hourly basis and are required to accurately and promptly enter all time worked into the timekeeping system by using the timeclock or as directed by management.

Package handlers must record time away from work into the timekeeping system. This indicates time taken under the Paid Time Off (PTO) program, bereavement, and other time off. Package handlers should enter time off requests prior to taking the time off or promptly after returning to work if the situation prevented entry of the time off beforehand. Package handlers are responsible to ensure that time off requests are sent to their manager.

## **Work Schedules**

Employees' managers are responsible for determining and communicating employee work schedules. Because of the nature of the business, the hours, and days of an employee's workweek will vary according to location, package volume, and job duties. Any changes to work schedules are announced as far in advance as possible.

FedEx Ground's **work week** for all employees consists of seven consecutive workdays beginning at midnight Saturday and concludes at midnight the next following Saturday.

FedEx Ground's **work day** for all employees consists of a period of twenty-four (24) consecutive hours beginning at midnight daily and ending at midnight the next day.

FedEx Ground's regular **payday** for package handler employees paid on an hourly basis is weekly on the Friday following the conclusion of the employee's workweek.

## **Rest Breaks and Meal Periods**

### **Rest Breaks**

A rest break is defined as periods of time (other than a meal period) when an employee is relieved of all duties during a shift. Employees are responsible for taking a rest break, when provided or mandated. Employees are not to perform work during their rest break. In those states where rest breaks are required, employees are provided rest breaks in accordance with the business rule applicable in the state in which the employee's domicile work location is located.

### **Rest Break Guidelines**

#### **States in which a rest break is not required:**

- Managers in stations/hubs located in states where a rest break is not required may exercise discretion to provide non-exempt employees with rest breaks.
- To the extent a rest break is provided, the rest break should be at least 10 minutes in length, and it is best practice for the breaks to be no more than 15 minutes. Managers can provide longer breaks, but rest breaks of more than 20 minutes are not paid. Unapproved breaks (including breaks that are longer than authorized by a manager) will be addressed through appropriate counseling and disciplinary processes.

#### **States in which a rest break is required:**

- Although rest break(s) must be at least 10 minutes in length, it is best practice for the breaks to be no more than 15 minutes. Managers can provide longer breaks, but rest breaks of more than 20 minutes are not paid. Unapproved breaks (including breaks that are longer than authorized by a manager) will be addressed through appropriate counseling and disciplinary processes.
- Employees are not to clock out for their rest breaks. Employees are prompted at the time clock at the end of their shift to attest whether they had the opportunity for a rest break.

## **Meal Periods**

An employee must be relieved of all duties during a meal period. Employees are responsible for taking a meal period, when provided or mandated, and employees are not to perform their work duties during the meal period. In those states where meal periods are required, employees are provided meal periods in accordance with the business rule applicable in the state in which the employee's domicile work location is located. All package handler employees, regardless of the state in which they are working, must clock out for meal periods. Meal periods of more than twenty minutes are not paid.

## **Meal Period Guidelines**

### **States in which a meal period is not required:**

- Managers in stations/hubs located in states where a meal period is not required may exercise discretion to provide non-exempt employees with meal periods.
- All package handlers, regardless of the state in which they are working, must clock out for meal periods. To the extent a meal period is provided, the meal period should be at least 30 minutes in length. Managers can approve longer meal periods, but unapproved meal periods (including breaks that are shorter or longer than authorized by a manager) will be addressed through appropriate counseling and disciplinary processes.

### **States in which a meal period is required:**

- All package handlers, regardless of the state in which they are working, must clock out for meal periods.
- Package handlers in states that require meal periods must be provided a meal period of at least the duration stated in the requirement found in the *Job Aid for Rest and Meal Period Requirements*. See management or Human Resources management for state-specific requirements.
- Employees will be prompted if returning from meal period prior to 30 minutes. Employees should not override the prompt to return to work prior to the 30 minutes as this is a violation of state regulated meal requirements.

**Note:** All breaks (rest or meal) that are 20 minutes or less in length are paid. Employees may direct any questions regarding meal periods and rest periods to the attention of your manager, Human Resources, or the Legal department.

## **Reporting Time Worked**

Package handlers must accurately and timely record all time worked via the timekeeping system. This includes time spent waiting at the direction of management.

If a package handler was unable, or failed, to timely or correctly record their time, the package handler's manager must manually enter or adjust the entry of time into the timekeeping system to reflect accurately the actual time worked by the package handler. FedEx Ground requires that all manager entries or adjustments of time for employees are acknowledged and either approved or rejected by the employee.

If a package handler rejects a manager's entry or adjustment of time, the manager and employee should contact Human Resources to discuss and attempt to resolve the disagreement. If the disagreement regarding the entry or adjustment cannot be resolved, the manager's entry or adjustment will control. The form *Time Adjustment Resolution, H-665*, must be used to document that a discussion occurred for all rejections and is filed on location.

Every package handler must comply with the following timekeeping/wage and hour responsibilities:

- Package handlers must accurately record worked hours at FedEx Ground.
- Falsification of timekeeping records may result in disciplinary action up to and including termination of employment.
- Package handlers are responsible for approving or rejecting any time adjustments or manual entries that have been made in the timekeeping system on behalf of a member of management. A package handler should make every reasonable attempt to approve or reject any time adjustments or manual entries by the end of the week in which they occurred. If the package handler is unable to approve or reject any time adjustments or manual entries by the end of the week in which they occurred, he or she is responsible for approving or rejecting the necessary items as soon as possible. Failure to adhere to these practices may delay payment of wages for hours worked and/or time off.
- Package handlers are responsible for requesting time off from work (i.e., Paid Time Off [PTO], bereavement, etc.). in advance.
- Package handlers are responsible for punching in and out for all required meal periods. If a package handler would have any questions about whether they are required to take a rest or meal period, they should contact their direct manager or Human Resources to clarify their obligations.
- Package handlers should get all overtime hours approved in advance by their direct manager prior to working overtime. If approval is not received before working overtime, the package handler is responsible for ensuring they punched in at a time clock for all hours worked including overtime. Package handlers will be paid for all overtime hours worked and recorded in the timekeeping system even if not approved in advance by management.

## **Absence and Tardiness**

Attendance is an essential function of the package handler position. Every employee is expected to contact their manager with as much notice as possible if they are unable to report to work at the start of their scheduled work time. Any employee who habitually misses work due to unscheduled absences, tardiness, no call no show, or job abandonment, may be subject to disciplinary action, up to and including termination, unless covered by law.

Employees can request detailed information within FedEx Ground's procedure, *Package Handler Attendance, HMR-057*, from their local manager or Human Resources representative.

## **Disclosure of Wages**

FedEx Ground will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay, the pay of another employee or applicant, benefits, or compensation; however, employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the FedEx Ground's legal duty to furnish information.

Furthermore, FedEx Ground will not require nondisclosure by an employee of his or her wages as a condition of employment or require an employee to sign a document that denies the employee the right to engage in any of the foregoing activities.

For more information on state-specific regulations, refer to *Confidential Information*, POLICY-006.

## **Notice of Rights and Remedies under Minnesota Statutes § 181.172**

Minnesota Statute § 181.172 provides as follows:

An employer may not (a) prevent an employee from disclosing his or her wages as a condition of employment, (b) require an employee to sign a waiver or other document which denies an employee the right to disclose his or her wages; or (c) take any adverse employment action against an employee for disclosing his or her wages or discussing another employee's wages which have been disclosed voluntarily.

The law does not (a) create any obligation on the part of the employer or any employee to disclose wages, (b) allow an employee to disclose proprietary information, trade secret information, or other information that is legally privileged or protected by law, (c) diminish any existing rights under the National Labor Relations Act, or (d) allow an employee to disclose wage information of other employees to a competitor of the employer.

An employer may not retaliate against an employee for asserting rights or remedies under this law.

An employee may bring a civil action against an employer for violation of this law. If the court finds that the employer has violated the law, the court may order reinstatement, back pay, restoration of lost service credit, if appropriate, and the expungement of any related adverse records of the employee.

**Note:** The information provided above is for Minnesota employees only.

## **Notice of Rights under the Amendments to Title 9 of the Philadelphia Code**

Employees are entitled to file complaints for unpaid wages under Chapter 9-4300 – Wage Theft Complaints of the Philadelphia Code. Retaliation against employees who file complaints under this Chapter is prohibited, and each employee has the right to file a complaint or bring a civil action if the employer fails to pay all wages earned by the employee.

## **Safety**

It is the goal of FedEx Ground to provide and maintain safe and healthy working conditions. The safety of employees and visitors to our facilities is of utmost importance.

All employees have an obligation to help create and maintain a safe work environment, free of injuries and accidents. It is the responsibility of each employee to:

- Perform job duties in a safety-conscious manner at all times
- Maintain work habits and attitudes that will protect other employees and themselves
- Observe all facility and office safety rules

FedEx Ground maintains a comprehensive Safety program, which includes initial and recurring safety training. Speak with your supervisor or FedEx Ground manager if you have a safety question or concern. Additionally, employees may call the FedEx Alert Line 1.866.42FEDEX (1.866.423.3339) or file a report by visiting <http://www.fedexalertline.com> to report a safety concern if they do not wish to discuss the situation with local management.

## **Employee Injury (Worker's Compensation)**

Employees must immediately report all work-related injuries or illnesses, alleged or confirmed, to a manager or local Human Resources representative.

Each state enforces its own workers' compensation program. Consequently, the law, rules, and procedures relating to worker's compensation vary from state to state. Benefits are payable in accordance with the laws of the state in which the employee works.

FedEx Ground is committed to the prompt and safe return to work of employees who sustain on-the-job injuries. The Transitional Return to Work Process (TRWP) is intended to provide injured employees temporary work and to assist in the healing process. The length of time an employee can remain on modified work duty is generally no longer than 90 days.

## **Damaged Package Awareness**

Our customers expect to receive their packages on time and in good condition. All packages must be handled, loaded, and sorted with care to eliminate damaged packages and to ensure quality service to the customer.

As a package handler at FedEx Ground, you are expected to:

- Use proper loading, unloading, and hand-to-surface methods.
- Never throw, toss, kick, or step on a package.
- Stop the progress of any package that is visibly damaged and provide appropriate attention to that package.
- Demonstrate commitment to the proper safe handling and care of packages at FedEx Ground every day.

Any intentional mishandling of packages that may or may not result in damages to the package and its contents may result in disciplinary action, up to and including, termination of employment without warning. Employees can obtain detailed information within POLICY-010 from their local manager or Human Resources representative.

As an employee for FedEx Ground, it is your responsibility to immediately notify management or local Human Resources if you see a package being mishandled.

## **Workplace Violence Prevention**

It is FedEx Ground's policy to promote a safe environment for its employees and vendors. FedEx Ground is committed to working with its employees and vendors to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior. Violence, threats, sexual aggression, intimidation, bullying, and other aggressive behavior in our workplace will not be tolerated. All reports of incidences involving Workplace Violence will be taken seriously and will be dealt with appropriately. Violence can occur in three different forms; physical, verbal, and emotional. Such behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm.

Individuals who commit such acts shall be removed from the premises and shall be subject to disciplinary action up to and including termination of employment for employees or termination of agreement with FedEx Ground for vendors. Employees can obtain detailed information within *Workplace Violence Prevention*, POLICY-019, from their local management or Human Resources representative.

## **Workplace Violence**

Workplace violence is defined as any behavior or action that causes a state of fear or concern for safety or the safety of other team members. FedEx Ground is committed to maintaining safe and secure facilities, and all workplace violence concerns should be reported immediately. Reporting is safe and confidential.

FedEx Ground offers many reporting options, including:

- Contacting FedEx Corporate Security
- Contacting FedEx Ground management
- Calling the FedEx Alert Line: 1.866.42.FedEx (1.866.423.3339) or filing a report by visiting <http://www.fedexalertline.com>
- Calling 911 if it is an emergency situation
- ICs and ISPs may have separate reporting procedures available to their employees

## **Active Threat**

An active threat event is defined as an uncontrolled situation in which an attacker is using a weapon to cause serious injury. You may need to take direct responsibility for your personal safety and security by being aware and prepared.

### **Awareness and Preparation**

- Know the building exits
- Plan the shortest possible safe exit plan
- Rehearse the exit plan – mentally and physically

### **Action**

To ensure safety and security of everyone involved:

1. GET OUT (First and best option)
  - Move quickly to your exit plan
  - Leave belongings behind, and keep your hands visible
2. HIDE OUT (Conceal yourself in a safe location)
  - Lock doors and block entry with heavy items
  - Maintain silence – quiet cell phones which could reveal your location
  - Avoid areas that could trap you
  - Spread out – do not huddle together

3. TAKE ACTION (As a last resort, attempt to incapacitate the attacker)

- Only if your life is in imminent danger
- Use aggressive force; yell, throw things, or use improvised weapons to protect yourself

4. WHEN IT'S SAFE, CALL 911

- Provide as much information as you can:
  - Location and number of attackers
  - Name, if known, and physical description of the attacker
  - Number and types of weapons used by the attacker
  - Number of individuals in the area

## **Criminal Activity**

FedEx Ground is committed to the safety and well-being of its employees, customers, and the public, and has also committed to providing its customers with safe movement of their packages through our transportation system. Because of these commitments, FedEx Ground has an interest in the conduct of its employees if that conduct results in certain criminal charges or in any criminal conviction. All employees are responsible for immediately notifying FedEx Ground management no later than the next business day if they have been charged with or indicted for any of the criminal offenses listed below, whether felony or misdemeanor:

### **Well Being of Self and Others:**

- Any drug-related offense (possession, use, sale, manufacture, distribution, intent to sell, manufacture or distribute)
- Murder or homicide
- Manslaughter (involuntary or voluntary)
- Assault
- Battery
- Child Abuse (including child pornography)
- Rape (child or adult victim)
- Sexual Abuse or Sexual Assault (child or adult victim)
- Stalking
- Terroristic Threats
- Any other violent crime against a person
- Conspiracy to commit any of the above

### **Integrity of Property:**

- Arson
- Robbery (armed or unarmed)
- Burglary
- Extortion or Bribery
- Theft (including shoplifting)
- Fraud, forgery, or misrepresentation (including identity theft, passing/writing bad checks and/or unauthorized credit card use)
- Willful Destruction of Property (including vandalism)
- Receiving/Selling/Possessing Stolen Property
- Conspiracy to commit any of the above

Employees are required to report criminal charges listed above and/or subsequent criminal convictions no later than the next business day. Failure to do so may result in disciplinary action, up to and including termination. Refer to *Security, POLICY-018*, for a list of the types of criminal offenses that must be disclosed by current employees.

Conviction includes a finding of guilt, guilty pleas, a plea of "no contest" (nolo contendere) or acceptance of deferred adjudication or diversion, except in those states where a deferred adjudication or diversion is not considered a conviction.

Employees are not required to report off-duty driving violations and accidents provided they have not also been charged with any of the previously listed crimes, with the exception of employees who operate switchers, tuggers, or other driving equipment. Employees who are required to maintain a drivers' license in order to perform their job responsibilities must disclose all motor vehicle violations (including but not limited to driving under the influence) that result in arrest, charges, or conviction.

## **Security**

### **Inspection and Screening**

On all Company premises, security/FedEx Ground management has the authority to inspect packages, purses, and carrying cases, as well as offices, lockers, desks, drawers, briefcases, and/or personal or Company vehicles, whether locked or unlocked, when deemed appropriate. In this effort to protect personnel, stations, and customer property, the cooperation of employees is expected and required. Employees can obtain detailed information within FedEx Ground's procedure, *Security Screenings, SEC-306*, and policy, *Security, POLICY-018*, from their local manager or Human Resources representative.

## **Prohibited Item Guidelines**

In furtherance of FedEx Ground's open door policy, which encourages open communication and free exchange of ideas among employees, between employees and management, and to secure the safety of its employees, customers' packages, and personal information, only the following groups are authorized to carry a cell phone, smartphone, or BlackBerry beyond the security screening entrance:

- All PGH and Brookfield employees
- All non-package handler field employees
- Retired employees with a retiree badge
- Other operating company employees in furtherance of their job duties (e.g., FedEx Express Security)
- Service provider personnel, temporary agency-employed drivers, and vendors

The managing director of Protection and Preventive Services (PPS) reserves the right to suspend the authorization to carry a cell phone for employees, vendors, or visitors at any time. *Security, POLICY-018* strictly prohibits any unauthorized person from taking photographs/video or recording conversations, business meetings, or other such interactions. Refer to POLICY-018 for additional information when audio/video recordings are permitted.

The following items are prohibited from being brought onto the dock by FedEx Ground employees, service provider personnel, third-party vendors, and visitors:

- Cameras, unless owned or issued by FedEx Ground and operated by an authorized person
- Video cameras or other camcorders, unless owned or issued by FedEx Ground and operated by an authorized person
  - Video recording devices installed on vehicles leased to FedEx Ground are permitted, but recording is strictly prohibited while on FedEx Ground property.

**Important:** Some persons may be authorized by the PPS department or FedEx Express Security to operate cameras, video cameras, or other recording devices. Refer to POLICY-018 for details.

All backpacks, bags, and purses are subject to entry and exit screening requirements.

- Backpacks, bags, and purses (excluding lunch bags and/or clear plastic bags approximately twelve inches by twelve inches or smaller) are prohibited from being brought onto the dock by FedEx Ground employees.

## **Firearms and Weapons**

For the safety and security of the workplace, and where not prohibited by state or local law, FedEx Ground strictly prohibits the possession of firearms and other weapons (regardless of whether the person has a permit or license to possess or carry a firearm or weapon) on its premises, which includes company-owned or leased facilities, property, parking lots, and vehicles.

**Important:** This prohibition does not apply to on-duty law enforcement with proper I.D.

All other exceptions to this prohibition must be approved by FedEx Ground's General Counsel, or his or her designee, and will be conditional upon full compliance with any applicable government law, statute, ordinance, code, or regulation governing the possession or carrying of a firearm or weapon.

Items considered being firearms or weapons include, but are not limited to:

- Any firearms, whether loaded or unloaded, including handguns, rifles, shotguns, pellet or B.B. guns
- Starter or flare pistols
- Stun guns or similar electronic control devices (e.g., TASERs®)
- Tear gas, mace, pepper spray, or other self-defense sprays greater than 0.5 ounces
- Knives with a blade length greater than 3 inches; switchblades or other automatic knives of any kind

Notwithstanding the foregoing, where applicable state laws impose different or additional standards, FedEx Ground will comply with these obligations.

## **Package Security**

FedEx Ground provides its customers with safe movement of their packages through the Company's transportation system. The company's PPS department and Operations management share the responsibility for monitoring the movement of packages, providing a safe work environment and protecting corporate assets, information, business interests, personnel, and customer shipments.

In an effort to secure its networks and provide a safe workplace, FedEx Ground has developed programs to reduce and mitigate security risks. Some of these methods include:

- Scanning, tracking, and trending every package that is shipped through the FedEx Ground network
- Closed circuit television systems, both overt and covert
- A comprehensive reporting program built around the scans and electronic information provided to us by our customers

- Several hundred security professionals across the country conducting investigations and ensuring policies and procedures are met
- Publishing and maintaining clear and comprehensive policies and procedures as well as methods for employees to address any security issues without fear of repercussion or retribution
- Partnerships with law enforcement, local, state and federal as well as various government agencies in the United States and Canada
- A comprehensive bomb threat response procedure
- A well-defined process for the handling of suspicious packages

## **Reward Program**

FedEx Ground may pay a reward of up to \$5,000 to any eligible person who provides information resulting in the arrest or termination of any individual involved in theft or conversion of packages. All identities are kept confidential and any reward monies are either mailed or deposited directly into an employee's account.

## **Drug, Alcohol, and Tobacco-free Workplace**

FedEx Ground is committed to maintaining an alcohol, drug, and tobacco-free workplace.

FedEx Ground prohibits alcohol and illegal drugs from being made, distributed, possessed, or used at work or on company property. Management reserves the right to require an employee to submit to drug and/or alcohol screenings when there is a reasonable suspicion to believe the employee is under the influence of drugs or alcohol on FedEx Ground property.

Smoking and smokeless tobacco use is prohibited in all company facilities, offices, and vehicles. There are designated areas outside of company buildings where smoking and smokeless tobacco are permitted. All materials associated with smoking or smokeless tobacco usage must be properly disposed of in the containers provided.

Any employee that self-identifies a problem prior to any violation of FedEx Ground's policy or any related work rules will be referred to the employee assistance program. Employees can obtain detailed information within policies and procedures from their local management or Human Resources representative.

## **Moonlighting/Outside Employment**

FedEx Ground permits employees to maintain outside employment with limited restrictions. These restrictions include, working for a FedEx Ground independent contractor, another FedEx operating company, or one of our suppliers or competitors.

The prohibition against working for competitors also extends to employment with an employment agency that supplies employees to a competitor. At its sole discretion, management may allow periodic exceptions to this policy during the company's peak delivery season.

Serving in the United States Armed Forces is not considered outside employment.

Employees can obtain detailed information within FedEx Ground's policy, *Moonlighting-Outside Employment, POLICY-027*, from their local management or Human Resources representative.

## **Employment of Relatives and Employee Fraternization**

The employment of relatives (by blood or marriage) and employees involved in intimate social relationships (fraternization) may be restricted in certain circumstances. Employees can obtain detailed information about FedEx Ground's procedure, *Employment of Relatives and Employee Fraternization, HMR-101*, from their local management or Human Resources representative.

## **Solicitation**

Employees are permitted to engage in solicitation during working time as long as there is no disruption to their own work or the work of others. Management has the sole discretion to determine whether work is being disrupted and can address any violations in accordance with POLICY-010.

Employees are prohibited from distributing literature, materials, or other products during working time and in working areas. Any employee distribution must occur on non-working time and in a non-working area.

Solicitation and distribution by non-employees is strictly prohibited on Company property. Employees can obtain detailed information within FedEx Ground's policy, *Solicitation and Distribution, POLICY-032*, from their local management or Human Resources representative.

## **Company Offerings and Leaves of Absence**

FedEx Ground offers many programs that add to the "hidden paycheck" and bolster its commitment to its People Vision.

## **Human Resources Employee Data**

Employees are responsible for providing any personal information needed for administrative purposes.

Employees can contact their respective managers or local Human Resources representatives to obtain access to the HR Management System available through HR Tools where they can provide and update their personal information.

## **Personal Information**

Employees may contact the Employee Solutions Contact Center (ESCC) to request a change to the following: name or chosen name, home and mailing address, phone numbers, email address, emergency contacts and marital status.

Employees can contact access the ESCC by calling 1-855-FDXMYWAY (1.855.339.6992), Monday through Friday, 8 a.m. to 7 p.m. ET, and select Option 3 for Ground Human Resources.

## **Self-Identification**

FedEx Ground is subject to certain governmental recordkeeping and reporting requirements. In order to comply with these requirements, FedEx Ground invites employees to self-identify voluntarily their gender, race or ethnicity, protected veteran status, and disability status. Submission of this information is voluntary and refusal to provide it will not subject you to any adverse treatment. Self-identification information will be kept confidential and may only be used in accordance with applicable laws.

Employees may use the HR Management System to self-identify voluntarily their race or ethnicity, protected veteran status, and disability status at any time.

## **Tax Information**

Employees who would like to change their tax deductions or other related withholding information can update their W-4 information by using the HR Management System through HR Tools. For updates to state or local tax information, employees must contact their manager or local Human Resources representative for instructions.

## **Direct Deposit or PayCard**

Direct deposit or PayCard is available to all employees (subject to applicable state law). There is a limit of one direct deposit account or PayCard per employee, excluding deposits to the FedEx Employees Credit Association. Employees can enroll or submit changes to their direct deposit or PayCard by using the HR Management System, through HR tools. Please allow up to three weeks after enrollment for the direct deposit or PayCard to be activated. All employees can view their pay statements online. Paper copies are also distributed. Employees should contact their manager or local Human Resources representative for instructions on how to log into the HR Management System to receive information about PayCard, as well as how to access their paystub online.

## Healthcare Benefits

FedEx Ground is committed to providing high quality, competitive health benefits to employees. Package handlers and their eligible dependents are eligible for medical, dental, vision, and prescription drug coverage. Full-time employees are eligible after 90 days of continuous service and part-time employees are eligible after 1,000 hours of continuous service. Employees also have access to the Employee Assistance Program (EAP) and Mental Health/Substance Abuse support on their first day of hire. To learn more about the coverage available, see your local Human Resources representative or contact the Choose Well Care Connect center at 1.833.FDXWELL(339.9355) or visit <https://fedex.ehr.com>.

## Verification of Employment

FedEx Ground uses The Work Number® to verify employment or income. The Work Number® is an automated service that provides instant employment and income verification. This fast, secure service is used when applying for a mortgage or loan, for reference checking, leasing an apartment, or any other instance where proof of employment or income is needed. Access The Work Number® via [www.theworknumber.com](http://www.theworknumber.com) or 1.800.367.2884; FedEx Ground Employer Code: 11649. Employees can obtain more detailed information about The Work Number® from their local Human Resources representative.

## Recognition Programs

FedEx Ground has developed a variety of recognition programs to reward employees' contributions to the organization. Employees can contact their respective managers or local Human Resources representative for information on the types of awards that may be offered.

## Paid Time Off (PTO)

Paid Time Off (PTO) is paid time off from work that can be used for vacation, sick, or personal reasons. All full- and part-time package handlers earn PTO after 90 days of continuous service unless otherwise specified by law. Seasonal package and on-call package handlers are not eligible to earn PTO, unless required by law. FedEx Ground's fiscal year is June 1 through May 31. PTO that is earned and unused at the end of the fiscal year or upon termination will be paid out to the employee in certain locations. If an employee has taken more PTO than earned, his or her final pay will be reduced by the value of the unearned time, where legally permitted. The adjustment will be calculated at the employee's final rate of pay at the date of termination.

Eligible employees earn one (1) hour of PTO time for every 20 hours worked. Part-time package handlers can earn up to 40 hours (per fiscal year) of PTO time and full-time package handlers can earn up to 80 hours of PTO time (per fiscal year), unless otherwise specified by law.

Available paid time off is reflected on your weekly wage statement. Once eligible for PTO, package handlers will see the amount of PTO time they have "Earned," the number of PTO hours they have "Taken," and the "Balance" of PTO remaining.

**Note:** In certain locations, PTO time is frontloaded after the employee reaches 90 days of service.

Employees may find additional details specific to their location within FedEx Ground's procedure *Paid Time Off (PTO) for Package Handlers, HMR-013*, from their local management or Human Resources representative.

**Reminder:** Package handlers must record all time-off in the timekeeping system. Employees may choose to use PTO instead of taking unpaid leaves of absence, but are not required to do so.

## **Holidays**

Package handlers with one year of service are eligible to receive holiday pay for six observed holidays. Eligible part-time package handlers are paid for 3.5 (hours) times the package handler's hourly wage rate. Eligible full-time package handlers are paid for 7 (hours) times the package handler hourly wage rate.

FedEx Ground management reserves the right to designate another workday as a holiday for any employee to meet the needs of our customers.

Employees may find additional details specific to their location within FedEx Ground's procedure *Holidays for Package Handlers, HMR-014*, from their local management or Human Resources representative.

## **Leave of Absence**

### **Unpaid Medical Leave or FMLA**

It is the policy of FedEx Ground to provide job-protected leave to eligible employees in accordance with the Family Medical Leave Act (FMLA), or similar state law. Pursuant to the FMLA, eligible employees are entitled to a minimum of 12 weeks of job-protected leave per rolling 12-month year for qualifying reasons. Employees may find additional details specific to their location within FedEx Ground's procedure *Short-term Disability, Long-term Disability, and Medical Leaves, HMR-601*, from their local management or Human Resources representative.

FedEx Ground has adopted the Fair Employment and Housing Council Amendments to the California Family Rights Act Regulations. More information can be found in *Family Medical Leave Act (FMLA), HMR-440*. Under the California Family Rights Act of 1993 (CFRA), if you have more than 12 months of service with your employer and have worked at least 1,250 hours in the 12-month period before the date you want to begin your leave, you may have a right to an unpaid family care or medical leave (CFRA leave). This leave may be up to 12 workweeks in a 12-month period for birth, adoption, or foster care placement of your child; for your own serious health condition or that of a covered family member; or for a qualifying exigency of a covered family member in the United States Armed Forces.

For more information about your rights and obligations, contact your HR Representative or LOA, visit the Department of Fair Employment and Housing's Web site at [www.dfeh.ca.gov](http://www.dfeh.ca.gov), or contact the department at 800.884.1684. The text of the FEHA and regulations interpreting it are available on the department's website.

### **Pregnancy Leave and Accommodation**

Leave must be made available to women who are disabled due to pregnancy, childbirth, or a related medical condition. Leave can be taken before or after birth, during any period the woman is physically unable to work because of pregnancy, or a pregnancy-related condition.

Pregnancy leave is available when a woman is actually disabled, due to pregnancy. This includes time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, recovery from childbirth, or any related medical condition.

If an employee is disabled as the result of a condition related to pregnancy, childbirth, or associated medical conditions and requests accommodation upon the advice of a health-care provider, FedEx Ground must attempt to provide a reasonable accommodation. As an accommodation, and under the advice of a physician, an employee can request transfer to a less strenuous or hazardous position for the duration of the pregnancy.

Employees may also be eligible to receive reasonable accommodation for impairments related to pregnancy, childbirth, or related medical conditions. Employees may find additional details specific to their location within FedEx Ground's procedure *Pregnancy Leave and Accommodation, HMR-431*, from their local management or Human Resources representative.

### **Military Leave/Reserve Duty**

Military leave of absence is available to those employees who are members of the U.S. Military Reserves or National Guard, who enlist, or who are called to active duty in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.

Reinstatement after the completion of military duty will be handled in accordance with the requirements of USERRA and any other applicable federal or state military leave laws. Employees may find additional details specific to their location within FedEx Ground's procedure *Military Leave – Reporting and Processing, HMR-604*, from their local management or Human Resources representative.

## **Personal Safety Leave and Accommodation**

FedEx Ground prohibits discrimination, discharge, or retaliation against an employee who is a victim of domestic violence, abuse, abusive behavior, sexual assault, sexual aggression, stalking, and/or kidnapping, or against an employee who obtains a personal protective or restraining order due to any of these reasons. Under certain circumstances, FedEx Ground will provide unpaid leave, of up to 20 days, or reasonable accommodation to impacted employees. Leave of absence or reasonable accommodation may be requested to obtain medical attention, counseling, victim services, legal assistance, or to secure housing as it relates to situations covered in this procedure that involve an employee or covered family members. The leave may also be used to obtain a protective order from a court; appear in court or before a grand jury; meet with a district attorney or other law enforcement official; attend child custody proceedings; or address other issues directly related to the abusive behavior against the employee or a covered family member. Employees may find additional details specific to their location within FedEx Ground's procedure *Leave of Absence and Reasonable Accommodation Due to Issues of Personal Safety*, HMR-627.

## **Bereavement/Funeral Time Off**

Package handlers are eligible for up to three consecutive days of unpaid time off to make final arrangements and/or attend the funeral of an immediate family member. Employees may find additional details specific to their location within FedEx Ground's procedure *Bereavement/Funeral Time Off*, HMR-611, from their local management or Human Resources representative.

**Reminder:** Package handlers must record all time-off in the timekeeping system.

## **Personal Leave of Absence**

FedEx Ground offers employees the opportunity to request a personal leave of absence, of up to 30 consecutive calendar days, for emergency and unforeseen needs of a personal nature. Employees may find additional details specific to their location within FedEx Ground's procedure *Personal Leave*, HMR-607, from their local management or Human Resources representative.

## **Jury Duty**

All employees will be paid for regularly scheduled work hours if called for jury duty. Employee pay is not offset by court issued jury pay. This payment will not exceed four weeks' pay per calendar year unless required by state or federal law. Employees whose jury duty extends past four weeks should contact their local Human Resources representative. Employees may find additional details specific to their location within FedEx Ground's procedure *Leave of Absence - Jury Duty*, HMR-602, from their local management or Human Resources representative.

**Reminder:** Package handlers must record all time-off in the timekeeping system.

## **Voting**

FedEx Ground encourages employees to vote before or after their work shift. However, if an employee is unable to vote during non-working hours he/she may request time off to vote in local, state, or federal elections. Requests must be made prior to the voting date unless otherwise provided by state law.

## **Voluntary Programs**

FedEx Ground offers a variety of voluntary programs to package handlers including, but not limited to:

- Tuition Reimbursement Program
- National Merit Scholarship for eligible dependent(s) of FedEx Ground employees
- Stock Purchase Plan
- FedEx Employees Credit Association
- Employee reduced-rate shipping and FedEx Office's discount
- Work / Life Balance Discounts

To see more available programs and to receive detailed information, access HR Tools or contact your manager or Human Resources representative.

## **RESPECT (Resolving Employee Situations and Problems Encourages Company-wide Trust)**

FedEx Ground provides a process for the resolution of employment-related concerns. This process is intended to promote and preserve productive and positive working relationships with employees at all levels of the organization.

Eligible employees, including former employees, have the opportunity to participate in the process of resolving eligible complaints resulting from specific employment-related decisions. Participation in this process is guaranteed; however, the outcome is not.

### **What is RESPECT?**

RESPECT is a three-stage process that enables an employee to question or challenge an eligible employment-related action or decision made by his or her manager.

#### **Stage 1: Managing Director Review**

Stage 1 must be initiated within five calendar days of the underlying occurrence by dialing 855.FXG.RESP (855.394.7377). You will be notified in writing of the decision.

If you're not satisfied with the outcome of Stage 1, you may move to Stage 2.

## **Stage 2: RVP/Officer review**

Stage 2 must be initiated within five calendar days of receipt of Stage 1 written decision by dialing 855.FXG.RESP (855.394.7377). You will be notified in writing of the decision.

If you're not satisfied with the outcome of Stage 2, you may move to Stage 3.

## **Stage 3: Appeals Board Review**

Stage 3 must be initiated within five calendar days of the receipt of Stage 2 written decision by dialing 855.FXG.RESP (855.394.7377).

The Appeals Board, which consists of FedEx Ground officers, will uphold, modify or overturn the RVP/Officer decision. You will be notified in writing of the decision.

**Note:** The actual issuance of the employment decision is not automatically a RESPECT meeting. The employee is responsible for initiating the RESPECT process.

The employee's failure to participate fully with the RESPECT process may result in the termination of the RESPECT process and all previous employment-related decisions or actions will be upheld.

## **Eligible Issues**

- Documented conduct incidents
- Termination (involuntary)

**Note:** Allegations of discriminatory treatment, including allegations of harassment and/or retaliation, may not be handled through the RESPECT process. Allegations of this nature are investigated and addressed according to the guidelines stated in *Anti-Harassment and Anti-Discrimination, POLICY-020*; or *EEO Affirmative Action, POLICY-023*

## **Ineligible Issues**

- Hours of work or work schedule
- Compensation rates and grade levels
- Content of FedEx Ground policies and procedures
- Suspension
- General discussion and performance issues
- Performance Improvement Plan (PIP)
- Performance Management Plan (PMP)
- Resignations/Employee initiated terminations
- Internal selection
- Job abandonment terminations
- Other issues deemed exempt by the Appeals Board

For more information or to learn more about RESPECT, please contact your local Human Resources team.

## Career Opportunities and Training

The FedEx Ground Career Center informs employees of positions that become available. This allows employees who meet the minimum qualifications of the posted positions to express interest in pursuing these vacant positions throughout the company. Employees can view employment opportunities by accessing the FedEx Ground Internal Career Center through HR Tools.

FedEx Ground also offers a variety of training opportunities that provide the knowledge and skills necessary to perform your job safely. Specific training may include on-the-job training and/or classroom courses.

## Employee Shipping Discount

When used for personal, non-business purposes, FedEx Ground employees, their spouses, dependent children, and eligible retirees qualify for discounts on shipping and other products/services offered through these FedEx companies:

- FedEx Ground
- FedEx Express
- FedEx Freight
- FedEx Office

**Note:** Discounts on shipping and products at any of these FedEx companies are privileges and are provided at the sole discretion of the operating companies. They are subject to changes and restrictions from time to time. For example, FedEx Express may decline discounted employee shipments during the peak season.

## Overview

FedEx Ground offers its employees and their immediate families discounted rates on FedEx shipping and other products/services. The discounts are for personal use only and not for purposes such as business, supporting a non-profit organization, benefiting individuals other than authorized users, or any commercial use.

## **Eligibility**

- All employees, their spouses, and dependent children 25 years of age or younger are authorized users.
- In addition, third parties may use the employee's discount shipping account number when used in connection with item(s) ordered by the authorized user and the shipment is solely for the non-business benefit of the authorized user.

Only employees may present their employee ID badge at FedEx Office locations to receive discounts on FedEx shipping and other products/services.

Employees are prohibited from allowing anyone else to use or possess their employee ID badge at any time. It is the employee's responsibility to ensure that eligible family members are aware of the reduced-rate shipping guidelines and rules.

Authorized users may not use their discount for any business purpose (even if the transaction is for the individual's sole benefit), such as shipping products in connection with business transactions, business relationships, or business dealings, including eBay, Amazon, Craigslist and other internet-based, mail order, or other home-based businesses.

## **How to Use the Employee Shipping Discount**

Employees can go to FedEx Office and present their employee ID badge to receive discounted rates on FedEx shipping and other products/services.

Employees may also open a FedEx account to use for discounted shipping; the defined authorized users related to the employee may use the shipping account number.

FedEx Ground and FedEx Express shipments are processed based on available space. Money back guarantees do not apply to employee shipments.

## **Scenarios for Use of the Employee Shipping Discount**

- You have taken your car in for a repair and a needed part is not available. The mechanic found the part for your car in another state and it will need to be shipped overnight with the shipping cost charged to you. As an authorized user, can you allow the supplier to ship the part to your mechanic with your FedEx employee account?  
YES.
- Your sister just telephoned and told you that the artwork you want is at a store where she is shopping. You have asked your sister to purchase the artwork and send it to you. As an authorized user, can you ask your sister to ship the artwork using your FedEx employee account number and have it insured for \$2,500?

YES; however, there is a liability limit of \$1,000 for artwork. Please reference the FedEx Service Guide for a complete listing of shipping rules and regulations.

Employee Shipping Discount

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- You are on vacation and found a tobacco shop with your favorite type of cigar. You purchased a box of cigars and now you see a FedEx Office retail location. Being on vacation, you do not have your employee ID badge, but you know your FedEx account number. As an authorized user, can you use your FedEx employee account at the FedEx Office location to ship the cigars back home?

NO. The FedEx Service Guide prohibits shipments of tobacco. However, if the item you purchased and sought to ship was a souvenir sweatshirt, for example, then use of the discount shipping would be permissible. Please reference the FedEx Service Guide for a complete listing of shipping rules and regulations.

- You receive a phone call from your mother, who lives in another city, and she tells you that she has some gifts for your family, and will give you the gifts when you come to visit her. As an authorized user, can you ask your mother to ship the gifts to your family using your FedEx employee discount shipping account?

YES. However, you may not permit parents or other non-eligible family members to use your shipping discount if they ask for the number and you are not the beneficiary of the shipment.

- You receive a package from your parents, and you notice that the package was shipped using your FedEx employee account. You did not speak to your parents in advance of them shipping the package or offer them use of your FedEx employee discount shipping number. What are you required to do?

You are required to notify your manager and Revenue Services of the error, allowing Revenue Services to adjust the charges. You must also explain to your parents that unauthorized third parties may not use an employee's FedEx employee account for any purpose.

- You are planning a weekend golf trip in Toronto, Canada, with some friends and you decide to ship your golf clubs using FedEx Ground to save room in the car. As an authorized user, in this situation can you use your FedEx employee shipping discount and ship your golf clubs from Chicago, IL, to Toronto, Canada?

NO. Your shipping account allows you to ship internationally; however, FedEx Service Guide prohibits the international shipments of personal effects and household effects. You can ship items that do not fall within the category of "personal effects and household effects" internationally. For example, you could send new books on golf techniques to your friends as gifts. In this example, the books are new items and are gifts, not personal effects. You may also ship personal and household effects, such as golf clubs, within the U.S.

- You live in Pittsburgh, PA, and you are planning a motorcycle trip to Myrtle Beach, SC, with some friends. You decided to ship the suitcases instead of packing them on the bikes. As an authorized user, can you use your FedEx employee shipping discount to ship the suitcases?

YES, but ONLY YOUR ITEMS. The discount is only to benefit authorized users.

- You own an apartment building and you have a new renter who needs to sign a lease. As an authorized user, can you use your FedEx employee discount to send the lease to your new renter?

NO. This activity is a business transaction.

- You have recently relocated; however, your accountant is located where you previously lived. You need to complete some paperwork and financial transactions requiring you to send documents to your accountant. As an authorized user, can you use your FedEx employee discount to send the documents to your accountant?

YES. As long as the documents are for personal matters and not related to business transactions.

- You purchased an automobile from a seller who lives in a different city than where you live. Before you travel to get the vehicle, you first want to complete the purchasing documents and you use your FedEx employee shipping account to overnight the documents to the seller. Is this appropriate?

YES. This is a personal transaction. The authorized user is using their shipping discount to save money on a purchase.

- You have received your credit card statement and noticed that a former spouse is using your FedEx employee discount for prohibited shipments. What should you do?

You are required to notify your manager and Revenue Services of the error, allowing Revenue Services to adjust the charges.

- You confuse your discount shipping number and business account number, and realize that you unknowingly used the FedEx employee account for prohibited purposes a limited number of times. What should you do?

You are required to notify your manager, and notify Revenue Services of the error, allowing Revenue Services to adjust the charges.

- You refurbish old furniture and sell your items online, and found that shipping the furniture with your FedEx employee discount account is the easiest solution for this activity. Is this example permissible?

NO. Employee shipping is for personal use. In this situation, you are using it for a business venture.

- You are a member of a non-profit organization, which is supported by FedEx. During a recent meeting, there was a decision to send books to key supporters as a thank you for their work. Knowing you are a FedEx employee, you were asked to ship the books. You decided since it is a non-profit supported by FedEx, that you would use your FedEx employee-shipping discount to ship the books to key supporters. Is this example permissible?

NO. Although FedEx may support the organization, the shipping discount is only for the benefit of the authorized user. Reference *Charitable Contributions, CST-022*, to support non-profit organizations or sponsorship of local activities.

Please reference the FedEx Service Guide on [www.fedex.com](http://www.fedex.com) for a complete listing of shipping rules and regulations.

## Resources

- Online Manuals and Forms: Company policies, procedures, and online forms are housed here. Contact management or local Human Resources for more information, clarification, or assistance.
- FedEx Website: [www.fedex.com](http://www.fedex.com)
- FedEx Employee Credit Association: [www.fecca.com](http://www.fecca.com)
- Alert Line: 1.866.423.3339 or [www.fedexalertline.com](http://www.fedexalertline.com) for complaints related to violations of company policies and procedures.
- Employee Benefits Line: 1.866.GO.Ground (1.866.464.7686)
- RESPECT Line: 1.855.427.7728 to question the fairness of an eligible employment-related action or decision.
- My Service, My Way: 1.855.FDXMYWAY (1.855.339.6992) for questions about payroll.

Local HR  
Representative: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

Immediate  
Manager: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

Facility Manager: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

Sort/Shift: \_\_\_\_\_  
Start Time: \_\_\_\_\_

## Employee Data Sheet

Employee Name:

(Last Name, First Name, Middle Initial)

Employee ID Number:

\_\_\_\_\_

Address:

\_\_\_\_\_

City:

\_\_\_\_\_

State:

\_\_\_\_\_

Zip Code:

\_\_\_\_\_

Phone Number:

\_\_\_\_\_

Shift/Sort:

\_\_\_\_\_

Start Date:

\_\_\_\_\_

Emergency Contact Name:

\_\_\_\_\_

Emergency Contact

Phone:

\_\_\_\_\_

Relationship:

\_\_\_\_\_

## Employee Handbook Acknowledgement

I have received a copy of the *Employee Handbook for Package Handlers, H-800PH*, during new hire orientation that describes generally my rights and responsibilities as an employee of FedEx Ground. I understand that:

- My employment is at will, which means that both FedEx Ground and I have the right to terminate the employment relationship at any time, including for reasons not included in this handbook.
- I may be videotaped, or my likeness captured by closed circuit television systems, at any time while working at FedEx Ground.
- I am responsible for knowing FedEx Ground's policies and procedures including attendance procedures, safety procedures, acceptable attire, theft measures, and complaint reporting procedures.
- I am required to fully and candidly participate in any company-initiated investigation that may occur during the course of my employment.
- The handbook is intended to be a summary of general terms and conditions of employment and policies of FedEx Ground.
- This handbook is not intended as a substitute for the Company's Human Resource policies or procedures. I understand that I can review the relevant company policies or procedures at any time by requesting additional information from management or Human Resources.
- If local, state or federal law is different from this handbook or acknowledgment, then the applicable law will supersede.

This handbook does not constitute a contract of employment. FedEx Ground retains the right to interpret or apply any provision of this handbook (or any policy or procedure) with respect to any situation. The company revises the handbook and its policies from time to time and may unilaterally cancel or revise the handbook and/or the policies described herein at any time. I understand that I am responsible for complying with the terms of any updates that may impact my employment. Updated information can be obtained from local management or the Human Resources department.

If there are discrepancies between the handbook and the Human Resources policies or procedures, the latter will govern.

I acknowledge receipt of the *FedEx Code of Business Conduct Summary for Package Handler Orientation, H-554PH*. I agree to read the document in its entirety. I further agree that I will conduct the business of the Company lawfully and ethically.

I acknowledge receipt of the 'Rights Under the FMLA Poster'.

I acknowledge that I have read and understand the EEO/Affirmative Action policy within this handbook.

I acknowledge that I have read and understand the RESPECT information within this handbook.

I acknowledge receipt of *Anti-Harassment and Anti-Discrimination Policy, POLICY-020*.

I acknowledge that I have been made aware of my opportunity to voluntary self-identify my race or ethnicity, veteran status, and disability status via HR Management System through HR Tools.

I acknowledge that I have watched the Workplace Violence Prevention video and have read and understand the Workplace Violence Prevention information provided in this handbook.

I acknowledge that I have read and understand the timekeeping information provided within this handbook. I further agree that I will comply with the timekeeping requirements.

**\*Employee Print Name**

**\*Employee Signature**

**\*Company Representative Print Name**

**\*Company Representative Signature**

**Employee ID number**

\*

**Date**

\*

**Date**