



2016 LLA Video Script Chip + Bill Willard

Bill

Hello, I am Bill Willard, FedEx Trade Networks, Vice President of Global Support Services.

Chip

And I am Chip. Hull Jr., Vice President of Bongo International.

Bill

For those of you I have not yet had the pleasure of meeting, I would first like to say how glad we are to have you as a part of our FedEx Trade Networks family. I am honored to be able to say that we are a part of an organization that continues to grow in ways that are a testament to our culture of People-Service-Profit. PSP begins with our people and all of our successes as an organization begin with you, our team members.

Chip

With this in mind, we need to hear from you! The Listen-Learn-Act survey is new to our team members at Bongo International and is an important opportunity for you to make your voice count. This survey enables you to give feedback on things like our leadership, teamwork, quality, diversity and work environment so that we can better understand the needs of our team members across the globe.

Bill

While Chip and I are certainly enthusiastic supporters of the survey, we thought that it would be good to let you hear from a few fellow team members who would like to share with you why they feel their voices count.

Maya Mimms:

My voice counts because it gives me the opportunity to offer feedback on the company and my work environment. The LLA survey enables me to communicate with my manager confidentially about the development of our team and make him aware of improvements needed within our department. We are all in this together, and I know my manager can't address something that he is not aware of. I truly believe taking the survey makes a difference. I am proud that our company offers us an opportunity to give feedback. It shows that maintaining our FedEx culture is very important to our leaders. I know that People-Service-Profit starts with me doing my part and giving my honest feedback. I hope you will do the same.

Priti Desai:

As a manager, I value the open and honest feedback that my team can provide through the LLA survey. In my experience, the process provides a great method for starting structured discussions with my team to understand and clarify viewpoints so that we can become a stronger group. It is critical that there is trust between managers and team



members in order to make this a meaningful program, which is why LLA is confidential. Even as a manager, I take the LLA survey. We each have to take responsibility for the change that we want to see in the workplace. I encourage all team members to use the LLA process to improve your work environment and the relationships within your team. Taking the survey is easy. Help influence the change you want to see!

Ray Weisman:

I believe that no time is better than the present to be honest and open with the people around me when I am given the chance. Too often, we just get caught up in our day-to-day lives and don't take the time to share our feedback when it really counts. All of us have a voice, which is why the LLA survey is so important. I appreciate that the company has taken the time to make our voices a priority. In my experience, my manager has taken LLA feedback very seriously and worked hard to make improvements to the ways that important messages are communicated to our team. I think everyone should do his or her individual best to be a part of the conversation! Your voice counts!

Gerrod Huggins:

When I started at FedEx Trade Networks, I had never worked for a company that encouraged feedback from its team members. When I first heard about the LLA survey, I thought that it was really cool that the FedEx culture that I had heard so much about was a real part of my everyday work experience. I was happy to see that my manager took my team's feedback to heart. As a result of the feedback that she received, our team was provided with new training opportunities that have really helped me to provide better service and keep my customers happy. I honestly feel like the LLA survey results played a big part in my receiving those training opportunities. Career growth is super important to me, and I'm a supporter of the LLA survey because it gives me a voice and lets my manager know what tools I need to spur that growth. I hope everyone takes the LLA because our feedback helps shape our tomorrow.

John Rosino:

My voice counts because it allows me the opportunity to let my thoughts and ideas be heard. It also allows me to speak to any issues I may be having as a team member. By taking the LLA, I feel empowered to help mold how the company may do things in the future. I truly believe that the LLA survey is a wonderful tool. I always strongly suggest that team members participate in the survey and that they be candid in their assessments. At FedEx, we live the Purple Promise. The LLA is an example of that and allows us, as team members, to shape our work environments so that we are always living up to the high standards that our company culture is known for. Make your voice count. Take the LLA survey.

Jay Bauder:

This year will be my first year taking the LLA survey, and even though the survey is new to me, employee feedback has always been an important part of the Bongo International culture, just as it is at FedEx Trade Networks. As our organization continues to grow, it is even more important than ever for everyone to take the LLA



survey. It gives our leaders the feedback that they need to help us all achieve the goals we work so hard towards every day. It is so great to be a part of the FedEx Trade Networks family and to have an opportunity to be able to give feedback that can help shape what our family looks like in the future. I hope everyone will take the survey. Let your voice be heard!

Bill

Thanks everyone!

Each week during the LLA campaign one of these team members will be featured on the FedEx Trade Networks homepage.

Chip

Last year, more than 92% of our team members participated in the Listen-Learn-Act survey. We are hoping that every member of the Bongo team takes this opportunity to share their thoughts with us by completing the 2016 LLA survey. The survey starts March 7 and runs through April 11.

Bill

Remember, the LLA survey is designed to be a conversation starter. The survey is just the first step in ensuring that our company remains one of the best places to work. I encourage you to keep the conversation going! Your voice counts!