



# FedEx Express (New Zealand)



FedEx Corporation worldwide employs more than 325,000 team members and is focussed on safety, the highest ethical and professional standards, and the needs of its customers and their communities. A subsidiary of FedEx Corporation, FedEx Express (New Zealand) provides fast, reliable express transportation services worldwide.

This is FedEx Express (New Zealand)'s eighth accreditation as an Aon Hewitt Best Employer.



## What you can learn from FedEx Express (New Zealand)

- Be relentless in your commitment to engagement
- Listen, learn and take action
- Recruit leaders from within

## Be relentless in your commitment to engagement

FedEx Express (New Zealand) understands that high levels of employee engagement can never be guaranteed. The organisation knows that it takes consistent effort, strong policies, effective leaders and a relentless focus to continually motivate and get the best from staff. Now an eight-time Aon Hewitt accredited Best Employer, FedEx Express (New Zealand) has never allowed its commitment to employee engagement to be compromised.

While supported by a strong global focus on employee engagement, FedEx Express (New Zealand) is very much accountable for its own success. Outside of the Best Employers program, employees are surveyed annually using the organisation's own Survey-Feedback-Action (SFA) program, which solicits ideas aimed at improving the employee experience. The program is a year-round practice comprising of three phases:

- **Survey** – employees complete a standard anonymous survey containing questions about management, work environment, programs and policies
- **Feedback** – managers conduct quarterly feedback meetings with assigned workgroups to discuss survey results, identify issues and develop action plans to address concerns
- **Action** – a list is compiled off the back of feedback meetings outlining concise actions and plans for implementation.

SFA data is utilised by management to ensure that feedback, measurement and improving employee engagement remain a constant focus.



**"Employee engagement is always 'top of mind' here at FedEx. We focus on our people so that they can deliver a great experience for our customers."**

Dianella Ngakuru  
Country Manager, FedEx Express (New Zealand)





## Listen, learn and take action

As its SFA process suggests, FedEx Express (New Zealand) knows the importance of responding to employee feedback. This was demonstrated in its response to a recent operational change.

The employees were informed of the change and how it would impact them. They were assured full support from the organisation's management and were brought into the change process and their role in its success. Post-implementation, employees found that tasks were taking longer than usual to complete and raised the concern that under the new process, they would be unable to maintain the level of service that customers were used to. The issue was then tabled at workgroup level, allowing employees to take ownership of the situation and contribute to a solution. As a result of these conversations, more management support was provided, and the issue was resolved. Country Manager Dianella Ngakuru summarises the process saying: "[The employees] voiced their concerns, we listened, identified there was an immediate need and acted quickly. The changes were well received. Our goal is to make sure our team has what it needs to deliver a great experience for our customers."

This no-nonsense approach, combined with its highly committed workforce, has been a strong contributing factor in FedEx Express (New Zealand)'s success at engaging its employees for the long term.



**80%**  
staff retention rate  
at FedEx Express  
(New Zealand)

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## Recruit leaders from within

FedEx Express (New Zealand) has a strong history of recruiting leaders from within and has implemented programs to ensure that the right people are enabled to blossom and rise through the ranks.

Advance into Management (AiM) is the organisation's flagship leadership development program. It is buffered by a one day program called 'Is Management for Me?' which is a training program that provides a realistic picture of a FedEx manager's job and is supported by the Country Manager, who is herself a former courier and a licensed broker. The program is designed to ensure that the right talent is advancing into managerial roles, and to emphasise that great talent can flourish on the technical and operational side of the business too.

As part of such a large global organisation, FedEx Express (New Zealand) also leverages its global network to provide growth opportunities for its people.