



## ACCELERATING SUSTAINABLE SOLUTIONS

# UPS Highlights

As one of the world's largest logistics companies, we have a responsibility to set the standard for sustainability. We do this by establishing strong goals to address our environmental impacts, advancing industry-leading safety programs and strengthening the communities where we live and work. Amid evolving expectations of business, a changing climate and challenges affecting every corner of the world, we are accelerating our efforts to create more sustainable solutions.

### SUSTAINABILITY at UPS



Contributed

**21.7M**  
VOLUNTEER  
HOURS  
since 2011

Planted

**15.4M**  
TREES  
since 2012

Made the U.S.'s

**LARGEST EVER PURCHASE**  
OF RENEWABLE NATURAL GAS,  
which will reduce emissions by more  
than 1M metric tonnes

Purchased

**135M**  
GALLONS OF  
ALTERNATIVE  
FUELS, 24% of  
total ground  
fuel usage

### CUSTOMER First



#### SUPPORTED CORONAVIRUS RESPONSE EFFORTS,

including realigning customers'  
supply chains and donating

**\$21 MILLION+ IN FUNDS**  
and in-kind shipments to community partners

#### EXPANDED UPS ACCESS POINT®

locations to  
consolidate  
deliveries,  
decrease fuel  
use and reduce  
emissions

Collaborating with the  
NYC Department of Transportation  
and several logistics companies  
on **A SIX-MONTH**

**eBIKE PILOT IN NYC**

### PEOPLE Led



Launched an  
internal Leadership  
Summit to promote  
the advancement  
of **WOMEN IN  
TECHNOLOGY**

Redesigned our  
**ICONIC BROWN  
UNIFORMS** for  
improved safety,  
performance and  
comfort

Generated

**\$4.3 BILLION**  
in economic impact from supporting  
small and diverse suppliers

Invested more than

**\$1B**  
in employee  
training and  
development  
programs

### INNOVATION Driven



**REDUCED  
CARBON  
INTENSITY** of UPS  
Airlines 13% since  
2005

**\$1B+** spent on  
alternative fuel  
and advanced  
technology  
vehicles and  
infrastructure  
since 2009

Launched  
**UPS FLIGHT  
FORWARD™** —  
one of the **FIRST**  
Federal Aviation  
Administration  
(FAA)-certified  
drone airlines

Invested in  
EV manufacturer  
Arrival to design  
and deploy  
**10,000** custom-  
built electric  
delivery vans

Save **100M** miles,  
**10M** gallons of  
fuel, and **100,000+**  
metric tonnes of  
emissions annually  
through innovative  
route optimization  
technology

“UPS is committed to creating a more sustainable company — and world. We are customer first, people led and innovation driven, and will use our scale for impact in 2020 and beyond.”

CAROL TOMÉ, UPS CHIEF EXECUTIVE OFFICER



## SUSTAINABILITY at UPS



**From protecting the environment to empowering our people, our commitment to sustainability is stronger than ever.** In 2016, we established 10 sustainability goals. We are proud to have achieved four goals one year ahead of schedule and are on track to reach the remaining targets.



## CUSTOMER First



**We move 3 percent of global GDP through our network every day.** Amid a rapidly changing world, we continually adapt to better serve our customers. From innovative last-mile delivery models and carbon neutral shipping options, to technologies that optimize our network, we're creating solutions that meet customers' needs with greater efficiency and less environmental impact.



## PEOPLE Led



**Our 495,000 UPSers around the world are our greatest asset.** Team members from diverse backgrounds foster an inclusive culture, and our industry-leading safety practices help ensure UPSers make it to the most important stop of the day — home. We are focused on building a strong culture that attracts and retains the best talent to incubate our next big ideas.



## INNOVATION Driven



**UPS is accelerating sustainable solutions with innovation-driven investments.** Through our commitment to innovation, we are pioneering new ways to deliver urgent healthcare shipments by drone, investing in ground-breaking alternative fuels and fleet technologies, and collaborating with cities on last-mile delivery models that reduce congestion and pollution. We're also leveraging industry-leading smart-grid technology that enables simultaneous recharging of an entire fleet of electric vehicles.