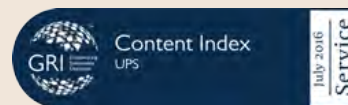


GRI G4 Content Index



| 5.1 General Standard Disclosures | | | | |
|----------------------------------|--|-----------|--------------------|--|
| General Standard Disclosures | Page | Omissions | External Assurance | Description |
| Strategy and Analysis | | | | |
| G4-1 | 3 | — | Yes, page 96 | Provide a statement from the most senior decision-maker of the organization. |
| G4-2 | 10, 16, 50, 51; 2015 Annual Report — Form 10-K, Item 1A Risk Factors, pages 15-19, http://nasdaqomx.mobular.net/nasdaqomx/7/3491/4988/ | — | Yes, page 96 | Provide a description of key impacts, risks, and opportunities. |
| Organizational Profile | | | | |
| G4-3 | 1 | — | Yes, page 96 | Report the name of the organization. |
| G4-4 | 8 | — | Yes, page 96 | Report the primary brands, products, and services. |
| G4-5 | Atlanta, GA | — | Yes, page 96 | Report the location of the organization's headquarters. |
| G4-6 | 9 | — | Yes, page 96 | Report the number of countries where the organization operates. |
| G4-7 | Publicly traded company | — | Yes, page 96 | Report the nature of ownership and legal form. |
| G4-8 | 8, 9 | — | Yes, page 96 | Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries). |
| G4-9 | 9, 24, 51 | — | Yes, page 96 | Report the scale of the organization. |
| G4-10 | 24, 33 | — | Yes, page 96 | Breakdown of Employee Type. |
| G4-11 | 44 | — | Yes, page 96 | Report the percentage of total employees covered by collective bargaining agreements. |
| G4-12 | 58 | — | Yes, page 96 | Describe the organization's supply chain. |
| G4-13 | 50 | — | Yes, page 96 | Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain. |
| G4-14 | https://sustainability.ups.com/resources/corporate-governance/ | — | Yes, page 96 | Report whether and how the precautionary approach or principle is addressed by the organization. |

GRI G4 Content Index

| 5.1 General Standard Disclosures | | | | |
|--|--|-----------|--------------------|--|
| General Standard Disclosures | Page | Omissions | External Assurance | Description |
| G4-15 | <p>Examples of major external initiatives we engage in — other than those aforementioned in this Report — include the following:</p> <ul style="list-style-type: none"> • The World Resources Institute’s Greenhouse Gas Protocol • CDP’s climate change program • The President’s Export Council, a nonpartisan body that serves as the United States’ advisory committee on international trade • The Business Roundtable, an association of CEOs promoting public policy in support of a thriving economy | — | Yes, page 96 | List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses. |
| G4-16 | <ul style="list-style-type: none"> • Green Freight Europe and Green Freight Asia, transportation associations that are addressing the climate impact of shipping • The North American Council for Freight Efficiency, an association committed to doubling the efficiency of North American goods movement • The Interstate Clean Transportation Corridor program, a public-private partnership to establish natural gas infrastructure for transportation • The National Clean Fleets Partnership, as part of the U.S. Department of Energy’s Clean Cities program, which works with large private fleets to reduce the use of petroleum-based fuels • The International Air Transport Association’s Air Cargo Carbon Footprint initiative | — | Yes, page 96 | List memberships of associations (such as industry associations) and national or international advocacy organizations. |
| Identified Material Aspects and Boundaries | | | | |
| G4-17 | 50 | — | Yes, page 96 | List all entities included in the organization’s consolidated financial statements or equivalent documents. |

GRI G4 Content Index

| 5.1 General Standard Disclosures | | | | |
|----------------------------------|---|-----------|--------------------|---|
| General Standard Disclosures | Page | Omissions | External Assurance | Description |
| G4-18 | An overview of our materiality assessment process is available at https://sustainability.ups.com/media/materialitymatrix_WIP.pdf , pages 1-4 | — | Yes, page 96 | Explain the process for defining the report content and the Aspect Boundaries. |
| G4-19 | 15 | — | Yes, page 96 | List all the material Aspects identified in the process for defining report content. |
| G4-20 | 15 | — | Yes, page 96 | For each material Aspect, report the Aspect Boundary within the organization. Report whether the Aspect is material within the organization. |
| G4-21 | 15 | — | Yes, page 96 | For each material Aspect, report the Aspect Boundary outside the organization. |
| G4-22 | We have made no material restatements of information provided in previous Reports. | — | Yes, page 96 | Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements. |
| G4-23 | There have been no specific changes in the scope and aspect boundaries. | — | Yes, page 96 | Report significant changes from previous reporting periods in the Scope and Aspect Boundaries. |
| Stakeholder Engagement | | | | |
| G4-24 | 18 | — | Yes, page 96 | Provide a list of stakeholder groups engaged by the organization. |
| G4-25 | 18 | — | Yes, page 96 | Report the basis for identification and selection of stakeholders with whom to engage. |
| G4-26 | 18 | — | Yes, page 96 | Report the organization's approach to stakeholder engagement. |
| G4-27 | 18 | — | Yes, page 96 | Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns. |
| Report Profile | | | | |
| G4-28 | 95 | — | Yes, page 96 | Reporting period for information provided. |
| G4-29 | 95 | — | Yes, page 96 | Date of most recent previous report. |
| G4-30 | 95 | — | Yes, page 96 | Reporting cycle. |

GRI G4 Content Index

| 5.1 General Standard Disclosures | | | | |
|----------------------------------|---|-----------|--------------------|---|
| General Standard Disclosures | Page | Omissions | External Assurance | Description |
| G4-31 | 95 | — | Yes, page 96 | Provide the contact point for questions regarding the report or its contents. |
| G4-32 | 95 | — | Yes, page 96 | Report the 'in accordance' option the organization has chosen. |
| G4-33 | 95 | — | Yes, page 96 | Report the organization's policy and current practice with regard to seeking external assurance for the report. |
| Governance | | | | |
| G4-34 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the governance structure of the organization, including committees of the highest governance body. |
| G4-35 | 20, https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the process for delegating authority for economic, environmental, and social topics from the highest governance body to senior executives and other employees. |
| G4-36 | 20, https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental, and social topics, and whether post holders report directly to the highest governance body. |
| G4-37 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics. |
| G4-38 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the composition of the highest governance body and its committees. |
| G4-39 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report whether the Chair of the highest governance body is also an executive officer. |
| G4-40 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members. |
| G4-41 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. |

GRI G4 Content Index

| 5.1 General Standard Disclosures | | | | |
|----------------------------------|---|-----------|--------------------|--|
| General Standard Disclosures | Page | Omissions | External Assurance | Description |
| G4-42 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental, and social impacts. |
| G4-43 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental, and social topics. |
| G4-44 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental, and social topics. |
| G4-45 | 20, https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. |
| G4-46 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental, and social topics. |
| G4-47 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities. |
| G4-48 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the highest committee or position that formally reviews and approves the organization's sustainability report. |
| G4-49 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the process for communicating critical concerns to the highest governance body. |
| G4-50 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them. |
| G4-51 | https://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the remuneration policies for the highest governance body and senior executives. |

GRI G4 Content Index

| 5.1 General Standard Disclosures | | | | |
|----------------------------------|---|--|--------------------|---|
| General Standard Disclosures | Page | Omissions | External Assurance | Description |
| G4-52 | http://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report the process for determining remuneration. |
| G4-53 | http://sustainability.ups.com/resources/corporate-governance | — | Yes, page 96 | Report how stakeholders' views are sought and taken into account regarding remuneration. |
| G4-54 | | Confidentiality constraints — UPS does not report ratios based on individual compensation or make pay decisions based on these ratios. We consider this data confidential. However, The Securities and Exchange Commission (SEC) in the United States adopted a rule to require disclosure of the ratio of Chief Executive Officer (CEO) pay to median employee pay. This disclosure will be required starting in 2017, and UPS will re-evaluate disclosure of this information in accordance with the rule. | | Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees. |

GRI G4 Content Index

5.1 General Standard Disclosures

| General Standard Disclosures | Page | Omissions | External Assurance | Description |
|------------------------------|------|--|--------------------|---|
| G4-55 | | Confidentiality constraints — UPS does not report ratios based on individual compensation or make pay decisions based on these ratios. We consider this data confidential. However, The Securities and Exchange Commission (SEC) in the United States adopted a rule to require disclosure of the ratio of Chief Executive Officer (CEO) pay to median employee pay. This disclosure will be required starting in 2017, and UPS will re-evaluate disclosure of this information in accordance with the rule. | | Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country. |
| Ethics and Integrity | | | | |
| G4-56 | 46 | — | Yes, page 96 | Describe the organization's values, principles, standards, and norms of behavior such as codes of conduct and codes of ethics. |
| G4-57 | 47 | — | Yes, page 96 | Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines. |
| G4-58 | 47 | — | Yes, page 96 | Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms, or hotlines. |

GRI G4 Content Index

| 5.2 Specific Standard Disclosures | | | | |
|--|---|-----------|--------------------|--|
| DMA and Indicators | Page | Omissions | External Assurance | Description |
| Category: Economic | | | | |
| Material Aspect: Economic Performance | | | | |
| G4-DMA | 50 | — | Yes, page 96 | |
| G4-EC1 | 51 | — | Yes, page 96 | Direct economic value generated and distributed |
| G4-EC2 | 51; UPS 2015 Annual Report — Form 10-K, Item 1A Risk Factors, page 16, http://nasdaqomx.mobular.net/nasdaqomx/7/3491/4988/ | — | Yes, page 96 | Financial implications and other risks and opportunities for the organization's activities due to climate change |
| G4-EC3 | We provide detailed disclosures and discussions about our pension and postretirement plan obligations in our Annual Report, primarily in Notes 4 and 5 to the Consolidated Financial Statements beginning on page 76 of the UPS 2015 Annual Report Form 10-K. Please see http://nasdaqomx.mobular.net/nasdaqomx/7/3491/4988/ | — | Yes, page 96 | Coverage of the organization's defined benefit plan obligations |
| G4-EC4 | UPS does not receive significant financial assistance from the government. We do participate in public-private partnerships that may involve tax incentives, such as the Interstate Clean Transportation Corridor (ICTC) in the United States, or certain incentives related to our purchase of alternative fuel vehicles, but financial assistance is not the main reason we participate. Primarily, we seek to advance our own knowledge and capabilities in ways that help society develop important new transportation options and infrastructure. Achieving these two goals enables us to deliver greater benefits to our customers, investors, employees, and other stakeholders. | — | Yes, page 96 | Financial assistance received from government |

GRI G4 Content Index

5.2 Specific Standard Disclosures

| DMA and Indicators | Page | Omissions | External Assurance | Description |
|---|---|-----------|--------------------|--|
| Material Aspect: Market Presence | | | | |
| G4-DMA | 50 | — | Yes, page 96 | |
| G4-EC5 | The ratio of our standard entry-level hourly wage to local minimum wage varies from location to location around the world. This variation is necessary to comply with local conditions and with national wage minimums in countries that set them. In the United States, which represents 80 percent of our employee base, we comply with local minimum-wage laws in each state and pay no less than the local minimum wage or the federal minimum wage. We do not vary entry-level compensation by gender. | — | Yes, page 96 | Ratios of the standard entry level wage by gender compared to local minimum wage at significant locations of operation |
| G4-EC6 | Because UPS serves more than 220 countries and territories around the world, it is extremely difficult to define “local” and “significant” operations. We hire nearly all senior managers within their home country. More than 99.5 percent of full-time management employees worked in their home country in 2015. Only 233 full-time managers were expatriates, out of a total of 47,172 full-time management employees. Within the United States, most of our managers are hired from their local community as well. | — | Yes, page 96 | Proportion of senior management hired from the local community at significant locations of operation |
| Material Aspect: Indirect Economic Impacts | | | | |
| G4-DMA | 50, 61 | — | Yes, page 96 | |
| G4-EC7 | 51, 61 | — | Yes, page 96 | Development and impact of infrastructure investments and services supported |
| G4-EC8 | 51, 61 | — | Yes, page 96 | Significant indirect economic impacts, including the extent of impacts |

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| 5.2 Specific Standard Disclosures | | | | |
|---|-------------|-----------|--------------------|---|
| DMA and Indicators | Page | Omissions | External Assurance | Description |
| Material Aspect: Procurement Practices | | | | |
| G4-DMA | 55 | — | Yes, page 96 | |
| G4-EC9 | 56 | — | Yes, page 96 | Proportion of spending on local suppliers at significant locations of operation |
| Category: Environmental | | | | |
| Material Aspect: Energy | | | | |
| G4-DMA | 74 | — | Yes, page 96 | |
| G4-EN3 | 113, 114 | — | Yes, page 96 | Energy consumption within the organization |
| G4-EN4 | 115 | — | Yes, page 96 | Energy consumption outside the organization |
| G4-EN5 | 114 | — | Yes, page 96 | Energy intensity |
| G4-EN6 | 116 | — | Yes, page 96 | Reduction of energy consumption |
| G4-EN7 | 116 | — | Yes, page 96 | Reductions in energy requirements of products and services |
| Material Aspect: Emissions | | | | |
| G4-DMA | 74 | — | Yes, page 96 | |
| G4-EN15 | 97, 98 | — | Yes, page 111 | Direct greenhouse gas (GHG) emissions (Scope 1) |
| G4-EN16 | 97, 98 | — | Yes, page 111 | Energy indirect greenhouse gas (GHG) emissions (Scope 2) |
| G4-EN17 | 97, 98, 104 | — | Yes, page 111 | Other indirect greenhouse gas (GHG) emissions (Scope 3) |
| G4-EN18 | 101 | — | Yes, page 111 | Greenhouse gas (GHG) emissions intensity |
| G4-EN19 | 112 | — | Yes, page 96 | Reduction of greenhouse gas (GHG) emissions |

GRI G4 Content Index

5.2 Specific Standard Disclosures

| DMA and Indicators | Page | Omissions | External Assurance | Description |
|---|------|--|--------------------|---|
| G4-EN20 | | Not applicable — UPS does not produce, import, or export ODS. | | Emissions of ozone-depleting substances (ODS) |
| G4-EN21 | 78 | — | Yes, page 96 | NO _x , SO _x , and other significant air emissions |
| Material Aspect: Supplier Environmental Assessment | | | | |
| G4-DMA | 55 | — | Yes, page 96 | |
| G4-EN32 | 55 | Confidentiality constraints — UPS does not report specific numbers or percentages related to screening or impact assessments, as this information is subject to confidentiality constraints of our supplier contracts. | Yes, page 96 | Percent of new suppliers that were screened using environmental criteria |
| G4-EN33 | 55 | Confidentiality constraints — UPS does not report specific numbers or percentages related to screening or impact assessments, as this information is subject to confidentiality constraints of our supplier contracts. | Yes, page 96 | Significant actual and potential negative environmental impacts in the supply chain and actions taken |

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5.2 Specific Standard Disclosures

| DMA and Indicators | Page | Omissions | External Assurance | Description |
|--------------------|------|-----------|--------------------|-------------|
|--------------------|------|-----------|--------------------|-------------|

Material Aspect: Environmental Grievance Mechanisms

| | | | | |
|--------|---|---|-----------------|--|
| G4-DMA | <p>For purposes of this GRI G4 report, we define environmental grievances as grievances related to our environmental material aspects: Energy, Emissions, and Fuel Supply. Note that these material aspects are focused primarily on energy and emissions related to the vehicle and air fleets we purchase and maintain in order to provide our services. We are not involved in manufacturing processes that require or involve raw materials, off-shoring, low-cost labor, or management of significant waste streams. We are therefore not ordinarily at risk for environmental impact grievances from outside stakeholders.</p> <p>Regarding the environmental impact related to our greenhouse gas emissions, we present information in this Report regarding our strategies, technologies, methodologies, and results associated with avoiding and reducing GHGs. UPS has policies and procedures in place to support our compliance with applicable laws and regulations. We audit our compliance, and we open our facilities to inspections by relevant authorities.</p> | — | Yes, page 96 | |
|--------|---|---|-----------------|--|

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5.2 Specific Standard Disclosures

| DMA and Indicators | Page | Omissions | External Assurance | Description |
|--|---|--|--------------------|---|
| G4-EN34 | <p>We are not aware of any environmental impact grievances presented to UPS in 2015, or any such grievances presented in 2014 for resolution within 2015.</p> <p>If societal stakeholders should have an environmental grievance to raise with UPS, we welcome their concerns and offer a number of avenues for presenting them:</p> <ul style="list-style-type: none"> • Contact our Board of Directors via the Corporate Secretary (UPS, c/o Corporate Secretary, 55 Glenlake Parkway, N.E., Atlanta, Georgia 30328) • Contact our Public Relations group at http://www.pressroom.ups.com/Contact+Us • Send comments or questions regarding this Report to sustainability@ups.com • Visit our customer service portal and use the contact information provided there: http://www.ups.com/content/us/en/contact/ | — | Yes, page 96 | Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms |
| Category: Social | | | | |
| Sub-Category: Labor Practices and Decent Work | | | | |
| Material Aspect: Employment | | | | |
| G4-DMA | 25, 36 | — | Yes, page 96 | |
| G4-LA1 | <p>We hired 96,037 new permanent employees globally through September 2015. These figures do not include the 93,000+ people that we hired to work with us through the fourth-quarter peak holiday shipping season. The full-time employee retention rate for our global operations was 89.8 percent.</p> | <p>Currently unavailable — UPS does not currently report new hire or retention rates by gender or region. We are evaluating the availability of information and will have an update in our 2016 Sustainability Report.</p> | Yes, page 96 | Total number and rates of new employee hires and employee turnover by age group, gender, and region |
| G4-LA2 | 38, 39 | — | Yes, page 96 | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation |

GRI G4 Content Index

| 5.2 Specific Standard Disclosures | | | | |
|--|---|---|--------------------|--|
| DMA and Indicators | Page | Omissions | External Assurance | Description |
| G4-LA3 | 39 | Currently unavailable — Due to changes in tracking systems in 2015, UPS does not currently report return to work and retention rates after parental leave. We plan to have an update in our 2016 Sustainability Report. | Yes, page 96 | Return to work and retention rates after parental leave, by gender |
| Material Aspect: Labor/Management Relations | | | | |
| G4-DMA | 44 | — | Yes, page 96 | |
| G4-LA4 | 44 | — | Yes, page 96 | Minimum notice periods regarding operational changes, including whether these are specified in collective agreements |
| Material Aspect: Occupational Health and Safety | | | | |
| G4-DMA | 25, 36, 44 | — | Yes, page 96 | |
| G4-LA5 | 45 | — | Yes, page 96 | Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs |
| G4-LA6 | 38 | Confidentiality constraints — UPS does not currently track or report this data for contractors, as this information is subject to confidentiality constraints of our contracts. | Yes, page 96 | Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender |
| G4-LA7 | We are not aware of any occupational diseases among UPS employees, or of any incidence or high risk of disease related to occupations at UPS. | — | Yes, page 96 | Workers with high incidence or high risk of diseases related to their occupation |
| G4-LA8 | 44 | — | Yes, page 96 | Health and safety topics covered in formal agreements with trade unions |

GRI G4 Content Index

5.2 Specific Standard Disclosures

| DMA and Indicators | Page | Omissions | External Assurance | Description |
|---|--|-----------|--------------------|--|
| Material Aspect: Training and Education | | | | |
| G4-DMA | 40 | — | Yes, page 96 | |
| G4-LA9 | 41 | — | Yes, page 96 | Average hours of training per year per employee by gender, and by employee category |
| G4-LA10 | 41 | — | Yes, page 96 | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings |
| G4-LA11 | 42 | — | Yes, page 96 | Percentage of employees receiving regular performance and career development reviews, by gender and by employee category |
| Material Aspect: Diversity and Equal Opportunity | | | | |
| G4-DMA | 31 | — | Yes, page 96 | |
| G4-LA12 | 33 | — | Yes, page 96 | Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity |
| Material Aspect: Equal Remuneration for Women and Men | | | | |
| G4-DMA | 31 | — | Yes, page 96 | |
| G4-LA13 | UPS provides for equal remuneration policies globally with regard to women and men and has policies and procedures in place to support our compliance with applicable laws and regulations. We believe this is the right thing to do, so we have made it part of our business policies, our compensation policies, and contractual agreements with unions. | — | Yes, page 96 | Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation |
| Material Aspect: Supplier Assessment for Labor Practices | | | | |
| G4-DMA | 55 | — | Yes, page 96 | |

GRI G4 Content Index

| 5.2 Specific Standard Disclosures | | | | |
|--|--------|--|--------------------|--|
| DMA and Indicators | Page | Omissions | External Assurance | Description |
| G4-LA14 | 55 | Confidentiality constraints — UPS does not report specific numbers or percentages related to screening or impact assessments, as this information is subject to confidentiality constraints of our supplier contracts. | Yes, page 96 | Percentage of new suppliers that were screened using labor practices criteria |
| G4-LA15 | 55 | Confidentiality constraints — UPS does not currently report findings of these assessments, as this information is subject to confidentiality constraints of our supplier contracts. | Yes, page 96 | Significant actual and potential negative impacts for labor practices in the supply chain and actions taken |
| Material Aspect: Labor Practices Grievance Mechanisms | | | | |
| G4-DMA | 44, 55 | — | Yes, page 96 | |
| G4-LA16 | 45, 47 | — | Yes, page 96 | Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms |
| Sub-Category: Human Rights | | | | |
| Material Aspect: Freedom of Association and Collective Bargaining | | | | |
| G4-DMA | 44 | — | Yes, page 96 | |
| G4-HR4 | 44, 55 | — | Yes, page 96 | Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights |

GRI G4 Content Index

| 5.2 Specific Standard Disclosures | | | | |
|---|--|--|--------------------|--|
| DMA and Indicators | Page | Omissions | External Assurance | Description |
| Material Aspect: Supplier Human Rights Assessment | | | | |
| G4-DMA | 55 | — | Yes, page 96 | |
| G4-HR10 | 55 | Confidentiality constraints — UPS does not report specific numbers or percentages related to screening or impact assessments, as this information is subject to confidentiality constraints of our supplier contracts. | Yes, page 96 | Percent of new suppliers that were screened using human rights criteria |
| G4-HR11 | 55 | Confidentiality constraints — UPS does not currently report findings of these assessments, as this information is subject to confidentiality constraints of our supplier contracts. | Yes, page 96 | Significant actual and potential negative human rights impacts in the supply chain and actions taken |
| Material Aspect: Human Rights Grievance Mechanisms | | | | |
| G4-DMA | 44 | — | Yes, page 96 | |
| G4-HR12 | We are not aware of any significant human rights grievances presented to UPS in 2015, or any such grievances presented in 2014 for resolution within 2015. | | Yes, page 96 | Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms |
| Sub-Category: Society | | | | |
| Material Aspect: Anti-Corruption | | | | |
| G4-DMA | 46, 55 | — | Yes, page 96 | |

GRI G4 Content Index

5.2 Specific Standard Disclosures

| DMA and Indicators | Page | Omissions | External Assurance | Description |
|---|--|---|--------------------|---|
| G4-S03 | 47 | Currently unavailable – UPS does not track or report audit activity as a percent of operations; however, we are evaluating options and will have an update in our 2017 Sustainability Report. | Yes, page 96 | Total number and percentage of operations assessed for risks related to corruption and the significant risks identified |
| G4-S04 | 46, 56 | — | Yes, page 96 | Communication and training on anti-corruption policies and procedures |
| G4-S05 | We are not aware of any confirmed incidents of corruption in 2015. | — | Yes, page 96 | Confirmed incidents of corruption and actions taken |
| Material Aspect: Anti-Competitive Behavior | | | | |
| G4-DMA | 46 | — | Yes, page 96 | |
| G4-S07 | We are not aware of any government agency in the world investigating UPS or pursuing any enforcement action against UPS relating to bribery or corruption. In our filings with the SEC, we publicly disclose information about judicial proceedings, including any actions involving corruption law. | — | Yes, page 96 | Total number of legal actions for anti-competitive behavior, antitrust, and monopoly practices and their outcomes |
| Material Aspect: Compliance | | | | |
| G4-DMA | 46 | — | Yes, page 96 | |
| G4-S08 | No significant fines were paid for non-compliance with laws and regulations. | — | Yes, page 96 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations |
| Sub-Category: Product Responsibility | | | | |
| Material Aspect: Customer Privacy | | | | |
| G4-DMA | 59, 60 | — | Yes, page 96 | |
| G4-PR8 | There were no breaches of customer privacy or losses of customer data in 2015. | — | Yes, page 96 | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data |