

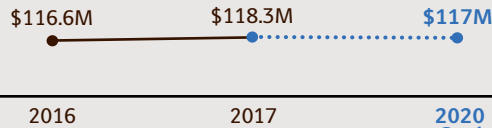


# Sustainability Goals & Progress

In 2016, UPS reaffirmed its commitment to sustainability by setting new multiyear, enterprise-wide goals, including targets to address our environmental impacts, advance our industry-leading safety programs, improve employee engagement, and strengthen the communities where we live and work. We have made progress toward these goals. More information about our performance in 2017 can be found throughout this Report.

## Total Annual Charitable Contributions<sup>(1)</sup>

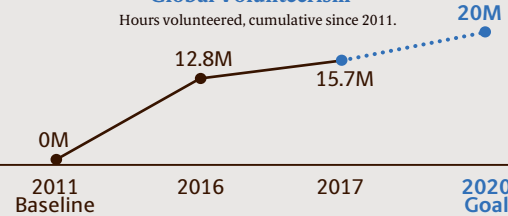
Total contributions for global operations.



Record contributions in 2017 put our 2020 goal well within reach. 2020 goal was adjusted to reflect enterprise transformation initiatives. Learn more on page 60 of the Progress Report.

## Global Volunteerism<sup>(1)</sup>

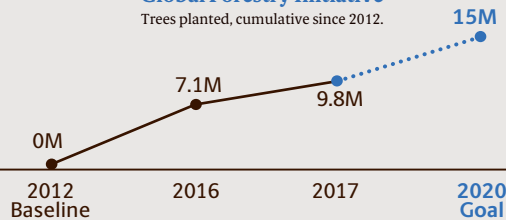
Hours volunteered, cumulative since 2011.



Employees and friends volunteered 2.9 million hours in 2017.

## Global Forestry Initiative

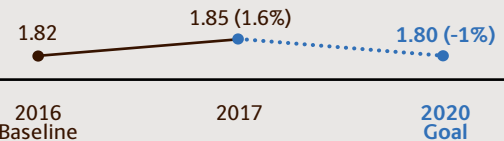
Trees planted, cumulative since 2012.



Trees planted in 54 countries, funded in part by \$2.7 million in grants to our NGO partners.

## Lost Time Injury Frequency

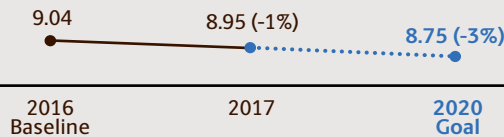
Injury cases involving days away from work. This number represents the number of occurrences per 200,000 hours worked.



A slight increase in 2017 was due to a growing seasonal and part-time workforce impacted by capacity demands and shipment dynamics of e-commerce.

## Auto Accident Frequency

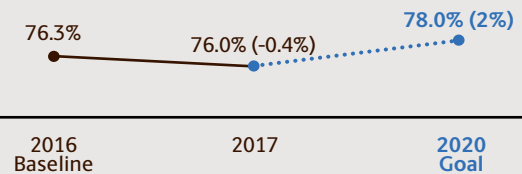
Total number of vehicular accidents (regardless of severity) per 100,000 driver hours.



Performance improved slightly over 2016, in part due to investments in driver training and technology.

## Employee Engagement Index<sup>(1)</sup>

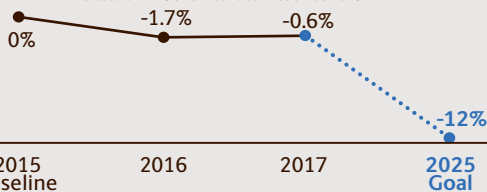
Measurement in employee practices through feedback, research data, and our employee experience initiative.



While levels remain essentially unchanged, improving engagement remains a key focus.

## Absolute GHG Emissions of Global Ground Operations<sup>(2)</sup>

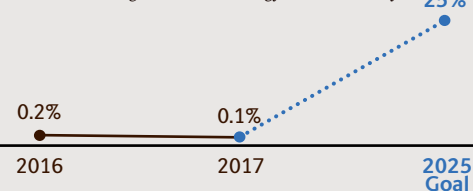
Reduction in CO2e metric tonnes since 2015.



Growing e-commerce volume requires fleet expansion, which creates headwinds due to more miles traveled.

## Electricity From Renewable Sources<sup>(2)</sup>

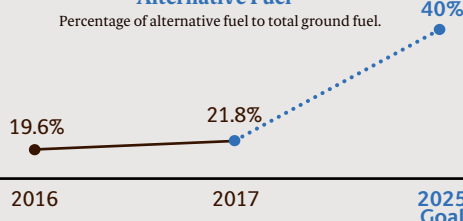
Percentage of renewable energy to total electricity.



Progress should accelerate in 2018 when 10 megawatts of renewable energy is expected to come online.

## Alternative Fuel<sup>(2)</sup>

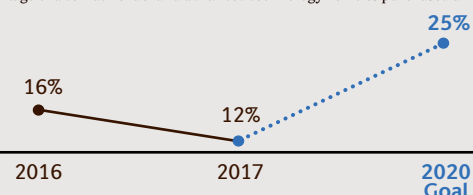
Percentage of alternative fuel to total ground fuel.



We purchased 115 million gallons of alternative fuels in 2017, including renewable natural gas, biodiesel, and ethanol.

## Total Alternative Fuel & Advanced Technology Vehicles<sup>(2)</sup>

Percentage of alternative fuel and advanced technology vehicles purchased annually.



Our alternative fuel and advanced technology fleet is now approximately 9,100 vehicles strong, even though investment slowed in 2017.

(1) Does not include data from UPS subsidiaries Coyote Logistics and Marken.

(2) Does not include data from UPS subsidiary Marken.