



Sustainability at UPS

UPS is a global company with more than 454,000 employees, serving 10.5 million customers in more than 220 countries and territories. As we continue to refine our sustainability strategy, we consider macro trends, global frameworks such as the U.N. Sustainable Development Goals, and stakeholder feedback, which serve as inputs to identify issues that are material to our business. The topics below have emerged as priorities for our stakeholders and our long-term business success, and shape our global sustainability strategy, commitments, and initiatives. We've set 2020 and 2025 goals to hold ourselves accountable and measure the effectiveness of our strategy.

Global Trends

 Population Growth	 E-Commerce	 Competition for Talent
 Urbanization	 Emerging Markets	 Climate Change

Material Issues to Focus Our Efforts

 ECONOMIC ENHANCEMENT Global Trade Data Privacy Transparency & Reporting Management of Third-Party Representatives Digital & Physical Asset Security Package Contents Responsibility Emerging Markets	 EMPOWERED PEOPLE Recruitment & Development Ethical Conduct Workforce Diversity Labor Relations Employee Health, Safety & Wellness	 ENVIRONMENTAL RESPONSIBILITY Emissions & Fuel Supply Congestion Greenhouse Gas Policy	 CONNECTED COMMUNITY Safe Driving Humanitarian Relief & Resilience
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Sustainability Goals

2020 WORKFORCE GOALS			2020 COMMUNITY GOALS		
1% Improvement Lost Time Injury Frequency	3% Improvement Auto Accident Frequency	2% Improvement Employee Engagement Index	\$117 Million Total Charitable Contributions	20 Million Global Volunteerism Hours (Cumulative)	15 Million Global Forestry Initiative Tree Plantings (Cumulative)
ENVIRONMENTAL GOALS					
12% by 2025 Reduction in Absolute GHG Emissions in Global Ground Operations	25% by 2025 Electricity From Renewable Sources	40% by 2025 Alternative Fuel as a Percentage of Total Ground Fuel	25% by 2020 Total Vehicles Purchased Annually That Are Alternative Fuel or Advanced Technology Vehicles		