



THE LOGISTICS OF CARING

THE UPS FOUNDATION
2019 SOCIAL IMPACT REPORT

LEADING WITH PURPOSE.

A worldwide pandemic. A national reckoning on racial injustice. These are unprecedented times.

In times like these, UPSers, The UPS Foundation and our company step up and lean in, bringing our compassion and extensive experience helping communities prepare, respond and recover from crisis. Since very early in the COVID-19 crisis, we have collaborated with national governments, the United Nations, our global network of humanitarian partners, United Way, and local community organizations to ensure that the supply chain of life-sustaining medicines, personal protective equipment, test kits, food and education supplies remain flowing around the world.

In response to the deaths of Ahmaud Arbery, George Floyd, Breonna Taylor and far too many more, we engaged with community and national diversity partners to step up our actions in support of Black communities, expanding our current advocacy, fortifying and funding existing partnerships, and forming new ones with organizations working for justice, reform and equality. We also pledged one million UPS employee volunteer hours of service around the world in support of mentorship, educational

programming and capacity building in the Black communities.

UPS's values have always driven our common purpose to help people in need anywhere, and everywhere, in any way that we can. In 2019 we wrote a new chapter on the Logistics of Caring and solidified our commitment to deliver significant impact to communities in need. Where there was fear, we worked for safety. Where there was doubt, we worked for new solutions. And, where there was despair, we worked for opportunity.

At the heart of that work are the thousands of UPSers who channel their talents and volunteer their time to support organizations and communities around the world. Driven by their desire to help others, UPSers met CEO David Abney's challenge to deliver 20 million volunteer hours by 2020—a full year ahead of schedule. It's an incredible accomplishment, first-in-world, which has galvanized the importance of volunteerism on a global scale, while providing much-needed support to thousands of grass-roots non-profit organizations, non-governmental organizations and United Nations agencies throughout the world.

In the course of their good work, UPSers helped eclipse a second significant challenge one year early. Since 2015, the UPS Global Forestry Initiative has worked to combat climate change and reduce the impact of carbon on our environment by planting 15 million trees globally by 2020. By the end of 2019, 15.4 million trees had been planted in 58 countries, with UPSers responsible for sowing 170,000 trees in 38 countries.

While hard at work achieving these goals, UPSers extended the impact of their volunteer efforts with financial support from The UPS Foundation. Our Community Investment Grants funded the grass roots efforts of our people and in 2019 provided \$19 million in valuable grant dollars to local charitable organizations that deliver incredibly important services to communities around the world.

Throughout this report, you'll read some of the inspiring stories of UPSers at work, and the many strategic collaborations The UPS Foundation has established. From our well-established alliance with United Way to our work in the most remote parts of the planet, these powerful partnerships are active in each of our four Focus Areas.

On the cover:

The UPS brown Neighbor-to-Neighbor volunteer T-shirt unites every UPSer under one cause – making the world a better place. We wear it proudly in

Our work in Community Safety relies on the experience and skills of UPSers to deliver innovative solutions for last mile delivery of relief supplies, essential medicines and vaccines to enhance public health systems. It also builds upon our company's commitment to making communities safer by sharing our best-in-class driver safety training with novice and inexperienced drivers. Our comprehensive approach enables our team of UPS drivers to be vigilant in the fight against human trafficking.

Our focus on Volunteerism enriches the experience for volunteers around the world by providing capacity building support for charitable organizations and promoting the impact and importance of volunteerism on a global scale.

Through our work with many of the acknowledged leaders in securing Environmental Sustainability, we're restoring, and in some places expanding, forests that are essential in the fight against climate change and in strengthening economic vitality. We're also focused on the future through our support of leading-edge environmental research and education programming.

Our commitment to a more just and equitable society fuels our investments in Diversity & Inclusion across a broad spectrum of communities. From advocacy to removing barriers and improving access to opportunities to higher education and effective mentorship to supporting economic empowerment programs and the fight for equality, we remain staunch allies for underserved and underrepresented people.

We realize that there is still much work to be done but we look to the future with optimism and renewed inspiration to extend our legacy and meet whatever challenge the future presents. United as one, The UPS Foundation, UPSers and our company remain dedicated to

strengthening communities with a clear focus on achieving the U.N. Sustainable Development Goals by the end of this decade to create a more equitable world for everyone.



Eduardo Martinez,
President, The UPS Foundation
Chief Diversity &
Inclusion Officer, UPS



DRIVING PROGRESS TOWARD ACHIEVING THE SUSTAINABLE DEVELOPMENT GOALS BY INVESTING IN OUR 4 FOCUS AREAS

VOLUNTEERISM

We believe 20 million hours of service can change the world. UPS employees are passionate about making the world a better place and every day our global workforce accelerates the culture of volunteering worldwide. Since 2011, UPSers volunteered an average of 3 million hours a year and provided critical support to more than 4,000 organizations that are tackling today's toughest challenges. UPSers achieved the goal of 20 million volunteer hours by 2020 a year in advance because that's what UPSers do. They are proud of their communities and committed to supporting the United Nations Sustainable Development Goals.

DIVERSITY & INCLUSION

We believe our differences make us stronger. We understand that people with different backgrounds, experiences and perspectives propel growth and innovation, not only at UPS but in communities worldwide. From mentorship and economic empowerment programs to opportunities for higher education, our commitment to promoting inclusion and diversity leads us to support initiatives that create meaningful educational and professional opportunities that strengthen the underrepresented and underserved members of our communities.

ENVIRONMENTAL SUSTAINABILITY

We believe that preserving the environment is an investment in our future. We are committed to preserving, protecting, and enhancing it for generations to come by supporting initiatives in carbon reduction, reforestation and conservation, and environmental research. We invest in technologies and innovations that drive more sustainable practices through our enterprise value chain. With the help of our employees and pre-eminent environmental partners we've met our commitment to plant 15 million trees by 2020.

COMMUNITY SAFETY

We believe a safe community is the foundation to a thriving community. By combining our philanthropy with the passion of our people, UPS and UPSers strive to enhance the safety and resilience of communities through collaboration and engagement with organizations involved in humanitarian relief & resilience, global road safety, and human trafficking prevention programs.

SUSTAINABLE DEVELOPMENT GOALS

The United Nations established the Sustainable Development Goals (SDGs) to act as a framework for governments, businesses, and civil society as they work together to address the world's most pressing needs.

We believe in the power of connection. For more than 100 years UPS has connected people, businesses and communities all over the globe. These connections are a powerful platform for global change. The UPS Foundation, with the support of UPSers worldwide, helped to drive progress toward achievement of the SDGs in 2019 by contributing more than 3 million hours of community service and \$123.8 million in global philanthropy across more than 170 countries.



\$123.8 MILLION INVESTED GLOBALLY.



Volunteerism

- **\$3.6 million+** to lift the global service movement
- **3 million+ volunteer hours** by UPSers around the world
- **Achieved 20 Million volunteer hours goal**

Diversity & Inclusion

- **\$15 million** in funding to advance equity through economic empowerment and employment, education, personal and professional development, mentorship and advocacy
- **800+** scholarships to benefit underserved and underrepresented students
- Supports more than **1,100** diverse colleges and universities across the United States



Environmental Sustainability

- **\$3.5 million+** in funding for environmental research, education, development of best practices, and reducing carbon around the world
- **2.8 million trees** toward reforestation programs in 2019 and celebrating our achievement of **15.4 million trees planted in 58 countries**

4,300 ORGANIZATIONS SUPPORTED.

Community Safety

- **\$20 million** in funding, in-kind, and technical support for pre-eminent humanitarian relief & resilience organizations, global road safety programs, and programs combating human trafficking
- **631** humanitarian relief shipments across 74 countries
- **18,000+** teen drivers participated in the UPS Road Code® training



Community Investment Grants

- **\$4.7 million+** to local community safety initiatives
- **\$4.5 million+** to local programs advancing diversity
- **\$1.5 million+** to advance local environmental efforts
- **\$3.6 million+** to local volunteer program support
- **\$4.7 million** to fund local scholarships and other organizations outside the focus areas

United Way

- **\$62.7 million** in contributions from UPSers and The UPS Foundation
- **\$1.6 billion** donated since 1982, helping fund United Way's network of 1,800+ global chapters in 43 countries



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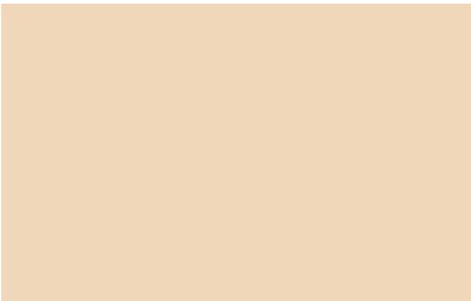
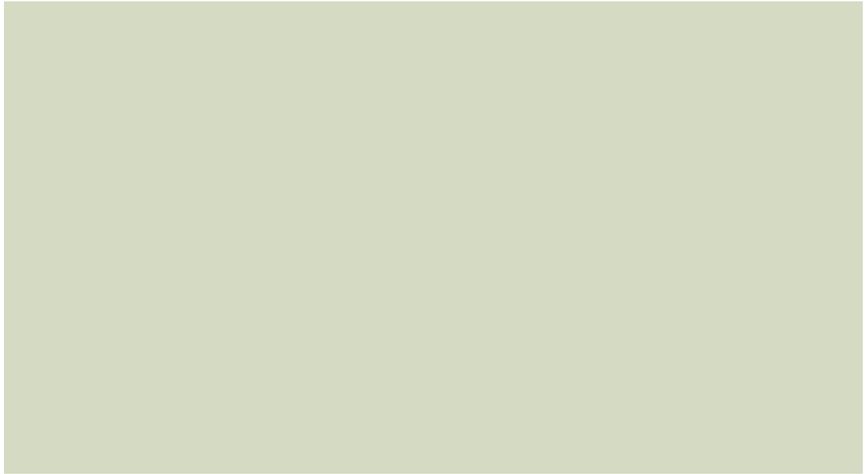
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VOLUNTEERISM

Making the world a better place is the motive behind every volunteer hour delivered by UPS employees. Driven by their passion to improve their communities, volunteerism is deeply rooted and an integral part of UPS company culture. The UPS Foundation

invests in opportunities to expand the worldwide volunteer movement, build capacity in local communities, and improve efficiency in the non-profit sector through the diverse skills and experiences of our people.

“When I was a child I recalled how my father shared, even his last penny with the needy and our last scoop of rice to the hungry. Those acts of kindness were ingrained in my heart. He led by example & inspired me how to appreciate the importance of helping others & touching the lives of the needy.”

Mary Jeane Okada - 2019 Jim Casey Community Service Award Winner



A BOLD PROMISE DELIVERED

During the 2014 Points of Light National Conference on Volunteering and Service, UPS Chairman and CEO-elect David Abney made his first public appearance after being named as the next CEO. Under the national spotlight, he demonstrated his implicit belief and confidence in UPSers around the world when he declared that UPS would complete 20 million hours of volunteer service by 2020.

“Volunteerism has always been an integral part of our company culture,” David said that day. “UPS’s founder Jim Casey continually advocated

for employees to give back to the communities in which they live and work. Our pledge of logging 20 million hours of volunteer service by the end of 2020 reinforces our corporate giving strategy and our commitment to our volunteering and philanthropic efforts that advance and enrich communities around the world.”

UPSers rose to the challenge and accomplished the goal well ahead of schedule. Traci Stonebraker, a 20-year employee, logged the 20 millionth hour after caring for rescue animals at her local Humane Society.

“When I found out, I was excited, overwhelmed, and happy to be a part of this effort,” Traci said. “Volunteering is a big part of who UPS is as a company and I want to continue to do my part.”

For decades, UPS employees have done their part and tirelessly demonstrated their commitment to making the world a better place. While volunteerism is a year-round priority, the company places special emphasis on community service every October in celebration of Global Volunteer Month. Some UPSers use this time to help with volunteer projects put on



by their team or department, while others spend their time volunteering with organizations on their own or with family and friends. At the end of Global Volunteer Month, The UPS Foundation awards a \$10,000 grant in each of its regions and business units to one of the nonprofit organizations at which UPSers volunteered.

“We did it ... you did it. I am so proud of all our UPSers across the world.”

– David Abney

Although volunteerism has been important to UPSers for most of its 133-year history, UPS formalized its employee volunteer efforts through the Neighbor-to-Neighbor program in 1992. Through Neighbor-to-Neighbor, employees can record their volunteer activities as well as view and register for organized group events.

“Determined people working together can do anything.”

– Jim Casey, UPS Founder

Employee volunteerism is recognized in several ways. UPSers can nominate nonprofit organizations for a grant from The UPS Foundation once 50 hours of employee volunteer time at the nonprofit has been logged by UPSers in the Neighbor-to-Neighbor system. Each year, the Community Impact Horizon Award is presented to the district or business unit that made a significant impact through United Way participation and volunteerism in each of The UPS Foundation’s focus areas – volunteerism, community safety, encouraging diversity and environmental sustainability.

By the very nature of their work, UPSers often have a unique and first-hand look at the many societal challenges our communities face. They never hesitate to share what they see, and through The UPS Foundation are able to help direct responses that lead to meaningful impact.

But the challenge to reach 20 million hours would require a greater effort on their part to deliver more. And so they stepped up.

United As One became more than a catchy slogan emblazoned on T-shirts. It was a belief in themselves and in their colleagues around the world. Together they helped feed the hungry, brought smiles to children in underserved communities, taught young drivers how to become better prepared for the challenges of driving, and shared their vast insights and experiences to help community partners operate more efficiently and effectively.

Twenty million is a big number. But the heart, spirit, and pride of UPSers is bigger still.



SIMPLY THE BEST: CELEBRATING UPS VOLUNTEERS

The Jim Casey Community Service Award is one way UPS recognizes UPSers who demonstrate an exceptional commitment to give back to their community. Established in 1995, the award celebrates the UPS spirit and legacy of volunteerism and the outstanding community service provided by our people.

Each year, The UPS Foundation invites UPSers to nominate colleagues for the award. A competitive selection process narrows down the nominees and one individual is chosen for the honor and serves as the volunteer ambassador throughout the year.

All finalists for the Jim Casey Community Service Award receive recognition from the President's Council on Service and Civic Participation and are presented with the President's Volunteer Service Award. The finalists also receive a \$5,000 grant from The UPS Foundation to provide support to a qualifying nonprofit or nongovernmental organization of his or her choice.

2019 Jim Casey Award Finalists



Cindy Martin

TSG Lead Tech, Air Region

Cindy has volunteered with My Daily Armor Ministries for five years and has taken mission trips to Haiti and Ghana with the organization. In addition to her mission work, Cindy wrote grant proposals that resulted in \$30,000 to help sustain an orphanage in Ghana and an additional \$30,000 for a local medical clinic in Haiti.



Jeffrey Steilen

Vice President of Information Technology, Asia Region

Jeff is dedicated to supporting cancer survivors and their care-givers. Since

relocating to Singapore, he has helped the Singapore Cancer Society promote and expand their Relay for Life event. Jeff also developed and conducted a three-day seminar to train Relay organizers across Asia on event setup, ceremonies, fundraising, sponsorship and staff/volunteer training. Relay delegates from Malaysia, Guam, Australia, Philippines, New Zealand and Japan participated.



Barrie Erickson

Project Manager, The UPS Store

Using her operations and technical expertise, Barrie helps the Dana Point 5th Marine Regiment Support Group operate fundraisers that support deployed Marines and their families. She is an active supporter of the Veterans Village San Diego, where she helps provide meals for homeless veterans. Barrie also helps organize family reunions for Marines returning from active duty.



Andrew Bergen

Lead IT Process Analyst,
Information Technology

Andrew organized a special UPS volunteer event called Take our Cate to Work Day. Cate's mom was a UPSer who passed away in 2018. Cate wrote to UPS asking to be a part of the annual Take Your Child to Work Day. Andrew planned the special event for and even built Cate a battery-operated package car.



Ron Vandermark

Freight Driver, UPS Freight

Ron launched a National Day of Service at UPS Freight. UPSers across the United States came together as volunteers at local Covenant House locations. He successfully advocated for the passage of the Safe Harbor Act in Pennsylvania as a member of the Philadelphia Anti-Trafficking Coalition, which teaches other organizations how to identify the victims of human trafficking.



Ken Hawkins

Business Development Manager,
SCS-GFF

Ken is a Boy Scouts of America volunteer, providing more than 500 hours of service to his troop in a given year. Ken is a mentor and works hard to improve the lives of underprivileged boys by organizing fundraisers and other activities that provide financial support for boys who would not otherwise be able to afford being in the Scouts.



Laurie Payne

Part-time Security Supervisor, CACH

Laurie mentors disadvantaged teens, organizes fundraisers, collects donations, and helps pack food for hungry children. She has mentored more than 50 teens and young adults, helping them improve their job-readiness skills and find gainful employment. Laurie also co-founded the Fountain of Life record label. The Christian-based nonprofit organization produces inspirational music.



Ali Rahimi

Service Provider, Americas

Ali is active with the Boys & Girls Clubs of Canada where he's a mentor and coach. He's helped more than 500 children graduate from the UPS Road Code® program and served as liaison to the Metro Toronto Police. Through the BroTalk project, Ali uses his own immigration story to help boys understand it's OK to talk about their emotions.



Michelle Hellickson

Post Entry Specialist, SCS-Distribution

Michelle has been a volunteer with the Girl Scouts for a decade. As a Troop Leader in Brunswick, OH, she hosts the monthly meetings is an active participant in the Troop's many community service projects. A responsible role model for girls in her community, Michelle left her mark in fostering a love of community service in her Troop.



Rodenne Posadas

Freight Specialist, ISMEA

An active member of UPS's Community Involvement Committee in United Arab Emirates, Rodenne has revamped the way community volunteer activities are organized and communicated among UPSers. He brings his ideas, technical skills, reporting, planning, and relationship building to boost volunteer engagement and help his team exceed their annual volunteer goals.



Corey Cook

Part-time Supervisor, East Region

Corey launched the LifethruMusic program in Erie, PA. The program teaches inner-city disadvantaged kids in grades 4-12 about music theory, offers them music and instrument lessons, and gives them an introduction to musical production at no cost. He partners with the YMCA and began a business training model to prepare students to become entrepreneurs.



Ashley Stohl

International Account Executive,
West Region

Ashley is a co-leader of a group of women that raised \$100,000 to open a satellite location of the volunteer-run Gigi's Playhouse Down Syndrome Achievement Center. The center offers free therapeutic and educational programs for people of all ages with Down Syndrome and brings together their families and caretakers to network and offer support.



Nick Lewis

Vice President of Federal
Governmental Affairs, Corporate

For the past decade, Nick has helped the Congressional Hockey Challenge raise more than \$1 million for the Thurgood Marshall Scholarship Fund and provide 10 four-year academic scholarships to inner-city hockey players from low-income families. He also serves on the board of directors for the Fort DuPont Ice Arena and United Way, National Capital Area.



Peter Massling

Industrial Engineering Supervisor,
Europe

A volunteer with Technishes Hilswerk, Peter provides technical assistance in the aftermath of a catastrophic event. He leads a group of highly skilled volunteers in road building projects, building demolition, and flood protection. Peter is also a squad leader in a rapid reaction force that's taken him to Jordan and Tunisia following disasters in those countries.



GOING BEYOND BORDERS AND GIVING FROM THE HEART: MEET THE 2019 JIM CASEY COMMUNITY SERVICE AWARD WINNER

The first thing you notice when meeting Mary Jeane Okada is her big, brilliant smile. It is the gateway to a woman with a big heart and who has boundless energy and compassion for others.

Mary lives in Japan, where she serves as a Customer Service Manager for GBS. She is a selfless leader, who time and time again has given her all to make a difference in the lives of others, not only in Japan, but in Nepal and the Philippines as well.

From feeding disabled children to helping young people clean beaches so they better understand the importance of preserving our natural resources, Mary has been involved in an impressive variety of volunteer

projects over the past 18 years. In her role as a counselor to leukemia and dystonia patients, for example, Mary took a special interest in educating one of her counselee's children. Mary helped the young lady complete college and supported her financially as she prepared for, and passed, the Certified Public Accounting exam.

In 2013, Mary began working on the most significant volunteer commitment of her life. Typhoon Haiyan devastated much of the Philippines. Among the many villages destroyed by the storm was Nabas, where Mary's grandmother lived.

Living conditions were poor in Nabas and the nights long and dark. Many houses were damaged and no longer

safe to live in. There was no place in the community for coming together and many children lost their place for study. There was an urgent need to provide a safe place for the people of Nabas and at this critical time, Mary stepped in to help.

She helped organize Nabas Community Center Projects, Inc., serving as its chair and bringing together volunteers from the local community and from as far away as the United States to help rebuild the local church and create a place that provides shelter, where children can study over the summer, a mini library, and a community center for the citizens to gather. Mary and her team raised funds and launched a social



media campaign to keep her investors and others aware of the progress being made. She spent her vacations in the village so she could follow up on construction progress and initiate other fund-raising activities.

As the Jim Casey Community Service Award winner, Mary and Nabas Community Center Projects, Inc. received a \$10,000 grant from The

UPS Foundation to help them expand the library and other programming for the community. Mary's volunteer efforts are extraordinary, and she provides a powerful example of what's possible through volunteerism and a smile.

"She is a selfless leader, who time and time again has given her all to make a difference in the lives of others"



HELPING ENSURE THAT VOLUNTEERS HAVE THE RIGHT TOOLS FOR THE JOB



Given the vital role volunteers often play in helping the non-profit sector deliver its invaluable services to the community, volunteerism continues to be a primary focus of The UPS Foundation. Over the years, UPS has emphasized the importance of volunteerism and provided countless volunteer opportunities for its employees around the world. But an essential element of its work in this space is in strengthening the capacity of charitable organizations to more effectively manage their volunteers and provide the tools and resources they need to ensure a positive volunteer experience.

And, in the case of The UPS Foundation's support for ToolBank USA, it is literally all about tools. Through the national ToolBank network, the organization maintains a vast inventory of tools for use by non-profit organizations to advance their missions, increase impact, and reduce costs.

That's especially important when those volunteers are engaged in disaster recovery and relief work. When a natural disaster strikes in the United States, people from across the country mobilize to support those in need, sometimes traveling hundreds of miles to lend a hand. The profound need found within an affected community is often answered by the goodwill of Americans wanting to do good work. However, these



volunteers need the correct tools to accomplish their work efficiently and safely. UPS helps ToolBank Disaster Services transport tools to these disaster sites so that every volunteer has what they need to effectively help.

In 2019, The UPS Foundation contributed more than \$300,000 of in-kind and grant support to help ToolBank bolster the response efforts of humanitarian aid organizations. With the help of UPS expertise, ToolBank enhanced its tool inventory management system prior to the 2019 hurricane season. This helped strengthen Toolbank's relief capacities during disasters such as Hurricane Harvey, Tropical Storm Imelda, and Hurricane Dorian. UPS also provided essential in-kind transportation services, helping ToolBank bring shelter items from Massachusetts after Winter Storm Elmer's flooding hit the Midwest.

Creating a powerful and rewarding volunteer experience is what the partnership between Toolbank and The UPS Foundation is all about. In 2019, that meant more than one million tools were loaned in support of over 752,000 volunteer hours across the U.S.

UPSERS DELIVER HOLIDAY JOY



As the holiday season approached, it had been more than a year since Hurricane Maria ravaged Puerto Rico. With much of the world focused on giving gifts, bringing joy, sharing good tidings and merriment, the citizens of Puerto Rico were still recovering from the devastation.

The storm left millions without electricity, water, supplies, food, clothing, and most of all, hope. From the loss of homes, jobs, income, and a sense of security to the loss of loved ones, Puerto Ricans battled through a challenging year and were longing for a reason to celebrate.

Coming just after the holiday season, the Three Kings Day celebration is a beautiful holiday tradition in Puerto Rico that brings families together. It's a revered holiday that children commemorate by leaving their shoes by the door of their homes. Like Santa

Claus, the three kings come and leave them presents. But in 2019, many Puerto Rican families were still distressed and struggling with the loss of cherished belongings and loved ones. A festive Three Kings Day celebration seemed like wishful thinking.

But the world remained committed to Puerto Rico in its time of need. The UPS Foundation once again mobilized its humanitarian efforts through partnerships with Good360 and the Safe America Foundation and provided in-kind transportation for more than 15,000 toys. Once the gifts arrived on the island, UPS volunteers were on site to help deliver smiles as they distributed the toys on January 6—the 12th day of the Three Kings Day celebration, and the day on which gifts are traditionally given. Country Manager Jose Oramas and his UPS colleagues assisted with the local toy distribution in San Juan, Moca, and Yauco.

Supporting the Three Kings Day celebration was an important step in supporting the long-term recovery efforts across the island. Throughout the recovery and rebuilding phases in the aftermath of Hurricane Maria The UPS Foundation coordinated in-kind transportation services with its humanitarian relief partners and delivered 60 ocean containers and more than 5,000 pallets to Puerto Rico and Vieques containing vaccines, health kits, and packaged meals for FEMA, UNICEF, and other agencies.

The tears of joy in the eyes of children and their families reflected the fulfillment of The UPS Foundation's mission of building safer more resilient and inclusive communities.



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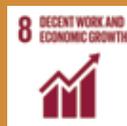
DIVERSITY & INCLUSION

UPS understands that embracing the dynamics of different backgrounds, experiences, and perspectives spurs growth and innovation. The UPS Foundation provides support for

organizations promoting access to higher education, economic opportunity, inclusiveness, and mentorship for youth in underserved communities.

“We are honored to collaborate and fund organizations that drive measurable change around the world. Advancing the diversity and inclusion movement is a cornerstone of our company’s values. Our support for initiatives that will make a real difference in people’s lives in our communities is an extension of our dedication to help advance social and gender equality around the globe.”

-**Eduardo Martinez**, president of The UPS Foundation and chief diversity and inclusion officer at UPS



OUR WORK IN DIVERSITY & INCLUSION: CREATING A BRIGHTER AND BOLDER FUTURE

The UPS Foundation believes that to advance equity, the social and economic barriers confronting underserved communities have to be removed. These barriers are a significant challenge, and we know they can intensify throughout a person's life. As part of its Diversity & Inclusion Focus Area, The UPS Foundation invests in organizations working to dismantle racism by removing systemic social, economic, and educational barriers and providing greater access to essential contributors to success such as education, employment, healthcare, and housing.

The UPS Foundation invests in programming that provides continued individual development from childhood to adulthood. The scope of UPS's support includes initiatives in early childhood education, teen safe driver training, youth mentoring, career readiness, college scholarships, internships, and executive leadership development.



Diversity and Inclusion Investment Strategy

As a global company, UPS's values are rooted in the diversity and inclusion that thrives inside and outside our walls. We believe that our diverse and inclusive culture inspires our people and our communities to reach higher and drives innovation, performance and growth throughout our entire value chain.

Including: Employees • Customers • Communities • Suppliers

Breaking down barriers to:



Employment,
Economic Opportunities



Healthcare

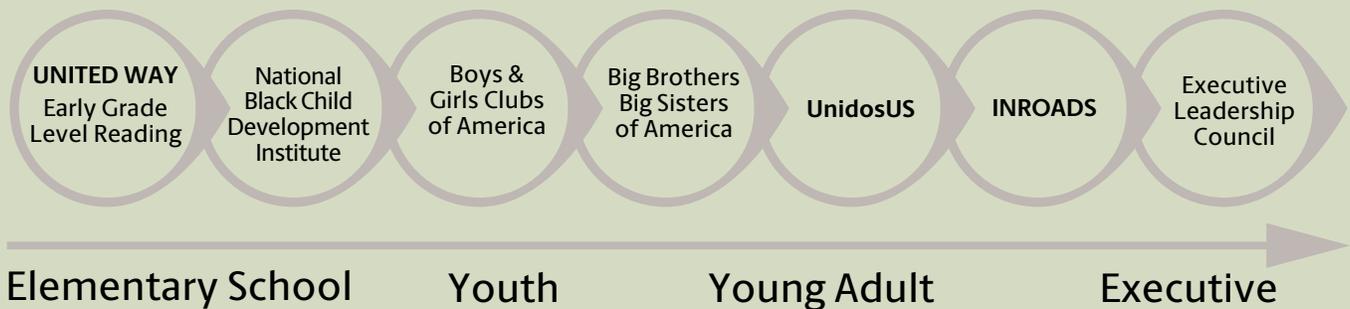


Housing



Education, Mentorship,
Development

The UPS Foundation provides development, mentorship and training investments to nonprofit organizations that support continued individual development from childhood to adulthood. The UPS Foundation funding supports initiatives including early childhood literacy, teen safe driver training, youth mentoring, career readiness, college scholarships, internships and executive leadership development.



Over **42,500 jobs** were created and/or saved through **National Urban League** partnership

Supports **37** Historically Black Member Colleges through **UNCF**

More than **800** scholarships to underserved and under represented students

19 INROADS Scholars converted to Full-Time employees in 2019



320 Scholarships Since spring of 2011, over 320 UPS Foundation **American Indian and Alaska Native (AIAN) Scholars** have earned post-secondary credentials from tribal and mainstream colleges and universities

Early Childhood Education

Children who read proficiently by third grade are more likely to graduate high school. To help boost reading levels, The UPS Foundation supports initiatives focused on early childhood education. Organizations such as United Way and National Black Child Development Institute work with underserved children to help them meet milestones before and during elementary school. UPS adopted an elementary school close to its Atlanta Corporate Headquarters where UPS volunteers teach Junior Achievement programs and other activities throughout the year. Through the UPS Community Scholars program, The UPS Foundation provides 30 scholarships each year to students at Clark Atlanta University, Morehouse College, and Spelman College. The scholarship recipients provide 150 volunteer hours at our adopted school, providing both mentorship and tutoring support.

Supporting the Transition from Teen to College Student

Teens and young adults often face life-altering challenges at this stage of life. With 169 million youth in the world living in poverty and a growing achievement gap, it is essential to provide access to safe extracurricular activities and mentors who can help shape a young person's future. The UPS Foundation has long invested globally in quality after-school development programs at partners such as Boys & Girls Clubs and Johanniter that provide young people with access to opportunities that level the playing field for all kids. Regardless of a child's economic status, race, gender, sexuality, or religion, these clubs help open

students' eyes to the possibilities in their future and provide them with the confidence and skills they need to fulfill their potential.

Those skills include those needed when young, inexperienced drivers get behind the wheel. Empowering young adults to make good decisions is the cornerstone of The UPS Foundation's signature safety program, UPS Road Code. UPS volunteers deliver this free, global program that educates teens on the same safe driving techniques UPS uses for its own drivers, who are among the safest in the world.

For student's looking to obtain a college education, The UPS Foundation provides more than 800 college scholarships annually to diverse students from underserved communities. Since 1972, grants have funded the United Negro College Fund (UNCF), the nation's largest and most effective minority education organization. UNCF supports a student's education and development through scholarships and other programs, and is a powerful advocate for the importance of minority education and college readiness.

Ready for The World

Since 1995, The UPS Foundation has partnered with mentoring programs such as INROADS, providing \$3.6 million in funding for scholarships, UPS internships, and the Student Leadership Academy. INROADS develops and places talented minority youth in businesses and industries to prepare them for corporate and community leadership. Another funded mentoring program is the Career Opportunity Pipeline operated by 100 Black Men of America, which

is designed to prepare college juniors and seniors for a successful summer internship experience.

Through its work with the Executive Leadership Council (ELC), The UPS Foundation supports ELC's efforts to attract diverse, multi-generational leaders and enhance their professional growth through research, coaching, and leadership development. ELC programs include corporate board development and preparation for the C-suite.

Opportunities for full, successful lives should not be limited by your age, economic status, the color of your skin, or the success of your parents. The UPS Foundation partners with a wide array of organizations to invest in positive outcomes for the underserved, providing opportunities and support that help demonstrate the value and importance of inclusion.

“When I began my career at UPS in 2018 as an INROADS intern, I could not have imagined the opportunities for growth and the impact this has had on my career. I am grateful to be a part of the INROADS legacy, and as a young woman of color, I am well aware of the work that needs to be done with the social justice and equity space.”

– Isobel Egbarin

CONNECTING WITH THE WORLD ONE BY ONE

Since 1910, the National Urban League (NUL) has forged a path forward in empowering African Americans to secure economic self-reliance, parity, power, and civil rights. Its support for minority entrepreneurs has paved the way for new businesses, social change, and enriching neighborhoods and communities. NUL's support for entrepreneurship stretches the boundaries of the traditional workforce, and has helped small businesses expand and thrive.

Having first partnered with NUL in 1962, The UPS Foundation has invested more than \$27 million in funding to the NUL national office and 67 chapter affiliates. Through this dynamic partnership, UPS has supported 7 of the 12 National Urban League Entrepreneur Centers, which provide management counseling, mentoring, and training services that help develop management skills that will enable minority entrepreneurs to grow their businesses, obtain financing or contracts, and preserve or create jobs.

UPS also has long supported NUL's annual conference. Through The UPS's Foundation's investments, over 12,000 NUL participants has been served through training and counseling sessions, securing over

\$400 million in financing, bonding, and contract opportunities for their clients, along with creating and saving of 60,800 jobs.

For over 30 years, The UPS Foundation has touched the lives of many through their intentional and devoted commitment to investing in underserved and underrepresented communities.

With 2019 contributions of nearly \$20 million, The UPS Foundation has expanded globally to support more than 78 nonprofits focused on areas in skills training, capacity building, and leadership development for entrepreneurs in underserved communities.

National Urban League along with countless other organizations such as Accion International, Council for Economic Education, and National Center for American Indian to name a few, have been fortunate to advance their economic and humanitarian efforts globally through the core pillars of The UPS's Foundation vision to diversity and inclusion.



MAKING ACADEMIC DREAMS A REALITY



Obtaining a college education is one of the most honorable and rewarding accomplishments for students and their families. Many students however, struggle to imagine that a higher education could be anything more than a dream for them. That's especially true across much of Africa, where young people don't have the financial support it takes to fulfill their desire to attend college.

Thanks to The UPS Foundation's commitment to inclusion and support of diverse communities, these dreams are coming true for many students in Africa. In 2019, The UPS Foundation awarded \$150,000 toward full academic scholarships for five young African students to attend the African Leadership Academy (ALA) for two years. These scholarships provided tuition, travel, visa guidance, and an internship program with UPS.

Adetolani Grace Odogiyon, one of the scholarship recipients, has shown how the opportunity to attend ALA can enhance a student's life. She was one of four students chosen to participate in the Ragon Institute's annual Evolution of an Epidemic, as a result of her academic excellence. Adetolani has worked diligently on her leadership thesis during her final term at ALA, which explores the some of the issues related to access to medicine and public health in Africa. Adetolani will continue her education in the US, having been admitted to Brandeis University in Massachusetts, her top choice.

With support and commitment from organizations such as The UPS Foundation, ALA graduates are able to access the world's most competitive universities and often receive generous scholarships that enable their attendance. Once at university, these

graduates consistently outperform their local peers, graduate at higher rates, and transition to employment faster.

Adetolani has made the most of her opportunities at ALA and is on her way to achieving her dream of obtaining a college education. Her success story is one of the many made possible through The UPS Foundation's focus on Diversity & Inclusion and its support for underserved or underrepresented segments of society.

WE ARE THE WORLD

UPS employees, customers, suppliers, and community stakeholders touch all parts of the global economy and come from all walks of life. That's why our approach to philanthropy supports our longstanding belief that diversity and inclusion are essential and serve as the cornerstone to dismantling injustices and disparities in communities.

The UPS Foundation has supported diversity and inclusion in communities through its commitment to support organizations focused on empowerment, education and leadership. The UPS Foundation partners with a diverse group of civil rights, social action, and advocacy groups including the Human Rights Campaign (HRC). Since our partnership began in 2007, The UPS Foundation has contributed nearly \$3 million in grants to help advance HRC's mission to achieve lesbian, gay, bisexual, transgender and queer (LGBTQ) equality.

The UPS Foundation's partnership supports the Human Rights Campaign Foundation's Workplace Project, a nationally recognized source of advocacy, information, and guidance on LGBTQ workplace issues. This collaboration advocates for policies that prohibit discrimination against LGBTQ workers, provide employees with equal benefits and encourage appropriate marketing within every work environment. Additionally, UPS is part of HRC's Workforce Equality Coalition, a consortium of major global businesses committed to upholding workplace protections for lesbian, gay, bisexual and transgender employees – along with the rest of their workforce – everywhere that they do business. By becoming a member, UPS adheres to the statement below:

The world's strongest and most competitive businesses are committed to fundamental fairness and opportunity

in the workplace for all employees, including basic protections for lesbian, gay, bisexual and transgender employees, along with the rest of their workforce. As global business leaders, we support workplace fairness for all employees throughout our operations, both domestically and abroad, because equality is simply essential to good business around the world.

The UPS Foundation's funding in both these programs aligns with the company's culture. UPS encourages employees to bring their authentic self to work and feel a sense of belonging when coming to the office. UPS has more than a dozen LGBTQ & Allies Business Resource Groups (BRGs) that meet for activities that range from volunteering, to mentoring, to policy work. UPS employees also demonstrate their support by participating in Pride Month events across the U.S. and Europe, and through hands-on volunteer work for non-profit organizations focused on supporting LGBTQ and Allies communities.

UPS has a multifaceted approach to diversity & inclusion, embracing the value of different backgrounds, experiences and perspectives from across its corporate ecosystem. Cultivating a diverse and inclusive environment is a top priority, and means everyone has an opportunity to fully participate in creating UPS's business success and is valued for their distinctive skills and experiences.



WHEELCHAIR GAMES PLAY A PART IN UPS'S COMMITMENT TO VETERANS



In 1987, Jimmy Green was an 18-year-old serving on active duty in the U.S. Army when he was involved in a car accident that left him paralyzed from the waist down. He thought that his life was over. He found new life nine years later when he was introduced to the National Veterans Wheelchair Games (NVWG) by a Paralyzed Veterans of America (PVA) National Service Officer. His experience in those Games redefined him and gave his life purpose.

Over the past 23 years, Jimmy has participated in every NVWG, competing in as many as seven different wheelchair sports and garnering an impressive 70+ medals. In 2019, the 39th NVWG were hosted in his hometown of Louisville, KY, which also happens to be the home of UPS Airlines. Over 600 UPSers, their friends and family members, volunteered throughout the entire year to help

plan the events as well as move and stage equipment such as personal wheelchairs, competition chairs, personal luggage, and additional competition items. UPSers were also on hand to greet and support activities during the Games, where athletes representing Great Britain, Puerto Rico, and the United States competed.

The UPS Foundation began its affiliation with PVA as the logistics provider of the NVWG in 1988. These Games are the largest annual wheelchair sports competition in the world, offering 17 different sports to Veterans who use wheelchairs due to spinal cord injuries, amputations, neurological diseases, and other mobility impairments. Presented by PVA and the Department of Veterans Affairs, the Games are designed to foster better physical and mental health for Veterans with disabilities through sports competition.

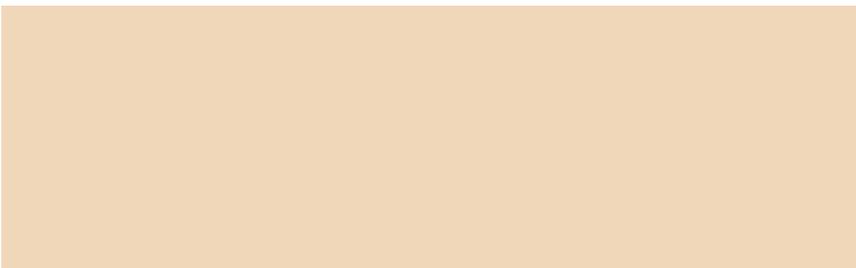
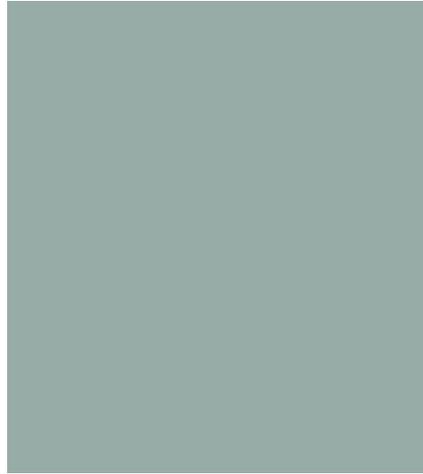
The relationship between UPS and PVA has grown far beyond logistical support of the Games. UPS has provided more than \$3 million in financial support to programs such as the NVWG, the Paralyzed Veterans Vocational Rehabilitation Program, and Operation PAVE (Paving Access for Veterans Employment). PAVE provides individualized, one-on-one assistance to any Veteran, transitioning service member, spouse, or caregiver seeking employment, education, or volunteer opportunities. Financial support from The UPS Foundation, has provided PAVE staff with the capacity to provide assistance to the broader Veteran community while continuing to serve those with significant barriers to employment.

Since 1946, PVA has helped Veterans with devastating spinal cord injuries find the support they need. The UPS Foundation is proud of its long-standing relationship with PVA and its efforts to create an America where all Veterans and people with disabilities, and their families, have everything they need to live full and rewarding lives.

“To see real athletes playing real sports and doing it so impressively, well, the games enlightened me. I learned that you can be the athlete that you once were—in a different way.

The Wheelchair Games literally opened the door to the rest of my life.”

– Jimmy Green



3

ENVIRONMENTAL SUSTAINABILITY

The UPS Foundation aligns its environmental philanthropy with organizations that help advance efforts in areas of carbon reduction, reforestation, and conservation. Funding for these initiatives is paired with the expertise and volunteer efforts of our people. UPSers and

their partner organizations met their goal to plant 15 million trees one year ahead of our commitment. These forces came together to provide support for the growth and execution of environmental enhancements that safeguard and benefit communities worldwide.

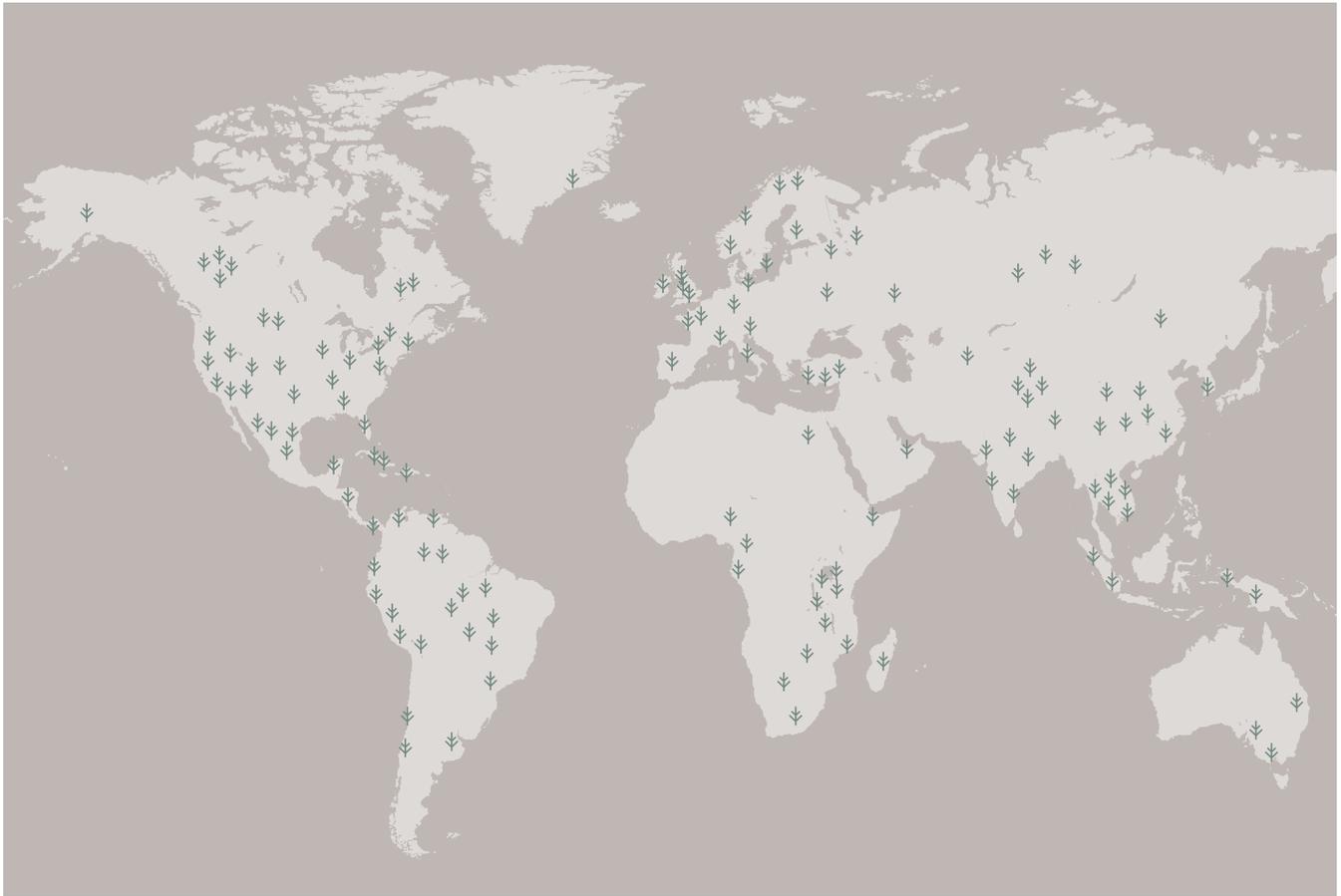
“UPS’s pioneering efforts and commitment to global reforestation have inspired other corporations to get involved in important planting projects throughout the world.

-Dan Lambe, President, Arbor day Foundation



UPS GLOBAL FORESTRY INITIATIVE

15 MILLION TREES PLANTED BY 2020



15,359,209 trees planted in 58 countries

Absorbs enough CO₂ in the first 10 years of life
to offset the climate impact of
nearly **1,000,000** cars for one year

Nearly **170,000** planted in our employee forest
More than **400,000** trees planted in the Boreal Forest

CHALLENGE MET: MORE THAN 15 MILLION TREES PLANTED GLOBALLY SINCE 2012

When The UPS Foundation launched the UPS Global Forestry Initiative in 2012, it was a far-sighted sustainability effort designed to preserve the world's forests by engaging UPSers around the world in tree planting to deliver impact to local communities. The initiative was supercharged in 2015, when The UPS Foundation announced its commitment to plant 15 million trees by the end of 2020.

In 2019, the UPS Global Forestry Initiative planted 2.8 million trees, which brought its total to 15.4 million trees planted in 58 countries—eclipsing its goal one year early! The majority of the trees were planted by pre-eminent agency partners through grants received from The



UPS Foundation, and the remainder were planted by UPS employees, their families and friends in 38 countries. By partnering with Earth Day Network, Keep America Beautiful, the Arbor Day Foundation, National Park Foundation, The Nature Conservancy, and World Wildlife Fund, UPS and UPSers have taken vital steps to promote a more sustainable environment around the world.

Across the Western Highlands of Guatemala, there is significant yet rapidly diminishing forest coverage that gives the region its characteristic high-altitude, green-carpeted vistas. Though at risk, its 1.7 million acres of standing forests hold great promise for a future of sustainable growth. In 2019, The Nature Conservancy planted 150,000 trees in the region's degraded areas as well as in forest-friendly agricultural and coffee-producing lands. This forest restoration creates employment opportunities for local community members and these new forests provide important ecosystem protection against drought, flood, landslides and other climate impacts. Through its partnership with The UPS Foundation, The Nature Conservancy planted 1.8 million trees across Brazil, Guatemala, Kenya, Mexico, Tanzania, and the United States in 2019.

Through The UPS Foundation's work with the Arbor Day Foundation and

the Earth Day Network, the Boreal Forest in Canada, the earth's largest intact forest, was fortified with 65,000 new trees this year. This effort included 20,000 white spruce seedlings planted by First Nation volunteers near the Valley River in Manitoba. The trees provide watershed protection and improve stream quality by decreasing the amount of rainwater and floodwater runoff. Over time, the trees will provide shade and recreational/spiritual opportunities for more than 600 First Nation residents. Since the launch of the Global Forestry Initiative more than 400,000 trees have been planted in the Boreal.

Grants made to the National Park Foundation served as a catalyst in the effort to create a living legacy at the Flight 93 National Memorial in Pennsylvania by planting 150,000 trees. The bulk of tree planting at the Flight 93 National Memorial will establish new forests across the mostly barren landscape. The location will include a significant number of American chestnuts, an important forest species nearly wiped out in the early twentieth century by disease and blight.

Thanks to the support it receives from The UPS Foundation, the World Wildlife Fund (WWF) was able to expand its Education for Nature Program to include training workshops on Forest Landscape

Restoration. In addition to planting trees in 10 countries throughout Africa, Asia, and Latin America, WWF created a network for organizations engaged in reforestation and restoration efforts to share lessons learned.

Preserving the world's forests is essential to combating climate change and protecting the planet's atmosphere by reducing carbon. The 15.4 million trees planted through

the Global Forestry Initiative absorbs enough CO₂ in the first 10 years of life to offset the climate impact of more than 1,000,000 cars for one year. Our investments in reforestation also builds resiliency in our communities through new jobs and protection against erosion and mudslides.



A Forest of Our Own

UPS volunteers have played a significant part in the overall success of the UPS Global Forestry Initiative. Through a highly successful collaboration with the Arbor Day Foundation, UPSers have created a global Employee Forest—planting nearly 170,000 trees in 42 U.S. states and in 38 countries across six continents.

In 2019, UPS volunteers planted 7,500 trees in 42 states and an additional 19,401 trees in 27 countries.

A salute to the organizations that helped us plant 15 million trees

The Nature Conservancy
 Arbor Day Foundation
 Earth Day Network
 National Park Foundation
 World Wildlife Foundation
 Keep America Beautiful

A LOOK DOWN THE ROAD: NEXT STEPS FOR THE EFFECTIVE USE OF ELECTRIC VEHICLES AROUND THE WORLD



As a global logistics company, UPS has long acknowledged its responsibility to reduce the environmental impacts of its operations. That led to the company's goal to reduce absolute Greenhouse Gas emissions by 12 percent across its global ground operations by 2025. In support of these efforts, The UPS Foundation has funded research by the World Resources Institute (WRI) that includes a global study on renewable fuels and the impacts resulting from a large-scale adoption of electric vehicles.

It's expected that by 2030, 30 percent of all vehicles globally will be electric. Electric vehicles (EVs) can help reduce emissions and improve quality of life, but EVs depend on an electric grid largely powered by coal-based generation and not designed with the capacity to manage the added load that comes with the proliferation of EVs.

As a result, cities, utilities, and companies need to understand the impact that high EV adoption will have on their local distribution grid and develop cost-effective solutions to

help them better manage that grid. In its study, WRI created and led a high-level working group in China—the world's largest EV market—to recommend system-wide solutions (policy measures, regulatory standards, business models) as an EV-Grid roadmap for sustainable growth.

This first-of-its-kind EV-grid Roadmap is the basis for future incentive programs, infrastructure planning, and emerging innovations to accelerate mass EV growth for the next 15 years in China. WRI also developed a technical tool to model the local grid impacts of growing EV adoption. As EV use rapidly increases globally, this tool can help cities, utilities, and companies more effectively plan for electrification.

The tool includes insights to optimize EV charging, which helps to better manage the load on the grid and enable cost savings. Adapted for global deployment, WRI has four pilots underway in Colombia, India, and the United States.

As the WRI's studies make clear, mass EV adoption will provide local emission reductions. With support from The UPS Foundation, WRI is working to produce a comprehensive suite of solutions to integrate renewable energy with EVs. The result will be data-driven, cost-effective, environmentally beneficial solutions across all major vehicle types to cities, utilities, and companies for mass EV adoption.



Pilot projects are underway in India, Indonesia, and the U.S.

UPS has a long history with EVs, having first introduced them into its fleet in the 1930s, and reintroduced modern EVs in 2001. Currently, UPS has more than 300 electric vehicles and nearly 700 hybrid electric vehicles deployed in Europe and the U.S. The company recently ordered 125 new fully-electric Semi tractors to be built by Tesla in 2019, one of the largest pre-orders to date. Additionally, UPS announced it will become the first commercial customer in the U.S. to use medium-duty electric trucks from Daimler Trucks Fuso brand, called the eCanter.

THE WORLD'S FIRST SCIENTIFIC STUDY ON GREEN SPACE AND HUMAN HEALTH



The UPS Foundation has supported the work of The Nature Conservancy (TNC) for more than 32 years. Since 2009, these organizations have come together to plant more than 9.1 million trees, helped restore degraded forests, and improved the lives of millions of people across five continents.

In the fall of 2017, The Nature Conservancy and The UPS Foundation came together to support the Green Heart Project, a first-of-its-kind scientific experiment that will test if increasing green space in an urban neighborhood improves air quality and human health. The Green Heart Project is taking place in Louisville, KY. Between 2004 and 2012, the city lost an average of 54,000 trees a year to development, storms, pests, and old age. During that time, the tree canopy coverage in Louisville dropped to just 37 percent, well below other cities in the region.

The Nature Conservancy will plant up to 8,000 trees with support from The UPS Foundation. Mature trees, plants, and shrubs will be added to a south Louisville neighborhood, to create an urban ecosystem that promotes physical activity while decreasing noise, stress, and air pollution. One half of the neighborhood will receive new trees while the other half of the neighborhood will remain as is. Residents participating in the study will receive annual check-ups to evaluate:

- If increasing green space affects the risk of developing obesity, diabetes, and heart disease,

- If increasing urban green space reduces mental stress, enhances social cohesion, increases physical activity, and
- If urban green space affects crime rates, property values, storm water runoff, energy use, and heat island effect.

While the public information campaign built momentum and researchers recruited participants for the study, TNC focused on the mapping, treatment, and preservation of existing ash trees in the neighborhood. Additionally, the Conservancy has worked closely with local stakeholders to design and plan the large-scale plantings along public rights-of-ways and in neighborhoods by coordinating with Metro Louisville, horticultural consultants, community-based groups, contractors, and nurseries.

Large-scale tree planting kicked-off in October 2019, with trees and shrubs placed in designated residents' yards at no charge to property owners. The tree planting phase of the project will extend through 2020.

The long partnership between The UPS Foundation and TNC is helping to restore the health and vitality of our global forests. Like the other projects that are part of the UPS Global Forestry Initiative, the Green Heart Project aligns with United Nations Sustainable Development Goals 13 (Climate Action) and 15 (Life on Land).



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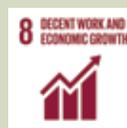
COMMUNITY SAFETY

To have strong, productive communities, we must first have safe communities. UPS contributes its logistics and supply chain expertise, assets, and philanthropy to enhance the safety and resilience of

communities through support to, and in collaboration with, organizations involved in humanitarian relief & resilience, global road safety, human trafficking programs, and local community safety initiatives.

“Strong and efficient supply chains are essential to Gavi’s work. With support from The UPS Foundation, we have in recent years been able to greatly enlarge and improve supply chains that Gavi-eligible countries rely on to deliver vaccines, even in some of the most remote areas of the world. We’re extremely grateful to The UPS Foundation, whose close partnership with Gavi has yielded truly groundbreaking accomplishments. We’re excited to move ahead with the next chapter of this enormously fruitful relationship.”

-Dr. Seth Berkley, CEO of Gavi.



HUMANITARIAN RELIEF AND RESILIENCE PROGRAM

The UPS Foundation leverages the skills and expertise of UPS employees and the company's vast global network to support humanitarian efforts in even the hardest to reach places. From preparing vulnerable areas for catastrophe to rebuilding after disaster strikes, The UPS Foundation's Humanitarian Relief & Resilience Program helps strengthen communities through key strategies: preparedness and capacity building, urgent response, post-crisis recovery, and public health system strengthening.



2019 UPS Humanitarian Relief & Resilience Program Overview

 **28** global disasters and crises supported

 **\$6.5 million** provided via in-kind support

 135 shipments and \$3 million to combat the global refugee crisis

\$13 million
in Refugee support since 2013



 **631**
in-kind shipments across 74 countries

5 Experts on Mission

deployed to provide support to international humanitarian organizations to optimize supply chains and build capacity



Program workstreams and pillars


Public Health System Strengthening


Preparedness, Capacity Building, and Innovation


Urgent Disaster Response


Long Term and Post Crisis Recovery


Empowering Local UPS Disaster Relief Assistance Globally


Increasing Disaster Relief Sector Capacity & Thought Leadership


Skill-Based Volunteering: UPS Logistics First Responder Corp


Engage Humanitarian Relief Organizations in Key Partnerships

GLOBAL SUPPLY CHAINS: AN ESSENTIAL COMPONENT OF PANDEMIC PREPAREDNESS

UPS and The UPS Foundation played an integral role in the global humanitarian community's response to the 2014 Ebola outbreak in West Africa. As this crisis subsided, the company knew that it would not be long before they would need to direct their attention to the next public health crisis and they knew they needed to be better prepared. UPS, along with their humanitarian relief partners and other private sector businesses were founding members of the Pandemic Supply Chain Network (PSCN). This cross-sector public-private partnership was formed to address supply chain challenges including the lack of information, collaboration, and cross-sector cooperation—factors that severely inhibited the effectiveness of the global response.

The PSCN works together with the World Food Programme and the World Health Organization to create and sustain a global supply network that can support extraordinary public health emergencies and create a safer world through better pandemic preparedness and response. UPS, for example, has provided the WFP and WHO with airline market visibility and capacities – allowing them to match demand with airlines serving a particular community. This enables these relief organizations to have instantaneous access to air carriers with the capacity to mobilize essential pandemic products.

Each year, UPS and other private sector participants take their planning to another level when they come together under the World Economic Forum platform to address global supply chain gaps that may inhibit a more effective pandemic response. During the 2019 World Economic Forum, UPS co-hosted *Acting against a risk that business cannot ignore: Partnerships for epidemic readiness*—a discussion on improving epidemic readiness and strengthening global health security.

In October, The UPS Foundation joined other businesses, public health leaders, and government representatives in a pandemic simulation hosted by the Johns Hopkins Center for Health Security, WEF, and the Bill and Melinda Gates Foundation. The UPS Foundation's president, Eduardo Martinez, and the other participants worked through the complex policy, ethical, financial, and political challenges they would face if a serious health crisis reached pandemic levels. The simulation underscored the need for private industry to be a part of a large-scale business-government collaboration that plans ahead to mitigate a pandemic's devastating economic and societal impact.

In addition to its ongoing engagement in pandemic preparedness efforts since 2015, The UPS Foundation has created, or strengthened, strategic alliances with UN agencies, healthcare suppliers, and

its network of Humanitarian Relief and Resilience program partners. As a result of these efforts, UPS was selected by the U.S. Federal Emergency Management Agency (FEMA) to be a part of Project Airbridge. Led by FEMA and the White House Coronavirus Taskforce, Project Airbridge is a partnership between UPS, large U.S. healthcare distributors, and the U.S. federal government. The company provided air freight brokerage services on third-party aircraft, as well as on UPS-owned aircraft. Goods were distributed at the direction of FEMA to hospitals and COVID-19 hot spots throughout the U.S.

Simultaneously, UPS's Healthcare division opened a new 450,000 square-foot healthcare distribution center. UPS Supply Chain Solutions offers transportation and freight services, logistics and distribution, consulting, and customs brokerage services, and its customers used every aspect of this business unit's capabilities.

It is UPS's hope that the pandemic partnerships that have been forged over the last five years will adopt a "unique role" in securing a higher standard of global health. Through additional investment and enhanced collaboration, The UPS Foundation will continue to strive for new and innovative ways to combat the global impact from future epidemics and pandemics.

HURRICANE DORIAN: A STORY OF RECOVERY, REBUILDING, AND RESILIENCE

As Hurricane Dorian churned its way into a devastating Category 5 storm, The UPS Foundation and its humanitarian relief partners were hard at work staging relief supplies and preparing a coordinated response for those impacted by Dorian's severe conditions.

In 2019, as is the case in most years, The UPS Foundation provided grants to its top humanitarian partners for the creation of an emergency fund that can be activated when disaster strikes. Following Dorian's landfall over the Bahamas, The UPS Foundation's partners activated \$1 million of this funding while The UPS Foundation provided in-kind support for disaster response and recovery efforts.

Financial support

- The Salvation Army activated \$25,000 from its Emergency Response Fund for Bahamas relief.

In addition, The UPS Foundation provided another \$100,000 for relief and recovery efforts.

- The American Red Cross received \$250,000 for housing and care for the thousands of people in the Bahamas and along the east coast of the U.S. impacted by the storm.
- ToolBank USA received \$40,000 to purchase tools used by Team Rubicon's first responders and other organizations active in recovery efforts in the Bahamas.
- St. Bernard Project received a \$25,000 grant to initiate recovery and reconstruction planning, and \$25,000 for repairs to the St. George's Children's Home and Rand Memorial Hospital in Grand Bahamas.
- Good360 received \$25,000 to help organize a warehouse filled with unsolicited goods, to organize, match items to specific recovery needs

and distribute to families and organizations supporting the Bahamas recovery effort.

In-kind Support

- The UPS Foundation coordinated a UPS relief flight from Panama for UNICEF and the International Red Cross and Red Crescent transporting nearly 20 metric tons of shelter supplies and education kits to the Bahamas.
- The UPS Foundation coordinated a humanitarian charter flight from Miami for USAID to the Bahamas with relief supplies for USAID.
- In coordination with Good360 and the Grand Bahamas Disaster Relief Organization, The UPS Foundation moved three ocean containers from Miami to Freeport with cleaning supplies needed to clean flooded homes and businesses, as well as basic hygiene kits in the aftermath of the storm.
- UPS is a part of the Disaster Action Alliance, a partnership with other Atlanta businesses and national non-profit agencies. UPS transported three truckloads of water to central Florida and Georgia to pre-position the supply for final delivery to the communities hardest hit by Hurricane Dorian.

Through our broad logistics capabilities and long-standing partnerships with the world's leading humanitarian relief organizations, UPS and The UPS Foundation are quick to mobilize when disaster strikes. Throughout 2019, The UPS Foundation conducted 631 relief shipments, delivering relief to communities impacted by 28 different natural disasters or crises.



MULTI-MODAL STRATEGY HELPS DELIVER RELIEF IN CYCLONE IDAI'S AFTERMATH



On March 14, Tropical Cyclone Idai hit southern portions of Africa. The storm's destructive winds and heavy rainfall affected an estimated 3 million people—leaving more than 500 people reported dead and severe flooding throughout Malawi, Mozambique, and Zimbabwe.

The UPS Foundation worked closely with UPSers in the ISMEA Region and colleagues at UPS's Authorized Service Contractors in the impacted countries to develop last-mile solutions for communities devastated by the storm and flooding. These efforts were enhanced by the activation of the Logistics Emergency Team, a UPS-supported collaboration aligned with the UN Logistics Cluster.

The multi-modal relief strategy included:

- Collaboration with The World Food Programme (WFP) on the airlift of two amphibious transport vehicles from the Ukraine to Mozambique for use in delivering food and supplies to isolated communities where flooding wiped away roads or left them impassable.
- The organization of two flights to Mozambique on behalf of UNICEF that delivered ready-to-eat meals, providing essential nutrition to more than 7,000 people.
- Management of a flight into Zimbabwe for UNICEF that provided recreational kits and more than a hundred tents to create temporary learning spaces so schools could

reopen and provide affected children with an education and sense of normalcy in their lives.

- Coordination with the United Nations Refugee Agency (UNHCR) to transport more than 190,000 pounds of core relief items, including tarps, buckets, solar lamps, sleeping mats, mosquito nets, food preparation equipment, and blankets to Malawi.
- Transport of 168,000 water purification sachets to Malawi for CARE, which also activated \$25,000 from the Emergency Response Fund it had received from The UPS Foundation. The funds were used to purchase tarps and blankets, which were brought to Beira via ocean transport.
- Collaboration with MedShare to transport an ocean container of medical supplies that served more than 12,000 people in Malawi.
- Partnering with the American Logistics Aid Network to transport 15 pallets of cholera and typhoid treatment kits, which helped prevent the outbreak of water-borne illnesses in Mozambique.
- Work with United Nations partners to provide four flights to the east coast of Africa delivering food and supplies.

LENDING A HELPING HAND TO THE WORLD'S MOST VULNERABLE

There are currently over 70 million displaced people around the world. In 2019, The UPS Foundation provided more than \$3 million in grants and in-kind support to assist refugees, including more than 135 shipments of vital relief supplies on behalf of CARE, MedShare International, The Salvation Army, UNHCR, UNICEF, and the World Food Programme.

Africa

- Delivered 96 metric tons of high-energy biscuits to Cameroon, where 39 percent of its people live in poverty and face perpetual hunger.
- Partnered with the UN Logistics Cluster to fly in 47 metric tons of water, sanitation, and hygiene products as well as orthopedic and telecom supplies to the Central African Republic where 25 percent of the population is displaced.
- Constructed more than 4,500 emergency shelters in the Democratic Republic of the Congo through UNHCR, which activated \$128,000



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© UNHCR/Elizabeth Stewart

from the Emergency Response Fund provided by The UPS Foundation.

- Funded operating expenses for the Child Protection Center in Addis Ababa, Ethiopia. Financial resources also helped nearly 100 foster families provide for the daily needs of foster children for one year.
- Transported nearly 100 metric tons and more than 400 pallets of mosquito nets, kitchen sets, sleeping mats, and other supplies in support of the 50,000 refugees in Niger.
- Arranged the shipment of medical supplies and equipment to Nigeria as part of MedShare's Safe Birth Initiative. The Salvation Army activated \$25,000 from its Emergency Response Fund to provide essential relief items to families in the country's Internally Displaced Persons camps.

South America

- Worked with UNICEF to provide aid for more than 2,000 pregnant and nursing mothers and their children in La Guajira state in Colombia. An additional \$25,000 grant, along with UPS volunteer support, provided hygiene kits and water filters to coastal communities.
- Coordinated a relief shipment of 86 metric tons of health and education supplies on behalf of UNICEF for Venezuelan refugees fleeing their country in what is one of the largest forced displacements in the Western Hemisphere. An additional \$25,000 grant from The UPS Foundation supported UNICEF's relief operations in Colombia's La Guajira state.

FOCUSED ON THE LAST MILE: STRENGTHENING PUBLIC HEALTH ACROSS UGANDA

Since its inception in 2018, the Uganda Last Mile Vaccine Delivery Network has proven to be a ground-breaking approach in helping children under the age of five get the vital childhood vaccines they need. This highly successful program, serving 3 million people in Uganda, is a public-private partnership between The UPS Foundation, Gavi, the Vaccine Alliance, The Global Fund, UPS Africa, Freight in Time (UPS's authorized service contractor in Uganda), and the Ugandan government.

In 2019, this shared value initiative with GAVI expanded to include not only essential childhood vaccines, but other critical health products from The Global Fund to combat AIDS, TB, and malaria. Using a fleet of refrigerated delivery trucks, motorcycles, and a boat, the Last Mile Vaccine Delivery network provides scheduled delivery service to 150 health centers across the country—using a custom app that provides end-to-end visibility through captured delivery confirmation information.

In building this sustainable and timely vaccine distribution process, the project team has ensured that the vaccines and other essential products are fairly allocated to even the most remote facilities. Vaccine quality is maintained during distribution through the use of wireless temperature sensors that confirm the sensitive

contents have been safely stored throughout the delivery.

By the end of 2019, the Uganda Last Mile Delivery Network Solution enabled an additional 100,000 vaccinations per month through regularly scheduled deliveries, better inventory management, which resulted in 80 percent fewer stockouts, and effective vaccine temperature monitoring during transit and at the clinics.

Given the program's impressive start, the Uganda Ministry of Health announced its intent to expand the Last Mile Vaccine Delivery Network even further. In 2020, the program will expand vaccine coverage, ensure more widespread use of vaccine cold chain best practices, and provide

stock management. The Global Fund has also agreed to support program expansion in 2020 and The UPS Foundation has authorized additional funding with Gavi to magnify the program's impact and increase childhood vaccinations in Africa.

Through forward-thinking public-private partnerships such as this, The UPS Foundation has provided financial, logistics, and supply chain support that boosts access to life-saving health care products, such as vaccines, around the world. The creativity and effectiveness of innovative delivery networks are having a powerful impact in even the most remote parts of our world.





BOOSTING UNHCR'S CAPACITY TO HELP DISPLACED PEOPLE WHEN THEY NEED IT MOST

Since 2010, the UPS Foundation has been a leading supporter of UNHCR, the UN Refugee Agency, and its work on behalf of forcibly displaced populations. As part of its efforts to enhance preparedness, capacity building, and innovation at its humanitarian relief partners, The UPS Foundation contributes funding and expertise in transportation and supply chain logistics so that UNHCR can better help the 70.8 million forcibly displaced people across the globe.

In 2019, the UPS Foundation helped to increase capacity at UNHCR and its partners in global fleet management, emergency preparedness and supply solutions, and road safety. A portion of The UPS Foundation's financial commitment enabled UNHCR to conduct Emergency Preparedness Supply Training (EPST). Hosted in Nairobi, Kenya, the EPST covered all aspects

of an emergency from a supply perspective in an effort to create a pool of skilled and highly professional supply staff drawn from both standby partners and UNHCR's supply staff.

The EPST brought together 23 participants and the experience helped build a stronger network of skilled standby partners and UNHCR supply staff. Allowing the participants to forge new professional relationships they are able to share knowledge and experiences, which promotes smoother and more efficient collaborations when they meet again to work in an actual emergency.

The EPST participants assembled a prefabricated warehouse and developed a supply emergency response plan based on a realistic case study. Abdul Mirza, UPS UAE Operations Manager, participated in the training and delivered additional impact by

sharing how UPS mobilizes its global network to support UNHCR. Overall, the participant response to the EPST was resoundingly positive.

The UPS Foundation's funding of the EPST is part of a broader portfolio of support for UNHCR that includes learning, training, and sharing UPS's core skills to support UNHCR's work. This partnership is a powerful example of how the private sector can go beyond cash grants to deliver impact around the world.

SHARING UPS EXPERIENCE AND EXPERTISE WITH OUR HUMANITARIAN RELIEF PARTNERS



© UNHCR/Elizabeth Stewart

In 2019, UPS provided loaned managers, technical assistance, and global thought leadership to expand the capacity of our relief partners, enabling them to better respond to crises and operate with less business disruption. Through the UPS Humanitarian Experts on Mission Program, the company's finest logisticians are on the ground helping address complex humanitarian challenges and enhancing global efforts to support the United Nations Sustainable Development Goals.

- Habib N'Konou worked to support a coalition effort including The World Bank Global Financing Facility, Merck for Mothers, the Bill & Melinda Gates Foundation, and The UPS Foundation as a member of the Supply Chain Working Group. He supported their efforts to build a business case for having the Mozambique Ministry of Health outsource its maternal health supply chain to the private sector.

He also supported UNICEF in Congo Brazzaville, working to complete a landscape assessment of cold chain maintenance providers that would help UNICEF enhance vaccine distribution in the region.

- Tim Leary assisted the World Food Programme (WFP) and key stakeholders to assess WFP's non-food items supply chain. He helped develop a solution blueprint for harmonized and integrated non-food items management, that considered the diverse business needs of different supply chain units as well as IT quality standards and strategy.

- Dan Keim engaged with CARE, MedShare International, Save the Children, and the Salvation Army. His work used UPS methodologies to build capacity with different commodity distribution models, design route optimization solutions, teach prepositioning strategies, and assess warehouse health and safety methods.

- Julio Gil worked with Gavi and Zipline to support Medical Drone Network Distribution facilities in Ghana with process improvement recommendations for adherence to cold-chain and health care warehouse and product-handling compliance standards.

- Jim Coughlan assisted Gavi, Global Fund, and other public health organizations to pilot last mile health care commodity distribution best

practices from the private sector.

The objective of this work is to help strengthen public health systems across Africa.

Drone Partnership Expands Vaccine Distribution to thousands of children in Ghana

Two new delivery centers opened in Ghana, funded by The UPS Foundation, in partnership with Gavi, the Vaccine Alliance, and drone operator Zipline, expanding access to 12 essential childhood vaccines, emergency vaccines, and 148 critical medical products and medicines to Ghanaians. The country's Expanded Program on Immunization is supplying Gavi vaccines for yellow fever, polio, measles and rubella, meningitis, pneumococcal, diphtheria and tetanus, among others.

We have engaged thousands of students, migrant families, and communities in the Shanghai region in a program that aligned well with the city's own programs to improve road safety. The impact of the program is measurably higher than others, as it is designed to be practical, engaging, and has trainers who have a high level of passion for the topic.”

-**Richard Brubaker**, Founder and CEO, HandsOn Shanghai

GLOBAL ROAD SAFETY INITIATIVES

Designed to improve global road safety across a broad spectrum, The UPS Foundation supports the five-pillared approach of the United Nations Decade of Action for Road Safety. By supporting driver road safety programs that target the most vulnerable populations including children, teens, and novice drivers, UPS provides years of experience and successful methods to enhance road safety. Through its interactive UPS Road Code® program and partnerships with organizations focused on road injury prevention, UPS and The UPS Foundation are improving road safety and promoting the belief that all people have a right to travel safely.



A Decade of Road Safety

The UPS Foundation Support (2009-2019)



Nearly

\$30 million

invested in road safety



1,270 volunteer hours by
UPSers supporting the
Asia Injury Prevention Foundation



76,000

students

graduated from UPS Road Code®

UPS Road Code® was founded in 2009 and
has expanded to

5 continents



UPS Road Code® was expanded to

9 countries



\$209 million

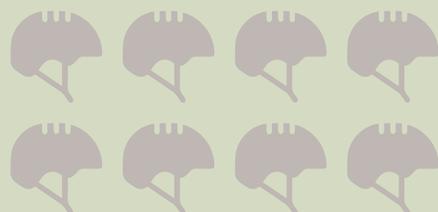
invested in
safety training
for UPSers each year



UPS drivers have completed

14 billion miles

of safe driving



UPS has donated over

50,000 helmets

to students and teachers

across Cambodia, Myanmar, Thailand, Vietnam and India.

HELPING TO MAKE EVERY RIDE A SAFER RIDE

Pedestrians, cyclists, and motorcyclists comprise half of all global road traffic fatalities. In much of the developing world, bikes and two-wheeled motorized vehicles are a primary mode of transportation. However, the lack of driver training and limited helmet use contribute significantly to traffic fatalities.

One of The UPS Foundation's strategic partners in the UN Decade of Road Safety initiative is the Asia Injury Prevention (AIP) Foundation. AIP Foundation provides lifesaving helmets along with traffic safety training through targeted education programs.

Since 2012, The UPS Foundation has provided financial support to AIP Foundation for use in its work in Cambodia, Myanmar, The Philippines, Thailand, and Vietnam—impacting more than 3 million people. These grants have provided more than 50,000 helmets through AIP Foundation's *Safety Delivered* initiative. The UPS-sponsored helmets are produced by AIP Foundation's Protec Helmet Factory, a social enterprise whose proceeds from helmet sales are re-invested into AIP Foundation's public awareness campaigns and road safety education initiatives.

Safety Delivered is a highly successful education initiative that AIP Foundation delivers in local schools

promoted by local governments. Its goal is to inform the school children, and by extension their families, on proper safety measures and techniques while promoting greater awareness of the broader, more comprehensive traffic standards. Since *Safety Delivered* was launched, the program has saved approximately \$14.3 million USD in prevented injuries, fatalities, and loss of income and productivity.

Given the success of *Safety Delivered*, The UPS Foundation was excited to support AIP Foundation's expansion into India, where AIP Foundation has begun a school-based Helmet Safety Program in Mumbai. The program focuses on primary school students in high-risk communities and provides helmets and road safety training to underserved children.



In absolute numbers, more people die on the road in India than anywhere else in the world. Through its work with AIP Foundation, The UPS Foundation is supporting the World Economic Forum (WEF) Global Road Safety Initiative, a public-private collaboration with WEF and other global organizations to improve road safety worldwide, particularly in low- and middle-income countries. With The UPS Foundation funding, an additional 2,000 helmets will be distributed to school children in Mumbai in 2020.



DECADE OF SUCCESS: THE UPS ROAD CODE® PROGRAM

In 2019, UPS Road Code® program celebrated its 10-year anniversary. During that decade, more than 76,000 teen and novice drivers have participated in the program's safe driving curriculum and UPSers have volunteered thousands of hours serving as program facilitators. This program teaches defensive driving techniques to young and novice drivers.

According to the Centers for Disease Control and Prevention, motor vehicle accidents are the leading cause of death for U.S. teens. About eight young people die every day in motor vehicle crashes, and 195,000 teen drivers are injured in crashes annually. The World Health Organization affirms the global nature of this issue, reporting that road traffic injuries are the leading cause of death for children and young adults aged 5-29 years.

The UPS Road Code® program helps address the risks that young, inexperienced drivers face as it takes the teens through its five-hour interactive program. The volunteer-facilitated

classroom instruction introduces the teen and novice drivers to the eight danger zones, what it means to be a good passenger, defensive driving techniques, and the same methodology that is taught to UPS drivers. These modules incorporate several different approaches for learning the material. Videos are used to show what could happen in the many dangerous scenarios that teen drivers face every day.

Gamification is a technique used to help make learning fun through the UPS Road Code® Challenge board game. During this competitive knowledge game, teens are asked follow-up questions to what's been taught. This peer-team approach complements the competitive nature of the teens to deliver an effective way of confirming that essential learning has taken place. Through role playing, the teens have the ability to practice, with their peers, adults, family, and parents, how to discuss the dangers they face while in a moving vehicle.

UPS employees volunteer and help

facilitate the material, offering their time and knowledge to help save teen lives. This ability to share experiences and discuss barriers that the teens might face, makes their time with the student drivers extremely important. Distracted driving, drowsy driving, texting, and impaired driving are just some of the topics covered in the 75-minute lessons.

Each teen has the opportunity to apply the safety principles they have learned by getting behind the wheel of a virtual driving simulator, and there are various scenarios in which teens can test their knowledge. This exercise pushes the learning even a step further by offering an opportunity to practice the skills they've just learned and to get valuable peer-to-peer support during the simulation.

UPS Road Code® program launched in the United States in 2009, and The UPS Foundation has partnered with Boys & Girls Clubs of America to deliver the training in their clubs across the country. In 2019, UPS Road Code® was taught in 217 Boys & Girls Clubs by more than 125 trained UPS employees who serve as volunteer instructors. The volunteers include UPS's Circle of Honor drivers who have driven for 25 years or more without an avoidable auto accident.

In 2011, UPS Road Code® program began its international expansion and is currently offered in 9 countries. UPS continues to introduce new technologies, as well as expand the program through global partners committed to increasing the knowledge and proficiency of young drivers around the world.



IMPROVING ROAD SAFETY: THERE'S AN APP FOR THAT

When the United Nations (UN) became engaged in promoting uniform road safety regulations across the globe, it established the Decade of Action for Road Safety, 2011-2020. UPS was one of the first companies to support the initiative. Due to its vast experience with road safety training, various types of delivery vehicles, and international expertise, UPS is uniquely positioned to deliver a significant impact.

Through its relationship with Fleet Forum, The UPS Foundation shares that expertise with global organizations—including non-governmental organizations, the UN, academic institutions, and other corporations—to develop standards-based solutions that improve road safety and related issues in the developing world.

With support from The UPS Foundation, Fleet Forum piloted the Road Crash Data Analysis Programme to help the Aid and Development sector reduce road traffic crashes. According to Fleet Forum, time spent on the road is the most dangerous part of a humanitarian worker's job, and more humanitarian workers are injured or killed in vehicle-related incidents than by any other means.

The Data Analysis operates with a two-pronged approach that includes a Road Safety Performance App and a Driver Recognition Program. The app collects road safety data that measures driver behavior and the passenger experience. Early metrics showed that managers were more engaged in analyzing driver

performance thanks to the app. Before the pilot, driver performance was reviewed only 8 percent of the time, whereas after the pilot, the number rose to 58 percent. The Driver Recognition Program is delivering similar success with more than 900 drivers from 14 African countries participating in 2019.

The UPS Foundation's support for the Road Crash Data Analysis project is the latest contribution it's made in support of Fleet Forum's road safety efforts. To date, it has helped fund the development of a distance-learning program for long-haul truck drivers in Africa along with an initiative designed to increase fleet management capacity using the Fleet Forum Knowledge Platform.

The UPS Foundation has also sponsored The Best Transport Achievement Award, which recognizes fleet managers and organizations that are an inspiring example for others in road safety, fleet safety, environmental impact, and cost efficiency.

Globally, safety regulations vary widely from country to country. With more than 1.3 million people dying each year as a result of a road traffic accident, The UPS Foundation's work with Fleet Forum and other partners in support of the Decade of Action for Road Safety remains paramount.



“Several UPSers went through the trailer and came out with a look of disbelief. Three different ladies were reading one of the walls with tears rolling down their faces and another guy was visibly shaken and read every word in the trailer, watched every last second of videos, and had tears welling up in his eyes.”

- **John McKown**, UPSer

UPS PUTS THE BRAKES ON HUMAN TRAFFICKING

UPS has drivers on the road every day and in communities around the world, and they are driving the fight against human trafficking. We empower, educate, and equip UPSers to identify victims and report when someone may be in danger. We invest in organizations that are combating trafficking, educating the community, and supporting survivors and collaborate with these cross-functional partnerships throughout UPS. As a global company and in accordance with our high-level standards for the way people are treated, UPS recognizes its role advancing basic human rights.





OUR DRIVERS ARE A CRITICAL RESOURCE IN THE FIGHT AGAINST HUMAN TRAFFICKING

Human trafficking is a multi-billion-dollar criminal enterprise that impacts hundreds of thousands in the United States and more than 20 million people globally. As a transportation leader with a global network of employees, UPS is uniquely positioned to help stop human trafficking. As a result, the company has stepped up its efforts to put the brakes on human trafficking through stronger policies, employee awareness

initiatives, and strategic philanthropic partnerships.

In 2016, UPS joined forces with Truckers Against Trafficking (TAT), whose mission is to teach truck drivers how to recognize and report the signs of human trafficking. Following a pilot project between TAT and UPS Freight, TAT training was expanded across UPS operations. Now, more than 100,000 UPS delivery and

tractor-trailer drivers nationwide have been exposed to the TAT training materials and have access to an anonymous help line where they can report suspicious activity they encounter while on the job.

UPS also supports TAT with in-kind transportation of TAT's Freedom Drivers Project (FDP), which uses a semi-tractor trailer equipped with educational resources that serves as a



20 UPS drivers
FDP-Certified



6 UPS TAT
Ambassadors



11,000+ FDP
miles hauled



\$2.8 million
donated by UPSers



100,000
UPSers trained



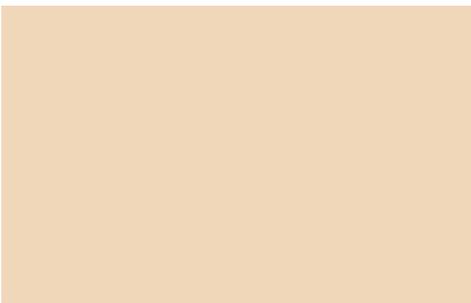
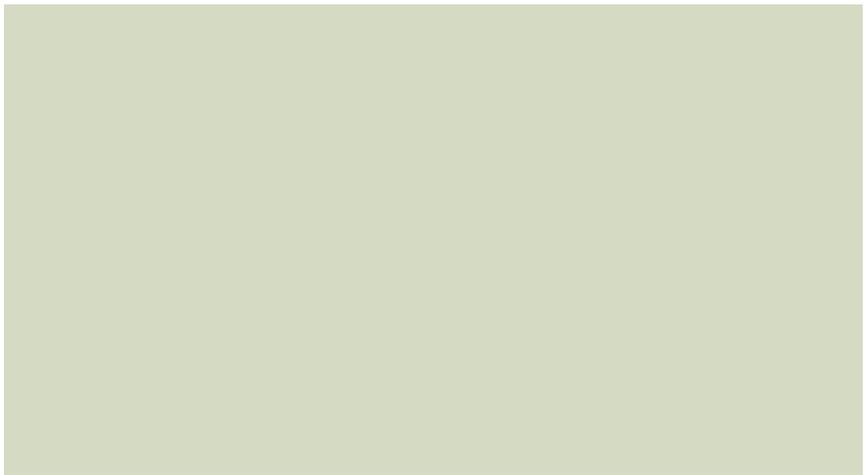
mobile educational exhibit on human trafficking. This project provides many people with their first glimpse into human trafficking, as well as simple action steps anyone can take immediately after walking out of it.

In 2019, FDP took part in 39 events, traveling nearly 38,000 miles to 25 states and hosting nearly 9,000 visitors. UPSers served as volunteers for seven of the events, hauling FDP nearly 11,000 miles and providing maintenance assistance when needed while on the road.

When UPSers realized how much time the FDP would spend in company yards between events, they asked TAT if there was a way to maximize the 48-foot trailer’s availability for local employees. So, in June, UPS Freight drivers John McKown, David Pugh, Vernon Brewer, Terry Hilliard, Arthur Harley, and Wayne Williams received two days of training on the mechanics of setting up, tearing down, and hosting the exhibit. They became FDP certified and were allowed to open the FDP for their fellow employees.

These UPSers hosted the FDP at the UPS CACH facility in Chicago—TAT’s largest corporate event of 2019. More than 47,000 people have toured FDP since it took to the road in 2014.





5

COMMUNITY INVESTMENT GRANTS

The UPS Foundation supports its employees' commitment to community and provides monetary donations to organizations in all four of its focus areas where our employees volunteer

This initiative touches more than 170 countries and means UPSers have a direct economic impact on their communities, adding to the invaluable volunteer service they provide.

“To us, giving means more than writing a check. It means combining employees’ skill, passion and time with our logistics expertise, transportation assets and charitable donations to make a measurable difference in society.”

- UPS Volunteer



CONNECTING VOLUNTEERISM AND PHILANTHROPY ON A GLOBAL SCALE

UPS volunteers have a long legacy of lending their many talents to improve communities. In addition to providing valuable support to charitable organizations, UPSers have a valuable role in coordinating The UPS Foundation's philanthropic programming.

Employees can serve as members of their local Community Involvement Committee. Each committee develops and implements their area's community involvement strategic plans. Committee members use their understanding of the legal and fiduciary responsibilities of philanthropy to determine signature volunteer events and recommend charitable organizations to receive financial support from The UPS Foundation. Each committee is cross-functional and has representation from across employee levels.

One valuable tool at their disposal are Community Investment Grants (CIG), which provide UPS regions, districts, and business units with philanthropic funds to award grants to, and sponsor other charitable activities hosted by, nonprofit organizations in their local communities. This program ties volunteerism and philanthropy together, as nonprofits are eligible for a CIG once UPSers have contributed at least 50 hours of group volunteer time to the organization.



ASIA PACIFIC REGION



Lending a Helping Hand to Seniors

China

For several months, UPSer Zheng Hai rallied friends and fellow UPSers to volunteer early each morning at a senior center in Changping, China. The volunteers served breakfast to the elderly, but Zheng Hai took things one step farther. When he learned that some of the seniors lived alone and had difficulty with the walk home from the center, he began walking home with them and performed light housekeeping where it was needed. Zheng Hai and his colleagues delivered 597 volunteer hours and thanks to their efforts, the senior center received a grant from The UPS Foundation.



Making Learning More Accessible for the Blind

Thailand

UPSers engaged with the Foundation for the Blind in Bangkok, Thailand, to create handmade learning materials for blind students. The group developed 17 braille notebooks for the students to use in class and five sets of Dominos for use during recreation time. In total, 35 UPSers contributed 168 hours of volunteer service, which enabled the Blind Foundation to qualify for a \$20,000 grant that allowed them to purchase electronic speaking scientific calculators and specialized equipment for printing Braille books.



Helping Preserve a Vital Watershed

Indonesia

Every year, Jakarta suffers when the Ciliwung River floods. Nonrecyclable garbage is pervasive in the Ciliwung. It impedes the regular river flow and contributes to the Ciliwung breaching its banks in multiple areas. In October, 15 UPS volunteers joined with the Ciliwung River Conservation Team to remove plastic garbage bags, water bottles, and other debris found in the water. The group also planted 25 trees to aid in preventing soil erosion, provide shelter for wildlife, and reduce the amount of polluting run-off into the river.

ISMEA REGION



Beach Clean Up – Life Below Water

India

Cleaning the beach improves the coastal and ocean ecosystem by making sure that none of the trash kills marine life or is toxic enough to disrupt the marine life cycle. Plastic has toxic pollutants that damage the environment and cause land, water, and air pollution. It can take hundreds or even thousands of years for plastic to break down, so the damage to the environment is long-lasting. Every Sunday, UPSers in partnership with Vasai Beach Cleaners Group meet at the local beach to clean up the plastics that pollutes the beach and also harms marine life. 135 UPS Volunteers join other local residents to remove as much trash and debris as possible. 810 Volunteer hours were contributed in 2019 toward this activity.



Keeping Children Fed and in School

Nigeria

The Business Development Team and other UPSers provided 118 volunteer hours and \$12,000 USD in funding to the Feeders Foundation. They helped to feed children living in Makoko, one of the poorest sections in Lagos, where basic amenities and facilities are often not available. With the support of The UPS Foundation, the Feeders Foundation has established a food bank in Makoko where school students are fed twice each month. This program has helped to improve their attendance in school.



UPSers Share their Expertise Philippines

The Community Crafts Association of the Philippines Inc. is an organization working with community based small and medium enterprises (SMEs) utilizing development marketing as a socio-economic intervention in five regions in the Philippines, representing more than three hundred workers.

In 2019, CCAP conducted trainings which both aims to help CCAP in supporting its Filipino artisans and promoting the products exceptionally crafted by these communities. UPSers volunteered and shared their expertise to teach the participants “Packing, Tagging and Labelling” which is an important process in ensuring that the products receive a quality check, and are properly packed and labelled before shipping to various buyers abroad. Due to the volunteer support, CCAP received a grant from The UPS Foundation to purchase appropriate equipment to help in the overall efficiency in their production.

EUROPE REGION



Creating a Brighter Future for Youth in Rwanda

Germany

Following a visit to Rwanda in 2015, UPSer Anett Wesoly, and eight of her friends, established The Children and Youth Welfare Service Rwanda, e.V. The association supports orphans and other children and teenagers in need through private sponsorships that provide comprehensive education (school, vocational training, and university) and ultimately lead to economic independence for these children. To date, sponsorships for 140 children have been provided and in 2019, Anett and her friends completed their first school building in Rwanda where three nursery classes and six primary school classes are planned.



Teaching Knitting as Therapy for Those Recovering from Cancer

Italy

Gomitolo Rosa is an organization that supports women suffering from breast cancer by using knitting as a therapeutic tool for individuals in recovery. The handcrafted goods are then donated to other patients. Sonia, a UPSer, is an expert knitter and experienced teacher of the craft. She served as a “knitting coach” for Gomitolo Rosa and recruited other UPSers to be a part of knitting work groups. Working side-by-side with patients in recovery, UPSers, volunteering 700 hours, created over 300 “Pink bags” dedicated to women who are fighting against breast cancer and donated them, in person, to Clinica Mangiagalli in Milan.



No Horsing Around When There's Work to be Done

United Kingdom

Nine UPSers from the Nuneaton office came out to support The Galley Common Riding School hosted at the Nuneaton and North Warwickshire Equestrian Disabled Riding and Horse Therapy Center. This is a volunteer-run program that opened in 1979 and offers therapeutic riding lessons and training opportunities for disabled adults and children. On a pleasant day, the volunteers got to work painting fence rails as well as brightening up the indoor riding gallery and storage facility with fresh paint.

AMERICAS REGION



UPS Mexico Millennial BRG spearheads national volunteer event

Mexico

UPS Mexico's Millennial BRG hosted and coordinated a volunteering event where UPSers, family, and friends delivered food to those in need. For the event, called Happy Sandwich Day, volunteers collected food donations, packed lunch boxes, and distributed them to more than 3,600 people in need. To coordinate the event, the BRG designated 19 locations across Mexico where the volunteers delivered the food. UPS brought together more than 400 volunteers and recorded 2,460 hours for this event. Given the success, the project will be expanded to other countries throughout the region in the future.



New Greenhouse Brings More Vegetables to Local Foodbank

Canada

The Fredericton UPS Brokerage office flexed their volunteer muscles by building a greenhouse for their local food bank. The team spent 284 hours throughout year working on and managing the indoor garden as well as preparing the food for the Fredericton Community Kitchen.



A Helping Hand for La Guajira Colombia

The Venezuelan crisis has transformed La Guajira state in Colombia into a haven that welcomes migrant families, but extreme poverty is still prevalent. The UPS Foundation and UNICEF provided aid for more than 2,000 pregnant and nursing mothers and children in La Guajira, Colombia. Through the activation of a \$25,000 grant and help from UPS volunteers from a variety of functions, La Guajira received hygiene kits and water filters for the Poshouria and Kepischoa communities of the Wayúu tribe on the Colombian coast.

UNITED STATES EAST REGION



UPSers Give More Than Their Time

New York

UPSers in the Northeast district have built a meaningful partnership with Visions Center for the Blind (VCB), a residential vision rehabilitation and training center. The volunteer work in 2019, completed by 258 volunteers, logged 1,200 hours. Projects have included clean-up days and IT volunteer support to replace the center's computer lab technology, thanks to a donation from The UPS Foundation. UPS volunteers also have set up a wireless network in the dormitories, with equipment donated by the volunteers themselves.



Sixty Tons of Aid: A Bahamas Relief Story

Miami

While Hurricane Dorian was churning over the Bahamas in early September, UPSers from the Americas Region and Florida District, held the 10th Anniversary UPS 5k in support of United Way of Miami-Dade. The 5K had more than 2,000 participants, and on the day of the race, nearly 10 tons of aid were collected. Outreach to other organizations such as Hands for Hunger, Ricky Patel, First Class Movers, Russell Education Foundation, Village of Palmetto Bay, the Teamsters, and the Bahamian Consulate in Miami resulted in an additional 60 tons of relief aid.

In addition, Americas Region employees rolled up their sleeves and organized a food and supplies relief activity for the impacted UPS families living on the islands. They were able to sort, pack, and consolidate the goods into pallets for the families receiving the donations.

UNITED STATES WEST REGION



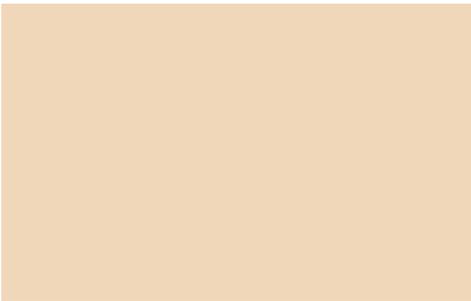
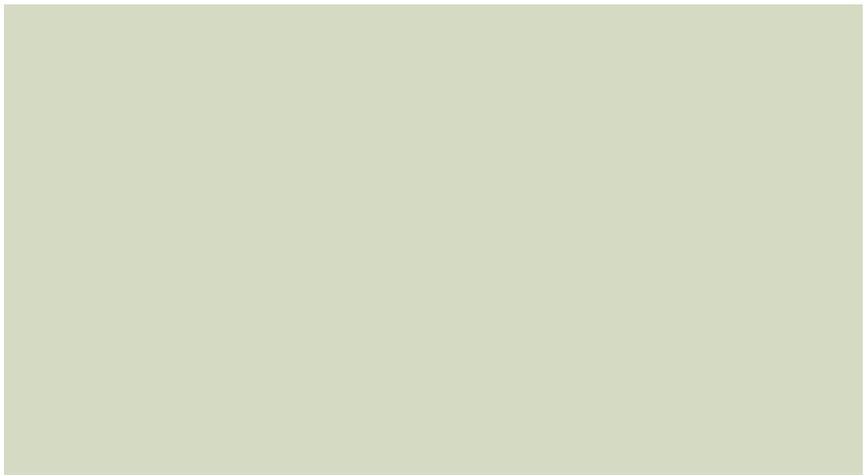
Texas

UPS' Red River district has locally supported Cook Children's event "The Blast" for the last two years. The annual event is hosted by Cook Children's Health Foundation and includes a 5K and 1-mile fun run that raises funds for patients and families fighting Neuroblastoma, a rare and aggressive form of pediatric cancer. UPS became involved with the initiative after Deryl Hill, President of UPS Red River District, and his family decided to support The Blast in honor of family friends. In 2019, UPS formed the largest team in event history, more than 300 UPSers and family member participated and presented the organization with a \$9,000 check to support the fight against cancer.



Arizona

Feed My Starving Children is a non-profit organization that coordinates the packaging and distribution of food to people in developing nations. These meals provide children with the vitamins and minerals needed to battle malnutrition and its effects. UPS volunteers, along with their family and friends, provided 130 hours of service packing nonperishable food boxes to be shipped to children around the world. In true UPS fashion, UPS had stations set up to "compete" with each other to see who could develop the best coordinated operation and pack the most meals. The event concluded with a "winner" being announced along with the number of children impacted as a result of their volunteer service. The organization was also provided with a \$10,000 check to help purchase the supplies needed for the project. Similar projects were conducted in four other UPS districts in 2019.



6

UNITED WAY

UPS and United Way used a powerful, long-standing partnership to continue making strides to improve lives and strengthen communities where we live and work. For 38 years, UPS and United Way have come together to address the most pressing issues in our communities in the areas of education,

family stability, and combating human trafficking. In 2019, UPS was awarded the Game Changer Award for using an innovative and focused approach to fighting some of the toughest problems in today's world by combining the company's assets with the donations and volunteer support of employees.

“Year after year, UPS continues to raise the bar in terms of generosity and an unwavering commitment to community. At a time when the need around the world, and at home, has never been more compelling, UPS and its employees responded and are changing lives. We couldn’t be more proud of our partnership with UPS and of the opportunities we’re creating together for a better life and brighter future for everyone.”

-**Brian Gallagher**, president and CEO of United Way of America.

PURPOSEFUL GIVING

The 2019 United Way campaign theme was “Purposeful Giving”. Each employees was asked to look at how and why they participated, many employees provided time, others monetary donations, and many participated both ways. Former UPS CEO George Lamb established the UPS-United Way partnership, confident that our people, passion, and purpose could accomplish great things in the community.

UPS and UPSers understand the profound and unique role that United Way plays. Throughout a UPSers career, we each come to understand the profound and unique role that United Way plays in local communities across the country. With over 1,800 local United Way-supported organizations around the globe, there’s no shortage of ways UPSers can make a difference. And, no organization does a better job assessing community needs, bringing together volunteers and resources, and implementing programs than United Way.



BEYOND THE UNITED WAY CAMPAIGN: DELIVERING THE GIFT OF READING

Online Tutors

Tutermate is a national program committed to improving literacy outcomes for primary grade students in under-resourced schools. They serve 26 major school districts in the United States in partnership with 5,000 volunteer tutors from nearly 200 corporations and civic groups. TutorMate connects tutors and students through a remote online connection and a shared storyboard for a powerful 30-minute interactive session each week throughout the school year.

In 2019, 56 UPSers provided 130 volunteer hours to this program, often using their break times to participate in the program.

Children who are not reading at grade level by 3rd grade are four times more likely to drop out before high school graduation, according to United Way Worldwide. As part of its global commitment to education, United Way teamed with Scholastic, the global children's publishing, education, and media company, on the Scholastic Summer Read-a-Palooza, a nationwide summer reading program.

A 2018 study showed that 20 percent of children 6-17 read zero books over the summer, a number that is on the rise. In an effort to limit the effects of the "summer slide"—the learning loss children experience while not in school, Scholastic donated 200,000 books to United Way for distribution across the United States. The UPS Foundation and UPSers across the country stepped up to help coordinate the distribution of 100 pallets of books to select United Way locations where access to high-quality books are needed most to help ensure more children have access.

The program was a huge success in 2019, with more than 500,000 children nationwide tracking their summer reading minutes as part of this program. The donated books were distributed and have helped to build home libraries for kids who lack easy access to books. The project received an added boost from independent booksellers and libraries that hosted Scholastic Summer Read-a-Palooza Give Back book drives, donating over 10,000 new and lightly used books to local communities across the country.

In 2019, nearly 45,000 employees donated to the education fund for their local United Way, raising just under \$5 million to support early grade level reading and high school completion initiatives in their neighborhoods. Throughout the year, UPS employees, families, and friends contributed 453,944 volunteer hours with school and youth development programs—11,556 hours were dedicated to youth literacy.



THE UNITED WAY VOLUNTEER PARTNERSHIP WITH THE FOSTER CARE SUPPORT FOUNDATION



Children and teens enter foster care through no fault of their own. Still, the United States' overburdened foster care system often lacks support and resources for their basic necessities. On any given day in 2017, there were approximately 443,000 children in the foster care system, but as many as 691,000 children spent some amount of time in the system the same year. To put that number into perspective, the U.S. Census Bureau estimated the population of Wyoming to be 577,737 in 2018. That is why UPS volunteers offer their time and effort to support organizations like the Foster Care Support Foundation.

The Foster Care Support Foundation (FCSF) helps serve a vital and growing need throughout Georgia. They provide free clothing, infant equipment and developmental toys to

thousands of children in foster and relative care. In addition, FCSF serves basic-care to foster children residing in Georgia's foster homes, administered by the Division of Family and Children Services (DFCS) and children housed by private agencies.

As part of United Way volunteer initiatives, UPS employees helped support operations by sorting clothes and blankets for different age groups for foster care children and parents. UPSers also helped assemble furniture to be donated to foster care families. Through volunteer efforts that support the foster care community, UPSers volunteered nearly 300 hours in 2019 to help make sure these vulnerable families have what they need.

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Christa Golston

Grants and Events Administrator

Thank you UPSers for supporting the Sustainable Development Goals through 20 million hours of volunteer service around the world in local communities.



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