

Jobs & Opportunity REPORT

Positively Impacting Our Employees and the Communities and Businesses We Serve

Welcome to the first-ever UPS Jobs and Opportunity Report.

In these pages, you will find statistics, facts and a powerful reality about the more than 400,000 UPSers – all essential workers and many representing unions from across the U.S. – who live our purpose and proudly serve our customers every day.

You'll read about how the lives of UPSers and their loved ones are changed by the careers they build. And you'll appreciate the significant difference UPSers are making in the communities we call home.

We have a lot of ground to cover in our first-ever jobs report. We hope your biggest take-aways are the stories behind the numbers – the moms and dads who didn't need a college degree to have a successful career... and buy a home and send their kids to college. The families with multiple generations of UPSers – grandparents, parents and their children. The countless small business owners and students who join UPS part-time to get the support they need to fulfill their dreams.

At 18, I was a student at York University when I started as a UPS package handler. In the 1990s, I saw the tuition reimbursement program as a valuable resource in my professional journey – eventually earning my MBA. Today, I'm president of our U.S. operations. Like many others, my story is the result of the opportunities provided to me and my family by UPS.

Each story in the following pages reminds us that we are a purpose-driven company – we deliver what matters for our employees and they deliver what matters most to you.



Nando Cesarone
EVP and President U.S.


STARTED AS A
PACKAGE HANDLER



01

Our Jobs Change Lives

A job at UPS is more than a job. For many people around the country, it's a life-long career with strong, reliable pay and benefits. It can lead to an education or promotion. Or an opportunity for entrepreneurs to get the support and benefits they need while they build their own businesses. At UPS, everyone can succeed – no college degree required.



72,000

Teamsters jobs added at UPS between August 2018 and August 2021



\$42/HOUR

average pay for a full-time package car driver after four years – the highest in the industry

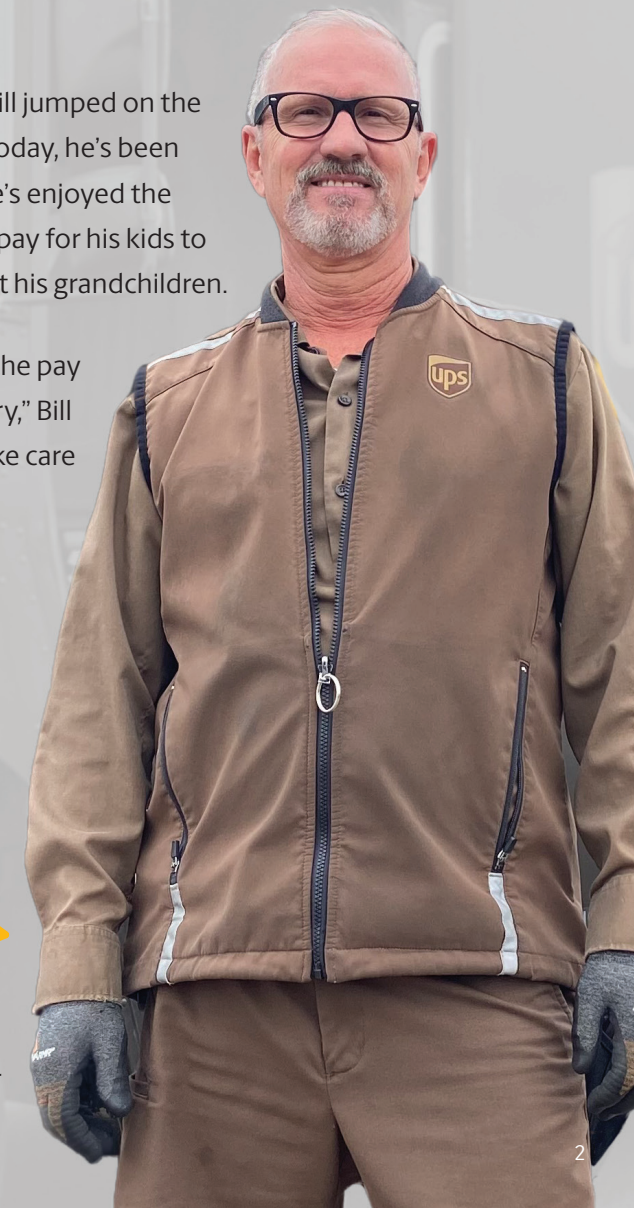
'UPS has been really good to me'

Bill Brezny has been a proud UPSer since 1979. Early in his career, he took advantage of UPS's different shifts to work in the evenings while his wife worked during the day, allowing one parent to always be home with their two young sons.

Once his boys were old enough, Bill jumped on the opportunity to become a driver. Today, he's been on the same route for 21 years. He's enjoyed the stability needed to build a family, pay for his kids to go to college and have time to visit his grandchildren.

"UPS has been really good to me; the pay and benefits are top of the industry," Bill said. "If you work hard, UPS will take care of you."

Read more at about.ups.com



Bill Brezny | Minnesota Package Car Driver

'Circle of Honor drivers are among the safest on the road'

UPS employs more than 200 safety professionals who teach, train, coach and counsel UPSers across the U.S. We have 3,200 employee-led safety committees in U.S. facilities – a collaboration between UPS's hourly employees and management responsible for conducting audits, recommending process changes and setting an example for working safely.

This teamwork is a big reason why we have some of the safest drivers in the world. We've inducted more than 10,500 current drivers into our Circle of Honor, celebrating UPS drivers who have not experienced a preventable accident for 25 years or more.


"For our drivers, the most important stop is the one back home, and that's why rigorous training and safety protocols play a critical role in keeping them, and our communities, safe," said Carol B. Tomé, UPS CEO. "Collectively, our drivers log more than 3.5 billion miles each year on roadways around the world, and our Circle of Honor drivers are among the safest on the road."

Read more at about.ups.com




Collaborating with Unions

We're proud to have worked collaboratively with the International Brotherhood of Teamsters for almost 100 years. We're the largest employer of Teamsters in the world, and together, we've created industry-leading benefits and wages for both full- and part-time union employees. We have other union partnerships including the International Association of Machinists, the Independent Pilots Association and the Transport Workers Union, and recently have reached agreements that are mutually beneficial for our people and our company.



330,000
Teamsters-represented UPS employees –
about 1/3 of all Teamsters in the U.S.



25%
increase of Teamsters-represented UPS employees
from August 2018 – August 2021

03 Creating Success from Within

When you offer a path to success for employees, they tend to take you up on it. The result is helping people achieve economic mobility and creating a culture of people who love their work and love to tell you about it. With one of the strongest and longest-standing promote-from-within cultures of any company in America, we love supporting the career paths our employees choose.



18,000

current management team members who were promoted from union positions



14,000

part-time employees advanced to full-time roles in the company in 2021



35,000

1/3 of seasonal employees hired into permanent positions following 2021 peak season

'I'm choosing UPS as my career'

Xavier Dubon was looking for a career change and set his sights on UPS. He got his foot in the door in 2021 as a seasonal hire loading trucks part time in Michigan. He worked hard and quickly moved into a temporary driver role.

Shortly after the holidays, a permanent position opened, and Xavier jumped at the opportunity to become a supervisor conducting safety rides.

The more time he spent with drivers on safety rides, the more he fell in love with being on the road, and just eight months later, the door opened for him to drive.

"I've seen what Brown can do for me, and that's why I'm choosing UPS as my career," Xavier said. "There are so many opportunities at UPS, and one job led me to another. There is pride that comes with being a UPS driver."

Read more at about.ups.com



Xavier Dubon | Michigan Package Car Driver



PROUD
GRADUATE

'The company supported my desire to continue my education'

Brandit Campbell originally came to UPS to pay off a car loan, working as a package handler. Her work ethic and communications style stood out, and she was quickly offered an opportunity to move into a part-time supervisor role. After just three years, Brandit went from package handler to division manager, and today oversees 600 employees.

She took advantage of UPS's tuition reimbursement program, earning her doctorate from North Central University. "The company supported my desire to continue my education. I was determined – but it wasn't easy. I had to surround myself with a good support system, at work and at home."

"I've been an advocate for a lot of union employees, as well as part-time and full-time supervisors, to try to take the path that I took to move up, because they are the future at UPS."

Read more at about.ups.com

Earning a Degree

While our hourly jobs don't require a college degree to earn strong pay and benefits, we know college is also a path to success for many. And at UPS, you don't need to be in a full-time position to receive tuition assistance – eligible part-time employees can also receive this benefit the day they're hired.


141,000

part-time employees have benefitted from tuition assistance since 1997


\$380M

tuition assistance provided to part-time union-represented employees since the program's inception in 1997


\$25,000

available to eligible employees who participate in UPS's Earn & Learn program (lifetime maximum)

Pursuing a Passion for Entrepreneurship

For many, our part-time union jobs are enticing simply because they offer similar benefits to our full-time positions – including low-to-no cost healthcare, paid time off and a pension. So, you'll find entrepreneurs and small business owners among our team, with UPS providing consistent hours, strong pay and top-notch benefits that free them up to pursue their passions.



\$0 PREMIUMS

Teamsters-represented employees are offered healthcare benefits with no premiums and low or no co-insurance and co-pays



3.5 HOURS

guaranteed each workday for part-time union employees – providing an important level of certainty around schedule and pay



\$20/HOUR

average hourly part-time pay after 30 days

'It's given me the opportunity to jump in full-bore to open a small business'

Steve Garcia has worked at UPS as a part-time package handler for more than eight years, but it's not his primary gig. He also co-owns 3 Punk Ales Brewing Company and co-founded a nonprofit called the Emo Brown Foundation in Chula Vista, California.



The father of three, who has been married for 17 years, may start his day early at UPS, but he's soon off to pursue his passion and serve his community through his small business and nonprofit work.

"If you want to bridge the gap to open your business and get help with insurance and benefits, come to UPS," Steve said. "The paycheck is nice, but the insurance and benefits are second to none."

Read more at about.ups.com



UPSER AND SMALL BUSINESS OWNER

Why UPSers Stay

Working at UPS can be a family affair. Kids follow in their parents' footsteps. Spouses work together. And we're proud (but not too surprised) to see a majority of our drivers and inside operations employees tell their friends and family to come work at UPS.



59,000

full-time Teamsters employees have been with the company for more than 5 years



90,000

part-time UPS employees have been with the company for more than 2 years

'It's kind of emotional for me'

Richie Guess was born and raised in Oklahoma, where he taught his children, Tiffany and Cory, to pull trailers and drive trucks on their family farm. In addition to his work on the farm, Richie drove a UPS truck, delivering packages in Oklahoma City.

And just like on the farm, Tiffany and Cory have joined their dad at UPS as fellow drivers. It was our Earn & Learn tuition assistance program that initially got Tiffany interested in UPS. Today, she's working to grow the ranks of women drivers in the industry and was recently featured as a "Trailblazing Woman" on Good Morning America.

"They have a natural talent and do real well. It's kind of emotional for me," said Richie, who is now a UPS tractor-driver.

Read more at about.ups.com.

**30-YEAR UPSER
WHO ALSO OWNS
A FARM**



'I was always going to be a UPSer'

Chris Rosenfelt Jr. is a third-generation UPS driver in Pennsylvania, who recently received an award for his first year of safe driving. It was presented to him by his father, Chris Sr., who has been working for UPS for 22 years. Chris Sr. joined the company at the urging of his father-in-law, Bill Snead, who spent 30 years as a UPS driver.

"I wasn't sure about changing (to UPS) – I was already at a job for nearly 15 years," said Chris Sr. "But Bill convinced me that UPS would pay better and provide the job security needed to help raise a family. He was right, and I have no regrets."

The combined UPS tenure of the three generations is 55 years ... and counting. As Chris Jr. told us, "I was always going to be a UPSer."

Read more at about.ups.com



The Best in the Industry

Maybe it's old school for a person to stay at one company for their entire career. But it's not old school to be paid the best for what you do, have a secure retirement, get ample vacation time and sick leave, and not have to worry about healthcare coverage.



\$95,000

yearly average wage for full-time package delivery drivers – the best in the industry



\$23,000

yearly contribution by UPS into pension plans for each full-time Teamsters employee – comparably, only 15% of all private sector workers in the U.S. have access to a defined benefit pension

08 Amplifying Our Impact

At UPS, we're never ready to say good is good enough, which is why we operate from a mindset of constant improvement. We implement change when it's needed and try new approaches to make things better.



In early 2022, we sat down with full-time delivery drivers to explore ways to better meet their personal goals for work/life balance. When and where possible, we're making changes based on those conversations.



We want our newest employees to be successful right from the start at UPS so we're piloting an effort to reimagine their first days. As part of this pilot, we are launching new resources, trainings and tools designed to meet or new employees' needs for information, appreciation and connection. We also emphasize our commitment to create and maintain a safe work environment where everyone is treated with dignity and respect.



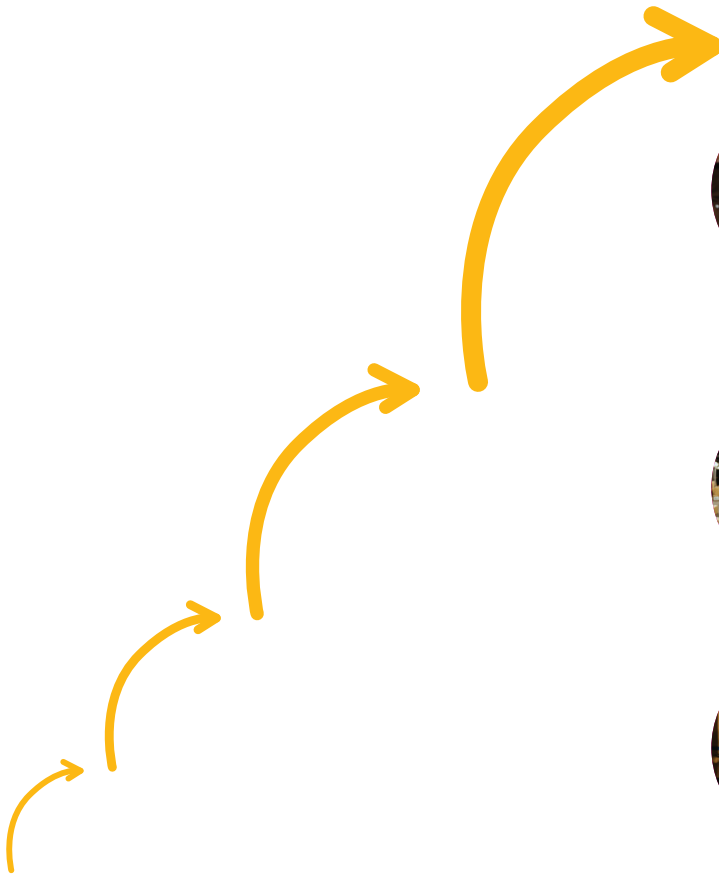
In 2022, 120 women in part-time management jobs had the opportunity to participate in a new training program designed to help attract and retain women in operations roles. The specialized nine-week training provides mentor-guided support along with job skills training on topics that range from maintaining a safe workplace, providing world-class service, and training drivers.



We're launching a new management training program designed to help military veterans quickly transition from active duty to civilian work and a UPS career. This program is a deep dive into how UPS works and a fast track to a full-time management position in delivery operations. The program is currently being piloted in California with plans to expand to Texas in 2023.



Embracing the spirit of inclusion, in 2020 and 2021 we made changes to our beard, hair, tattoo and piercing policies. We are also proud to support more than 200 business resource groups across the U.S. that create a safe space for UPSers who are Black, women, LGBTQIA+ or identify with other underrepresented communities. With "You Belong at UPS" as our rallying cry, we are committed to creating a workplace where every UPSer is welcomed and valued.



Service is in Our DNA

While our customers depend on the most reliable, on-time service in the industry, UPS doesn't just deliver packages – we deliver good in the world. Since 1951, The UPS Foundation has returned more than \$3B to communities where we live and serve. The Foundation's mission is to deliver pathways to create resilient, just and safe communities by focusing on four areas: Health & Humanitarian Relief; Equity and Economic Empowerment; Local Community Engagement and Planet Protection.

Highlights of our impact through The UPS Foundation and Community Relations:

- \$69.4M gifted in grants and sponsorships worldwide in 2021
- 1.5 million volunteer hours in 2022, totaling 25.5 million volunteer hours since 2011
- 100,000 volunteer hours recorded in underserved Black communities
- \$1.8M in scholarships for UPS children in 2022
- 45 disasters and global crises supported in 2022
- 28M trees planted globally for a more environmentally just world

Learn more about our social impact in our [2021 Social Impact Report](#).

Report Methodology

This report details UPS's U.S. small package workforce. These employees deliver what matters for UPS customers and communities every day and include the approximately 330,000 employees represented by the International Brotherhood of Teamsters. The report does not include data from our International Small Package, Supply Chain Solutions or Corporate business units.

Our Global Reach



534,000

employees across the globe



200+

countries and territories served



25.2M

packages delivered daily



1,800

operations leased and owned facilities



**For more information on UPS and our
Jobs & Opportunity Report scan the
QR code or visit about.ups.com**

