

# 2009



## Sustainability Report Highlights

### WHERE WE STAND AND WHAT WE STAND FOR

With a presence in more than 200 countries and territories around the world, UPS is a microcosm of society. Indeed, our business operates globally yet thrives locally. We embrace our social, economic, and environmental responsibilities and believe that achieving a strong balance among them helps make our employees, our customers, and our communities prosper. For UPS, we deliver the world by delivering on our promises.

4

Number of years UPS has been named to *Black Enterprise* magazine's list of 40 Best Companies for Diversity

85

UPS's ranking on *Newsweek's* Top 500 Greenest Companies in America



1

UPS's standing in the delivery industry for Social Responsibility in *Fortune* magazine's ranking of Most Admired Companies

11

UPS's ranking on *Barron's* magazine's list of World's Most Respected Companies

Most Ethical

UPS named to Ethisphere Institute's list of World's Most Ethical Companies



**MARKETPLACE**

**US\$1.6 billion**

Amount UPS spent with small and diverse businesses around the world

**US\$1.75 billion**

Amount paid in dividends to UPS shareholders

**Global trade**

Improving the marketplace by promoting global trade

**WORKPLACE**

**US\$25.6 billion**

Wages and benefits UPS paid to its nearly 408,000 employees worldwide

**Principles for respecting and protecting human rights**

What was amended to the UPS Code of Conduct, Policy Book, and training

**43%**

Number of full-time employees who also are UPS shareholders

**4,836**

Number of UPS drivers with 25+ years of driving accident-free

**Investing**

in the well-being and development of our employees

**ENVIRONMENT**

**1,883**

Number of vehicles UPS has in its alternative vehicle fleet

**20%**

New automotive goal to improve miles per gallon performance between 2000 and 2020. This complements our announcement last year that we will improve the carbon efficiency (CO2/ATM) of our airline by an additional 20% by 2020, for a cumulative reduction of 42 percent since 1990.

**UPS**

First major package delivery company to offer carbon-neutral shipping in the United States

**0**

Other companies in the industry named to the Carbon Disclosure Leadership Index besides UPS

**245**

Number of new vehicles added to UPS's fleet of compressed natural gas (CNG) vehicles

**Green products and services**

Providing customers with environmentally responsible options

**COMMUNITY**

**\$97.6 million**

Total amount of charitable contributions made by UPS and its employees

**\$53.2 million**

Dollar amount contributed to United Way by UPS employees, retirees, and The UPS Foundation match

**1.2 million**

Number of hours UPS employees and their families volunteered

**100%**

UPS's score on the Human Rights Campaign's 2009 Corporate Equality Index

**50%**

Percentage of The UPS Foundation grants that go to local agencies where UPS employees volunteer

**Giving back**

Helping our communities with unmatched volunteer hours and generous financial support

Data compiled through December 2009.

For more information and for the full report, visit [responsibility.ups.com](http://responsibility.ups.com).