

Progress Toward Sustainability Goals

In 2016, we established 10 sustainability goals to address our environmental impacts, advance industry-leading safety programs, and strengthen the communities where we live and work. We are proud to have achieved four goals one year ahead of schedule, and are on track to reach the remaining targets. Learn more about our progress in 2019.



\$117 MILLION IN ANNUAL CHARITABLE CONTRIBUTIONS BY 2020

Annual charitable contributions reached \$123.8 million in 2019, reflecting a long-standing commitment by UPS, The UPS Foundation (our corporate citizenship arm), and UPS employees and retirees.



20 MILLION VOLUNTEER HOURS BY 2020 (Cumulative since 2011)

UPSers, their families, and their friends contributed 3 million volunteer hours in 2019 and exceeded our goal early with 21.7 million total volunteer hours.



15 MILLION TREES PLANTED BY 2020 (Cumulative since 2012)

We planted 2.8 million trees in 2019, surpassing our goal one year early with 15.4 million total trees planted.



3% REDUCTION IN AUTO ACCIDENTS BY 2020 (Per 100,000 driver hours; 2016 baseline)

We achieved our goal one year ahead of schedule with a 3.1 percent reduction in auto accidents.



2% IMPROVEMENT IN EMPLOYEE ENGAGEMENT BY 2020

In 2016, we set a goal to improve the Employee Engagement Index 2 percent by 2020. The Index was derived from UPS's annual Employee Engagement Survey (EES). As part of our enterprise-wide transformation, we replaced the EES with the UPS Culture Survey in 2019 and plan to conduct the survey annually.



1% REDUCTION IN LOST TIME INJURIES BY 2020 (Per 200,000 hours; 2016 baseline)

Our LTI rate rose to 2.07, a 13.7 percent increase over the baseline, primarily due to a continued increase in new employees hired to meet the capacity demands of e-commerce growth. To address this, we enhanced sharing of best practices, expanded the onboarding safety mentoring program, and evolved the internal auditing process to better evaluate safety in facilities.



12% REDUCTION IN ABSOLUTE GHG EMISSIONS IN GLOBAL GROUND OPERATIONS BY 2025 (2015 baseline)

In 2019, absolute emissions decreased 0.8 percent over 2018 performance; however, total emissions remain 5.4 percent above the 2015 baseline. We've faced headwinds due to e-commerce growth, as well as growth in the total number of shipments we complete. We remain committed to this goal and are confident that investments in lower-emission vehicles, renewable fuels, and solar deployments will accelerate our progress.



25% RENEWABLE ENERGY BY 2025

In 2019, we completed a 10MW deployment of rooftop solar arrays in the US and UPS operations in 10 European countries are now achieving near-zero emissions through the use of renewable electricity. These investments in renewable energy are generating 3.9 percent of our total electricity needs.



40% ALTERNATIVE FUEL AS A PERCENTAGE OF TOTAL GROUND FUEL BY 2025

In 2019, we continued investing in alternative fuels for our ground fleet by purchasing 135 million gallons of alternative fuels, which represents 24 percent of our total ground fuel usage. We also committed to purchase 250 million gallons of renewable natural gas over the next several years.



25% ALTERNATIVE FUEL & ADVANCED TECHNOLOGY VEHICLES AS A PERCENTAGE OF TOTAL VEHICLES PURCHASED IN 2020

In 2019, we continued proliferating our fleet of more than 10,300 alternative fuel and advanced technology vehicles, including a commitment to purchase 6,000 natural gas-powered vehicles. In Q1 2020, we also announced a significant investment in Arrival, expanding our fleet by an additional 10,000 all-electric vehicles.