

Appendix G

GRI Index

The entire Report was prepared at the B+ level and independently assured by Deloitte and Touche LLP to achieve the level B+. GRI checked the Report and confirmed its adherence to the guidelines for B+ level reporting.

LEGEND:

- Fully Reported
- Not Reported
- ◐ Partially Reported
- N/A Not Applicable to UPS

G3 Indicator	Description	2010 Response	
STRATEGY & ANALYSIS			
1.1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy.	Letter from the Chairman, p. 13	●
1.2	Description of key impacts, risks and opportunities.	Letter from the Chairman, p. 13; Profile, p. 28; Environment, p. 60-63	●
ORGANIZATIONAL PROFILE			
2.1	Name of Organization	Cover	●
2.2	Primary brands, products, and/or services.	Profile, p. 25; 2010 Annual Report on Form 10-K, p. 4-5; www.investors.ups.com	●
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Profile, p. 25; 2010 Annual Report on Form 10-K, p.1-4; www.investors.ups.com	●
2.4	Location of organization's headquarters.	Profile, p. 25; 2010 Annual Report on Form 10-K, cover and p. 16; www.investors.ups.com	●
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Profile, p. 25; 2010 Annual Report on Form 10-K, p. 1-4; www.investors.ups.com	●
2.6	Nature of ownership and legal form.	2010 Annual Report on Form 10-K, p. 20; www.investors.ups.com	●
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	2010 Annual Report on Form 10-K, p. 1-4, 98-100; www.investors.ups.com	●
2.8	Scale of the reporting organization, including number of operations.	Profile, p. 25; 2010 Annual Report on Form 10-K, p. 1-5; www.investors.ups.com	●
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Profile, p. 25; 2010 Annual Report on Form 10-K, p. 7, 55-57; www.investors.ups.com	●
2.10	Awards received in the reporting period.	Highlights and Recognition, p. 11; http://pressroom.ups.com/About+UPS/Awards	●
REPORT PARAMETERS			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Profile, p. 22, 29	●
3.2	Date of most recent previous report (if any).	2009	●
3.3	Reporting cycle (annual, biennial, etc.)	Annual	●
3.4	Contact point for questions regarding the report or its contents.	Profile, p. 22	●
3.5	Process for defining report content.	Profile, p. 26, 28-29; Management approach, p. 33, 35, 37	●
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Profile, p. 29; Scope and Boundary, p. 83-90	●
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Profile, p. 29; Scope and Boundary, p. 83-90	●

3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Profile, p. 29; Scope and Boundary, p. 83-90	●
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Profile, p. 29; Scope and Boundary, p. 83-90	●
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Profile, p. 29; Scope and Boundary, p. 83-90	●
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Profile, p. 29; Scope and Boundary, p. 83-90	●
3.12	Table identifying the location of the Standard Disclosures in the report.	KPI chart, p. 81; GRI Index, p. 101	●
3.13	Policy and current practice with regard to seeking external assurance for the report.	Assurance statement, p. 23	●
GOVERNANCE, COMMITMENTS, AND ENGAGEMENT			
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Governance, p. 30	●
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Governance, p. 30	●
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/ or non-executive members.	Governance, p. 30; Director Independence page, www.investors.ups.com	●
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Governance, p. 30, Investor Relations website, www.investors.ups.com	●
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Governance, p. 30; Compensation Committee Charter and Director Compensation pages, www.investors.ups.com	●
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Governance, p. 30	●
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Governance, p. 30; p. 70; Board of Directors includes people with broad knowledge and experience in the area of sustainability; www.investors.ups.com	●
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Management approach, p. 26, 33, 37	●
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Management approach, p. 26; Governance, p. 30; Corporate Governance, www.investors.ups.com	●
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Governance, p. 30; Corporate Governance Guidelines at www.investors.ups.com	●
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Corporate Governance, p. 30; www.investors.ups.com	●
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Commitments to external initiatives, p. 31; www.investors.ups.com	●
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: *Has positions in governance bodies; *Participates in projects or committees; *Provides substantive funding beyond routine membership dues; or *Views membership as strategic.	Commitments to external initiatives, p. 31	●

4.14	List of stakeholder groups engaged by the organization.	Stakeholder engagement, p. 31	●
4.15	Basis for identification and selection of stakeholders with whom to engage.	Stakeholder engagement, p. 31	●
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Stakeholder engagement, p. 31	●
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Stakeholder engagement, p. 31	●
ENVIRONMENT			
DMA	Goals and performance	p. 47	
DMA	Policy	p. 38	
DMA	Organizational responsibility	p. 38	
DMA	Training and awareness	p. 38	
DMA	Monitoring and follow up	p. 38	
EN1	Materials used by weight or volume.	UPS purchased a total of 43,789 U.S. tons of packaging and paper products globally in 2010.	●
EN2	Percentage of materials used that are recycled input materials.	81 percent of the 43,789 U.S. tons of packaging material and office paper purchased are recycled materials. For a breakdown of the percentage of recycled content in all UPS packaging see link at ups.com/environment .	●
EN3	Direct energy consumption by primary energy source.	Appendix E, p. 97-98	●
EN4	Indirect energy consumption by primary source.	Appendix E, p. 97-98	●
EN5	Energy saved due to conservation and efficiency improvements.	Appendix E, p. 97-98	●
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Appendix E, p. 97-98	●
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Appendix E, p. 97-98	◐
EN8	Total water withdrawal by source.	Water, p. 58; KPI chart, p. 81	●
EN9	Water sources significantly affected by withdrawal of water.	Not reported	○
EN10	Percentage and total volume of water recycled and reused.	Not reported	○
EN11	Location and size of land owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not reported	○
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Biodiversity, p. 60	◐
EN13	Habitats protected or restored.	Not reported	○
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Biodiversity, p. 60	◐
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not reported	○
EN16	Total direct and indirect greenhouse gas emissions by weight.	Environment, p. 40; KPI chart, p. 81; Appendix B, p. 83-85	●
EN17	Other relevant indirect greenhouse gas emissions by weight.	Environment, p. 38; Appendix B, p. 83	●
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Decarbonization synergy, p. 44; Ground network efficiency, p. 46; Telematics, p. 48-49; Air fleet efficiency, p. 50-52; Facilities and energy conservation, p. 54; Appendix D, p. 95	●
EN19	Emissions of ozone-depleting substances by weight.	Not applicable	N/A
EN20	NO _x , SO _x , and other significant air emissions by type and weight.	KPI chart, p. 81	◐
EN21	Total water discharge by quality and destination.	Not reported	○
EN22	Total weight of waste by type and disposal method.	Effluents and waste, p. 56-57	●
EN23	Total number and volume of significant spills.	Compliance, p. 60	●
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not reported	○

EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not reported	○
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Decarbonization synergy, p. 44; Ground network efficiency, p. 46; Telematics, p. 48-49; Air fleet, p. 50-52; Carbon neutral shipping, p. 55; Effluents and Waste, p. 56-57	●
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not reported	○
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	Compliance, p. 61	●
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Management and organization, p. 37-44; Appendix B, p. 83	●
EN30	Total environmental protection expenditures and investments by type.	Not reported	○
HUMAN RIGHTS			
DMA	Goals and performance	p. 72	
DMA	Policy	p. 72	
DMA	Organizational responsibility	p. 72	
DMA	Training and awareness	p. 72	
DMA	Monitoring and follow up	p. 72	
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not reported	○
HR2	Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken.	Not reported.	○
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Human rights, p. 72; Business code of conduct, p. 77-78	●
HR4	Total number of incidents of discrimination and actions taken.	Not reported	○
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Human rights, p. 72	●
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Human rights, p. 72	●
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Human rights, p. 72	●
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Human rights, p. 72	●
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Human rights, p. 72	●
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not reported	○
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not reported	○
LABOR PRACTICES & DECENT WORK			
DMA	Goals and performance	p. 67, 68, 70	
DMA	Policy	p. 67	
DMA	Organizational responsibility	p. 67	
DMA	Training and awareness	p. 67, 69, 70, 72, 74	
DMA	Monitoring and follow up	p. 72	
DMA	Key success and shortcomings	p. 67-71	

LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	2010 Operations, p. 11; UPS facts, p. 25; p. 34, 69, 71	●
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	p. 70; KPI chart, p. 81	●
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations.	p. 69-70	●
LA4	Percentage of employees covered by collective bargaining agreements.	p. 71	●
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	The collective bargaining agreement between UPS and the International Brotherhood of Teamsters requires a minimum of 45 days notice prior to any significant operational change. In addition, certain provisions in our Independent Pilots Association and International Association of Machinists and Aerospace Workers agreements have notice requirements if certain changes are made.	●
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	p. 68	●
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Training for safety on the job, p. 67; KPI chart, p. 81. In 2010, fatal accidents claimed the lives of 6 UPS employees (4 in auto accidents).	●
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	p. 68	●
LA9	Health and safety topics covered in formal agreements with trade unions.	All of our collective bargaining agreements contain provisions that address the Health and Safety of our employees. These agreements include but are not limited to the following topics: Health and Safety Committees, Hazardous Materials Handling, Vehicle and Personal Safety Equipment, Accidents and Reports, and others.	●
LA10	Average hours of training per year per employee by gender, and by employee category.	p. 67	●
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	p. 67-70	●
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	p. 69	●
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Governance, p. 30	●
LA14	Ratio of basic salary and remuneration of men to women to men by employee category, by significant locations of operation.	Not reported	○
LA15	Return to work and retention rates after parental leave, by gender.	Not reported	○
SOCIETY			
DMA	Goals and performance	p. 73-76	
DMA	Policy	p. 78	
DMA	Organizational responsibility	p. 77	
DMA	Training and awareness	p. 76-77	
DMA	Monitoring and follow up	p. 77-78	
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Not reported	○
S02	Percentage and total number of business units analyzed for risks related to corruption.	Operating responsibly in society, p. 77	●
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Operating responsibly in society, p. 77	●
S04	Actions taken in response to incidents of corruption.	Corruption, p. 78	●
S05	Public policy positions and participation in public policy development and lobbying.	Public policy, p. 78	●

S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Public policy, p. 78	●
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Anti-compliance behavior, p. 78	●
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Compliance, p. 78	●
S09	Operations with significant potential or actual negative impacts on local communities.	Not reported	○
S10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not reported	○
PRODUCT RESPONSIBILITY			
DMA	Goals and performance	p. 30	
DMA	Policy	p. 30	
DMA	Organizational responsibility	p. 30, 77	
DMA	Training and awareness	p. 30, 77	
DMA	Monitoring and follow up	p. 30	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not reported	○
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their lifecycle by type of outcomes.	Not reported	○
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	Not reported	○
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling by type of outcomes.	UPS is not aware of any allegations of non-compliance with regulations concerning product and service information and labeling in 2010 from any government agency around the world responsible for oversight of this issue.	●
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	UPS monitors customer comments via internal and external channels. UPS conducts research throughout the year to better serve our customers' needs. Our CSI program measures customer satisfaction on an annual basis. Between early March and late September, we interview our customers and those of our competitors. We developed these questions from extensive customer focus groups and probe areas of satisfaction, dissatisfaction and loyalty.	●
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	UPS takes compliance with ethical and fair business practices seriously. We diligently review all materials that are publicly released by UPS to confirm that the information we provide is factual and appropriate. Additionally, we require that any company wishing to use our logo or information about our company or services submit a sample of the usage to us for review.	●
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications including advertising, promotion and sponsorship by type of outcome.	UPS is not aware of any allegations of non-compliance with regulations concerning marketing communications including advertising, promotion and sponsorship in 2010 from any government agency around the world responsible for oversight of this issue.	●
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not reported	○
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	2010 Annual Report on Form-10K, p. 43; www.investors.ups.com	●
ECONOMIC			
DMA	Goals and performance	p. 33	
DMA	Policy	p. 33, 78	
DMA	Key successes and shortcomings	p. 34-35	
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Philanthropy, p. 34-35; Volunteerism and urgent humanitarian relief, p. 73-75; 2010 Annual Report on Form-10K, p. 55-57, 93; www.investors.ups.com	●

EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Risks and opportunities, p. 28; p. 62-65; UPS 2011 Carbon Disclosure Project, cdproject.net ; 2010 Annual Report on Form 10-K, p. 6, 13-14	●
EC3	Coverage of the organization's defined benefit plan obligations.	2010 Annual Report on Form 10-K, p. 47-48, 73-82; www.investors.ups.com	●
EC4	Significant financial assistance received from government.	Not reported	○
EC5	Range ratios of standard entry level wage compared to local minimum wage at significant locations of operations.	Not reported	○
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	p. 35	●
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Promotion from within, p. 69	●
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in kind or pro bono engagement.	p. 14, 74	●
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Marketplace, p. 33-36	●
LOGISTICS AND TRANSPORTATION			
LT1	Number of ships controlled by the reporting organization	Not applicable	N/A
LT2	Breakdown of fleet composition	Environment chart for aircraft, p. 53	●
LT3	Description of policies and programs on the management of environmental impacts, including: initiatives on sustainable transportation (e.g., hybrid vehicles); modal shift; and route planning.	Telematics, p. 48; Ground network efficiency, p. 46; Decarbonization strategy, p. 44	●
LT4	Description of initiatives to use renewable energy sources and to increase energy efficiency.	Facilities, solar project, p. 54; Fuel efficiency measures, p. 52; Ground & air efficiencies, p. 47	●
LT5	Description of initiatives to control urban air emissions in relation to road transport (e.g., use of alternative fuels, frequency of vehicle maintenance, driving styles, etc.).	Telematics, p. 48	●
LT6	Description of policies and programs implemented to manage the impacts of traffic congestion (e.g., promoting off-peak distribution, new inner city transport modes, percentage of delivery by modes of alternative transportation).	Telematics, multi-modal transportation, p. 48; Route planning, p. 16	●
LT7	Description of policies and programs for noise management/abatement.	Chart on airline technology, p. 53	●
LT8	Description of environmental impacts of the reporting organization's major transportation infrastructure assets (e.g., railways) and real estate. Report the results of environmental impact assessments.	Not reported	○
LT9	Description of policies and programs to determine working hours and rest hours, rest facilities, and leave for those driving and operating fleets.	Occupational health and safety, p. 67	●
LT10	Describe approaches to provision of facilities to enable mobile workers to maintain personal communications while working.	Not applicable	N/A
LT11	Description of policies and programs regarding substance abuse (e.g., training and campaigns).	Programs for whole person health, p.68	●
LT12	Number of road fatalities of drivers or third parties per million kilometers driven.	Training for safety on the job, p. 67-68	●
LT13	List the incidents when ships have been detained by port inspectors, including the following details:	Not applicable	N/A
LT14	Description of policies and programs for public access to mail services (e.g., distance to postal office and mail boxes).	Not applicable	N/A
LT15	Provision of logistics and transportation core competences to deliver humanitarian needs locally and globally measured in terms of: e.g., tons carrying capacity; person months; expenditure, value (fair market terms), and in kind contributions in disaster preparedness and response.	Community, p. 73	●
LT16	Criteria for selecting recruitment and placement services. State how these criteria relate to existing international standards such as the conventions of the International Labor Organization (ILO).	Promotion from within, p. 69	●
LT17	Describe measures in place to provide income security and employment continuity for workers employed/contracted repeatedly but not continuously.	Not reported	○