

Appendix A

Key Performance Indicators: Summary of Definitions and Results

KPI DESCRIPTION	SCOPE OF DATA	ADDITIONAL DATA	2007	2008	2009	2010	2011 GOAL	2020 GOAL
Penalties as a percent of Total Environmental Inspections	U.S. Domestic Package U.S. Supply Chain & Freight	Environment related fines paid (United States) as a percent of total environment related agency inspections.	1.14%	0.59% 4.00%	1.00% 1.10%	1.12% 1.24%	0.00%	—
Water Consumption—Normalized Cu meters per 1,000 Packages Cu meters per US\$1,000 of Revenue	U.S. Domestic Package	Water consumption (United States) includes all facility related water and water used to wash vehicles—expressed in cubic meters.	1.54 0.174	1.28 0.139	1.18 0.138	1.19 0.134	—	—
Energy Consumption—Normalized Gigajoule per 1,000 Packages Gigajoule per US\$1,000 of Revenue	U.S. Domestic Package	Energy consumption (United States) includes stationary sources of energy and mobile sources of energy (gasoline, diesel, Jet A, and compressed natural gas).	30.04 3.39	30.40 3.32	29.33 3.44	29.23 3.30	—	—
Gallons of Fuel per Ground Package	U.S. Domestic Package	Fuel consumption (United States) includes gasoline, diesel, compressed natural gas, fuel for rail services divided by total United States ground and air volume moved on ground.	0.127	0.127	0.121	0.117	—	—
Aircraft Emissions per Payload Capacity	UPS Airlines— Global Operation	Total emissions of HC, CO and NO _x in kgs divided by the sum of max structural payload capacity (in thousands of kgs) weighted by annual aircraft cycles.	0.8	0.76	0.75	0.73	0.74**	—
CO ₂ e Emissions—Normalized Metric tonnes per 1,000 Packages Metric tonnes per US\$100,000 of Revenue	U.S. Domestic Package	GHG emissions (United States) calculated using GHG Protocol—Scope 1 and Scope 2. Includes stationary sources of energy (electricity, natural gas, propane, and heating oil) and mobile sources of energy (gasoline, diesel, Jet-A, compressed natural gas).	2.23* 25.09*	2.25* 24.61*	2.20 25.81	2.18 24.65	—	—
Number of Reportable Spills	U.S. Domestic Package U.S. Supply Chain & Freight	Spills that meet criteria of being federal or state reportable.	49	82	75 38	67 41	0	—
Aviation Gallons Burned per 100 Available Ton Miles	UPS Airlines— Global Operations	Gallons of jet fuel consumed by aircraft type by lane segment divided by (air distance by lane segment X maximum payload in tons) divided by 100.	7.22	6.73	6.63	6.57	6.57**	6.27
CO ₂ Pounds per Available Ton Mile	UPS Airlines— Global Operations	Pounds of CO ₂ emitted for every ton of capacity transported one nautical mile.	1.52	1.42	1.4	1.39	—	1.24
Total Charitable Contributions	Global Operations excluding UPS Freight	Includes The UPS Foundation grants, in-kind services and employee/retiree donations to United Way.	US\$ 98.8M	US\$ 100.9M	US\$ 97.6M	US\$ 97.1M	US\$ 103.5M	—
Full-Time Employee Turnover Rate	Global Operations	Percent of all full-time employees that leave our company annually.	9.6%	9.0%	7.4%	8.1%	15.0%**	—
Employer of Choice Index	Global Operations	A subset of 20 questions from the Employee Opinion Survey that assess employees' opinions of how UPS attracts, retains, and motivates employees.	75.0%	Did not conduct	70.0%	66.0%	70.0%	—
DART Injury Rate per 200,000 Hours	Global Operations	Days away from work, restricted activity, or transferred to another job due to an on-the-job injury. This number represents the number of occurrences per 200,000 hours worked.	6.8	5.0	4.2	4.1	3.9	—
Auto Accident Frequency	Global Operations	Total number of vehicular accidents (regardless of severity) per 100,000 driver hours.	15.1	13.3	10.9	10.3	9.7	—

* These numbers remain CO₂ (2009 and 2010 numbers are CO₂e)

** New goal in process.

Green Type - already met 2011 goal

Orange Type - improved results from last year