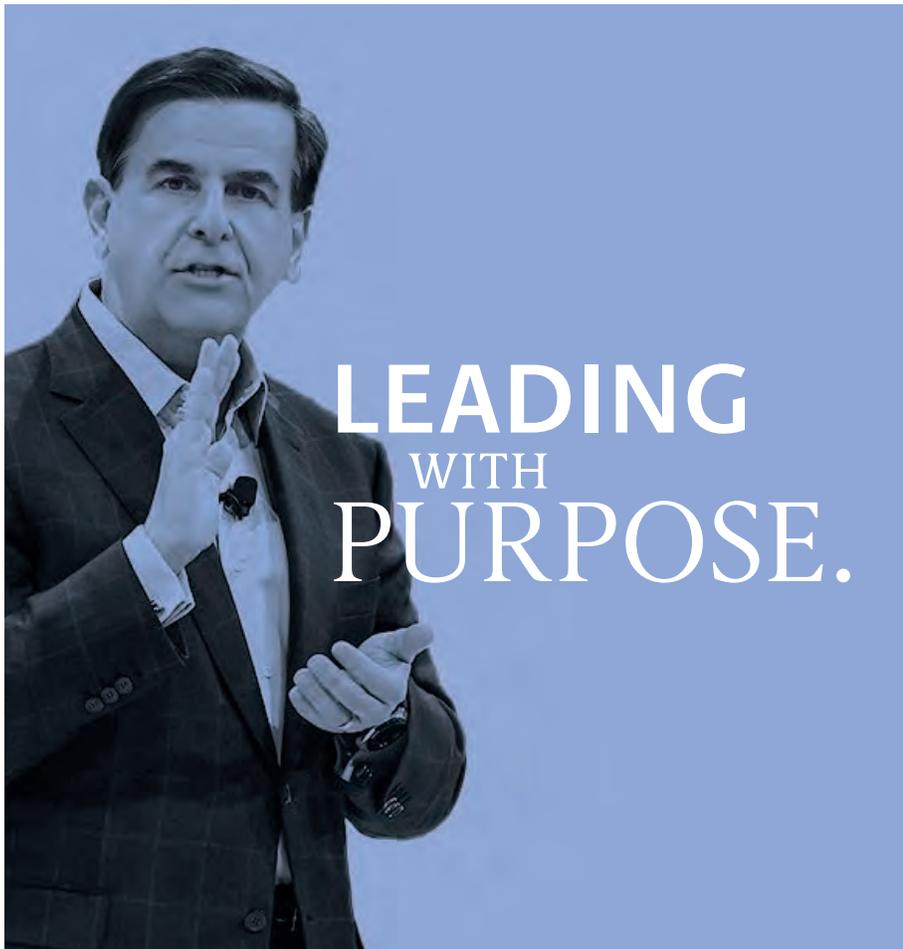


The **LOGISTICS**  
Of **CARING**



THE UPS FOUNDATION  
2018 SOCIAL IMPACT REPORT



**F**or nearly 70 years, The UPS Foundation has been dedicated to helping our global society move forward, community by community. We have accomplished this by pioneering dynamic public-private partnerships and harnessing the vast talent and passion of UPSers worldwide, who connect people with solutions, and ideas with innovation in our mission to build safer, more resilient and inclusive communities.

Our work is deeply rooted in UPS's culture, and the core belief that purpose motivates people in ways that profit alone never will. As a company founded on serving the needs of customers and communities, UPS has always stood for something bigger than itself. We are unified in the common cause to help achieve the United Nations Sustainable Development Goals, and our resources and employees are helping to address core societal issues and move beyond surface-level fixes.

**On the cover:**

UPS is making a measurable difference in communities through philanthropic funding and the heartfelt volunteer support of our employees. This year's report focuses on how empowering women and girls in our global communities is improving society as a whole. Working together, we are able to build up one another and improve outcomes for future generations.

***Top:** UPS in-kind support provides Rohingya refugees in Bangladesh education and sanitation products.*

*Photo ©UNHCR/Roger Arnold*

***Right:** A new generation of volunteer UPSers smile as they partner with their local environmental agency to better their community.*

***Middle:** At Ima's Home for the Children in Indonesia, UPSers give time and hands-on help to care for orphans and the facility where they live.*

***Left:** UPSers volunteer with Heart For Africa in South Africa and provide supplies and in-kind services.*

UPS and The UPS Foundation are committed to collaborations with other organizations that can fully utilize our global workforce and network to create a more equitable and sustainable world. Throughout this report, you will read how our partnerships with civil society organizations and the United Nations, our social investments, and the generosity of our people are lifting communities and creating social change. These stories are powerful examples of how communities and individuals can thrive when they are provided the resources that allow them to achieve their full potential. This is especially important when we address the economic empowerment of women and girls.

When it comes to propelling society forward, it is undisputable that women are the heart and soul of every community. They nurture the young and the old, feed the hungry, and care for their neighbors. But, even today, women are less likely to have access to social protection such as pensions, unemployment benefits, or even maternity leave, and in parts of the world, they still lack basic human rights.

In spite of these obstacles, women are the fastest growing group of entrepreneurs in the world and

they continue to make great strides in gaining equal access to higher education. Yet, women remain less likely than men to have access to financial institutions or even a bank account. These are challenges that together we can overcome.

Working with our deep and diverse network, earlier this year we launched the Women Exporters Program powered by UPS. This program provides women entrepreneurs with UPS export tools, expertise, and access to financial services provided by our civil society partners, which will help them gain access to global markets. This is the kind of hands-on innovation that UPSers and our partners are dedicated to undertaking.

This past year, we increased our investment in expanding the use of medical drones to provide women and children with greater access to vaccines and other life-saving medicines and supplies in Africa. We are also engaged in programs aimed at strengthening public health supply chains and deploying logistics processes and expertise to support humanitarian action throughout the world.

We are driven to find new opportunities around the world and across each of our four focus areas: Community Safety, Diversity

& Inclusion, Environmental Sustainability, and Volunteerism, where we can make a measureable difference in our communities by leveraging technology, strategic partnerships, and intellectual and philanthropic capital.

Within these pages we have highlighted some of our many initiatives that provide a snapshot of the positive and lasting impact that UPSers are making in their communities around the world. I hope that you will see that at the heart of these stories is the purpose and spirit of our people, the commitment of our organization and the passion of our program partners that makes the spirit-enriching value of giving back a reality for so many.



Eduardo Martinez

President,  
The UPS Foundation  
Chief Diversity & Inclusion  
Officer, UPS

# Driving progress toward achieving the Sustainable Development Goals by investing in our 4 focus areas

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**COMMUNITY SAFETY** We are committed to building resilient communities. The UPS Foundation leverages UPS logistics expertise, resources, and philanthropy to enhance the safety and resilience of communities through support and collaboration of organizations involved in humanitarian relief & resiliency, global road safety and human trafficking programs and local community safety initiatives.

**ENVIRONMENTAL SUSTAINABILITY** We are committed to preserving the environment for generations to come. We invest in technologies and innovations that drive more sustainable practices throughout our enterprise value chain and in programs that reduce carbon emissions and increase global reforestation and environmental research & standards.

**DIVERSITY & INCLUSION** We are committed to investing in programs that drive economic empowerment and create meaningful educational & professional opportunities that strengthen underrepresented and underserved members of our community. We know that our different backgrounds, experiences, and perspectives propel growth, innovation, and inclusion in our communities.

**VOLUNTEERISM** We are committed to leveraging our global workforce to accelerate the culture of volunteering worldwide. We know that the contribution of the volunteer is the fundamental building block in the advancement of our communities and attainment of the Sustainable Development Goals, which is why we challenged ourselves to volunteer 20 million hours of volunteer service by 2020.

# SUSTAINABLE DEVELOPMENT GOALS

The United Nations established the Sustainable Development Goals (SDGs) to act as a framework for governments, businesses, and civil society to work together to address the world's most pressing needs. The UPS Foundation, with the support of UPSers worldwide, helped to drive progress toward achievement of these global goals in 2018 by contributing more than 3 million hours of community services and \$114.9 million in global philanthropy across more than 170 countries in our areas of focus.



# \$114.9 MILLION INVESTED.

## COMMUNITY SAFETY

- **\$16 million** in funding, in-kind, and technical support for pre-eminent humanitarian organizations to support preparedness, response & recovery programs, and global road safety
- **623** humanitarian relief shipments across 71 countries
- **10,000+ teen drivers** trained in the UPS Road Code® program
- **24 countries** utilized UPS logistics expertise towards public health strengthening



## DIVERSITY & INCLUSION

- **\$10 million** in funding to 44 agencies advancing workforce and educational diversity
- **800+** scholarships to benefit underserved and underrepresented students



© UNHCR/Roger Arnold

## ENVIRONMENTAL SUSTAINABILITY

- **\$2.6 million+** in funding for environmental research education and the development of best practices
- **2.7 million trees** planted toward reforestation programs across 56 countries



# 4,300 ORGANIZATIONS SUPPORTED.



## VOLUNTEERISM

- **\$2.4 million+** to lift the global service movement
- **Over 3 million volunteer hours** by UPSers around the world



## COMMUNITY INVESTMENT GRANTS

- **\$6.1 million+** to local community safety initiatives across the globe
- **\$5 million+** to local programs advancing diversity and inclusion
- **\$1 million+** to advance local environmental sustainability
- **\$4.6 million+** to volunteer programs where UPSers live and work
- **\$4.1 million** to fund local scholarships and other organization outside the focus areas



## UNITED WAY

- **\$63.1 million** in contributions from UPSers and The UPS Foundation
- **\$1.5 billion** donated since 1982, helping fund United Way's network of 1,800+ global chapters in 43 countries

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**COMMUNITY  
SAFETY**

**\$22.1 million+**  
**in global support**





## COMMUNITY SAFETY

UPS contributes its logistics and supply chain expertise to help build safer, more resilient and inclusive communities around the world. The UPS Foundation

supports these efforts through unique cross-sector partnerships that promote humanitarian relief and resilience and global road safety around the world.



## Humanitarian Relief & Resilience Program

The UPS Foundation leverages its global network and the skills and expertise of UPS employees to support humanitarian efforts in even the hardest to reach places. From preparing vulnerable areas for catastrophe to rebuilding after disaster strikes,

The UPS Foundation Humanitarian Relief & Resilience Program helps strengthen communities through key strategies: preparedness and capacity building, urgent response, post-crisis recovery, and public health system strengthening.

## DELIVERING NEW SOLUTIONS TO COMPLEX PUBLIC HEALTH CHALLENGES

The UPS Foundation is part of a vast network of forward-thinking public and private partners. It contributes financial support and logistics and supply chain expertise to bolster public health systems and enhance their resilience and ability to respond in the face of complex health challenges. The UPS Foundation promotes access to immunization and other life-saving healthcare products throughout the world through innovative delivery networks, thought leadership, and support for technological advancements that optimize the end-to-end transport of medical supplies.

### LAST-MILE COLD CHAIN VACCINE DELIVERY IN UGANDA

The UPS Foundation, in collaboration with Gavi, The Vaccine Alliance, and the Uganda Ministry of Health, launched a pilot project to expand vaccine coverage to more people through the creation of a last-mile cold chain delivery network in Uganda. Through the unique expertise and resources of each partner, the project will

ensure the equitable allocation of vaccines at more than 170 health facilities. In addition, the use of dedicated delivery trucks and cold chain equipment and temperature sensors will help maintain vaccine quality during distribution, create a sustainable and timely delivery process, and provide end-to-end visibility to

reduce vaccine stock outs.

The UPS Africa operations team and authorized service contractor, F.I.T., developed an operational plan with refrigerated delivery trucks, motorcycles, and a boat to provide scheduled delivery service to local and remote health centers. Throughout the delivery process, wireless temperature sensors



ensure safe storage and delivery. Overall, the number of children vaccinated for polio, measles and other essential childhood vaccines increased by 33 percent in Wakiso district. Also, the percentage of facilities running out of vaccines was significantly reduced from 79 percent in July

to 7 percent in November.

Based on these encouraging results, the Uganda Ministry of Health has engaged Gavi and UPS to expand the network to include more districts. In addition to vaccines, essential medicines will also be introduced in phase 2 of the project.

*“The scheduled deliveries provide a consistency that allows them to forecast and plan their patient management – something they hadn’t been able to do until now.”*

Jim Barber, COO

## STRENGTHENING PUBLIC HEALTH SYSTEM SUPPLY CHAINS

Lucy Kanja was working as a Nursing Officer in a Kenyan pediatric ward when her journey and interest in public health supply chain began. Every day she witnessed children suffer irreversible damage and even die due to their lack of access to vaccines. “It hurt me deeply seeing children

with these medical complications and even worse when we lost any child,” Lucy said.

Due to her passion for public health, Lucy was deployed to the maternal and child health department. There, her core duties were locating families with children who had missed vaccination appointments and conducting counseling and public health outreach in hard to reach areas to ensure more children had access to immunization.

That’s where her relationship with the Strategic Training Executive Program (STEP) began. After proving her competency in commodity management and increasing vaccine coverage in these communities, Lucy was nominated by the National Vaccine and Immunization Program to

complete a STEP workshop to improve her soft skills and to mentor others in the field.

STEP was developed through The UPS Foundation’s partnership with Gavi, an NGO that provides immunization coverage in developing countries. STEP provides tailored, needs-based training for public health officials that focuses on strengthening supply chain management, project management, communication, and problem solving skills.

Since completing STEP training, Lucy has cultivated the skills she developed in her first workshop in 2015 and continues to advance the program’s core mission. A major focus of her work has been improving the ability of lower-income health centers to adhere to national immunization standards. To bridge performance gaps between facilities, Lucy used



her STEP skills to revise vaccine forecasting and ordering, ensuring that health centers from lower-income areas could most accurately expend their limited resources on the correct vaccines, and in the correct quantities. As a result of her efforts, new assessment tools have been implemented in national training materials that have improved supply chain

performance and augmented the availability and quality of vaccines.

Now a STEP trainer herself, Lucy has trained more than 450 health workers to enhance the effective management of vaccines. Lucy's story is one of many that proves that STEP's impact goes beyond each individual trainee. By fostering the individual capacity of public health officials in

local communities, STEP deepens the higher-level capacity of ministries of health and public health systems in developing countries. The UPS Foundation believes that cross-sector partnerships like STEP produce innovative, integrated solutions to complex problems using combined local and global perspectives, skills and resources.

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## IMPROVING ACCESS TO LIFE-SAVING HEALTH COMMODITIES

In conjunction with the World Bank's Global Financing Facility (GFF), Merck for Mothers, and the Bill & Melinda Gates Foundation, The UPS Foundation announced the launch of a new public-private partnership to improve supply chains in low- and middle-income countries. Through private-sector supply chain management and best practices in transport, warehousing, and distribution, the partnership will improve access to life-saving medicines and healthcare products. The program will allow private companies like UPS to bring logistics expertise to GFF-supported governments to promote better health and nutrition.





## ENHANCED SUPPLY CHAIN LOGISTICS BETTER SERVE VULNERABLE COMMUNITIES

**T**he UPS Foundation provides loaned managers, technical assistance, and global thought leadership to expand the capacity of our relief partners, enabling them to better respond to humanitarian crises and operate with less business disruption.

Through its Experts on Mission Program, The UPS Foundation routinely engages in key partnerships with humanitarian relief organizations worldwide by loaning them UPS supply chain experts to support their work. Ruby Headley of UPS Customer Solutions was deployed on loan by The UPS

Foundation to the United Nations High Commissioner for Refugees, more commonly referred to as UNHCR or the UN Refugee Agency, for a period of six months in 2018 to help strengthen their supply chain.

An efficient, cost-effective supply chain is critical for UNHCR, which sources and transports emergency relief items for refugees and internally displaced persons to and from 130 country operations around the world. The organization must often rely

on urgent sourcing and delivery of lifesaving support in remote locations while dealing with complex logistical constraints.

Among the products that UNHCR typically transports are lifesaving core relief items, vehicles, generators, medical supplies, and many other critically needed items. Despite the high value of goods and the large number of shipments moving in a complex operational environment, UNHCR has not had a shipment tracking system that allows it to know the exact physical locations of its goods from sourcing to delivery.

**UPS SOLUTIONS  
DELIVER BIG RESULTS**

The lack of a shipment tracking system results in high financial consequences to UNHCR, as a significant amount of its budget is used to pay fees stemming from shipment delays, extended holding, and port storage. UNHCR recognized how its operations were affected due to a lack of end-to-end visibility for these shipments. Ruby’s job was to help them find a solution.

Ruby worked with the agency to understand gaps in their existing supply chain and shipment tracking operations and formulated an advisory plan. She identified key areas for improvement.

“My experience in humanitarian logistics allowed me to make

a comprehensive assessment of the UNHCR overall supply chain vulnerabilities,” Ruby said. “I demonstrated to them how UPS can track shipments worldwide from end to end in almost real time.”

By assessing UNHCR’s areas for supply chain improvement, Ruby established the business and technical requirements for an end-to-end tracking system that uses live updates and provides delivery progress in real time to stakeholders across UNHCR operations.

Through the Experts on Mission Program, UPS strengthens the capacity of lifesaving humanitarian organizations like UNHCR by sharing the technical and supply chain expertise of its people. The UPS Foundation is committed to the cross-sector partnerships of

our Experts on Mission initiative and continues to provide valuable guidance around the world to support underserved populations where it is most needed.

*“My experience in humanitarian logistics allowed me to make a comprehensive assessment of the UNHCR overall supply chain vulnerabilities.”*

© UNHCR/Rafal Kostrzyński





## DATA SCIENCE ADVANCES FIGHT TO END WORLD HUNGER

Optimus is a supply chain optimization tool that was implemented by The World Food Programme (WFP). The Optimus tool uses data science to hone WFP operations by optimizing food basket composition, transport method, and sourcing and delivery of contents. It is able to do this

by analyzing logistical constraints. To ensure a smooth implementation of Optimus, Expert on Mission Jim Janetzko leveraged UPS expertise in onboarding new tools and systems, including the training of staff. The results overwhelmingly support the powerful impact of data science and supply chain

management on WFP's complex, global operations. Optimus has been rolled out to three WFP operations, and due to its success, will see a global rollout projected over 2019-2020.

### SYRIA

Increasing beneficiaries from 3.2M to 5M without increasing operational cost;  
**3.5M beneficiaries in 2018**

### ETHIOPIA

Saving \$4M/month;  
**3.2M beneficiaries in 2018**

### SOUTH SUDAN

Projected to save \$25M/year;  
**3M beneficiaries in 2018**

## MEDICAL DRONE DELIVERY PARTNERSHIP

The Rwanda Medical Drone partnership between The UPS Foundation, Gavi, The Vaccine Alliance, and Zipline came together to support the launch of the world’s first national drone delivery network, operated by Zipline in 2016. This year, the partnership invested additional funding to help stand up a second Nest that expands the program to 10 million Rwandans throughout the country. The second phase, Nest 2, which launched in Kayonza in 2018, includes delivery of more than 100 additional healthcare products. Since the program’s launch in 2016, these life-saving drone deliveries have successfully transported more than 17,000 units of blood and life-saving healthcare supplies and



flown a total of 500,000 kilometers. Developing an innovative, robust network in tandem with the community is paramount to creating sustainable solutions that tackle the local health crises. This project

reflects not only the power of technological innovation, but also the proven success of a new multi-sector model for implementing vital public health infrastructure.

*“We are inspired to see technology and supply chain expertise used to help save lives and honored to be part of this public-private collaboration.”*

- Eduardo Martinez  
President, The UPS Foundation  
and Chief Diversity and Inclusion Officer, UPS

### Since October 2016 Launch:



9,186 deliveries



17,094 units of blood



2,990 life critical deliveries



44 unique items delivered

### in 2018:



5,328 deliveries



35 local jobs



10,473 units of blood



1,967 emergency deliveries

## PREPAREDNESS AND CAPACITY BUILDING

In 2018, UPS provided loaned managers, technical assistance, and global thought leadership to expand the capacity of our disaster risk reduction and relief partners, enabling them to better respond to humanitarian crises and operate with less business disruption.

According to the U.S. Federal Emergency Management Agency, nearly 40 percent of small businesses never reopen their doors following a disaster. The UPS Foundation is part of a vanguard of networks—consisting of a collaborative group of public, private, and nonprofit partners—working to equip small businesses to be better prepared for disasters and to recover more quickly should a disaster take place.

### SAĞLAM KOBI DISASTER RISK REDUCTION TOOLS

Launched in 2013 in the aftermath of the eastern Turkey Van earthquakes, that caused billions in economic losses, Sağlam Kobi is a collaboration among UPS, the World Economic Forum, the U.S. Chamber of Commerce Foundation, the World Economic Forum, and Corporate Social Responsibility of Turkey. Sağlam Kobi, which means “strong small and medium businesses” in Turkish, celebrated its five-year anniversary in 2018. This public-private partnership bolsters the disaster preparedness of 90,000 small and medium-sized businesses through workshops and a suite of online tools designed to assess risks and improve resilience.

Since its implementation, the project has conducted disaster

preparedness training sessions in 23 cities across Turkey. Sağlam Kobi is a template for global small business resilience programs, adaptable to community and culture-specific needs around the world. To date, the model has been adopted in Mexico, Philippines, Turkey, the United States, and Vietnam.

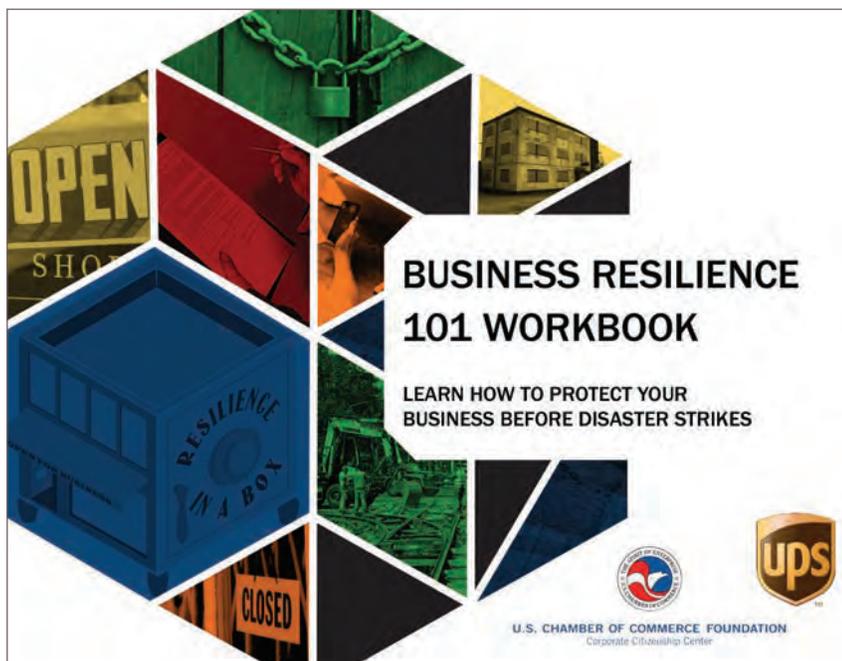
Due to Sağlam Kobi’s success, UPS began to collaborate with Mexico’s National Support Center for Disasters and Outbreaks to bring a similar suite of disaster preparedness and recovery tools to small and micro enterprises across the country. The program, modeled after Sağlam Kobi, educates these businesses on the natural and manmade disasters that can put their operations at risk, while

providing them with the knowledge base and planning to be better prepared for disaster.

### RESILIENCE IN A BOX

In 2018, The UPS Foundation expanded access to Sağlam Kobi tools by developing Resilience in a Box business disaster toolkit. Resilience in a Box includes small business disaster resilience assessment tools, checklists, and a business continuity planning workbook. These disaster risk reduction materials were also used in local business resilience training sessions across Haiti and Sri Lanka, with workshops

attended by members of the private, public, and civil sectors. Resilience in a Box is available in French, Spanish, and English, and the tools are applicable globally while being easily adaptable for country-specific adjustments.



## CONNECTING BUSINESS INITIATIVE

The UPS Foundation supports the Connecting Business initiative (CBI), which is driven by the private sector and supported by the United Nations. CBI uses the Sağlam Kobi model as a template for its efforts to strengthen small business capacity in disaster risk reduction, emergency preparedness, response, and recovery. The UPS Foundation works alongside other partners brought together by CBI to develop effective risk reduction and response activities and benefit from a global network of resources. The UPS Foundation supports these CBI small business resilience networks around the world through its technical and logistics expertise and in-kind transportation. To date, UPS has supported CBI networks to bolster disaster response through its resources and trainings in 14 countries. In 2018, support from The UPS Foundation allowed CBI to activate its networks and improve disaster preparedness and response in Cote d'Ivoire, Fiji, Haiti, Indonesia, Kenya, Madagascar, Philippines, Sri Lanka, Turkey, and Vanuatu.



## COMMUNITY PANDEMIC PREPAREDNESS PROGRAM

The UPS Foundation provided support for the American Red Cross's Global Disaster Preparedness Center, which worked with the Uganda Red Cross to engage small and medium businesses to improve business continuity planning in the event of a pandemic outbreak like Ebola. The support enabled the Uganda Red Cross to reach 5,000 small businesses, conduct over 30 disaster resilience workshops, and provide tools for small businesses to improve disaster risk reduction planning and resilience to crises. The UPS Foundation also funded the development of the Atlas: Ready for Business app, a tool to enhance small business preparedness and disaster risk reduction. It is available in 16 languages and helped over 100 businesses to build a disaster plan in 2018.

## READY TO MOBILIZE

The American Red Cross (ARC) brings help and hope to people affected by nearly 66,000 disasters each year. Through cash grants, in-kind transportation of preparedness, relief and recovery materials and an international network of volunteers, The UPS Foundation supports all stages of ARC's disaster initiatives.

The majority of the disasters ARC responds to are home fires. For its national Home Fire Prevention Campaign, the organization is taking action by mobilizing volunteers across the country to educate communities about fire safety, install smoke alarms in thousands of homes and

work with families to ensure that they have a plan of action in case of fire. ARC has set a goal to reduce fire-related deaths and injuries in the U.S. by 25 percent by 2020. The results have been tremendous: since October 2014, more than 1.5 million smoke alarms have been installed, 612,000 households have been made safer, and 500 lives have been saved.

The UPS Foundation consistently supports the American Red Cross's Annual Disaster Giving Program, which prepares the organization to open shelters immediately following disasters. In 2018, this meant that after large-scale disasters such as Hurricane



Michael, Hurricane Florence, and the historic fires in California, ARC was able to serve 20 million meals, provide 1 million overnight shelter stays, distribute 9 million relief items, and connect 300,000 survivors with mental health support—an often overlooked component of recovery from disaster. The UPS Foundation is committed to all stages of disaster risk reduction, and our commitment to the American Red Cross’s disaster preparedness initiatives advances their mission to be ready before help is needed.

*“With such catastrophic injury and damage being caused by natural disasters, every minute counts. It’s essential that public and private organizations work together to find new and innovative solutions to support and enhance recovery efforts after a natural disaster strikes.”*

- Eduardo Martinez  
on partnership with ARC



## PHILIPPINES DISASTER RESILIENCE FOUNDATION

Since 2015, The UPS Foundation has worked alongside the Philippines Disaster Resilience Foundation (PDRF) to provide volunteer technical and logistics support. When disasters happen in the Philippines, PDRF’s team contributes region- and situation-specific insights, and UPS provides transportation and logistical solutions by means of skilled volunteers to deliver crucial emergency relief and recovery supplies.

In 2018, the Philippines was hit by four major disasters: the explosion of Mount Mayon, Tropical Cyclone Josie, Typhoon Barijat and the historic Super Typhoon Ompong. These disasters impacted the lives of nearly six million people in the Philippines. The effective collaboration with PDRF meant that response efforts could start sooner and be more efficient. The relief effort capitalized on real-time, on-the-ground information, along with UPS’s delivery network and logistics expertise, to get emergency relief materials to people in need.



## HUMANITARIAN SPOTLIGHT: EVELYN ABREU

*In 31 countries around the world, UPS has trained employees who are ready to be deployed at a moment's notice when a disaster takes place. Evelyn Abreu, Freight Forwarding Operations Manager of UPS Supply Chain Solutions Philippines, is one of those employees, and her UPS experience gives her insight to solve complex problems in the aftermath of disaster.*

### IN HER WORDS

**M**y involvement in disaster response started in 2009 after of Tropical Storm Ketsana, when I supported UPS LET Coordinator, Oliver Bartolo, in scouting for local trucking companies and managing the deliveries of relief goods around the country.

I participated in LET training in Thailand in 2012. The training gave me an understanding of the many challenges faced by NGOs and local governments in disaster response. When Super Typhoon Haiyan struck in 2013, I provided support to the logistics requirements of World Food Programme (WFP). Since then I have been regularly responding to calls for humanitarian logistics through WFP and the participation of UPS in PDRF.

2017 paved the way for UPS to be more active not only in disaster response but also in disaster preparedness and resilience. UPS has been providing assistance in pre-positioning of relief goods, delivering food packs and shelter in the aftermath of typhoon, volcanic eruption and flooding.

My LET training and involvement with the PDRF has opened the window for me to offer my expertise in transportation and use my network to source for logistics partners when disaster occurs.

## 2018 HURRICANE SEASON

**A**fter Hurricanes Florence and Michael consecutively struck communities across the U.S., UPS pledged more than \$2 million in cash and in-kind shipping for humanitarian response partners, additionally supporting long-term needs from repairing and rebuilding homes to financial recovery assistance. UPS facilitated funding and more than 200 shipments of relief supplies on behalf of partners such as the American Red Cross, CARE, CDC, Good360, FEMA, National Voluntary Organizations Active in Disaster, Reach Out America, SBP, U.S. Fund for UNICEF, the Salvation Army, ToolBank Disaster Services, and the Center for Disaster Philanthropy.

Hurricane Florence's powerful storm surge in September yielded over 35 inches of rain onto the eastern United States, eventually inflicting an estimated \$13 billion in damage from flooding and claiming 53 lives.

The UPS Foundation responded promptly, committing a \$1 million pledge for post-hurricane relief support. The Humanitarian Relief and Resilience Program worked with partners on the ground to coordinate shipments of vital

relief supplies, including water, cleaning supplies, tools, hygiene kits, paper products, school items, diapers, baby formula, and cots. Two loaned experts, Jim Coughlan and Keith Bauer, supported relief coordination with the FEMA Command Center and the Red Cross, respectively.

Just a few short weeks later, the southeastern U.S. was hit by Hurricane Michael, a high-end category 4 storm that was the strongest to hit mainland U.S. in 50 years. In response to Michael's catastrophic damage, The UPS Foundation again mobilized its network of relief and recovery partner agencies, committing funding, in-kind, and technical support to immediate recovery in the affected communities.

The UPS Foundation announced support in the form of cash grants, in-kind shipping, and technical expertise. Over the next several weeks delivered 59 truckloads of relief items to Florida and Georgia communities impacted by the storm. The disaster response support included everything from immediate essential relief items like food and water to long-term recovery materials like cleaning supplies and tools. On the ground, UPS and Coyote Logistics contributed skilled volunteer support at

the Red Cross Operations Center in Tallahassee, Florida, a central hub of Michael relief and recovery coordination.

Weeks after Michael, many in the affected areas still did not have power. UPS collaborated with Tesla and the American Logistics Aid Network to transport Tesla Powerwalls—rechargeable, industrial-strength battery units—to power The American Red Cross and a healthcare facility in Panama City,

providing a reliable energy source for more than 1,000 hurricane survivors.

The UPS Foundation also allowed employees to donate directly to the United Way Hurricane Fund, as part of the 2018 United Way Employee Giving Campaign. UPS employees donated \$130,000 to support Michael and Florence relief.





tsunami, UPS worked with local partners to transport relief shipments into affected areas. The LET arranged the availability of five trucks to transport relief goods. By chance, a planned LET training workshop was taking place in Indonesia at the same time, allowing the LET to set up an immediate response plan in a real-world disaster scenario.

The UPS Foundation was additionally part of a swift LET response to the late December Sunda Strait tsunami. UPS dispatched 4 trucks to the tsunami-affected area, 3 trucks to the nearby island of Java, and 1 truck to nearby Sumatra Island. The trucks were part of a broad coordination by UPS with an onsite trucking vendor, which

## CROSS-SECTOR DISASTER RESPONSE IN INDONESIA

The UPS Foundation's support of 2018 disaster relief efforts in Indonesia was bolstered by its partnership with the cross-sector Logistics Emergency Teams (LET), an initiative that supports the UN World Food Programme Logistics Cluster. The LET comprises of UPS and the other three largest transportation and logistics companies:

Agility, Maersk and DP World. Leveraging their resources, delivery networks, and logistics expertise, these companies support large-scale disaster response by liaising with on-the-ground humanitarian and disaster response partners.

After September's Sulawesi



## HUNGER HERO AWARD

World Food Programme Executive Director, David Beasley, awarded UPS CEO, David Abney, with the Hunger Hero Award. The award recognizes The UPS Foundation Humanitarian Relief and Resilience Program support of WFP through funding, in-kind, and technical support that includes the LET disaster preparedness and response initiatives.



included sourcing local drivers to deliver high-need relief supplies to the impacted areas. UPS Indonesia Manager Fransisco Dirgaputra, coordinator for the LET, supported logistics coordination for both Indonesian disasters. The LET coordination in Indonesia in 2018 underscores The UPS Foundation's commitment to and expertise in sourcing solutions in complex situations. Faster and more efficient delivery of relief items means decreasing the suffering that unnecessarily happens in disaster's aftermath.

## DELIVERY OF CRITICAL HEALTH RESOURCES BOLSTERS EBOLA RESPONSE

The UPS Foundation worked with UNICEF to deliver WASH (water, sanitation, and hygiene) materials, psycho-social kits, and personal protection equipment to aid health workers responding to the Ebola outbreak in Democratic Republic of the Congo. An initial shipment contained 90 metric tons of these supplies, and served 15 sites; a second contained office equipment for health workers. In further response to the increasing threat of Ebola, The UPS Foundation transported an additional shipment in November containing 100 metric tons of emergency materials in the form of two ambulances and tarps.

The location of the outbreak is the center of ongoing conflict, and as such, the delivery of medical and protection equipment is paramount to the health and safety of both community members and medical staff responding to the outbreak.



© UNICEF/UN0229504/Naftalin



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## HELPING FAMILIES BOUNCE BACK FROM HURRICANE HARVEY

**M**argarita Garza purchased her Northeast Houston home in 2015. As a single mom of three young children, she was attracted to the area because it was safer than where they previously lived, and it was out of the flood zone. The home was in a bit of disrepair at the time, so she did what she could to make necessary improvements.

When Hurricane Harvey hit in August 2017, Ms. Garza was initially relieved that her family's home was safe and sound. Unfortunately, her luck changed when the dams were released, and her home took on four feet of water. SBP was there to help.

Headquartered in New Orleans, SBP is dedicated to helping communities increase resilience before disasters occur and streamlining the post-disaster recovery process. The organization was born out of frustration with the inefficient and slow rebuilding process following Hurricane Katrina, and inspiration from the residents' determination to recover from the storm.

Support from The UPS Foundation has been instrumental in allowing SBP to shrink the time between disaster and

recovery for families that were impacted by Hurricane Harvey. To date, SBP has rebuilt 106 homes in Houston and trained nearly 100 organizations in disaster case management, construction site management, and volunteer management. Thanks to partners like UPS, SBP remains committed to long-term recovery in Houston and will continue to serve clients like the Garza Family.

*“Thanks to all the volunteers and SBP, our new home is the first good thing to come out of a bad situation.”*

Rebuilding Ms. Garza's home was not without its challenges. During reconstruction, the SBP team uncovered major issues

with the plumbing and found that the bathroom pipes needed to be completely replaced. Finding available plumbing subcontractors was difficult, but thankfully a skilled SBP volunteer was on site that week and offered to complete the plumbing repairs.

Ms. Garza and her family moved back home in February 2018. At the welcome home party, her 13-year-old daughter provided a glimpse into the family's experience by saying, “So many things have gone wrong for our family, and usually nothing good comes out of those situations. Harvey was different. This was the worst experience for us, yet thanks to all the volunteers and SBP, our new home is the first good thing to come out of a bad situation.”



## SUPPORTING LONG-TERM RECOVERY IN PUERTO RICO

The UPS Foundation has long partnered with disaster relief organization Good360, which sources and delivers unused surplus goods to individuals who have been impacted by disaster. The UPS Foundation provides Good360 with cash and in-kind grants, logistics expertise, and thought leadership to support the organization's preparedness before disasters take place. This helps improve its response capabilities during the immediate disaster aftermath and long-term recovery.

A crucial aspect of Good360's work is the support they provide communities during the long-term recovery from disaster. Puerto Rican communities, still rebounding from 2017's record-shattering Hurricanes Maria and Irma, received much-needed support from Good360 in 2018. With UPS in-kind support, Good360 transported goods ranging from water filtration systems and cleaning supplies to mattresses and dishware. A total of 26 UPS-supported shipments throughout the year helped more than 10,000 Puerto Ricans who are still rebuilding their lives after the

storms.

Nearly a year after Maria struck, many people whose homes were destroyed by the hurricane were still living without mattresses — a huge expense for cash-strapped families. In 2018, Good360 provided more than 300 mattresses to families in Puerto Rico. The organization also secured solar-powered generators, clothing, school supplies, bedding, baby items, and personal toiletries to distribute to people in need on the island.

### SPECIAL DELIVERY TO PUERTO RICO'S CHILDREN

Perhaps the most impactful donation effort that Good360 completed in Puerto Rico came during Three Kings Day (also known as Epiphany), one of the island's most important holidays. Good360 partnered with the Safe America Foundation, Mattel, and the American Specialty Toy Retail Association to acquire 15,000 toys to give to the children.

UPS shipped the toys to Puerto Rico and sent volunteers to personally distribute the toys in eight

cities across the island.

Safe America's president and chief executive, Len Pagano, noted that many children who experience a natural disaster on the scale of Hurricane Maria are left with emotional and mental trauma.

"Giving them access to toys can help change that perception," he said. "Unfortunately, many of the families who came to our event didn't have the ability to give their kids anything for Christmas, so this donation was a huge help for them."

Though Puerto Rico's recovery will be years in the making, Good360 and The UPS Foundation will continue to provide critically needed goods where they are most needed and help expedite the recovery process in impacted communities.





## Global Road Safety

Designed to improve Global Road Safety across a broad spectrum, The UPS Foundation supports the five-pillared approach of the United Nations Decade of Action for Road Safety. Through its interactive UPS Road Code® program

and partnerships with organizations focused on road injury prevention, UPS and The UPS Foundation are improving road safety and promoting the belief that all people have a right to travel safely.

## UPS ROAD CODE®

With more than 105,000 ground vehicles in its global logistics network, UPS cares about road safety. The UPS Foundation engages with organizations around the globe to discuss safe driving best practices and provides funding and employee expertise to create safer roads and drivers.

UPS's hallmark road safety initiative, UPS Road Code® is an interactive program that teaches UPS's safe driving techniques and methods to teenage drivers around the world. In 2018, The UPS Foundation announced continued grant funding to expand its work with the UPS Road Code® program alongside community partner

organization, Guías de México A.C., to continue to promote safe driving in Mexican communities.

“In 2018, we, along with the support of UPS volunteers and Guías de México A.C., are proud to take a peer educator approach that

will once again offer this program to teens, ensuring that they have the necessary skills to become responsible citizens behind the wheel,” said Yolanda Sandoval, CEO of Guías de México.



	<b>Canada – Boys &amp; Girls Clubs</b> . . . . .	<b>459</b>
	<b>Germany – Johanniter</b> . . . . .	<b>1,501</b>
	<b>United Kingdom – UK Youth</b> . . . . .	<b>1,203</b>
	<b>China – Hands On Shanghai</b> . . . . .	<b>94</b>
	<b>Mexico – WAGGGS</b> . . . . .	<b>422</b>
	<b>UAE – Emirates Foundation</b> . . . . .	<b>515</b>
	<b>USA – Boys &amp; Girls Clubs</b> . . . . .	<b>6,141</b>

**Total graduates 10,335**

## CROSS-SECTOR APPROACH IMPROVES ROAD SAFETY

**F**leet Forum was established in 2003 with a mission to convene cross-sector stakeholders that play a role in road safety and fleet efficiency to discuss worldwide road safety practice and policy through collaboration. Through its relationship with Fleet Forum, The UPS Foundation partners with other global organizations—including non-profits, the United Nations, academic institutions and other companies—to develop standards-based solutions that improve road safety and other related issues in the developing world.

### COMPLEX CHALLENGES, COMPREHENSIVE SOLUTIONS

The UPS Foundation was the sole funder for the rollout phase of the Fleet Forum Modular Driving Program, which targets small-to mid-sized commercial fleet operators in countries where effective driver training is difficult to obtain. Professional driving schools are often nonexistent in these markets, so there are no effective on-road curriculums or classroom-based training courses

available to new drivers. Although one-on-one training may be available, it takes veteran drivers off the road and reduces overall productivity.

Support from The UPS Foundation helped build the Modular Driving Program's technical training program, the creation of road safety certification programs, and the development of a sustainable marketing and sales strategy to ensure the driving program's long-term viability. Most recently, UPS support has allowed them to create a Driver Behavior App, continue the Driver Recognition Program, and continue the development of the Fleet Management Knowledge Platform.

*“Over the years, with the support of The UPS Foundation, Fleet Forum has been able to develop solutions and tools that help aid and development organizations to build knowledge and skills in road safety management and to recognize and reward the crucial role drivers play.”*

- Paul Jensen

Executive Director,  
Fleet Forum



## HELMETS FOR KIDS: IMPACT THAT SAVES LIVES

**A**sia Injury Prevention (AIP) Foundation provides lifesaving traffic-safety knowledge and skills through targeted education programs, global advocacy, research, monitoring and evaluation, and the Global Helmet Initiative.

The UPS Foundation began working with AIP Foundation in 2012 to reduce the number of traffic crash injuries and fatalities in Cambodia, Thailand, and Vietnam. Support from The UPS Foundation is improving the safety of those riding on two-wheeled vehicles by increasing access to road helmets and comprehensive road safety education through the Helmets for Kids program.

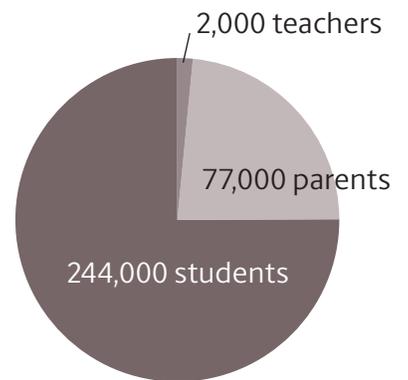
The outreach that AIP Foundation provides is essential due to the variety of transportation options in the Southeast Asian countries.

The program works with local schools and governments to inform the public on proper safety measures and techniques while promoting comprehensive traffic standards. UPS support helps fund educational programming, awareness raising activities, and helmets. To date, The UPS Foundation has donated more than 50,000 helmets across Cambodia, Thailand, and Vietnam. The direct number of beneficiaries reached is over 3 million individuals.

By contributing safety expertise and providing funding, UPS



Benefitting  
**323,000**  
with  
**Helmets  
for Kids**  
program



244,000 students, 2,000 teachers, and 77,000 parents have from the educational component of the Helmets for Kids program.

helps create a powerful multiplier effect that will accelerate efforts and help save lives across the world. Support for AIP, a member of The Global Alliance of NGOs for Road Safety, creates a lasting impact among world leaders as well. The Alliance - established in 2012 by NGO members of the United Nations Road Safety Collaboration (UNRSC) and currently representing more than 220 member NGOs working in road safety from 90-plus countries around the world - is the platform for NGOs worldwide to share knowledge and collectively advocate for road safety and the rights of victims of road traffic crashes. The Alliance provides services to its members in three key areas: 1) networking and sharing, 2) advocacy, and 3) capacity building.

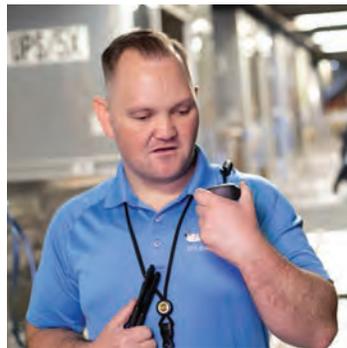


# 2

## DIVERSITY & INCLUSION

**\$15 million+**  
**in global support**





## DIVERSITY & INCLUSION

UPS understands that embracing the dynamics of different backgrounds, experiences, and perspectives spurs growth and innovation. The UPS Foundation

provides support for organizations promoting access to higher education, economic opportunity, inclusiveness, and mentorship for youth in underserved communities.

## CONNECTING WOMEN ENTREPRENEURS TO GLOBAL MARKETS

It's well established that when women entrepreneurs succeed, their communities prosper. On average, women business owners invest up to 90 percent of their income back into their families and communities. That's why The UPS Foundation is collaborating to launch a bold new initiative to invest in and enhance the economic empowerment of women entrepreneurs in lower- and middle-income countries.

According to U.S. government research, when women entrepreneurs export, their businesses are more productive, employ more workers and report higher sales. Yet, only 15 percent

of women-owned businesses export. Many lack the resources, information, and support needed to engage in formal trade. The Women Exporters Program is a global initiative launched by UPS and The UPS Foundation that helps women cross borders, overcome challenges, and forge new futures by expanding their businesses to global markets.

The global training and communication initiative embedded in The Women Exporters Program powered by UPS connects participants with UPS partners worldwide. The program will help unleash the economic power of women worldwide by providing access

to exporting tools, financing, and networks connecting women entrepreneurs to global market opportunities. The UPS Foundation provided grant funding for the program's creation, which will make available micro-loans, training, and mentorship to 100,000 women involved in cross-border trading by 2020.

The Women Exporters Program makes UPS's advanced logistics network—and global markets—accessible by harnessing the company's unparalleled knowledge, expertise and resources to help women unlock new opportunities.



## DEVELOPING YOUNG WOMEN INTO LEADERS BY PROMOTING SOCIAL CHANGE

“It gives me great pleasure and warmth to look at my own learning journey in the Guiding world, to see where I started, how much I developed and grew as a person, a professional educator and a mother,” says Amani al Jabri, a leader and trainer with the Scouts and Guides of Oman. Thanks to support from The UPS Foundation, Amani and the World Association of Girl Guides and Girl Scouts (WAGGGS) were able to conduct trainings in



Egypt and Jordan to promote the UN’s Sustainable Development Goals (SDGs). The objective was to empower young women to lead social change in their communities. Amani is strongly motivated by the goals of this programme and she has invested a lot of effort in

research and analysis to be able to design training programs based on the needs of the young women of the Arab region. She believes that training young women on leadership and how to lead social change requires a lot of responsibility, and so a solid strategy to keep them motivated was justified at every step.

Upon completion of the trainings, WAGGGS proudly witnessed about 60 projects that supported the SDGs implemented in the six participating countries in the Arab Region.

“No matter how small or large the impact, I am sure that deep inside each participant, there was a sparkle of light that we ignited in those training”, says Amani. “It is so empowering and satisfying to see how the knowledge and the experience is cascaded to the grass roots and delivers a meaningful and substantial effect. Thanks to organizations like The UPS Foundation, we’ve induced a positive change in the communities, and I am sure that the multiplier effect will turn this sparkle into a fire.”





## FOSTERING ACADEMIC SUCCESS FOR AMERICAN INDIAN STUDENTS

Since 1976, Brigham Young University (BYU) has partnered with The UPS Foundation to provide scholarships to American Indian students attending the university. For more than 40 years, The UPS Foundation has funded annual scholarships for a number of eligible, deserving students who have worked hard to maintain academic excellence. In addition to their academic focus, many of these students are participating in extracurricular activities, working, volunteering, and raising families. The financial support they receive

to complete their education is not only deserved, it's much-needed.

BYU strives to expand access to education for American Indian students—more than 85 American Indian tribes are represented in the student body. Some are first-generation college students, some come from low socio-economic backgrounds, and some come from areas with limited access to educational opportunities. Many of these students want to strengthen the communities from which they came and uplift the people around them.

Ailaina Herman is one of 20 American Indian students at BYU supported by The UPS Foundation during the 2018-19 academic year. She is a senior majoring in psychology with a minor in family life.

A member of the Navajo Nation, Ailaina came from a difficult family situation. Her mother moved out of their home, leaving Ailaina, her sister, and their father alone. With the help of teachers, mentors, BYU's Summer of Academic Refinement program, and other advisors, she was admitted to BYU and began attending classes in 2015.

Ailaina completed an internship with the Division of Child and Family Services and now hopes to pursue a master's degree in social

work at BYU after she graduates. Eventually, she plans to return to the Navajo Nation reservation to work as a licensed clinical social worker. Serving her Navajo people is important to her, and she wants to give back to the community that has helped her so much.

"Financial difficulties hold many back from opportunities in life," she says, "but having the UPS scholarship allows me to focus more on my studies and internships."

With the support of the UPS Foundation, BYU will continue to help students like Ailaina complete their college education and move on to become successful graduates, committed to building stronger, more resilient communities.

*"Financial difficulties hold many back from opportunities in life, but having the UPS scholarship allows me to focus more on my studies and internships."*



## UPS TRANSFORMS LIVES THROUGH TRANSITIONAL LEARNING CENTER

One UPS initiative designed to encourage individuals with disabilities to join the team and thrive as UPSers is the Transitional Learning Center at the WorldPort® facility. The TLC, which opened in September 2014, is a joint effort with the Louisville-based Coalition for Workforce Diversity. The center provides hands-on training to individuals placed with UPS by Options Unlimited, a nonprofit job placement service for those with disabilities.

Moving through the program in groups of six or fewer, TLC participants undergo classroom and hands-on training that covers all UPS methods and procedures, in addition to “soft” skills like

teamwork and stress management. They are encouraged to try several different operations jobs, including loading and unloading feeders and containers, and inbound and outbound small Sort roles, to determine the best fit.

TLC graduates make a positive impact on their operations. Several have become quality trainers who mentor new employees during their first week in the operation. Bryce Clayton, a TLC graduate, cites his ability to grow and build a career as the reason he loves working at UPS. Bryce was recently selected to become a quality trainer who

is responsible for training the new hires—with and without disabilities—who join his team. Bryce is on track to achieve his goal of becoming his team’s supervisor. His story exemplifies how UPS is fostering a diverse and inclusive environment, and how this environment makes the company better and stronger.

*“The word ‘can’t’ is not in my vocabulary.”*

## HELPING EMERGING LEADERS THRIVE

**W**hile many college students prefer to relax during winter break, Daniel, a junior at New York Institute of Technology (NYIT), used his time off to get a head start on his career. The electrical and computer engineering technology major completed an intensive two-week 'winternship' at the headquarters of a major telecommunications company, where he engaged with professionals from a variety of backgrounds and analyzed complex corporate data. Daniel tapped into the opportunity through the Emerging Leaders Internship Program for College Students with Disabilities, funded by The UPS Foundation and coordinated by the National Business & Disability Council (NBDC) at The Viscardi Center. The mission of the Viscardi Center is to educate, empower, and employ people with disabilities.

"Visiting different corporate offices and speaking with employees of all levels about their unique career paths was a valuable experience," he said. "A highlight for me was learning how engineers test 5G speed and phone durability."



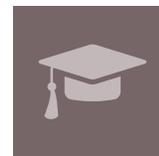
Daniel and a fellow intern were tasked with harnessing a nuanced analytics platform called Tableau to transform complex data into meaningful, easy-to-digest insights. At the end of the internship, the duo demonstrated their knowledge of the software by mapping and graphing specific data sets and presenting their findings to senior analysts.

Using creative solutions to solve problems isn't new territory for Daniel. As a driven and career-oriented student who has what he describes as a neurological processing disorder, patience and out-of-the-box thinking are key.

"I have a condition called dyspraxia, so sometimes when I learn something new, it might take a little while for me to pick it up. But eventually, once I give myself time to fully process a new idea, I'll get it."

Back at school, Daniel is one of a select few high-performing students enrolled in NYIT's accelerated M.S. program, a member of the Golden Key International

Honor Society, and has never let his GPA dip below a 3.5. As he expands his fluency in programming languages, he envisions coding sophisticated software and hardware like security systems and robots in the not-so-distant future. "My intentions are to succeed, and in the past, I have succeeded in everything that I have tried. When things get hard, I work harder."



## 2018 DIVERSITY & INCLUSION RESULTS

More than  
**800 scholarships**  
to benefit  
underserved  
and  
underrepresented  
students



# ENVIRONMENTAL SUSTAINABILITY

**\$3.6 million+**  
**in global support**

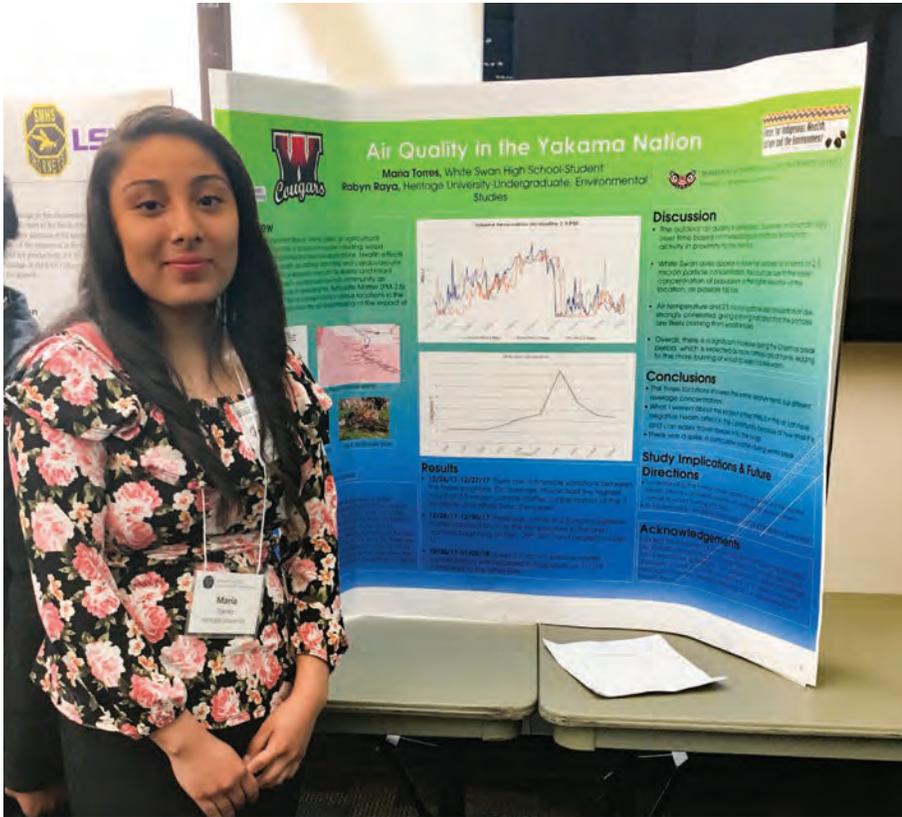




## ENVIRONMENTAL SUSTAINABILITY

UPS believes that today's investment in the environment is an investment in the future. The UPS Foundation environmental strategy supports areas that align with the company's environmental and sustainability initiatives, expertise and priorities. The UPS Foundation

contributes essential financial and volunteer support for environmental programs focused on reforestation and conservation, carbon reduction efforts, and cutting-edge environmental research and education.



## LASTING IMPACT

EnvironMentors has received long-standing support from The UPS Foundation, which has helped make the program possible and spurred sustained interest by students in the sciences. Elio Cruz is a perfect example.

Cruz, the NCSE Youth & Diversity Officer, is a former EnvironMentors participant, and a testament to the program's lasting impact—including fostering the desire to give back. Cruz notes that his participation as a student in EnvironMentors led to his interest and ambition in biology and ultimately the focus of his undergraduate degree.

“Through EnvironMentors I was introduced to science in an accessible and supported way,” he says. “It also influenced me to commit my career to helping other students like me get an equivalent experience so they might realize just how amazing the sciences are as well.”

## DELIVERING HIGH IMPACT AND INFLUENCE TO STUDENTS FOR LIFE

Hosted by the National Council for Science and the Environment (NCSE), EnvironMentors is a national college access program that aims to mentor and motivate high school students who are underrepresented in the sciences. As they plan and conduct environmental research, they acquire skills that will allow them to build careers and become more active stewards of their communities and the environment.

Since 2007, more than 2,000 students have participated in EnvironMentors. More than 75 percent of those students state that their interest in science and the environment tracks directly to the program. 96 percent of EnvironMentors students go on to college.

*“Every year we see firsthand the changes in students who participate in the EnvironMentors experience and watch their interest in science grow.”*

## BREAKING THE DOWNWARD CYCLE

Through use of a nine-chapter network on college campuses across the United States, EnvironMentors matches students with environmental and science professionals, faculty, and college students in one-to-one mentoring relationships during an academic year. Working together, students and their mentors develop rigorous environmental science projects, including a research paper and scientific poster.

Seeing these projects through from start to finish builds critical thinking and communication skills. Students explore higher education opportunities through college preparedness and career development workshops, faculty-student networking, and campus visits arranged by NCSE.

“Every year we see firsthand the changes in students who participate in the EnvironMentors experience and watch their interest in science grow,” Louisiana State University chapter leader Brian Matherne said. “It is a program that disrupts the downward cycles underserved and



underrepresented students suffer from and sets them on a course for upward mobility to their benefit and that of society.”

Students complete the program with increased confidence in their ability to achieve challenging life goals, to do well in STEM courses, to understand the workings of the natural environment,

and to communicate with an assortment of audiences using multiple platforms.

## TREE POWER: CONNECTING GREENERY TO A COMMUNITY'S HEALTH

**J**ennifer Nunn is a lifelong resident of south Louisville, a lower-income area of the city. She has a love of nature and deep roots in her community. Although she grew up in the city, as a child she frequently took trips to her grandmother's land in the country, where she learned to appreciate nature.

"It was always an adventure," Jennifer said. "We would boat, fish, and swim. We would catch frogs and snakes."

Jennifer doesn't have as much access to that land now, so her children haven't been able to experience the outdoors as she once did. To get a dose of nature, she takes her children to Louisville's parks and to the local community garden. That's made her aware of the need for more trees in Louisville, a city that consistently has one of the highest air pollution levels in the United States.

In the fall of 2017, The Nature Conservancy (TNC) and partners launched the Green Heart Project in Louisville to examine the link between neighborhood greenery and certain physical and mental

ailments. This five-year study will inform municipal decision-making processes that connect nature with health and well-being.

The project has received additional support from organizations including The UPS Foundation. This growing support stems from an increasing body of research highlighting a link between urban greening and health outcomes. However, the Green Heart Project is the first controlled experiment to test urban greening in the same way a new pharmaceutical intervention would be tested.

Specifically, the research team will first assess the risk of diabetes and heart disease, stress levels, and the strength of social ties in 700 participants from Louisville neighborhoods where greenery will be planted. The team will measure baseline air pollution levels at the same time.

Next, approximately 8,000 trees, plants and shrubs will be planted throughout the neighborhoods to create an urban ecosystem that promotes physical activity while decreasing noise, stress, and air pollution. After that,

the 700 participants will receive annual check-ups to evaluate how the increased greenery has affected their physical and mental health, as well as their social ties.

Jennifer is excited by the new Green Heart Project in her hometown and has spoken to many people in the community about it. The big selling point for her neighbors is the fact that new trees that will be planted.

"A lot of people seem excited," she says. "The first part is always to talk to people about the trees—then you bring in the health study part of it."

The Green Heart Project will primarily study the effects of increased urban greening on cardiovascular health. Jennifer is particularly interested, however, in another question the project asks: "Does increased greening bring people together?"

"I really want to see how this affects the cohesion inside this neighborhood," she said. "That's really personal to me. But I also realize it could have an impact well beyond Louisville. It could set a new standard."

## HELPING CITIES PLAN FOR AN ELECTRIC FUTURE

**T**ransitioning the transportation sector to electric vehicles is essential to mitigating the effects of climate change and reducing air pollution around the world. This is a critical moment for the future of electric transportation—our path towards electrification can either be sustainably fostered to success or it can stall out. While adoption of electric vehicles is still in its early stages, the rate of adoption is accelerating dramatically.

To accelerate this trend, consumers need easy access to a charging infrastructure that meets their driving habits. Yet cities and

utility companies often lack the critical information they need to make informed decisions and meet the increasing demand. It's a challenge that will only grow over time. Through a variety of activities, World Resources Institute (WRI) is helping cities, utilities, and other stakeholders including traditional automobile companies plan for a future that will sustain the current growth in electric vehicle adoption and ensure electric transportation is more readily attainable.

### DATA-DRIVEN DECISIONS

One of the key challenges in expanding access to charging infrastructure is the impact that expansion will have on the electrical grid. With support from The UPS Foundation, WRI is developing an analytical resource, the grid assessment tool, that will help identify specific grid vulnerabilities. This data will be used to plan for grid upgrades or to identify locations for charging station placements that will minimize any negative impact to the electric grid and help control associated upgrade costs.

WRI is also developing a corresponding tool, the Future Mobility



Calculator (FMC), which estimates the infrastructure requirements and potential impacts resulting from different levels of transportation electrification over the next 30 years. As the grid assessment tool matures, it will link to the FMC to provide a detailed and comprehensive suite of planning tools designed to help break down barriers to electric vehicle adoption.

WRI is turning ideas into action by providing the tools and detailed information needed to advance electric transportation solutions now and into the future. The UPS

Foundation is a key supporter of the innovative, data-driven research that is fueling the move to create an efficient, cost-effective transition to electrification in the transportation sector around the world.



## WORLDWIDE RESULTS OF THE UPS FOUNDATION'S GLOBAL FORESTRY INITIATIVE IN 2018

**2,700,000 trees** planted in 56 countries

**\$2,661,000** in grants



**83%** to our goal of **15 million** trees planted by 2020

4

# VOLUNTEERISM

**\$7 million+**  
**in global support**





## VOLUNTEERISM

Making the world a better place is what drives every volunteer hour delivered by UPS employees. Due to their passion to improve their communities, volunteerism is deeply rooted as an integral part of UPS company culture. The UPS

Foundation invests in opportunities to expand the worldwide volunteer movement, build capacity in local communities, and improve efficiency in the nonprofit sector through the diverse skills and experiences of our people.

## UPSERS SURPASS VOLUNTEER GOAL-AGAIN

Employees at UPS are committed to making a difference in communities where they live and work. In 2014, David Abney, then Chief Operations Officer and CEO-elect, sought to lead the industry by announcing a 20 million hour volunteerism goal for UPS at the Points of Light National Conference on Volunteering and Service. Throughout 2018, UPSers made significant strides toward this 2020 goal, breaking company volunteer records along the way.

UPS set a 2018 goal for employees to provide 2.2 million volunteer hours throughout the

year in service projects around the world. UPSers responded with their unwavering support, time, and resources. During the year, UPSers completed more than 3 million volunteer hours, shattering the goal—exceeding it by 37 percent.

Every year, UPS celebrates the spirit of volunteerism during Global Volunteer Month (GVM)—a companywide volunteerism campaign held every October. This year, UPSers logged more than 430,000 volunteer hours—an all-time best—during Global Volunteer Month, completing

over 2,000 community projects in nearly every corner of the globe.

For the second year, UPSers had the chance to highlight how their GVM projects promote the United Nation's Sustainable Development Goals (SDGs). By taking photos with a handheld fan that displayed which SDG was being fulfilled in the specific volunteer activity, volunteers demonstrate the concrete impact of their time and efforts.

Adopted by United Nations





member countries in September 2015, the 17 Sustainable Development Goals lay out a global agenda for creating a more sustainable, equitable, and peaceful society. Through volunteer service that emphasizes these goals, UPSers are contributing to the strategic and inclusive improvement of society.



UPS is on track to complete a pledged 20 million hours of global volunteerism and community service by the end of 2020.



**18.7 million hours**

completed toward 2020 goal

## LLOYD KNIGHT SALUTED BY UPS

The Jim Casey Community Service Award is presented to a UPSer who demonstrates exceptional commitment to helping others in their community. Each year, one employee is selected from the more than 454,000 active UPSers worldwide.

The 2018 Jim Casey Community Service Award honor was bestowed upon Lloyd Knight, a UPSer since 2007 and a 20-year veteran of the U.S. Air Force. His experience as a veteran returning to the civilian workforce provided him with the perspective and drive to support other veterans as they enter the job market.

Lloyd left the Air Force on a Friday and walked into UPS to begin his new career the following Monday. However, he initially found the idea of this transition daunting. Before exiting the military, Lloyd realized he had never been to a job interview or written a resume.

After landing at UPS, Lloyd began receiving phone calls from veterans requesting job referrals, and he soon recognized that many of his fellow veterans face tough times when they leave the military. Lloyd used connections he made at UPS—primarily through the Veterans Business Resource Group (VBRG) that he founded in



2013—to begin a collective effort with other Fortune 500 companies, and VETLANTA was born. VETLANTA fosters collaboration among Atlanta area businesses to support veteran-oriented initiatives. VETLANTA educates businesses on the need and value of hiring veterans.

Through quarterly summits, VETLANTA connects veterans and their spouses with employers, attendees with volunteer opportunities, and veteran business owners with supplier diversity programs. Each summit also provides a support structure for those who need it, as well as panel discussions that focus on leveraging resources and opportunities from all sectors to enhance VETLANTA and better support veterans and their families.



Due to Lloyd's success, he has used the VETLANTA model to help launch Vet-Birmingham in Alabama and Vet-Charlotte in North Carolina.

"The 1 percent of the U.S. population that serve in the military sacrifice so much for the other 99 percent," says Lloyd. "We owe them more than we will ever be able to pay back."

UPS is proud to honor Lloyd as the 2018 Jim Casey Community Service Award Winner.

*"To get a call or email that I helped someone find a job, land a promotion, or that I've plugged in volunteers to support a non-profit activity is an amazing and rewarding experience. The time I spend volunteering has made me a better leader, a better follower, a better communicator, and a better UPSer."*

– Lloyd Knight

Award Recipient, 2018 Jim Casey Community Service Award



## THE CONFIDENCE TO BE A BLIND PARENT

**T**he misconceptions about the capacities of blind people have adverse effects on the quality of life for these individuals and their families. One form of discrimination that blind parents experience is having their children taken from them without just cause—sometimes straight from the birthing room. Other times, blind parents are discharged with their newborn, but there is a required 24-hour period of assistance by a sighted person. The right to independently care for your own child should be guaranteed to every competent adult, regardless of their ability to see.

These situations can make blind people insecure about their ability to be effective parents. To build feelings of parenting competency in the blind community, the National Federation of the Blind (NFB), together with The UPS Foundation, has established the groundwork for the Blind Parents Education Initiative (BPEI). This program consists of nationwide programs, educational materials, and outreach that inform blind

parents as well as custody decision-makers such as social service agencies. The BPEI matches prospective and new blind parents with experienced blind parent mentors to provide ongoing support.

“I love the NFB because it is not only an advocacy organization, it is a support network for blind people,” says Shawn Calloway, a recipient of resources from the NFB. “If I have any questions about being a blind parent, I have access to several blind parents who can give me guidance and answers to my questions. I thank the Federation for instilling in me the confidence to be a blind parent.”

To operate at a high level, the BPEI depends on a network of dedicated volunteers throughout the United States. Funding from The

UPS Foundation improves the NFB’s programmatic effectiveness through stronger volunteer coordination for the BPEI, other programs, and NFB’s Annual Convention—the largest gathering of blind people in the world.

Support from UPS isn’t just monetary. The UPS Foundation is honored to have partnered with NFB for more than 27 years, advancing the organization’s advocacy and resource network by supporting the organization’s volunteer initiatives through direct UPS volunteer support. During the 27-year partnership, more than 250 UPSers and family members volunteer at NFB’s conference by guiding attendees and facilitating administrative event tasks over the course of the conference.





## DELIVERING HOPE TO A COMMUNITY

**F**or Mavel, the meaning of life can be summed up into one word: service. Since Hurricane Maria devastated the island of Puerto Rico, Mavel and her daughter Ana have dedicated their time to serving their community, despite having lost everything—their

home and everything inside—in the storm. Mavel says when you focus on helping others, you forget your own circumstances, even if only for a day. It's no surprise to anyone that her wish is to help the community of Mayagüez continue to rebuild and thrive.

A group of UPS employees from Puerto Rico volunteered to spend the day making Mavel's wish come true and then some. The first delivery to Mavel was for her community. The UPS volunteers transformed a small warehouse in Mayagüez into a fully stocked and organized hub for supplies and aid, to help her more effectively continue distributing items to community members. While Mavel was hard at work with the volunteers at the warehouse, a secret group of volunteers delivered furniture, decor and appliances to her house, still unfurnished since Hurricane Maria. At the end of the day, Mavel returned to find her empty house transformed into a home.

Ilka Ramon, a UPS Puerto Rico employee said, "Working together with the community-that's something that we do every day. So that's why we want to help Mavel and work towards helping Puerto Rico."



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# COMMUNITY INVESTMENT GRANTS

**\$20.8 million+ in global community support for our 4 focus areas**





## COMMUNITY INVESTMENT GRANTS

In 2018, The UPS Foundation supported its employees' commitment to community and all four of its focus areas by investing in community-based organizations—all where UPSers volunteer—across

nearly 200 countries. This initiative means UPSers have a direct economic impact on their communities, adding to the invaluable volunteer service they provide.



## WATTS OF LOVE

**W**hile accompanying her husband on a business trip to the Philippines in 2009, Nancy Economou volunteered with a local hunger relief program. While distributing food to an underserved community, she met a young girl who had been severely burned and scarred by a kerosene lamp—the only source of light for many in the developing world.

She witnessed not only burns and injuries from kerosene lamps, but also many children left unattended in complete darkness while their parents worked at night.

*“When we hear UPS volunteers are coming, our office starts to smile.”*

### BRINGING LIGHT TO THE WORLD

Economou co-founded Watts of Love to provide clean, renewable solar lights to families around the globe. In addition, Watts of Love provides economic empowerment education by teaching those they serve how to reinvest the money they save. The gift of a solar light enables these families to save nearly 20-30 percent of their income, and these savings are often used to purchase livestock or other items that help them create a more sustainable life path.

“UPS first partnered with Watts of Love when we were in Haiti,” said Economou. “Without

this financial support, we couldn’t have distributed as many lights as quickly as we did. The help we received from The UPS Foundation resulted in at least 350 more lives being impacted by solar light.”

One of those lives is Daisy, a mother in Haiti who completely transformed her family’s future after receiving her light. In the first year alone, Daisy leveraged her kerosene savings to launch a charcoal business and to send her children to school.

After two years, Daisy built herself a new home and purchased a cow. Recently, she purchased an oven and is now selling ovens like hers to neighbors, who are using their own kerosene savings to make the purchase. Watts of Love’s light has allowed her to become a more empowered woman and an entrepreneur.

The nonprofit is honored to have received a UPS Foundation grant, which will be used to extend its programming to Uganda. “Even more important than this generous grant,” said Economou, “we’re overwhelmed by the fantastic UPS volunteers who show up at our events, volunteer time, and carry the vision back to their friends and families. When we hear UPS volunteers are coming, our office starts to smile.”



## EMPOWERING THE ABILITY TO COMMUNICATE

Tony began training on the eye gaze system about a year ago. Using this technology, he is now learning numbers, spelling skills, and participating in conversations by using his eyes to gaze at icons on a grid. His progress has been so amazing that his therapists have begun the paperwork to get him a device of his own.

Laura Haug, Tony’s speech therapist at NJEDDA, says, “I am very proud of Tony’s work. He has worked diligently for years to learn the vocabulary and have a conversation with others. As a speech-language pathologist, I am so happy when I see him smile after saying hello to people or even to request a special card game (like War!).”

Thanks to financial support from The UPS Foundation, NJEDDA is better able to achieve its mission and assist people like Tony to enhance their independence and enrich the quality of their lives.

*“It’s the simple things like being able to call a friend by name that is so amazing.”*

## NJEDDA

Imagine not being able to express that you are hungry or in pain. This is Tony Harley’s everyday reality. Tony has spastic quadriplegia cerebral palsy, along with a seizure disorder. He is unable to speak or use his arms or legs. He relies on a wheelchair and is dependent on others to fulfill his immediate needs, but thanks to huge leaps in assistive technology, the dedication of specialists at North Jersey Elks Developmental Disabilities Agency (NJEDDA), and support from The UPS Foundation, he has access to empowering communication tools for the first time.

The UPS Foundation has provided grants to NJEDDA since 2004 to support the purchase of equipment for its Assistive Technology Lab, including interactive whiteboards, iPads, laptops, and even a mobile SMART Board®. In 2018,

NJEDDA was able to acquire a portable Tobii eye gaze system—a state-of-the-art eye gaze technology tool that provides Tony with his only mode of communication. Eye gaze, or eye tracking, technology is used to control a computer with an individual’s eyes instead of a keyboard or mouse.

This system helps students develop augmentative communication abilities, visual tracking, attention, and perception. The new system allows these individuals to communicate, interact with a computer, surf the web, and control their environment so they can independently turn on lights or the TV. Being able to do these things enhances their everyday lives and improves their ability to lead an independent life.

## TEXAS WOMEN'S EMPOWERMENT FOUNDATION

Since 2002, the Texas Women's Empowerment Foundation's (TWEF) programs have provided valuable resources and motivation to more than 300,000 people in the Houston, Texas area. Through annual youth and mentoring empowerment summits and monthly educational seminars and workshops, TWEF has made a significant impact on the lives of the youth and their families. TWEF's programs and hands-on educational initiatives focus on STEM (science, technology, engineering, and math) instruction, while offering a foundation for young girls to refine their practical work competencies and interpersonal communication skills.

### CULTIVATING GROWTH

TWEF's iLead Youth Program provides young girls with the necessary tools to succeed in the STEM circuit. The program uses a unique approach to science, beginning with instructing participants on growing garden crops. These crops are harvested and then sold at a young farmers market, where all vendors are

young people. Along the way, the students learn and share the scientific qualities and health impact of the food they grow. Support from The UPS Foundation helps TWEF offer scholarships to deserving community youth to participate in programs like iLead and gain access to life-changing educational opportunities.

The students are taught how to combat obesity and disease by attending community monthly health and wellness workshops, where they distribute nutrition, health, and wellness information to peers and assist community members with health screenings.

"I enjoyed being in the iLead Youth Program at TWEF," said iLead participant Karmyne. "This was my first time growing anything. I especially liked watching the okra grow. I was able to pick some okra, take it home and my grandmother cooked it. That was exciting."

TWEF also facilitates learning opportunities that expose its participants to other culturally diverse audiences. iLead helps them to understand the value and perspectives of others by including mentorship from professionals



with diverse backgrounds.

By supporting access to STEM education components through programs such as TWEF's iLead program, UPS is providing the rising generation with engaging opportunities to think outside the box and learn to advance their education.



## JUNIOR ACHIEVEMENT OF WASHINGTON

Junior Achievement’s (JA) programs include essential elements often missing from traditional schoolwork: hands-on, interactive, try-it-out lessons that encourage big ideas and new ways of thinking. JA’s experiential curriculum centers around three pillars: work readiness, financial literacy, and entrepreneurship. Every year, JA’s partnerships with organizations such as The UPS Foundation transform the lives of more than 76,000 young people who, in turn, transform their communities.

### ENRICHING YOUTH TO OWN THEIR FUTURE

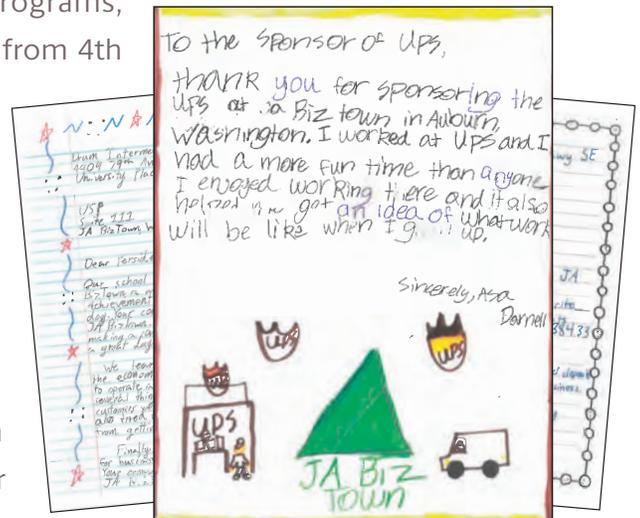
Of all the skills these young people learn, the one with the greatest multiplier effect is self-efficacy—the belief that plans will

turn into action. Confidence in their own self-effectiveness leads young people to continue to move toward their goals, despite disappointments and failures along the way. JA’s programs deliver self-efficacy by having students learn by doing, and by connecting the classroom to the real world so that “school” and “employment and financial success” are connected in students’ minds.

One of these programs, designed for students from 4th to 6th grade, is JA BizTown—a mini city with public and private businesses. Before visiting, students complete a program where they learn basic economic principles, such as how to manage their

bank account. They participate in job interviews and learn about their new workplace and the job they will perform. Jobs include retail sales professionals, accountants, medical professionals, TV and newspaper reporters, and the CEO of UPS!

The UPS Foundation’s investment in Junior Achievement of Washington directly contributes to inspiring and empowering local youth to own their futures and achieve success by fulfilling their dreams. They emerge enriched with knowledge, practical skills, confidence, and clarity on their career options and trajectories. All youth deserve opportunities, and The UPS Foundation’s investment is increasing positive outcomes for young people.



## FOUNDATION FOR ACTIVE REHABILITATION

**W**hen Dominik Rymer was 16 years old, he joined his friends at the lake for a day of swimming and sunshine. He visited this location every year and knew it quite well. But when he dove into the shimmering water, he broke his back when his head struck a hard object.



Every year in Poland, thousands of young people are involved in accidents that result in disability. After these accidents, the first weeks and sometimes months involve constant medical care, and the patients often depend on help from relatives. For these individuals, the idea of a future, let alone an active life in a wheelchair, seems impossible.

When Foundation for Active Rehabilitation (FAR) was estab-

lished in 1988, its goal was to help people in wheelchairs who had suffered spinal cord injuries. Today, FAR provides life-changing assistance to people in wheelchairs regardless of the cause of their condition, and operates social activity projects for children with disabilities.

### NEW POSSIBILITIES

When Dominik returned home from the hospital, he lived with his parents on the third floor of a building without an elevator. He felt surrounded by barriers until he received a visit one day from a FAR employee who was also confined to a wheelchair. Dominik was intrigued about how a person in a wheelchair got to the third floor without an elevator. That is how FAR's work with Dominik began.

FAR introduced Dominik to wheelchair rugby. He met many people in situations similar to his own who had forged ahead, despite adversity. He began to understand that living normally—despite being disabled—was possible. Exercise and sports, which are encouraged by the Foundation through its sports

programs, were the first factors that led Dominik to see the possibility of leading an active life in a wheelchair. The UPS Foundation's funding supports the nonprofit to purchase accessibility and specialized sports equipment for its patients—like Dominik—to participate in exercise and maintain active lives.

### ENJOYING A FULL AND ACTIVE LIFE

Today, Dominik is self-sufficient and tries to live independently with his wife and two children. He is an instructor at FAR, and more importantly he is a role model for others living with disabilities. Thanks to FAR, Dominik has learned to live a full and active life, and now he teaches FAR clients how to do the same.



## ACTIONAID ITALIA

**A**nna is 37 years old, the mother of two, and a survivor of domestic violence. For seven years, she was physically and psychologically abused by her ex-husband, leaving her depressed, seeking isolation, and suffering a complete lack of self-confidence.

### ANNA'S JOURNEY

Anna's story is like that of the many women worldwide who are abused in some form by their partner. Fortunately, with the support from ActionAid International, after Anna left her abusive partner, she

*"I took my daughters  
and I said,  
'That's enough.'"*

was able to restore her self-confidence, secure a stable job, and become financially independent.

The UPS Foundation's grant funding advances ActionAid's women's workforce initiatives that provide critical support for survivors of gender-based violence. Alongside local partners, ActionAid implements projects and activities that strengthen women's economic empowerment. Financial independence is a crucial element to helping women leave a violent relationship; it is a way to get out—and to stay out—of domestic violence.

"It wasn't only the physical violence, the bruises, or the pain, but the psychological violence that led me to not want to open my eyes in the morning. My former husband made me feel inadequate as a woman and mother. In front of this behavior, you no longer exist. Your needs, your passions, your friendships are worthless. You are zero. By hearing these things, you begin to believe them."

Anna realized that she wanted to change her life and to give her children a better future, too.

That led her to finally find the courage to leave home: "I took my daughters and I said, 'That's enough.'"

Anna went to a center that helps and protects women who leave violent situations. While there, she completed career readiness courses and other activities designed to prepare women for the working world and to increase their work competencies and self-sufficiency.

Through support from ActionAid's workforce program, Anna found a job and now she has a new partner who loves her and her daughters. Thanks to her newfound economic independence, Anna now has free time for things like going to the movies and dinner with friends. All of these are simple activities for most people, but for Anna, they represent what was at one point unthinkable.

"I still remember the first time I took the bus alone—I felt so proud. Going to work, getting paid, and spending that money to make a normal life is so wonderful," she said. "I realized that, if you don't take a risk, you'll become old and realize that you've never really lived."



## RISING STAR OUTREACH

While visiting India in 2000, Becky Douglas witnessed impoverished communities and desperate living conditions. Among the worst-off were those with leprosy who would approach her begging for help. When she returned to the United States, she was so haunted by the memory of what she'd seen and heard that she, along with four close friends, formed Rising Star Outreach.

This organization has a three-pronged mission: to eliminate the stigma associated with leprosy through educational programs, to fund leprosy treatment, and to foster community and growth through improved infrastructure in colonies for the leprosy affected.

Rising Star is in Thottanaval, a village in southwestern India, where it operates three main outreach programs: education, health care, and socioeconomic rehabilitation. Through this approach, Rising Star provides this community with a wide range of structural support.

### HOPE DESPITE ADVERSITY

Their hallmark educational project is the Peery Matriculation Higher Secondary School, which serves children from the leprosy community. One student is Tamilselvi, whose parents had leprosy and had to beg to support their family.

Because of her family's situation, Tamilselvi was admitted to the Pre-K program when she was just three years old. Sadly, her father died when she was a young girl, and when she was about to take her college-entrance exams in 2018, her mother passed away. Thanks to financial support from The UPS Foundation, Rising Star

provided Tamilselvi with access to counseling services that helped her through the difficult time.

The UPS Foundation's grant enabled 320 children to receive an education at the Peery School. This support helps Rising Star meet everyday administrative costs like teacher and staff salaries, as well as materials to furnish the school, carry out educational projects, and renovate classrooms. It also provides important support for students like Tamilselvi who are in a variety of difficult circumstances while trying to break out of poverty.

Thanks to the Peery School, Tamilselvi's future is looking bright. She passed her exams and now attends business communication university courses. She wants to become an accountant and is getting practical employment experience as an intern with Rising Star.

*“Our purpose is to establish a life of fulfillment, dignity, and prosperity for the disabled and disadvantaged persons”*  
- Rising Star



## REINDEER SOCIAL WELFARE FOUNDATION

**E**stablished in 2008, the Reindeer Social Welfare Foundation is a children's shelter in Taiwan that improves the welfare and well-being of children and teenaged residents who are either orphans or survivors of neglect or abuse. The organization works with Taiwanese social services and houses youth rescued from these precarious circumstances.

Because these children must leave the Reindeer Foundation when they turn 18, sadly, there are some children who fear a future outside of the organization's walls. Director Pei-Ma distinctly remembers talking to a young girl who felt hopeless about her life once she left the Foundation.

It was conversations such as this one, and the realities of adulthood challenges, that spurred the organization to develop a life-changing work skills project. The mission of the Coffee Skill Training Project is to enhance the children's capability, self-confidence, independence, and interpersonal skills.

### TAKING A BOLD FIRST STEP TO THEIR FUTURE

Given the growing importance of the coffee market in Taiwan, Pei-Ma saw an opportunity to equip Reindeer Foundation residents with a practical skill that would serve them well after they leave the shelter. The program also provides them with other useful career skills such as project

management and interpersonal and problem-solving skills.

Through the Coffee Skill Training Project, students learn everything from the basic growing and harvesting of coffee beans, to the perfect preparation of a cup of coffee. The project's students have a wide range of ideas for how this training will prepare them for meaningful work. Some dream of becoming baristas. Others envision a future as a designer for a coffee shop's logo and advertising. Still, others can see themselves as the head of a coffee farm, working to manage the growing, harvesting and distribution of the coffee beans.

Financial support from The UPS Foundation has enabled the Reindeer Social Welfare Foundation to launch a pilot version of this program. This grant will be used to fund instructor training across the coffee industry's different sectors. With this project, the Reindeer Social Welfare Foundation hopes to give its residents the confidence and work skills they need to feel self-sufficient after leaving the shelter and to successfully reintegrate with society.



## PROJECT PEARLS

**P**rincess Soria was born in the slums of Manila, Philippines, and raised by a single mother. Princess was in the fifth grade when she was first awarded a scholarship from Project PEARLS. She thought she would just get the basics to support her education: necessities like a school uniform and school supplies.

But the Project PEARLS Scholarship Program is about providing the additional—and less tangible—tools, resources and opportunities that children need to succeed in school. In addition to receiving the basics, Project PEARLS provides its scholarship recipients with monthly groceries for their families as long as their

school attendance remains at least 85 percent.

### MORE THAN A SCHOLARSHIP

These scholars can attend after school programs—powered through the volunteer support of UPSers and others—where they receive tutoring in Reading, English, and Math. They are also offered extracurricular opportunities like field trips, university tours, a mentorship program, and dance and sports workshops.

Without Project PEARLS, Princess may have never grown to see her full potential. Each school year, with support from Project

PEARLS, Princess was always at the top of her class. In 2017, Project PEARLS helped send Princess and two other scholars to New York to attend the Global HerStory Summit at the United Nations in New York City. In March 2018, Princess graduated from high school with honors. To give back to the program, Princess became a mentor for younger girls—something she considers life-changing work.

Now a college student, Princess is currently seeking a degree in psychology. Her dream is to be a psychiatrist, with a goal of helping low-income individuals manage their mental health issues.

“I get so emotional when I talk about Project PEARLS because it changed my life through the many opportunities that were given to my siblings, my mother, and me,” said Princess. “My advice to young women is to always take life’s problems as a challenge that’s designed to make you stronger. Do not give up, and always be grateful to the people who help you achieve your dreams.”

## GLASSWING INTERNATIONAL

For the students from the Itiquis School in Alajuela, Costa Rica, 2018 was a special year. Thanks to a partnership with The UPS Foundation, this small school is the first Glasswing International Community School in the country and provides a wide variety of activities for its students.

That has meant a lot for María Paula, who is seven years old and on the Autism Spectrum. In the past, she has had behavioral problems and trouble getting along with others. Due to the educational support she now receives and the many extracurricular and after school programs available to her, María Paula is more excited to learn and she has fewer behavioral issues.

Glasswing International is a nonprofit organization that empowers communities in seven Latin American nations to become more resilient through educational and enrichment opportunities for vulnerable children and youth. In Costa Rica, 30 UPS volunteers helped create what students

describe as a “vibrant and happy” classroom at the Itiquis School. These volunteers were also trained to become role models and volunteer mentors in the arts, robotics, soccer, glee, English, and Discovery Club.

### IGNITING A PASSION FOR LEARNING

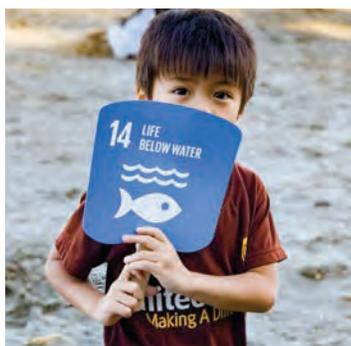
María Paula enrolled in the arts and robotics clubs and now art and programming have become two of her most outstanding skills. In both clubs, she is learning important school-based skills,



like transitioning appropriately between activities and following directions. She is also developing other important life skills, such as working collaboratively as part of a team and staying on task.

Since she began participating in these clubs, María Paula has shown more empathy towards her classmates and a greater willingness to complete the different activities. This has helped her generate bonds of trust and establish her own work routines. As a result, she can now establish social relationships in a meaningful way with her peers.

Because of the work of Glasswing International, the commitment of UPS volunteers, and through funding from The UPS Foundation, more than 120 children can now access two hours of weekly after school activities in a welcoming space that encourages creativity and learning. For students like María Paula, that means the acquisition of new academic, life, and social skills. Together, these children are growing individually and have nurtured a genuine belief in themselves through a boost of self-confidence.









## UNITED WAY

In 2018, UPS and United Way used a powerful, long-standing partnership to continue making strides to improve lives and strengthen communities where we live and work. Since 1982, UPS and our employees have donated more than \$1.5 billion to United Way, becoming

the first company to reach this philanthropic milestone. UPS has twice won United Way's Spirit of America award, the organization's highest honor for corporate involvement and commitment to building better communities.



## JOINING THE FIGHT AGAINST HUMAN TRAFFICKING A POWERFUL PARTNERSHIP

“UPS saves lives by putting a stake in the ground around the issue of human trafficking,” said Christine Benero, President and CEO of Mile High United Way in Denver, Colorado.

Cases of human trafficking are found in all 50 U.S. states. The groundbreaking partnership between The UPS Foundation and the United Way Center on Human Trafficking & Slavery is working to change that. A UPS-funded community training initiative is designed to help United Way partners and

communities spot the signs of human trafficking while equipping trainees with the practical tools needed to better understand what trafficking looks like and what the warning signs are for its victims.

The training was so well received and effective that it was put into immediate action by an IT support staff member at Mile High United Way who had gone through the training and happened to be sitting at the front desk when a young woman walked through the doors.

“A young woman came in to Mile High United Way looking very frightened and alone. And, because of the training that you gave to us, our colleague knew exactly what to do. He looked at her and recognized that something wasn’t right,” said Christine. “He told her, ‘You are safe and we will help you.’ We wrapped resources around this young woman who had been taken away from her home and subsequently trafficked, and we were able to get her back to her mother.”

UPS worked with United Way to make a difference in the Denver community around the issue of human trafficking. This powerful collaboration has helped United Way staff others who work with vulnerable populations and bolster their understanding of what trafficking looks like so that something can be done to address it.

**97,000 UPS DRIVERS AND SUPERVISORS HAVE BEEN TRAINED TO RECOGNIZE SIGNS OF TRAFFICKING AND HOW TO REPORT THEM.**



The story of this young woman is just the beginning. Through ongoing UPS support, the training program has been adopted and made available to United Way partners and communities nationwide. This success story, and others like it, demonstrates the life-changing impact of powerful partnerships such as this one.

*“We wrapped resources around this young woman who had been taken away from her home and subsequently trafficked, and we were able to get her back to her mother.”*

## UNITED WAY AND UPS BY THE NUMBERS



**\$63 Million** contributed by UPSers and The UPS Foundation



**\$1.5 Billion** donated to United Way since 1982

UPS was the first company to exceed **\$1 billion** in total contributions to United Way

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## Thank you to all of the UPSers supporting the Sustainable Development Goals in their own communities!



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