

Glenlake Parkway
 NE-Atlanta, GA 30328
 Phone: (404) 828-6000
 Fax: (404) 828-6562

DIVERSITY LEADERSHIP

Randi Menkin, Director
 Workplace Diversity

EMPLOYMENT CONTACT

Keisha A. Simmons
 Public Relations Supervisor

For information concerning employment opportunities at UPS, please go to www.upsjobs.com. UPS is an equal opportunity employer.

THE STATS

	Total in the U.S.		Total outside the U.S.		Total worldwide	
	2008	2007	2008	2007	2008	2007
Number of employees	354,000	352,000	72,000	69,000	426,000	421,000
Revenue (billions)					\$51.5	\$49.7
Percentage of minorities	31%	31				
Percentage of women	29	29				

RECRUITING

Please list the schools/types of schools at which you recruit.

- Ivy League schools
- Other private schools
- Public state schools
- Historically Black colleges and universities (HBCUs)
- Hispanic-serving institutions (HSIs)
- Native American tribal universities
- Other predominantly minority and/or women's colleges

Do you have any special outreach efforts directed to encourage minority students and graduates to consider your firm?

- Hold a reception for minority students
- Conferences
- Participate in/host minority student job fair(s) or other minority-focused job events
- Sponsor minority student association events
- Firm's employees participate on career panels at school
- Outreach to leadership of minority student organizations
- Scholarships or intern/fellowships for minority students

What activities does the firm undertake to attract minority and women employees?

- Partner programs with women and minority associations
- Conferences
- Participate at minority job fairs
- Seek referrals from other employees

Do you use executive recruiting/search firms to seek to identify new diversity hires?

No.

INTERNSHIPS AND CO-OPS

INROADS

Deadline for application: None

Number of interns in the program in summer 2008: 25

Pay: Monthly, varies by job duties and educational level

Length of the program: 10 weeks

STRATEGIC PLAN AND DIVERSITY LEADERSHIP

Does your firm currently have a diversity committee?

Yes.

Please describe how the committee is structured, how often it meets, etc.

UPS has a diversity council that is chaired by the company's CEO and led by three senior-level executives—the senior vice president of worldwide sales and marketing, senior vice president of human resources and senior vice president of legal, compliance and public affairs.

The council meets regularly to track and review progress in such areas of focus as business growth, talent management and reputation management.

Does the committee's representation include one or more members of the firm's management/executive committee (or the equivalent)?

Yes.

How many executives are on the committee?

Thirty

Does the committee and/or diversity leader establish and set goals or objectives consistent with management's priorities?

Yes.

Has the firm undertaken a formal or informal diversity program or set of initiatives aimed at increasing the diversity of the firm?

Yes, formal, via the corporate diversity council.

How often does the firm's management review the firm's diversity progress/results?

We have ongoing monitoring.

RETENTION & PROFESSIONAL DEVELOPMENT

Please identify the specific steps you are taking to reduce the attrition rate of minority and women employees.

- Increase/improve current work/life programs
- Adopt dispute resolution process
- Succession plan includes emphasis on diversity
- Work with minority and women employees to develop personal career advancement plans
- Strengthen mentoring program for all employees, including minorities and women

- Professional skills development program, including minority and women employees

DIVERSITY MISSION STATEMENT

Diversity and UPS people

UPS's workforce is multicultural, multidimensional and reflective of the broad attributes of our global communities.

UPS understands that diversity encompasses more than ethnicity, gender and age. It's how employees think, the ideas they contribute and their general attitude toward work and life.

Diversity is encouraged by recognizing the value of people's different experiences, backgrounds and perspectives. Diversity is a valuable, core component of UPS because it brings a wider range of resources, skills and ideas to the business.

Long-standing company policies—such as employee ownership, equal opportunity, promotion from within and teamwork—have helped make UPS a preferred employer. Diversity impacts UPS's business from many perspectives, whether it's in meeting the needs of a diverse customer base, working with a diverse supplier network or gaining momentum from the varied contributions of our diverse workforce.

ADDITIONAL INFORMATION

UPS Diversity Steering Council

UPS expects diversity to be fostered and encouraged by every UPSer in their daily commitment to the company. UPS also has a diversity steering council whose vision is to ensure that workforce, customer and supplier diversity remain a visible core value that is integral to our business, our community relationships and The UPS Charter.

The UPS diversity steering council is co-chaired by Chairman and CEO Scott Davis, Senior Vice President of Human Resources Allen Hill and Teri Plummer McClure, senior vice president of legal, compliance and public affairs, general counsel and corporate secretary. This cross-functional council consists of internal and external representatives.

Employer of choice

UPS is frequently recognized for its commitment to diversity.

UPS was profiled as a leader in *Hispanic* magazine's 13th annual Corporate 100 list, "a list of the top U.S. companies that excel in creating business and job opportunities for Hispanic Americans, as well as donating to philanthropies that target Latino communities."

Since 2000, UPS has been consecutively named a top corporation for Women's Business Enterprises (WBEs) by the Women's Business Enterprise National Council (WBENC).

UPS was honored with the coveted NAACP (National Association for the Advancement of Colored People) Corporate Citizen of the Year Award.

UPS

Community

Throughout our history at UPS, we've found that we grow by not only investing in our business but also in the communities where we live and work.

UPS does extensive work and partners with various organizations to improve social conditions that exist within the communities we serve. Below is a sample of the organizations UPS and UPS people partner with:

- 100 Black Men of America (100 BMOA)
- Family and Workplace Literacy Programs
- Hispanic Chamber of Commerce (HCC)
- INROADS
- National Association for the Advancement of Colored People (NAACP)
- NASCAR
- National Urban League (NUL)
- National Council of La Raza (NCLR)
- Native American Business Alliance (NABA)
- Organization of Chinese Americans (OCA)
- The National Newspapers Publishers Association (NNPA)
- Special Olympics
- UNCF Corporate Scholars
- Women's Business Enterprise National Council (WBENC)

Customers

UPS understands that customer diversity requires understanding the differences in cultural backgrounds and the unique needs of each customer.

Every day, UPSers serve nearly eight million customers in over 200 countries and territories worldwide. Because of its global impact, UPS has many unique opportunities to reach a broad range of diverse customers. UPS understands that diversity is essential as the company expands and finds ways to solve the individual needs of all customers.

Supplier diversity

Formally launched in 1992, the UPS Supplier Diversity Program is committed to providing business opportunities to minority- and women-owned businesses.

UPS strives to have diversity among its business partners. In addition to developing strategic relationships with minority- and women-owned businesses, UPS encourages majority suppliers to support women- and minority-owned firms. We are committed to ensuring that our supplier diversity process strengthens the minority- and women-owned businesses that drive economic development in our communities. More than 25,000 businesses across America are partners in the UPS supplier network.