A Message from Jim Powers
Our mission is to provide superior value to our Shareholders by serving all of our customers with leadership, innovation, comprehensive and efficient services, preferred brands and the highest standards of quality and safety. We recognize that in order to achieve our mission, we must operate with an eye toward sustainability. UniGroup is focused on growth and recognizes the importance of doing this in a socially responsible and sustainable way.

UniGroup accomplishes this by focusing on three critical areas: our people, our environment and our future.

**OUR PEOPLE**

UniGroup is committed to conducting business in an ethical and honest manner in its dealings with employees, customers, Shareholders, agents, suppliers and the community. UniGroup is also dedicated to compliance with applicable laws and regulations and to maintain the highest standards of ethical and honest conduct in everything the company does.

**OUR ENVIRONMENT**

UniGroup is committed to continuous improvement in the safety performance of those providing our services and the environmental impact of our business by:

- reducing the impact of our corporate operations on the environment by reducing waste; minimizing releases to air, water and land; and using energy and raw materials efficiently;
- focusing on the safety of the travelling public, our van operators and employees;
- ensuring compliance with applicable environmental laws and regulations;
- reducing waste by minimizing the amount of materials sent to landfills through reuse and recycling programs;
- providing direction to improve the environmental performance of our agents, contractors and employees; and
- setting and reviewing appropriate environmental objectives and targets.

**OUR FUTURE**

UniGroup is committed to the success of all our stakeholders. Investments in our people, our processes and the environment position us to grow our business by pursuing new lines of business and expanding capacity for our traditional business. UniGroup will work to achieve our growth in a responsible and sustainable manner.

James G. Powers  
President, UniGroup, Inc.
OUR COMMITMENT

Purpose of Report ........................................ 5
Commitment to Sustainability .......................... 5
Sustainability Guidelines ............................... 6
Disclosures on Management Approach .............. 8
Implementation Plans .................................. 9

OUR REPORT

Material Aspects and Boundaries ........................ 11
Identifying Stakeholders ................................ 12
Stakeholder Engagement ................................ 12
Our Second Sustainability Report ...................... 13
A Year of Changes ....................................... 14
Contact Us ............................................... 15

OUR COMPANY

Company Information .................................... 17
Ownership ................................................. 17
Governance ............................................... 18
Markets Served ......................................... 19
Services Provided ...................................... 20
Suppliers ................................................ 21
Process Flow ........................................... 24
Supply Chain .......................................... 25

OUR PEOPLE

Labor Practices and Decent Work ...................... 27
Discrimination .......................................... 28
Employee Turnover .................................... 28
Workplace Injuries ..................................... 29
Employee Training ..................................... 30
Diversity ............................................... 31
Supplier Labor Practices ............................... 31

OUR VALUES

Human Rights ............................................. 33
Initiatives Supported .................................... 33
Industry and Charitable Associations .............. 34
UniGroup Gives Back .................................. 35
Employee Wellness .................................... 37
Code of Conduct and Ethics ......................... 38
Responses to Potential Misconduct ................. 40
Anti-Corruption Actions ............................... 41

OUR EFFORTS

Environmental Commitment ........................... 43
Energy Consumption .................................... 44
Conservation and Reuse ............................... 45
Our Results ............................................. 48
Extending Our Commitment ......................... 49
Van Operator Fuel Use and Emissions ............... 52
Safety .................................................... 53

OUR CUSTOMERS

Customer Privacy ....................................... 55
Customer Satisfaction ................................ 56

APPENDIX

GRI Index ................................................ 58
Materiality Matrix ...................................... 60
Table of Material Aspects ............................. 61
PURPOSE OF REPORT
UniGroup is committed to pursuing growth in a sustainable manner. The purpose of this report is to share the sustainability issues that affect our company and how we manage the impact on our people, the environment and society while maintaining a profitable organization.

We believe that following the Global Reporting Initiative (GRI) framework allows our report to be compared to reports of other companies. The GRI framework provides an objective standard against which to judge our disclosures for transparency and measure our performance.

COMMITMENT TO SUSTAINABILITY
In combination with the Sustainability Commitment provided by our president, UniGroup’s Sustainability Guidelines exist to communicate to our employees, customers, Shareholders, agents, suppliers and community our commitment to conduct business in a sustainable manner. These guidelines are published and accessible to all employees and agents on our internal website and to all other stakeholders on our public website – unigroupinc.com. The guidelines are periodically reviewed for consistency with business practices and revised as needed.
SUSTAINABILITY GUIDELINES

UniGroup’s sustainability efforts are endorsed and overseen by senior management of the company.

UniGroup’s green team focuses on implementing sustainable solutions and increasing environmental awareness. The team consists of volunteers who represent various departments throughout the Home Office.

UniGroup dedicates resources to support sustainability efforts.

UniGroup promotes a campus environment that is smoke-free and UniGroup prohibits tobacco product usage on its premises.

UniGroup supports single stream recycling by providing recycling containers at each desk. Non-recyclable items can be disposed of in centrally-located trash cans.

The UniGrille, the company’s Fenton-based onsite cafeteria, participates in the Green Dining Alliance and is committed to:
- using no Styrofoam;
- ensuring all food containers are either recyclable or compostable; and
- supporting composting by making compost containers available to the cafeteria’s kitchen and those who dine in The UniGrille.

UniGroup encourages employees to circulate documents electronically to reduce paper and ink required to print memos and faxes.

UniGroup purchases 30 percent post-consumer recycled paper for copiers and 100 percent recycled material for paper hand towels and toilet tissue.

UniGroup recycles printer cartridges, computers and other electronic equipment.

UniGroup disposes of light bulbs in an environmentally appropriate manner.

UniGroup donates or recycles used office furniture and fixtures.
UniGroup encourages employees to use conference calls and Webinars to reduce the environmental and economic impact of business travel.

UniGroup utilizes standby mode on copiers/printers after two hours of non-use to reduce power consumption.

UniGroup has a “No Idling” policy for trucks at the Home Office.

UniGroup conserves energy by:
- minimizing lighting used in the office during off hours;
- utilizing solar panels to off-set power usage;
- using energy efficient induction lighting in parking lots;
- replacing electronic ballasts with energy saving magnetic ballasts;
- utilizing an energy management system with variable speed drives to maximize the efficiency of heating and cooling equipment; and
- automated monitoring of building systems (UL listed certified fire alarms, sprinklers in buildings and annual inspections by state and federal jurisdictions).

UniGroup purchases certified green cleaning materials, when available, including those provided for use by contracted janitorial services.

UniGroup purchases ENERGY STAR rated office equipment and appliances, when available.

UniGroup contracts with a green cleaning company for janitorial services and has the expectation that:
- building occupants' and cleaning staff's exposure to hazardous cleaning products, equipment and procedures is limited;
- HEPA filtration vacuums and microfiber cloths are used; and
- chemicals used are biodegradable and green, when available.
DISCLOSURES ON MANAGEMENT APPROACH

In 2013, UniGroup began annually reporting our sustainability efforts and effects. In drafting the report, UniGroup followed the Global Reporting Initiative Sustainability Reporting Guidelines 4 (G4). This structure allows UniGroup to disclose the company’s commitment to sustainability and provide an accessible and comparable report to the stakeholders of our company.

The G4 guidelines are structured to encourage companies to focus on the areas where they have a material impact. UniGroup believes that directing its resources to these areas is an effective way to continue its sustainability efforts. This narrowed focus allows UniGroup to concentrate on the matters that are critical to the organization’s goals, important to our stakeholders and limit the impact on society.

UniGroup is reporting under the generic approach, which limits disclosures to material aspects. In deciding materiality, UniGroup considered the aspects identified in this report as important to the company, its employees, agencies and customers.

Safety
Safety is the most important element of our operations. We continually work to ensure our van operators are operating safely on the roads and that our workers are safe in our Home Office. We also evaluate our performance against the Department of Transportation Safety Measurement System.

Economic
Economic aspects are primarily managed by measuring our performance against defined objectives. These objectives center in part on enhancing our positive impacts by pursuing socially responsible growth and continuing our involvement with charitable efforts in our community.
Environmental
We manage these aspects through efforts to mitigate our impact on the environment. The UniGreen Team supports environmental projects at our Home Office and educates our employees on ways to incorporate environmental responsibility at home. We educate our agents and van operators on the environmental impact they have and encourage them to be part of the sustainable solution.

Labor
We primarily manage our workforce through shared responsibility with managers and Human Resources to guide the training, education and development of all UniGroup employees.

Human Rights and Society
UniGroup manages its human rights and societal risks primarily through its compliance program, which provides proactive training and responds to potential issues. We evaluate our performance through the review of issues raised and address deficiencies with program review and additional training.

UniGroup looks to our stakeholders for their perspective on our company and its impact on society. We engage agents and Shareholders through various annual meetings and will continue to engage our corporate customers through the national account contracting process.

IMPLEMENTATION PLANS
UniGroup’s future plans include enhancements to our business processes and reductions in our environmental impact by:
- assessing our processes against the ISO 14001 standard;
- strengthening our supply chain compliance efforts; and
- broadening the awareness of our agency family with regard to sustainability topics.

Periodic updates on UniGroup’s sustainability efforts will be reported on our corporate website within the sustainability content area.
Our Report
MATERIAL ASPECTS AND BOUNDARIES

Through ongoing internal management discussions, an outside consultant’s work in 2012, sustainability team collaboration for the 2013 report and feedback from agents at the 2014 UniGroup Learning Conference – an annual learning experience for our agencies, UniGroup has identified the information contained in this report as holding material significance to our business.

UniGroup maintains the GRI definition of materiality – those topics that have a direct or indirect impact on an organization’s ability to create, preserve or erode economic, environmental and social value for itself, its stakeholders and society at large. At the 2014 Learning Conference, UniGroup’s sustainability team obtained input from our agents who provide service to us and are our Shareholders. Discussions were held with agency participation to identify the opportunities and risks most important to stakeholders, the economy, environment, society and UniGroup. The aspects discussed in this report were updated to include feedback from these sessions.

The aspect boundaries contained in this report were defined as those affecting U.S. operations only and exclude some subsidiaries with different types of operations. Only the domestic UniGroup Home Office locations were considered with regard to aspect boundaries. All considerations for this report exclude our foreign subsidiaries in China, Singapore, Japan, France, Germany, Spain, India, Switzerland and the United Kingdom. Agency operations, both domestic and global were excluded.

UniGroup is a privately held company and not all information is available to the public. This report does not include any information that is deemed sensitive or proprietary to UniGroup, our Shareholders and/or our employees.
IDENTIFYING STAKEHOLDERS

UniGroup has identified its stakeholders as the following groups: Shareholders, agents, van operators, residential customers, corporate customers, employees, the government and the communities in which we operate.

STAKEHOLDER ENGAGEMENT

Various approaches are utilized to engage different groups of stakeholders and continue increasing the engagement of all stakeholder groups.

UniGroup’s approach to the engagement of agent and Shareholder stakeholders is through Shareholder meetings, conventions and learning conferences. These avenues are used to share sustainability information and gather input for what is important to them as stakeholders.

UniGroup engages our customers and becomes aware of their concerns and expectations through the:
- national account contracting process;
- customer surveys inquiring about their move experience; and
- government scoring system.

Employees are engaged during all-employee meetings and the use of focus groups and project teams. UniGroup continues to engage its employees through the UniGreen Team, a 15 member environmental task force led by the director of corporate responsibility and sustainability.
OUR SECOND SUSTAINABILITY REPORT

We are proud to present the 2014 UniGroup Sustainability Report, the second to be issued by UniGroup. There are no restatements to the 2013 report published in March 2014.

After our review of relevant aspects with our stakeholders, including Shareholders and agents, we have added information about our materials – the level of recycled content – and our total environmental protection expenditures and investments. These aspects were deemed material to our agents at our 2014 Learning Conference. As we receive additional feedback from other stakeholders, we will continue to update the reported aspects.

Though we are not yet fully expanding our scope to include offices outside Fenton, Missouri in 2014, we are including some information such as number of employees from those operations in order to give a better picture of the extent of our operations. We have also begun assessing sustainability efforts at our outer offices through the use of a sustainability assessment scorecard.

All information provided in this report is based on a calendar year, which is also UniGroup’s fiscal year. UniGroup reports sustainability efforts on an annual basis and our report is available through the corporate website in the first quarter of each calendar year.
A YEAR OF CHANGES

The year 2014 was one of change for UniGroup. At the end of June, UniGroup acquired the London-based global workforce mobility company, Sterling. The acquisition provided UniGroup with a full range of relocation consulting, assignment management, immigration, destination and supply chain management services. Sterling also provided UniGroup with additional locations in Singapore, the United Kingdom and the United States and a new presence in France, Germany, India, Spain and Switzerland.

In November, Rich McClure retired from his position as president of UniGroup after 12 years and Jim Powers was appointed as his successor. Jim has served in a variety of senior management roles throughout the company over a period of 13 years.
CONTACT US

Additional information regarding UniGroup’s sustainability initiatives or this report can be obtained by contacting:

Rebecca Peterson – rebecca_peterson@unigroup.com – 636-349-3948
Angie Neske – angie_neske@unigroup.com – 636-349-2558

UniGroup’s Home Office is located at:

One Premier Drive
Fenton, Missouri 63026
Our Company
COMPANY INFORMATION

UniGroup is a $1.7 billion transportation company. UniGroup and its subsidiaries (collectively “UniGroup”) provide services under the following brands: United Van Lines, Mayflower Transit, United Containers, Mayflower Containers, United Mayflower Containers, Allegiant Move Management, UniGroup Logistics, UniGroup Relocation, Sterling, MultiTek¹ and Trans Advantage.

These brands are managed through UniGroup subsidiaries: United Van Lines, LLC (and its military subsidiaries); Mayflower Transit, LLC (and its military subsidiaries); United Mayflower Container Services, LLC; Allegiant Move Management, LLC; UniGroup Worldwide Logistics, LLC; MultiTek, LLC; UniGroup Worldwide, Inc. (and its subsidiaries); Sterling International Group, Ltd. (and its subsidiaries); and Trans Advantage, Inc. For purposes of this report, the following subsidiaries have been excluded: European, Asian and other foreign subsidiaries (including Sterling subsidiaries); Total Insurance, Ltd.; UVL Farms, LLC; Transportation Services Group, Inc. and Total Transportation Services, Inc.

OWNERSHIP

UniGroup, Inc. is a private, for-profit corporation organized under the laws of the state of Missouri. UniGroup is owned primarily by domestic United Van Lines, LLC and Mayflower Transit, LLC agents. Executives of the company and its subsidiaries and international agents own a small amount of non-voting stock.

¹As of publication date, MultiTek is no longer a subsidiary of UniGroup.
GOVERNANCE

UniGroup is governed by an 18 member Board of Directors. All 18 directors are representatives of United and/or Mayflower full-service agencies. The offices of chairman and chief executive officer, vice-chairman, secretary and treasurer of UniGroup are occupied by members of the UniGroup Board. The remaining officer positions are occupied by employees of UniGroup. The various subsidiaries of UniGroup are either member-managed limited liability companies or have Boards of Directors comprised of members of the UniGroup Board of Directors and/or members of the management of UniGroup and its subsidiaries.

The UniGroup Board of Directors has appointed its members to serve on various Board Committees. The standing Board Committees consist of the Executive Committee, Governance Committee, Domestic Household Goods Committee, Logistics Committee, International Committee and Audit/Finance Committee. Other committees and advisory groups are periodically created to provide guidance on specific issues. In addition to Board members, advisory members affiliated with agents of the van lines have been appointed to several Board Committees and an independent (non-agent) advisor serves on the Audit/Finance Committee.

These Board Committees and advisory groups make recommendations to the full Board regarding policies, programs and initiatives, including those with economic, environmental and social impacts. The ultimate decision-making power on matters, including those with economic, environmental and social impacts, rests with the full Board of Directors. Under some circumstances, the Board of Directors delegates decision making authority to Board committees and/or management.
MARKETS SERVED

UniGroup operates on a global scale. United Van Lines and Mayflower Transit have a vast network of more than 600 agent locations in the United States. The UniGroup Relocation network is a global mobility network with more than 1,000 locations serving 180 countries across six continents. UniGroup has operations located in the United States, United Kingdom, France, Germany, Spain, Switzerland, India, Hong Kong, Japan, Singapore and China. UniGroup evaluates emerging markets on an ongoing basis to determine new markets that should be served.

All of these locations allow the UniGroup network to service multiple types of shipments, including residential, government, military, national accounts, retail, hospitality, medical, IT, telecommunications, tradeshow and exhibitions.

Our customer base includes families (military, expats, transferees/assignees) and companies needing global integrated relocation services, warehousing and distribution, and moving or transportation solutions.
SERVICES PROVIDED

<table>
<thead>
<tr>
<th>Company</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>United Van Lines</strong>&lt;br&gt;<strong>Mayflower</strong>&lt;br&gt;United Mayflower Container Services</td>
<td>Domestic interstate transportation, storage and related services for household goods through a nationwide network of household goods agents. Portable storage containers and related services using a centralized call center which coordinates a network of independent dealers. We are continuing the implementation of the transition plan we adopted in 2014.</td>
</tr>
<tr>
<td><strong>Allegiant</strong>&lt;br&gt;<strong>UniGroup Logistics</strong>&lt;br&gt;<strong>UniGroup Relocation</strong>&lt;br&gt;<strong>MultiTek</strong>&lt;br&gt;<strong>Trans Advantage</strong>&lt;br&gt;<strong>Sterling</strong></td>
<td>Household goods move management services to the van lines and their subsidiary military carriers, corporate clients, the U.S. government through the Government Services Administration (GSA) and military carriers. Brokerage, freight forwarding, special products transportation (through United Van Lines and Mayflower Transit), global logistics (through UniGroup Relocation), warehousing and supply chain management. The relocation of information technology centers for companies and other complex logistics services. Global mobility management, including international forwarding of household goods, destination services and ocean freight brokerage. UniGroup Relocation also operates a Non-Vessel Operating Common Carrier (“NVOCC”) known as Brewster Lines and is a licensed United States Customs Broker. Comprehensive relocation and moving services including top-tier services to a roster of global blue chip clients. Services include cross culture training to settling-in services, property management to home find services, partner assistance to immigration, visa &amp; work permits. Leasing, financing and selling new and used tractors, trailers, straight trucks, containers and other related equipment. Trans Advantage also provides storage vaults, uniforms, business forms, fuel and tire programs, packing material, advertising specialties and other transportation-related services.</td>
</tr>
</tbody>
</table>

1As of publication date, MultiTek is no longer a subsidiary of UniGroup.
SUPPLIERS
UniGroup and its subsidiaries use the following groups of suppliers for the listed service offerings.

Household Goods Services
This network of suppliers allows United Van Lines, LLC and Mayflower Transit, LLC to provide household goods moving services throughout the United States.

Household Goods Agents – These independently-owned companies provide moving services on behalf and under the authority of United Van Lines, LLC and Mayflower Transit, LLC through a legal relationship. The services they provide include sales, origin services (such as packing), hauling, warehousing and destination services (such as unpacking). They provide these services through their own workers (including employees and independent contractors) and through subcontracting companies. Some of the labor is provided through a nationwide relationship with Labor Ready.

Container Shipments – Certain 16 foot do-it-yourself container services are provided through a different network of service providers:
- Dealers of United Mayflower Container Services, LLC – these dealers provide container delivery and local transportation services.
- Third Party Haulers – these shipments are hauled by third party carriers.

Claims Adjusters and Repair Companies – These companies adjust claims and provide repairs throughout the country which allows United Van Lines and Mayflower Transit to settle claims with customers.

Third Party Transportation Companies – These companies include other carriers and railroads that provide supplemental hauling capacity.
Logistics Services

Agents – Larger logistics operations rely on the agents of United Van Lines, LLC and Mayflower Transit, LLC in providing sales, warehousing, origin services, hauling services and destination services.

Direct Owner-Operators – United Van Lines and Mayflower Transit directly contract with a limited number of owner-operators to haul shipments under United Van Lines or Mayflower Transit authority.

Third Party Hauling Companies – Logistics has contracts with independent carriers to provide supplementary hauling capacity.

Trans Advantage

National Vendor Programs – Trans Advantage offers a variety of programs on a nationwide scale. These vendor programs include emergency breakdown services, truck rentals, tire and fuel programs, International parts and repair, cartons program, uniform and graphic decals for United Van Lines and Mayflower Transit fleets.

Equipment Sales – Trans Advantage offers quality trailers, straight trucks, tractors, moving equipment and related supplies.

Financing – Competitive financial services tailored to fit the transportation industry are also available to Trans Advantage customers.
**International Services**

**Network of Certain Van Line Agents Providing Services** – These van line agents (outside their agent role) may provide services such as warehousing, packing or local transportation for shipments sold by UniGroup Relocation. They may also sell shipments that are serviced in part by UniGroup Relocation.

**UniGroup Relocation Network** – UniGroup Relocation relies on a global network of companies, many of whom are members of UniGroup Relocation Network, to provide services in various locations throughout the world on UniGroup Relocation shipments.

**Ocean Carriers** – UniGroup Relocation and Sterling have agreements with ocean carriers for the transportation of shipments.

**Destination Service Companies** – UniGroup Relocation has relationships with companies that provide destination services to our customers; for example, information about local customs and school, real estate, visa and immigration assistance.

**Sterling Global Alliance** – Sterling uses its own global network of companies to provide services in various locations throughout the world on Sterling shipments.
Below is a brief example of our process for performing a typical household goods interstate shipment under United Van Lines or Mayflower Transit Authority.
SUPPLY CHAIN

The services performed in the previous process flow example are completed through our comprehensive supply chain. Our partners up and down the supply chain are key to the completion of our services. An extensive illustration of our supply chain is included below:
LABOR PRACTICES AND DECENT WORK

As of Dec. 31, 2014, UniGroup had 917 employees in its U.S. workforce. Of the 917 employees, 825 work in Fenton, Missouri. Nine employees work in our San Francisco office. The remaining U.S. based employees work from home or staff air freight and/or freight forwarding offices in College Park, Georgia; East Boston, Massachusetts; Denver, Colorado; Fort Wayne, Indiana; Orlando, Florida; and St. Louis, Missouri (Crossdock). UniGroup employs 318 employees in its overseas operations, however we have chosen not to include overseas operations in this report.

U.S. employees work in the following operational units: Domestic Household Goods Transportation, Logistics (Domestic and International), International Household Goods Transportation, Military or Trans Advantage. Other employees work in departments that support U.S. operational units, as well as overseas operational units. Overseas employees work either under the Sterling brand providing global mobility management services or under the UniGroup Relocation brand providing international transportation services.

No employees of UniGroup in the U.S. or overseas are covered under collective bargaining agreements.
DISCRIMINATION

At UniGroup, we believe putting people first and embracing and valuing the differences of every individual is important to our success. It is how we do business.

We create strong relationships with our employees, who in turn, provide outstanding service to our customers. We embrace and appreciate our differences which enable us to be more respectful and responsive to the changing needs of our customers and communities we serve in the U.S.

UniGroup is an equal opportunity employer. Allegations of discrimination by employees are taken seriously and investigated. Appropriate actions are taken to address any issues. Additional details can be found in the Responses to Potential Misconduct section of this report.

EMPLOYEE TURNOVER

UniGroup believes that it is important to take steps to ensure that employees are able to develop their careers with UniGroup. As a result, UniGroup has adopted a career development process to ensure that employees have the opportunity to fully use their skills and to develop their potential. UniGroup’s general turnover rate in 2014 was 8.2 percent voluntary and 3.6 percent involuntary, for a total turnover rate of 11.8 percent.
WORKPLACE INJURIES

UniGroup strives for a work environment where safety is a priority. The Home Office is maintained in a safe manner, meeting all OSHA requirements. Emergency response plans are maintained to address any possible emergency on site, including severe weather, fire, injury/illness and external threats. Drills are conducted and on-site security officers are trained in emergency first aid.

UniGroup’s total recordable injury and illness rate in 2014 was 0.35 injuries per million person hours worked. The rate of days away was 0.12 per million person hours worked. The total days away from work rate was 0.12 per million person hours worked. These numbers are comparable to 2013 industry average results. These numbers only include U.S. based employees at the Home Office and do not include any over-the-road contracted drivers.
EMPLOYEE TRAINING

UniGroup believes it is important that its employees have the skills required to do their current work and have the resources to develop the skills necessary as their careers progress. As a result, UniGroup makes available various training courses to its employees.

UniGroup conducts mandatory training on the key areas that employees need to know. This training varies each year by needs and an employee’s business role and may include sexual harassment, code of conduct, data privacy, records management, understanding UniGroup’s business and security awareness.

Management uses UniGroup University, our online training website, to efficiently provide required training to Home Office employees. UniGroup University’s courses also include more general education on both common business topics and moving industry specific topics. UniGroup employees and agent staff members can use these courses to further their careers and increase their business knowledge. In 2014, Home Office and agency personnel completed over 55,000 online courses.

UniGroup provides tuition assistance to employees who are pursuing undergraduate and graduate degrees that will help them in their careers at UniGroup. This tuition assistance is available to all benefit-eligible employees and provides up to $5,000 per calendar year.

A local chapter of Toastmasters International, a professional club promoting the art of speaking, listening and thinking, meets bi-weekly on site at UniGroup. This group provides the opportunity to develop oral communication and leadership skills, ultimately fostering self-confidence and personal growth for participating employees.
DIVERSITY

UniGroup isn’t just a company; we are a community of people. UniGroup places a high value on diversity. This means that we treat each other with respect by honoring one another’s various backgrounds and abilities. We believe that it is important to retain a varied workforce ready to meet the needs of our diverse global customers. UniGroup believes that equal remuneration for men and women is an important part of maintaining diversity but does not disclose information about its employees’ wages.

We foster diversity, in part, by adhering to a strict policy of non-discrimination. All of our employment decisions are made without regard to race, color, ethnicity, national origin, sex, sexual orientation, age, religion, disability, veteran or military status, genetic information or other status protected by the law.

Treating each other respectfully means we maintain a workplace free from harassment. Harassment is unwelcome conduct that creates an intimidating, offensive or hostile work environment.

SUPPLIER LABOR PRACTICES

UniGroup expects and requires that all of its suppliers, including but not limited to agents, comply with applicable laws governing labor practices. The status of agents as employers in various states means that the legal requirements can vary significantly from agent to agent. We expect each agent and their subcontractors to comply with the laws applicable to their particular operations. We do not audit their labor practices.
Our Values
HUMAN RIGHTS

As a socially responsible company, we do not employ child or forced labor in any of our operations. We do not permit the physical punishment or abuse of anyone under our employment. We follow all local laws governing employment and labor standards. Our Code of Conduct expresses our expectation that our suppliers and other business partners will uphold these same standards.

INITIATIVES SUPPORTED

UniGroup endorses various organizations and initiatives which support our economic, environmental and social beliefs; these include:

- Airforwarders Association (AFA)
- American Institute of Certified Public Accountants (AICPA)
- American Moving and Storage Association Interstate ProMover Program
- Better Business Bureau (BBB)
- British Association of Removers (BAR)
- Customs – Trade Partnership Against Terrorism (C-TPAT)
- Energy Star Certification – Fenton, Missouri Campus
- Federal Maritime Commission (FMC)
- FIDI Accredited International Mover (FAIM)
- Green Dining Alliance at The UniGrille – Fenton, Missouri Campus
- International Association of Movers (IAM)
- International Exhibition Logistics Association (IELA)
- International Federation of International Movers (FIDI)
- ISO 9001:2008
- Latin American & Caribbean Movers Association (LACMA)
- Single Stream Recycling – Fenton, Missouri Campus
- St. Louis Green Business Challenge
- SmartWay Transport Partner
- Specialized Carrier & Rigging Association (SCRA)
- TSA’s Indirect Air Carrier Standard Security Program
INDUSTRY AND CHARITABLE ASSOCIATIONS

UniGroup holds memberships with various organizations which are viewed as strategic associations to our business. These include:

- Association of Relocation Professionals (ARP)
- California Moving & Storage Association (CMSA)
- European Relocation Association (EuRA)
- Florida Movers & Warehouseman’s Association (FMWA)
- Georgia Movers Association (GAMA)
- Greater Houston Movers Association (GHMA)
- Illinois Movers’ and Warehousemen’s Association (IMAWA)
- Indiana Household Movers & Warehousemen, Inc. (IHMW)
- International Air Transport Association (IATA)
- Kentucky Household Goods Carrier Association
- Latin American & Caribbean Movers Association (LACMA)
- Maryland Motor Truck Association (MMTA)
- Massachusetts Movers Association (MMA)
- Michigan Movers Association (MMA)
- Mississippi Trucking Association (MTA)
- Missouri Movers Association (MMA)
- Minnesota Transport Services Association (MTSA)
- New York State Movers & Warehousemen’s Association
- New Jersey Warehousemen & Movers Association (NJWMA)
- North Carolina Movers Association (NCMA)
- Ohio Association of Movers, Inc. (OAM)
- Overseas Moving Network International (OMNI)
- Pennsylvania Moving & Storage Associates (PMSA)
- Southwest Movers Association (SMA)
- Virginia Movers & Warehousemen’s Association (VMWA)
- Washington Trucking Association (WTA)
- World Cargo Alliance (WCA)
- Worldwide Employee Relocation Council (ERC)
INDUSTRY AND CHARITABLE ASSOCIATIONS CONTINUED

Our executives serve on the board or committees of various civic and industry associations, including: Talent Council for St. Louis Regional Chamber, Civic Progress, Association of Corporate Counsel, Legal Services of Eastern Missouri, St. Louis Alzheimer’s Association, Southwestern Illinois NAMI, HR People + Strategy, USA Boxing – Inner City Youth, St. Anthony’s Medical Center and Saint Louis University Boeing Institute of International Business Advisory Board.

UNIGROUP GIVES BACK

At UniGroup, giving back to our community is an essential element of our corporate culture. We host a variety of events and fundraisers to benefit community organizations throughout the region each year. Employees help organize food drives, walking teams, collection drives and much more. UniGroup conducts blood drives to support the community. UniGroup is proud to support the United Way of Greater St. Louis, which helps fund more than 170 local nonprofits in the area. Each year, UniGroup participates in the United Way’s annual campaign. Through our efforts, we are able to help our community thrive and assist those in need.
MoveRescue

UniGroup supports the moving public through direct efforts to assist the community through its MoveRescue program. MoveRescue was formed in November 2003 to provide assistance to consumers who have fallen victim to disreputable moving companies. Beyond its knowledgeable staff and attorneys, MoveRescue manages a nationwide network of transportation attorneys who are committed to assisting victims of disreputable moving companies. MoveRescue’s activities strive to hold our industry accountable to the moving public. In the last decade, MoveRescue has assisted thousands of victims.

MoveRescue’s efforts are not limited to helping individual consumers. MoveRescue also collaborates with state and federal regulatory agencies and law enforcement officials to effectively combat criminals who prey on the moving public. The program uses local and national news media articles and stories to highlight “red flags” which will help consumers avoid selecting a disreputable moving company for their family’s move.

UniGroup, Incorporated Scholarship Foundation

The UniGroup, Incorporated Scholarship Foundation ("Scholarship Foundation") provides scholarships to the children of full-time UniGroup employees chosen from a yearly pool of applicants. The Scholarship Foundation raises money each year through fundraising events such as a trivia night and a salvage sale. Since 1998 the Scholarship Foundation has helped 327 students attend college and awarded $970,000 in scholarships.

Movers Care Foundation

The Movers Care Foundation was founded in 2012 to provide emergency hardship awards to employees and independent contractors of United Van Lines and Mayflower Transit agents. The Movers Care Foundation primarily raises funds from agents. Since the foundation was introduced, the agency family has raised more than $43,000 through fundraising events and donations.
EMPLOYEE WELLNESS

UniGroup believes that a healthy workforce is essential to an effective organization. In support of a healthy workforce, UniGroup offers on-site mammograms, Weight Watchers meetings and biometric screenings. We host a yearly health fair showcasing community health and wellness resources. UniGroup has an on-site fitness center, fitness classes, a nutritionist and a fitness coach. In 2014, UniGroup hosted our first Farmer’s Market to highlight local and sustainable products.
CODE OF CONDUCT AND ETHICS

Ethical standards are a key ingredient to the success of any great company. A great company remains so when its employees, representatives and those it does business with consistently choose to do the right thing. UniGroup believes doing the right thing comes down to three words: responsibility, honesty and community. These traits embody our commitment to ethics and integrity at UniGroup.

The UniGroup Code of Conduct was created in 2003 and is continuously updated to incorporate changes in business and in law, with major updates in 2004, 2008 and 2013.

The Code of Conduct covers financial integrity, intellectual property protection, protection of proprietary and confidential information, conflicts of interest, discrimination and harassment, gifts, criminal conduct, conducting business with governments, bribery, political activity and contributions, human rights, money laundering, safe and healthy workplace, environmental laws, antitrust and competition laws, and customer relations.

All UniGroup employees have a duty to take action whenever the employee:
• has a question or concern about the lawful or ethical course of action;
• believes or suspects that someone has violated or may violate the Code of Conduct, a related policy or an applicable law or regulation; or
• believes they may have violated the Code of Conduct, a related policy or an applicable law or regulation, even inadvertently.

Compliance and Code of Conduct related questions and reports can be directed to:
• a manager or supervisor;
• the Compliance Program; or
• the Law department.
The UniGroup Code of Conduct clearly articulates our commitment to ethical and legal conduct in all of our dealings with our fellow employees, customers, Shareholders, agents, suppliers and the community.

Everyone at UniGroup is expected to be attentive to situations that could result in illegal, unethical or improper conduct or could appear to violate our Code. Actual or suspected conduct of a questionable, fraudulent or illegal nature that may violate the Code must be reported immediately. Methods of reporting are detailed in the Code and include the option to report to an employee’s manager, UniGroup’s Compliance Program or to the Law department. Reporters are able to raise concerns or ask questions anonymously. UniGroup does not tolerate retaliation against anyone who reports a concern or violation.

The Code of Conduct is available at unigroupinc.com.
RESPONSES TO POTENTIAL MISCONDUCT

All reports of potential misconduct are taken seriously and thoroughly investigated to determine whether the Code of Conduct or an applicable law or regulation has been violated.

The Compliance Program can be reached by calling the IntegrityMatters Hotline at 800-637-2154 (U.S.) or 800-4016-4016 (outside the U.S.) or by visiting integritymatters.ethicaladvocate.com.

The IntegrityMatters Hotline and website are managed by an independent company and are available 24 hours a day, seven days a week.

All reports of potential misconduct are taken seriously and thoroughly investigated to determine whether the Code of Conduct or an applicable law or regulation has been violated. All employees are required to cooperate fully and answer all questions accurately and truthfully.

Those making reports may choose to remain anonymous. Except where disclosure is required to investigate a report or by applicable law or legal process, all reports are kept confidential to the extent reasonably possible.

After reviewing a Code of Conduct violation, UniGroup will take any action the company deems appropriate, including possible disclosure of violations to appropriate governmental authorities.
ANTI-CORRUPTION ACTIONS

UniGroup believes that it is important to compete fairly for business and expects its employees to handle all business transactions in accordance with all laws aimed at preventing corruption. UniGroup’s Code of Conduct prohibits its employees from offering, authorizing, paying or promising any form of bribe or kickback to further our business interests. It encourages employees to use caution when using consultants, brokers, agents or intermediaries and prohibits the use of such parties if there is reason to believe that they endorse paying bribes or if some part of the payment UniGroup makes will be used for a bribe.

All newly hired employees are exposed to anti-corruption policies during their Code of Conduct session. Also, several business units are required to complete an online course about anti-corruption every 18 months.

UniGroup also provided training to employees of its newly acquired Sterling subsidiaries about the Foreign Corrupt Practices Act (FCPA) and other anti-corruption rules. We continue to support our UniGroup Relocation business and government business by keeping their employees updated about developments in corruption laws and enforcement.
Our Efforts
ENVIRONMENTAL COMMITMENT

UniGroup is committed to operating in an environmentally responsible manner. We obtain, keep current and comply with all required environmental permits, approvals and registrations. Since our operations do not lend themselves to needing the precautionary approach, we have not adopted it. Our total environmental protection expenditures and investments were identified by our stakeholders as being material. However, these investments are incidental to other business efforts and are not specifically identified in our costing system.

In 2014, UniGroup started down the path to becoming certified to the ISO 14001 standard. UniGroup completed a successful first phase audit in December 2014 with the second phase audit scheduled for April 2015.

UniGroup utilizes a minimum number of hazardous substances. All are associated with the maintenance of our facilities. Those hazardous substances used for our Home Office operations are identified and managed to ensure their safe handling, movement, storage, recycling or reuse, and disposal. UniGroup is classified as a Conditionally Exempt Small Quantity Generator of hazardous wastes and utilizes a third party organization to manage appropriate handling of wastes. Safety data sheets are maintained for all materials used on-site at the Home Office.
ENERGY CONSUMPTION

UniGroup makes an effort to characterize, monitor, control and treat any air emissions generated by its Home Office facility prior to discharge. In 2014, UniGroup hired an outside consultant to monitor boiler efficiency. Several areas of improvement were identified and changes were implemented. These changes have set the ground work for additional improvements to be made in 2015. A comparison of energy usage from 2013 to 2014 is below:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas (therms)</td>
<td>66,230</td>
<td>71,517</td>
</tr>
<tr>
<td>Water (gallons)</td>
<td>13,770,221</td>
<td>7,818,097</td>
</tr>
<tr>
<td>Electricity (kW)</td>
<td>8,113,225</td>
<td>7,365,808</td>
</tr>
<tr>
<td>Sewer (CCF – hundred cubic feet)</td>
<td>17,414</td>
<td>13,962</td>
</tr>
</tbody>
</table>
CONSERVATION AND REUSE

UniGroup believes in reducing energy usage and is working to reduce or eliminate wastes of all types, including water and energy. These efforts are through modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials. We monitor the water and energy used and solid wastes generated at the Home Office. Other than storm water runoff and sewage, we do not generate wastewater.

In 2014, the UniGreen Team continued to focus efforts on conservation and reuse at the Home Office. Projects led by the UniGreen Team include:

**Solar Power**

UniGroup, working with StraightUp Solar and Ameren (supplier of electricity for the Home Office) installed four 25 kW solar systems on our building roofs. Startup of the system was in April.

An educational display in our lobby greets visitors, employees, van operators and guests showing the level of power the system is currently generating as well as historical production trends. The display is also accessible on our sustainability efforts page on UniGroup’s corporate website – unigroup.com.

As of the end of 2014, UniGroup had generated 94,533 KWh of electricity, saving $6,617. This was enough power to drive 59,697 miles, power 70,509 homes and save 6,417 trees.
**Induction Lighting**

In June, UniGroup replaced the lighting for the Home Office parking lot with induction lights to conserve energy. Induction lights save on energy usage and have a longer life which reduces maintenance costs. These lights have an automatic controller which turns lights on when it is dark and off when it is light. The lights are dimmed at 10 p.m. when most employees are not on site. If a car or individual comes on the parking lot when lights are dimmed, a motion detector will sense the motion and the lights will go to 100 percent until five minutes after the motion subsides in the area to ensure both personnel and office safety. Estimated savings are $12,000 per year.

**ENERGY STAR Certification for the Home Office**

UniGroup was notified on Nov. 7 that the Home Office building received U.S. Environmental Protection Agency (EPA) ENERGY STAR certification. In its initial year of using the ENERGY STAR Portfolio Manager Tool, UniGroup was able to improve energy efficiency performance and reach a score of greater than 75. This means that the UniGroup Home Office building performs better than 75 percent of all similar buildings nationwide. UniGroup achieved this accomplishment through its continued focus on reducing utility usage by installing solar panels, induction lights and energy efficient lighting, and by better controlling its HVAC systems. ENERGY STAR is a voluntary program that helps businesses and individuals save money and protect the climate through superior energy efficiency.

**Single Stream Recycle**

In 2014, the UniGreen Team continued its focus on education and awareness around the Home Office to improve adoption of single stream recycling at individual work stations. Educational flyers, signage and waste audits were put in place or completed as part of the effort.
Re-use Store
The Purchasing department continues to lead the effort in the redeployment of unused office supplies. They are notified when an employee leaves the company or an abundance of office supplies is found in an individual area. All unused supplies are housed within a single location, checked by purchasing before an office supply order is placed and redistributed as the need arises.

Green Dining Alliance
In 2014, The UniGrille, the company’s on-site cafeteria, progressed from the 2-star level to the 4-star level of the Green Dining Alliance. Efforts implemented which enabled this increased level of performance were:

- every new hire receives a reusable cup and a discount is given when used in The UniGrille;
- when ordering from the catering menu, pitchers of water are free vs. a per bottle charge for bottled water;
- when possible, prioritizing locally sourced foods – less than 150 miles away;
- planted an on-site herb garden for use in recipes; and
- hosted a Farmer’s Market to highlight local products for employees.

The UniGrille is used by employees, Vanliner (a tenant company), van operators, agents and their representatives and customers when they visit the Home Office. Retaining the Green Dining Alliance at the four-star level is partially dependent on all employees and visitors complying with waste guidelines.

Motion Detectors for Lighting
UniGroup installed motion-detected lighting in the warehouse area and stairwells of the Home Office in August. This allows the lights to be illuminated when necessary and conserve energy in the off-hours when employees are not working. The warehouse lights are activated when an employee is in the area, an average of 40 percent of the time during peak working hours.
OUR RESULTS

Last year, 2014, was the first full year with UniGroup’s sustainable efforts in place. While our results still leave room for improvement, we are proud of the overall adoption and progress of our corporate culture to be more sustainability-focused.

<table>
<thead>
<tr>
<th>WASTE</th>
<th>2013 WEIGHT</th>
<th>2014 WEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trash</td>
<td>157.24 tons</td>
<td>106.45 tons</td>
</tr>
<tr>
<td>Recycle</td>
<td>41.19 tons</td>
<td>85.26 tons</td>
</tr>
<tr>
<td>Compost</td>
<td>3.20 tons</td>
<td>3.30 tons</td>
</tr>
<tr>
<td>Toner cartridges</td>
<td>208 lbs</td>
<td>869.80 lbs</td>
</tr>
<tr>
<td>Light bulbs</td>
<td>375 pieces</td>
<td>1256 pieces</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>ACHIEVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solar Power</td>
<td>Generated 94,533 KWh of power worth $6,617.</td>
</tr>
<tr>
<td>Induction Lighting</td>
<td>Estimated savings of $12,000 annually.</td>
</tr>
<tr>
<td>ENERGY STAR Certification</td>
<td>Acquired building certification.</td>
</tr>
<tr>
<td>Single Stream Recycle</td>
<td>Reduced amount of waste going to the landfill by 32 percent.</td>
</tr>
<tr>
<td>Re-use Store</td>
<td>Redistributed $7,650 of office supplies within the building.</td>
</tr>
<tr>
<td>Green Dining Alliance</td>
<td>Increased achievement from 2-star to 4-star Green Dining Alliance level.</td>
</tr>
<tr>
<td>Motion Detectors for Lighting</td>
<td>Reduced lighting energy used in warehouse.</td>
</tr>
</tbody>
</table>
EXTENDING OUR COMMITMENT

As the Home Office implemented changes to be more environmentally responsible, we also considered how to extend that commitment to our off-site locations (domestic and international) and our agents. The goal was to provide a method for assessing the sustainable actions already in place at each location, support these organizations by suggesting potential future improvements and determine ways to ensure sustainable performance.

Off-Site Assessment

The corporate off-site locations were asked to complete the sustainability assessment scorecard. This assessment asked questions in seven areas: General Sustainability, Energy – Office, Energy – Equipment, Indoor Environmental Quality, Waste – Office, Water and Transportation. Each location completed the assessment identifying the improvements they had already implemented at their location. The graph below indicates the percentage of off-site locations that have taken steps toward improving sustainability in each category.

OFF-SITE ASSESSMENT

100% 100% 58% 83% 83% 83% 83%

General Sustainability Energy - Office Energy - Equipment Indoor Environmental Quality Waste - Office Water Transportation
Sustainability Challenge

In 2014, a similar voluntary scorecard was developed for our agents. This scorecard is a strategic tool to support agents in incorporating sustainable practices at their facilities. UniGroup asked participating agency locations to record where they have made sustainable changes. This will be the baseline for measuring their progress in future years. The scorecard also offers suggestions on areas to address at the agency level.

We had 14 agency locations respond with their completed scorecards. Based on these results, our agency locations are:

- dedicating budget resources to support sustainability efforts;
- organizing green teams to support and drive changes;
- supporting the community sustainability initiatives;
- measuring energy usage and increasing efficiency of HVAC units; and
- reviewing lighting and technology usage.
Trans Advantage Suppliers

One aspect that was identified by our stakeholders as material was the recycled content of the materials used by our supply chain. Our agents purchase many of their materials and equipment through Trans Advantage. Two of the major products sold to our agents are tires and corrugated cartons.

Of the tires sold to our agents and owner/operators by Trans Advantage in 2014, 52 percent were EPA SmartWay Verified. While only a small percentage of the tires are made of recycled content, a majority of them can be recycled at the end of their usable life.

About 75 percent of our agents purchased at least some corrugated materials for use on shipments in 2014 through Trans Advantage. Approximately 43 percent of those purchased corrugated materials were made with some recycled content. The recycled content of other paper products and supplies purchased elsewhere by our agents, such as newsprint for packing material, cannot be measured.
VAN OPERATOR FUEL USE AND EMISSIONS

UniGroup recognizes that the environmental impact of the emissions from those vehicles operating under our authority is material to all of our stakeholders. However, we do not specifically measure the emissions of trucks operating under United Van Lines and Mayflower Transit authority.

Fuel tax liability of United Van Lines and Mayflower Transit was used to determine fuel usage. The total amount of fuel reported in 2014 was 26,022,111 gallons (combined diesel and gasoline). If this figure is divided by our estimate of the pounds of goods hauled, then the amount of fuel used for each pound transported is approximately 0.01 gallons.

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuel Used – Diesel and Gas (gallons)</td>
<td>25,262,850</td>
<td>26,022,111</td>
</tr>
<tr>
<td>Weight Transported (pounds)</td>
<td>2,269,093,336</td>
<td>2,145,374,309</td>
</tr>
<tr>
<td>Gallons per pound transported</td>
<td>0.01</td>
<td>0.01</td>
</tr>
</tbody>
</table>

A calculation of the approximate carbon dioxide emissions based on the fuel consumption of those van operators in the United Van Lines and Mayflower Transit fleet using the calculation method of U.S. Energy Information Administration estimates the carbon dioxide emissions as 264,094,636 kg.

<table>
<thead>
<tr>
<th></th>
<th>UNITED VAN LINES</th>
<th>MAYFLOWER TRANSIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gasoline (gallons)</td>
<td>188,028</td>
<td>26,035</td>
</tr>
<tr>
<td>Diesel (gallons)</td>
<td>186,692,289</td>
<td>77,188,284</td>
</tr>
</tbody>
</table>

In 2014, the Home Office fleet became SmartWay certified. The SmartWay program promotes advanced fuel efficient technologies and operational practices.
SAFETY

As a global transportation company, safety is the top priority of UniGroup. Safety is at the forefront of everything we do every day. Throughout 2014, the company continued several initiatives to help keep our van operators, agency staff, our customers and the driving public safe. These initiatives included progressive discipline and safety performance incentive programs, hosting training sessions and monthly safety conference calls, distributing safety training materials and beginning the transition to electronic logging devices (ELDs).

Several measures such as the Compliance Safety Accountability Behavioral Analysis and Safety Improvement Categories (CSA BASIC), decrease in logbook violations and more are used to assess improvement in the area of safety. UniGroup Home Office focuses messaging to agents, van operators and its associates on the topic of safety. In particular, messaging often centers on how each person in the organization is responsible for safety and for reporting any safety concerns.

Safety is important to our enterprise as there are both monetary and non-monetary penalties involved, but mostly because it is the right thing to do. Fines can be imposed on a van operator, agency or the Home Office with other consequences resulting, such as a van operator losing their license and being ineligible to work, or loss of our interstate operating authority. The reputation of our van lines could also be tarnished as customers have website access to the CSA results for Mayflower, United and our competitors.

At the end of 2014, Mayflower and United had satisfactory scores in five of the seven BASIC areas of measurement. UniGroup is in the transition process of implementing ELDs to improve our Hours of Service scores. Monthly monitoring of our van operators’ motor vehicle records has begun to reduce the number of Driver Fitness violations.
Our Customers
CUSTOMER PRIVACY

We respect the privacy rights of all, including our customers, employees and business partners, and are committed to protecting their nonpublic, personal information. We collect, process, use and retain personal information in compliance with all applicable laws and take reasonable steps to safeguard such information.

We have adopted privacy policies and data protection practices that govern UniGroup’s use, storage and transmission of any personal data. These include taking steps to ensure the integrity of our IT system, procedures to deal swiftly with any possible security breach and on-site shredding of confidential information. UniGroup Relocation is an EU Safe Harbor company, recertified in November.

UniGroup periodically reviews its practices for their impact on privacy and modifies our policies as new information is collected and risks are discovered. The last major review of our privacy policies and practices was in 2014. As part of the acquisition of significant operations in the European Union, UniGroup reviewed the EU’s privacy regulations.
CUSTOMER SATISFACTION

UniGroup strives to collect customer feedback whether that customer is a National Account or a family moving across the country or around the world. Since our process is electronic, those customers who provide a valid email address are sent a proprietary, standardized survey to complete. These results are then tabulated to give UniGroup an overall view of how the enterprise is doing as a whole. This survey also allows us the opportunity to let each agent know how they are performing in the eyes of their customers.

Since proprietary and confidential information about individual agents is included on the surveys, we do not publicly release the results. However, the results are pivotal in the enterprise’s decision making process regarding how we do business every day. The results are used to review performance and develop goals.

UniGroup is highly involved with helping Government employees and military members move. Instead of sending these customers a UniGroup customer survey, the Government requires UniGroup to use their survey. These results are then distributed both to the Government and to the UniGroup Home Office to use and improve service as needed.

It should also be noted that UniGroup has several National Accounts, where a corporation is paying to relocate their employees. On these moves, it is up to the National Account whether each employee receives a UniGroup customer survey or if the employee receives one created by the National Account.
Appendix

GRI INDEX
We believe that following the Global Reporting Initiative (GRI) framework allows our report to be compared to reports of other companies. The GRI framework provides an objective standard against which to judge our disclosures for transparency and measure our performance.

This report has been organized and completed against the Global Reporting Initiative Sustainability Reporting Guidelines 4 (G4). This structure allows UniGroup to disclose the company’s commitment to sustainability and provide an accessible and comparable report to the stakeholders of our company.

We have chosen the “in accordance” option – core from the G4 guidelines. We have not employed external assurance for this report.

- Included
- Included – Partially Reported
- Included – Not Reported
- Not Included
<table>
<thead>
<tr>
<th>Category: Social</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor Practices and Decent Work</td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td></td>
</tr>
<tr>
<td>LA1</td>
<td>Total Employees and Turnover</td>
</tr>
<tr>
<td>LA2</td>
<td>Employee Benefits</td>
</tr>
<tr>
<td>LA3</td>
<td>Parental Leave</td>
</tr>
<tr>
<td>LA4</td>
<td>Notice Periods for Changes</td>
</tr>
<tr>
<td>LA5</td>
<td>Health Safety Committees</td>
</tr>
<tr>
<td>LA6</td>
<td>Injury and Injury Rates</td>
</tr>
<tr>
<td>Labor/Management Relations</td>
<td></td>
</tr>
<tr>
<td>LA7</td>
<td>High Risk Workers</td>
</tr>
<tr>
<td>LA8</td>
<td>Union Agreements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category: Economic</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Performance</td>
<td></td>
</tr>
<tr>
<td>EC1</td>
<td>Economic Value Generated</td>
</tr>
<tr>
<td>EC2</td>
<td>Climate Change Risks</td>
</tr>
<tr>
<td>EC3</td>
<td>Defined Benefit Plan Coverage</td>
</tr>
<tr>
<td>EC4</td>
<td>Government Assistance</td>
</tr>
<tr>
<td>Market Presence</td>
<td></td>
</tr>
<tr>
<td>EC5</td>
<td>Entry Wage by Gender</td>
</tr>
<tr>
<td>EC6</td>
<td>Local Senior Management</td>
</tr>
<tr>
<td>Indirect Economic Impacts</td>
<td></td>
</tr>
<tr>
<td>EC7</td>
<td>Services Supported</td>
</tr>
<tr>
<td>EC8</td>
<td>Indirect Economic Impacts</td>
</tr>
<tr>
<td>Procurement Practices</td>
<td></td>
</tr>
<tr>
<td>EC9</td>
<td>Local Supplier Spend</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category: Environmental</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials</td>
<td></td>
</tr>
<tr>
<td>EN1</td>
<td>Materials Used</td>
</tr>
<tr>
<td>EN2</td>
<td>Recycled Input Materials</td>
</tr>
<tr>
<td>Energy</td>
<td></td>
</tr>
<tr>
<td>EN3</td>
<td>Energy Consumption Within</td>
</tr>
<tr>
<td>EN4</td>
<td>Energy Consumption Outside</td>
</tr>
<tr>
<td>EN5</td>
<td>Energy Intensity</td>
</tr>
<tr>
<td>EN6</td>
<td>Reduction of Energy Consumption</td>
</tr>
<tr>
<td>EN7</td>
<td>Reduction in Energy Requirements</td>
</tr>
<tr>
<td>Water</td>
<td></td>
</tr>
<tr>
<td>EN8</td>
<td>Water Withdrawal</td>
</tr>
<tr>
<td>EN9</td>
<td>Water Sources Affected</td>
</tr>
<tr>
<td>EN10</td>
<td>Water Recycled and Reused</td>
</tr>
<tr>
<td>Biodiversity</td>
<td></td>
</tr>
<tr>
<td>EN11</td>
<td>Protected Areas</td>
</tr>
<tr>
<td>EN12</td>
<td>Significant Impacts</td>
</tr>
<tr>
<td>EN13</td>
<td>Habitats Protected or Restored</td>
</tr>
<tr>
<td>EN14</td>
<td>IUCN Red Species Involved</td>
</tr>
<tr>
<td>Emissions</td>
<td></td>
</tr>
<tr>
<td>EN15</td>
<td>Direct Greenhouse Gas</td>
</tr>
<tr>
<td>EN16</td>
<td>Indirect Greenhouse Gas</td>
</tr>
<tr>
<td>EN17</td>
<td>Other Indirect Greenhouse Gas</td>
</tr>
<tr>
<td>EN18</td>
<td>GHG Emission Intensity</td>
</tr>
<tr>
<td>EN19</td>
<td>Reduction of GHG Emissions</td>
</tr>
<tr>
<td>EN20</td>
<td>Emissions of ODS</td>
</tr>
<tr>
<td>EN21</td>
<td>Other Significant Air Emissions</td>
</tr>
<tr>
<td>Effluents and Waste</td>
<td></td>
</tr>
<tr>
<td>EN22</td>
<td>Water Discharge</td>
</tr>
<tr>
<td>EN23</td>
<td>Waste</td>
</tr>
<tr>
<td>EN24</td>
<td>Significant Spills</td>
</tr>
<tr>
<td>EN25</td>
<td>Hazardous Waste</td>
</tr>
<tr>
<td>EN26</td>
<td>Areas Affected by Water Runoff</td>
</tr>
<tr>
<td>Products and Services</td>
<td></td>
</tr>
<tr>
<td>EN27</td>
<td>Environmental Mitigation</td>
</tr>
<tr>
<td>EN28</td>
<td>Reclaimed Products and Packages</td>
</tr>
<tr>
<td>Environmental Compliance</td>
<td></td>
</tr>
<tr>
<td>EN29</td>
<td>Fines and Sanctions</td>
</tr>
<tr>
<td>Transport</td>
<td></td>
</tr>
<tr>
<td>EN30</td>
<td>Transporting Goods and Materials</td>
</tr>
<tr>
<td>Overall Environment</td>
<td></td>
</tr>
<tr>
<td>EN31</td>
<td>Expenditures and Investments</td>
</tr>
</tbody>
</table>

| Supplier Environmental Assessment |  |
| EN32 | New Suppliers Screened | - |
| EN33 | Impact of Supply Chain | - |
| Environmental Grievance Mechanisms |  |
| EN34 | Grievance Mechanisms | 40 |

<table>
<thead>
<tr>
<th>Category: Environmental</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials</td>
<td></td>
</tr>
<tr>
<td>EN1</td>
<td>Materials Used</td>
</tr>
<tr>
<td>EN2</td>
<td>Recycled Input Materials</td>
</tr>
<tr>
<td>Energy</td>
<td></td>
</tr>
<tr>
<td>EN3</td>
<td>Energy Consumption Within</td>
</tr>
<tr>
<td>EN4</td>
<td>Energy Consumption Outside</td>
</tr>
<tr>
<td>EN5</td>
<td>Energy Intensity</td>
</tr>
<tr>
<td>EN6</td>
<td>Reduction of Energy Consumption</td>
</tr>
<tr>
<td>EN7</td>
<td>Reduction in Energy Requirements</td>
</tr>
<tr>
<td>Water</td>
<td></td>
</tr>
<tr>
<td>EN8</td>
<td>Water Withdrawal</td>
</tr>
<tr>
<td>EN9</td>
<td>Water Sources Affected</td>
</tr>
<tr>
<td>EN10</td>
<td>Water Recycled and Reused</td>
</tr>
<tr>
<td>Biodiversity</td>
<td></td>
</tr>
<tr>
<td>EN11</td>
<td>Protected Areas</td>
</tr>
<tr>
<td>EN12</td>
<td>Significant Impacts</td>
</tr>
<tr>
<td>EN13</td>
<td>Habitats Protected or Restored</td>
</tr>
<tr>
<td>EN14</td>
<td>IUCN Red Species Involved</td>
</tr>
<tr>
<td>Emissions</td>
<td></td>
</tr>
<tr>
<td>EN15</td>
<td>Direct Greenhouse Gas</td>
</tr>
<tr>
<td>EN16</td>
<td>Indirect Greenhouse Gas</td>
</tr>
<tr>
<td>EN17</td>
<td>Other Indirect Greenhouse Gas</td>
</tr>
<tr>
<td>EN18</td>
<td>GHG Emission Intensity</td>
</tr>
<tr>
<td>EN19</td>
<td>Reduction of GHG Emissions</td>
</tr>
<tr>
<td>EN20</td>
<td>Emissions of ODS</td>
</tr>
<tr>
<td>EN21</td>
<td>Other Significant Air Emissions</td>
</tr>
<tr>
<td>Effluents and Waste</td>
<td></td>
</tr>
<tr>
<td>EN22</td>
<td>Water Discharge</td>
</tr>
<tr>
<td>EN23</td>
<td>Waste</td>
</tr>
<tr>
<td>EN24</td>
<td>Significant Spills</td>
</tr>
<tr>
<td>EN25</td>
<td>Hazardous Waste</td>
</tr>
<tr>
<td>EN26</td>
<td>Areas Affected by Water Runoff</td>
</tr>
<tr>
<td>Products and Services</td>
<td></td>
</tr>
<tr>
<td>EN27</td>
<td>Environmental Mitigation</td>
</tr>
<tr>
<td>EN28</td>
<td>Reclaimed Products and Packages</td>
</tr>
<tr>
<td>Environmental Compliance</td>
<td></td>
</tr>
<tr>
<td>EN29</td>
<td>Fines and Sanctions</td>
</tr>
<tr>
<td>Transport</td>
<td></td>
</tr>
<tr>
<td>EN30</td>
<td>Transporting Goods and Materials</td>
</tr>
<tr>
<td>Overall Environment</td>
<td></td>
</tr>
<tr>
<td>EN31</td>
<td>Expenditures and Investments</td>
</tr>
</tbody>
</table>

| Supplier Environmental Assessment |  |
| EN32 | New Suppliers Screened | - |
| EN33 | Impact of Supply Chain | - |
| Environmental Grievance Mechanisms |  |
| EN34 | Grievance Mechanisms | 40 |
MATERIALITY MATRIX

Materiality to UniGroup, Inc.

Materiality to Stakeholders

- Biodiversity
- Forced or Compulsory Labor
- Child Labor
- Labor/Management Relations
- Transport
- Product Responsibility Compliance
- Security Practices
- Human Investment
- Training and Education
- Marketing Communications
- Public Policy
- Local Communities
- Environmental Compliance
- Economic Performance
- Products and Services
- Procurement Practices
- Societal Compliance
- Impacts on Society
- Grievance Mechanisms
- Product and Service Labeling
- Human Rights
- Environmental Mechanisms
- Human Rights
- Assessment
- Supplier Assessment for Human Rights
- Supplier Assessment for Labor Practices
- Employment
- Non-Discrimination
- Supplier Assessment for Impacts on Society
- Occupational Health and Safety
- Occupational Health and Safety
- Materials
- Non-Discrimination
- Customer Privacy
- Customer Health and Safety
- Anti-Corruption
- Anti-Competitive Behavior
- Overall Environment

Materiality to Stakeholders

- Positive Performance
- Positive Performance
# TABLE OF MATERIAL ASPECTS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Organization Boundary</th>
<th>Not Material for Inside</th>
<th>Specific Limitations</th>
<th>Outside Organization Boundary</th>
<th>Not Material for Outside</th>
<th>Specific Limitations (outside)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EC1</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Economic Value Distributed and Retained is not Disclosed</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>Economic Impact on Third Parties not Disclosed</td>
</tr>
<tr>
<td>EC7</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>Community Involvement of Third Parties is not Disclosed</td>
</tr>
<tr>
<td>EN1</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>United Van Lines, LLC Mayflower Transit, LLC</td>
</tr>
<tr>
<td>EN2</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>UniGroup, Inc. Direct Energy Consumption</td>
</tr>
<tr>
<td>EN3</td>
<td>None</td>
<td>None</td>
<td>Limited to UniGroup, Inc. Home Office</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>UniGroup, Inc. Direct Reduction in Energy Consumption</td>
</tr>
<tr>
<td>EN5</td>
<td>None</td>
<td>None</td>
<td>Limited to UniGroup, Inc. Home Office</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>UniGroup, Inc. Direct Reduction in Energy Consumption</td>
</tr>
<tr>
<td>EN6</td>
<td>UniGroup, Inc. Trans Advantage, Inc.</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>UniGroup, Inc. Waste Only (Agents, Van Operators and Other Service Providers not Disclosed)</td>
</tr>
<tr>
<td>EN17</td>
<td>UniGroup, Inc. Trans Advantage, Inc.</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>UniGroup, Inc. Waste Only (Agents, Van Operators and Other Service Providers not Disclosed)</td>
</tr>
<tr>
<td>EN23</td>
<td>None</td>
<td>Limited to UniGroup, Inc. Home Office</td>
<td>None</td>
<td>None</td>
<td>None</td>
<td>UniGroup, Inc. Waste Only (Agents, Van Operators and Other Service Providers not Disclosed)</td>
</tr>
<tr>
<td>EN31</td>
<td>None</td>
<td>None</td>
<td>Number and Resolution of Reports Not Included</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>EN34</td>
<td>None</td>
<td>None</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Indicator</td>
<td>Organization Boundary</td>
<td>Not Material for Inside</td>
<td>Specific Limitations</td>
<td>Outside Organization Boundary</td>
<td>Not Material for Outside</td>
<td>Specific Limitations (outside)</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>-------------------------------</td>
<td>------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>LA1</td>
<td></td>
<td></td>
<td>Foreign Employees are Excluded Breakdown by Age, Gender and Region Withheld</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>LA6</td>
<td></td>
<td>None</td>
<td>Breakdown by Age, Gender and Region Withheld</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>Agent and Van Operator Performance is Included in Federal Safety Ratings Their Workplace Safety is not Disclosed</td>
</tr>
<tr>
<td>LA9</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Data Withheld</td>
<td>None</td>
<td>None</td>
<td>Training Hours are consolidated with other training hours</td>
</tr>
<tr>
<td>LA12</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Employees and Members of Governance Bodies are not Categorized</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>LA13</td>
<td></td>
<td></td>
<td>Data Withheld</td>
<td>None</td>
<td>None</td>
<td>Supplier Labor Practices are Discussed Generally Detailed information is not Disclosed</td>
</tr>
<tr>
<td>LA15</td>
<td>UniGroup, Inc. Trans Advantage, Inc.</td>
<td>None</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>Supplier Labor Practices are Discussed Generally Detailed information is not Disclosed</td>
<td></td>
</tr>
<tr>
<td>LA16</td>
<td></td>
<td>None</td>
<td>Number and Resolution of Reports Not Included</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Indicator</td>
<td>Organization Boundary</td>
<td>Not Material for Inside</td>
<td>Specific Limitations</td>
<td>Outside Organization Boundary</td>
<td>Not Material for Outside</td>
<td>Specific Limitations (outside)</td>
</tr>
<tr>
<td>-----------</td>
<td>------------------------</td>
<td>-------------------------</td>
<td>----------------------</td>
<td>-------------------------------</td>
<td>-------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>HR3</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Number and Resolution of Reports not Disclosed</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>HR12</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>Information Provided is Applicable to UniGroup, Inc. and Subsidiaries</td>
<td></td>
</tr>
<tr>
<td>SO4</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Fines and Nonmonetary Sanctions are not Disclosed</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>SO8</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Number and Resolution of Reports not Disclosed</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>SO11</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>Information Provided is Applicable to UniGroup, Inc. and Subsidiaries</td>
<td></td>
</tr>
<tr>
<td>PR1</td>
<td>UniGroup, Inc. Trans Advantage, Inc.</td>
<td>None</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation</td>
<td>None</td>
<td>Customer Satisfaction is for Services Provided by UniGroup, Inc. and Affiliates</td>
<td></td>
</tr>
<tr>
<td>PR5</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Details About Privacy Complaints and Loss of Data are not Disclosed</td>
<td>None</td>
<td>Customer Satisfaction is for Services Provided by UniGroup, Inc. and Affiliates</td>
<td></td>
</tr>
<tr>
<td>PR8</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Details About Privacy Complaints and Loss of Data are not Disclosed</td>
<td>None</td>
<td>Information Provided is Applicable to UniGroup, Inc. and Subsidiaries</td>
<td></td>
</tr>
</tbody>
</table>