2015 Sustainability Report
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 embracing bold ideas, technology and a competitive spirit, 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 traveling 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
- Setting and reviewing appropriate environmental objectives and targets

**OUR FUTURE**
UniGroup is committed to the success of all of 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 new culture in a responsible and sustainable manner.

James G. Powers
President, UniGroup
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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.

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 the senior management of the company. UniGroup’s UniGreen Team focuses on implementing sustainable solutions and increasing environmental awareness. The team consists of volunteers who represent various departments throughout UniGroup.

The sustainability guidelines are:

1. UniGroup dedicates resources to support sustainability efforts.
2. UniGroup promotes a campus environment that is smoke-free and prohibits tobacco product usage on its premises.
3. UniGroup supports single stream recycling by providing recycling containers at each desk. Non-recyclable items can be disposed of in centrally located trash cans.
4. The UniGrille, UniGroup’s onsite cafeteria, participates in the Green Dining Alliance and is committed to:
   - Using no Styrofoam
   - Ensuring all food containers are either recyclable or compostable
   - Supporting composting by making compost containers available to the cafeteria’s kitchen and those who dine in The UniGrille
5. UniGroup encourages employees to circulate documents electronically to reduce paper and ink required to print documents, faxes or memos. Employees are encouraged to print two-sided and printers default to two-sided in many departments. UniGroup purchases 30 percent post-consumer recycled paper for copiers and 100 percent recycled material for paper hand towels and toilet tissue.
6. UniGroup recycles printer cartridges, computers and other electronic equipment.
7. UniGroup disposes of light bulbs in an environmentally appropriate manner.
8. UniGroup donates or recycles used office furniture and fixtures.
9. UniGroup encourages employees to use conference calls and Webinars which reduces the environmental impact and cost of business travel.
10. UniGroup utilizes standby mode on copiers/printers after two hours of non-use to reduce power consumption.
SUSTAINABILITY GUIDELINES CONTINUED

11. UniGroup has a “No Idling” policy for trucks at its St. Louis location.

12. UniGroup maintains ENERGY STAR certification through conservation projects such as:
   • Minimizing lighting used in the office during off hours
   • Using solar panels to off-set power usage
   • Using energy efficient induction lighting in parking lots
   • Replacing magnetic ballasts with energy saving electronic ballasts
   • Employing green T-28 fluorescent in 92 percent of lighting and LED in 8 percent
   • Utilizing an energy management system with variable speed drives to maximize
     the efficiency of heating and cooling equipment
   • Monitoring of building systems (UL listed certified fire alarms, sprinklers in
     buildings and annual inspections by state and federal jurisdictions)
   • Installing variable frequency drives on the centrifugal chillers in the HVAC
     system

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

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

15. 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
   • Chemicals used are biodegradable and green, when available

16. UniGroup handles documents designated for destruction through a triple-cut, cross-
    shredding process that is then turned into paper pulp.
SUSTAINABILITY GUIDELINES CONTINUED

17. UniGroup and Sterling (UniGroup’s European subsidiary) are certified to ISO 14001 standards in support of its environmental management system.

18. UniGroup recognizes biodiversity as an important aspect for supporting a sustainable society.

19. UniGroup promotes activities that contribute to biodiversity at the St. Louis campus.
DISCLOSURES ON MANAGEMENT APPROACH

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

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 any negative 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, agents, shareholders 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. We also evaluate our performance against the Department of Transportation Safety Measurement System.

Economic
Economic aspects are primarily managed by measuring the company’s performance against defined objectives. These objectives include enhancing our positive impacts by pursuing socially responsible growth and continuing our involvement with charitable efforts in the community.
DISCLOSURES ON MANAGEMENT APPROACH CONTINUED

Environmental
We manage these aspects through efforts to mitigate our impact on the environment. A major accomplishment for UniGroup was that it was certified to ISO 14001 standards in April 2015. In addition, the UniGreen Team continues to support environmental projects at the St. Louis location and educates employees on ways to incorporate environmental responsibility at home. We also 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 professional 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 by reviewing the program and issues raised and address deficiencies through training.

UniGroup looks to its 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 the items below. Periodic updates will be provided on unigroupinc.com.

• Further incorporating Sterling within UniGroup’s Sustainability boundaries
• Continuing to emphasize sustainability at all office locations
• Strengthening our supply chain compliance efforts
• Broadening the awareness of our agency family with regard to sustainability topics
Our Report
MATERIAL ASPECTS AND BOUNDARIES

Through ongoing internal management discussions, an outside consultant’s work in 2012 and sustainability team collaboration and agent and other stakeholder feedback, 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 the company’s agents who provide service to us and are shareholders. Discussions were held to identify the opportunities and risks most important to stakeholders, the economy, environment, society and UniGroup. The aspects discussed in this report were verified at the 2015 Learning Conference.

The aspect boundaries contained in this report affect all UniGroup operations. Primarily U.S. UniGroup locations were considered to determine aspect boundaries. Agency operations, both domestic and global were excluded.

In 2014 UniGroup began an effort to expand the boundaries of this report through the Sustainability Challenge for agents who chose to participate and the Sustainability Initiative for other offices. While the boundaries in the strictest sense remain as identified in our 2013 and 2014 reports, this document continues reporting our efforts in expanding our boundaries and will be identified as such.

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, its shareholders and/or its 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 and 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 about their move experience
- Government scoring system

Employees are engaged during all-employee meetings, surveys 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 THIRD SUSTAINABILITY REPORT

We are proud to present the 2015 UniGroup Sustainability Report, the third to be issued by UniGroup. There are no restatements to the 2014 report published in April 2014.

Since our 2014 report, there have been no edits to the relevant aspects based on feedback from agents or other stakeholders. As we receive additional feedback from other stakeholders, we will continue to update the reported aspects.

In the 2014 report, we began minor reporting of information from outer U.S. office locations. With the 2015 report, we include Sterling and other office locations around the globe. Information for these locations has been obtained through UniGroup’s Sustainability Assessment tool.

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

Below are examples of how UniGroup changed throughout 2015 to better serve its customers – both internal and external.

In early 2015 United Mayflower Container Services’ (UMC’s) multi-year strategic transition culminated in the assignment of the company’s then-active local orders in good standing to its dealers. Dealers were granted the full operational and financial control over their local container businesses. During this same period, Domestic Household Goods executed plans to re-concentrate United’s and Mayflower’s DIY container business efforts exclusively in the interstate market, leveraging the nationwide network of agents and integrating DIY containers into the brands’ wide-array of moving service solutions.

UniGroup Logistics worked to make its business more efficient as it began to standardize forwarding processes, convert satellite offices to virtual teams and absorb UniGroup Worldwide Moving’s international household goods transportation purchasing responsibilities.

Effective Dec. 31, 2015, UniGroup Worldwide Moving ended its alliance with the UniGroup Relocation Network. It is the vision that a new network will strengthen the UniGroup Worldwide Moving brand and create better service for customers around the world. UniGroup Worldwide Moving also introduced an experienced leadership team that is tasked with the goal of transforming the company’s business model.

Sterling Relocation closed one of its offices in Germany.

STRATEGIC PLANNING

In 2015 the UniGroup management team embarked on a planning process focused on re-inventing the operating models of each business unit. For each area, the traditional models were challenged, options considered for new ways of doing business and a path forward outlined.
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

UniGroup St. Louis 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, Allegiant Move Management, UniGroup Logistics, UniGroup Worldwide Moving, Sterling 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); Allegiant Move Management, LLC; UniGroup Worldwide Logistics, LLC; UniGroup Worldwide, Inc. (and its subsidiaries); Sterling International Group, Ltd. (and its subsidiaries); and Trans Advantage, Inc.

For purposes of this report, Total Insurance, Ltd. has been excluded.

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.
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 and its subsidiaries. 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 and 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 and 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. 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 and companies needing global integrated relocation services, warehousing and distribution, and moving or transportation solutions.
**SERVICES PROVIDED**

<table>
<thead>
<tr>
<th>Logo</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="logo.png" alt="United Van Lines" /> <img src="logo.png" alt="Mayflower" /></td>
<td>Domestic interstate transportation, storage and related services for household goods through a nationwide network of household goods agents.</td>
</tr>
<tr>
<td><img src="logo.png" alt="Allegiant Home Management" /></td>
<td>Household goods move management services to the van lines and their subsidiary military carriers, agents, corporate clients, the U.S. government through the Government Services Administration (GSA) and military carriers.</td>
</tr>
<tr>
<td><img src="logo.png" alt="UniGroup Logistics" /></td>
<td>Brokerage, freight forwarding, special products transportation (through United Van Lines and Mayflower Transit), global logistics warehousing and supply chain management.</td>
</tr>
<tr>
<td><img src="logo.png" alt="UniGroup Worldwide Moving" /></td>
<td>International forwarding of household goods. A licensed United States Customs Broker and operates a Non-Vessel Operation Common Carrier (“NVOCC”) known as Brewster Lines.</td>
</tr>
<tr>
<td><img src="logo.png" alt="Sterling" /></td>
<td>Comprehensive mobility services, ranging from full assignment management to providing basic relocation services (home finding, settling-in services, moving, visa/immigration and school search).</td>
</tr>
<tr>
<td><img src="logo.png" alt="Trans Advantage" /></td>
<td>Leasing, financing and selling new and used tractors, trailers, straight trucks, containers and other related equipment. Provides transportation-related goods and services, such as storage vaults, uniforms, business forms, fuel and tire programs, packing material and advertising specialties.</td>
</tr>
</tbody>
</table>
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 services, 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.

**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, particularly for containers.

**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.
SUPPLIERS CONTINUED

Logistics Services Continued

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 Services

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 Worldwide Moving. They may also sell shipments that are serviced in part by UniGroup Worldwide Moving.

UniGroup Worldwide Moving – UniGroup Worldwide Moving relies on a global network of companies to provide services in various locations throughout the world on UniGroup Worldwide Moving shipments.
SUPPLIERS CONTINUED

International Services Continued

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

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

Below is a brief example of our process for performing a typical household goods interstate move under United Van Lines or Mayflower Transit Authority. The services performed in the process flow example are completed through our comprehensive supply chain, which you can find more information about on the following page.
SUPPLY CHAIN

Our partners are key to the completion of our services. An extensive illustration of our supply chain, broken into two diagrams to represent inputs and outputs, is below:
Our People
LABOR PRACTICES AND DECENT WORK

As of Dec. 31, 2015, UniGroup had 883 employees in its U.S. workforce. Of the 883 employees, 840 work in Fenton, Missouri. The remaining U.S. based employees work from home or staff a freight forwarding office in College Park, Georgia. UniGroup employs 336 employees in its overseas operations.

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.

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 employees are able to develop their careers with UniGroup. As a result, UniGroup has adopted a career development process to ensure employees have the opportunity to fully use their skills and to develop their potential. UniGroup’s general turnover rate in 2015 was 10.5 percent voluntary and 6.2 percent involuntary (adjusted to 4.8 percent not including the sale of MultiTek), for a total turnover rate of 16.7 percent (adjusted to 15.4 percent not including the sale of MultiTek).
WORKPLACE INJURIES

UniGroup strives for a work environment where safety is a priority. All office locations are maintained in a safe manner and U.S. offices meet 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 2015 was 0.43 injuries per million person hours worked. The rate of days away was 0.11 per million person hours worked. The total days away from work rate was 0.11 per million person hours of work. These numbers are well within 2014 average for private industry. These numbers only include U.S. based employees 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 platform, to efficiently provide required training to UniGroup employees. UniGroup University’s courses also include more general education on both general business topics and moving industry specific topics. This resource is also available to agency staff members. In 2015, 7,868 UniGroup employees and agent staff members used these courses to further their careers and increase their business knowledge. In 2015, UniGroup and agency personnel completed more than 65,000 online courses, with 13,000 in progress at the end of the year.

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 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 in St. Louis. This group provides the opportunity to develop oral communication and leadership skills, ultimately fostering self-confidence and personal growth for participating employees.
EMPLOYEE TRAINING (CONTINUED)

In 2015, UniGroup partnered with one of the world’s leading business schools—the Olin Business School at Washington University in St. Louis—to develop an intensive executive education program designed to give current and future leaders in the organization C-suite skills to lead the industry. Twenty-four agency representatives were selected to participate in the first cohort of this program along with six UniGroup employees. These individuals will complete four week-long sessions at Washington University over the course of one year.

In 2015, UniGroup also launched a Managers Leadership Development Program. This program focused on the competencies, skills and abilities needed to lead our organization for ongoing success. The course included topics such as employee selection, training, team building, time management, leadership style, building a culture of success and technology.
DIVERSITY

UniGroup isn’t just a company; we are a community of people. UniGroup places a high value on diversity. This means we treat each other with respect by honoring one another’s various backgrounds and abilities. We believe it is important to retain a varied workforce ready to meet the needs of our diverse global customers. UniGroup believes 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. 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:

- Airforwarder’s Association (AFA)
- American Institute of Certified Public Accountants (AICPA)
- American Moving and Storage Association Interstate ProMover Program
- Better Business Bureau (BBB)
- Chartered Trading Standards Institute (CTSI)
- ENERGY STAR Certification – Missouri Campus
- FIDI Accredited International Mover (FIDI-FAIM)
- Green Dining Alliance at The UniGrille – St. Louis Campus
- Hiring Our Heroes – U.S. Chamber of Commerce
- International Association of Movers (IAM)
- International Exhibition Logistics Association (IELA)
- Latin American & Caribbean Movers Association (LACMA)
- Single Stream Recycling – St. Louis Campus
- SmartWay Transport Partner
- Specialized Carrier & Rigging Association (SC&RA)
- St. Louis Green Business Challenge
- United Nations Global Compact
INDUSTRY AND CHARITABLE ASSOCIATIONS

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

- American Moving and Storage Association (AMSA)
- Association of Relocation Professionals (ARP)
- British Association of Removers (BAR)
- California Moving & Storage Association (CMSA)
- European Relocation Association (EuRA)
- Fédération Internationale des Déménageurs (FIDI)
- Florida Movers & Warehouseman’s Association (FMWA)
- Forum for Expatriate Management (FEM)
- 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)
- Kansas Motor Carrier Association (KMCA)
- Kentucky Household Goods Carrier Association
- Latin American & Caribbean Movers Association (LACMA)
- Maryland Motor Truck Association (MMTA)
- Massachussets Movers Association (MMA)
- Michigan Movers Association (MMA)
- Minnesota Transport Services Association (MTSA)
- Mississippi Trucking Association (MTA)
- Missouri Movers Association (MMA)
- New Jersey Warehousemen & Movers Association (NJWMA)
- New York State Movers & Warehousemen’s Association
- North Carolina Movers Association (NCMA)
- Ohio Association of Movers, Inc. (OAM)
- Overseas Moving Network International (OMNI)
- Pennsylvania Moving & Storage Associates (PMSA)
INDUSTRY AND CHARITABLE ASSOCIATIONS CONTINUED

- Southwest Movers Association (SMA)
- St. Louis/Memphis – Transportation Council
- Virginia Movers & Warehousemen’s Association (VMWA)
- Washington Trucking Association (WTA)
- World Cargo Alliance (WCA)
- Worldwide Employee Relocation Council (ERC)

Our executives serve on the board or committees of various civic and industry associations, including: Association of Corporate Counsel, Civic Progress, HR People + Strategy, Legal Services of Eastern Missouri, Lights Out Unlimited Promotions, Southwestern Illinois NAMI, St. Anthony’s Medical Center, St. Louis Alzheimer’s Association, St. Louis Federal Reserve Bank Council, St. Louis University International School of Business Advisory Board, State Health Insurance Assistance Program (SHIP), TALENT Council for St. Louis Regional Chamber, Team Activities for Special Kids (TASK), United Way of Greater St. Louis and University of Missouri – St. Louis.
UNIGROUP GIVES BACK
At UniGroup, giving back to our community is an essential element of our corporate culture. Below are a few of the ways employees can be actively involved.

Support of Community Organizations
UniGroup hosts blood drives and employees often help organize food and collection drives, walking teams and much more. The company also supports the United Way of Greater St. Louis, which helps fund more than 170 local nonprofits in the area. In 2015, UniGroup added a new charity in support of the Sterling offices by participating in Red Nose Day to support children living in poverty. UniGroup also became a National Team Sponsor for The Alzheimer’s Association.

MoveRescue
MoveRescue was formed in November 2003 to provide assistance to consumers who have fallen victim to disreputable moving companies. Beyond its own 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 344 students attend college and awarded more than $1 million in scholarships.
UNIGROUP GIVES BACK CONTINUED

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. UniGroup hosts an annual health fair to showcase community health and wellness resources. In 2015, UniGroup also hosted a wellness week featuring a healthy lifestyle and fun activities for employees. UniGroup has two on-site gyms, multiple exercise classes, a nutritionist and a fitness coach.
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. In October 2015, it was updated to add a section addressing “Responsibilities of Agents.”

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 someone has violated or may violate the Code of Conduct, a related policy or an applicable law or regulation
- Believes they may have violated the Code of Conduct, a related policy or an applicable law or regulation, even inadvertently

The Responsibilities of Agents section requires that agents:

- Comply with the highest standards of honesty, integrity, fair dealing and ethics when dealing on behalf of the UniGroup companies
- Comply with all laws and all policies and procedures
- Protect UniGroup companies goodwill and brands
- Keep complete and accurate records of their business involving the UniGroup companies
- Use UniGroup’s systems and confidential information only for the benefit of the UniGroup companies
CODE OF CONDUCT AND ETHICS CONTINUED

Compliance and Code of Conduct related questions and reports can be directed to:

- A manager or supervisor
- The Compliance program
- 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.

We continue to support our UniGroup Worldwide Moving, Sterling and government business by keeping their employees updated about developments in corruption laws and enforcement.
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.

At the end of 2014, UniGroup started down the path to become certified to the ISO 14001 environmental standard. In April 2015, UniGroup was successfully certified under the ISO 14001 standards. UniGroup was recertified in November 2015 when we combined our ISO 9001 quality management system together with our 14001 environmental management system into one quality/environmental management system (Q/EMS). Sterling is also both ISO 9001 and ISO 14001 certified.

UniGroup utilizes a minimum number of hazardous substances. All are associated with the maintenance of our facilities. Those hazardous substances used for our UniGroup 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 to manage appropriate handling of wastes. Safety data sheets are maintained for all materials used on-site at UniGroup.
ENERGY CONSUMPTION

UniGroup makes an effort to characterize, monitor, control and treat any air emissions generated by its St. Louis facility prior to discharge. UniGroup installed variable frequency drives on two chillers in its HVAC system in 2015. It is expected that the full impact of this project will be seen in 2016. A comparison of energy usage from 2013 to 2015 is below:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas (therms)</td>
<td>66,230</td>
<td>71,517</td>
<td>59,889</td>
</tr>
<tr>
<td>Water (gallons)</td>
<td>13,770,221</td>
<td>10,302,205</td>
<td>11,558,096</td>
</tr>
<tr>
<td>Electricity (kW)</td>
<td>8,113,225</td>
<td>7,365,808</td>
<td>7,298,717</td>
</tr>
<tr>
<td>Sewer (CCF – hundred cubic feet)</td>
<td>17,414</td>
<td>15,146</td>
<td>16,285</td>
</tr>
</tbody>
</table>

In 2015, off site locations are included within the boundary of this report. While many are in leased offices where utilities are not identified separately, below is information for utilities that were identified:

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas (therms)</td>
<td>577</td>
</tr>
<tr>
<td>Water (gallons)</td>
<td>93</td>
</tr>
<tr>
<td>Electricity (kW)</td>
<td>153,582</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 (solar panels), maintenance and facility processes, materials substitution, conservation, recycling and re-using materials. We monitor the water and energy used and solid wastes generated at UniGroup. At the outer offices, water and energy are monitored as the information is available and wastes are handled through the office leasing companies. Other than storm water runoff and sewage, we do not generate wastewater.

In 2015, the UniGroup continued to focus efforts on conservation and reuse at the St. Louis campus. Projects included:

**Solar Power**
At the end of 2015, the four 25 kW solar panels installed at UniGroup in April 2014 have generated 234,899 KWh of electricity, saving $21,000. This was enough power to drive 147,070 miles and power 173,707 homes. For more information, guests can view an educational display in the lobby that shows 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 – unigroupinc.com.

**Induction Lighting**
In 2015, it was estimated that $12,000 was saved due to the induction lighting installed in June 2014. 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.
CONSERVATION AND REUSE CONTINUED

ENERGY STAR Recertification for UniGroup
UniGroup was recertified as an Environmental Protection Agency (EPA) ENERGY STAR building for its 2015 performance, improving its score from 75 to 79. This means that the UniGroup building performs better than 79 percent of all similar buildings nationwide. UniGroup first received its certification on Nov. 7, 2014. 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 2015, the UniGreen Team continued its focus on education and awareness around UniGroup to improve adoption of single stream recycling at individual work stations. Educational fliers, signage and waste audits were put in place or completed as part of the effort. There was also a competition between areas for lowest percentage of waste that could have been recycled, but was in the trash. Initial measures were taken in April with the improvements measured in October. An award was given to the area with the least amount of recycle in their trash and the efforts were recognized within the MO Recycles organization.

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.
CONSERVATION AND REUSE CONTINUED

Green Dining Alliance
In 2015, The UniGrille, the company’s on-site cafeteria, progressed from the four-star level to the five-star level of the Green Dining Alliance. This is the highest level of recognition within this organization. Improvements made in 2015 which led to the five-star level were:

- Buying RFA-certified (rain forest alliance) coffee and tea
- Using energy efficient machines to brew coffee and tea

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

ISO 14001 Certification
In April 2015 UniGroup’s St. Louis office was certified to ISO 14001: 2004 standards in recognition of the significant efforts made in addressing environmental concerns and management’s commitment towards maintaining those standards.

Variable Frequency Drives on HVAC Chillers
At the end of 2015 UniGroup replaced two constant speed centrifugal chillers on the HVAC system that were designed to handle worst case scenario operations with variable-speed drives and digital control panels. This enhancement controls the compression capacity by adjusting the speed of the compressor versus closing the pre-rotation vanes, reducing energy usage and improving chiller efficiencies by 30 percent.
CONSERVATION AND REUSE CONTINUED

Trans Advantage Support to Agents

Trans Advantage supports UniGroup agents by offering products that support their efforts in improving sustainability. In 2015 Trans Advantage sold corrugated boxes where 93 percent of the material was supplied by Sustainable Forestry Initiative program participants and paper in the boxes is approximately 35 percent recycled content. In 2015, Trans Advantage sold 26 percent more CARB compliant tractors, 16 percent fewer non-CARB complaint tractors and 52 percent more APU’s or generators on tractors than in 2014.

Efforts Beyond the St. Louis Office

In 2015, UniGroup expanded our report boundaries to include efforts of conservation and reuse at other office locations. Some projects at our off site locations include:

- **Recycling in Sterling London:** Sterling’s Aberdeen office has a recycling system in both the warehouse and the office. This includes recyclables, wood, and paper/cardboard.
- **Commuting in Sterling London:** Sterling London supports employees on their commute to and from work with the government bike to work scheme.
- **Commuting in Atlanta Office:** Atlanta office conducted a commuter survey to determine how employees commute to work. They also support bicycling by employees.
- **Waste and recycling within Sterling:**
  - Maintain central recycling points for fluorescent lighting, batteries, and used oil
  - Arrange for appropriate disposal of client’s unwanted fridges, freezers, and fluorescent lighting
  - Reuse wooden storage containers where feasible
  - Use steel containers wherever possible to replace wooden containers
  - Recycle water in the truck washer
  - Quarterly stationery amnesty where employees check desks for unused stationery items and all unused items are sent back to the central stationery store to be reused by other employees.
2015 RESULTS

<table>
<thead>
<tr>
<th>WASTE</th>
<th>2013 WEIGHT</th>
<th>2014 WEIGHT</th>
<th>2015 WEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trash</td>
<td>157.24 tons</td>
<td>106.45 tons</td>
<td>86.09 tons</td>
</tr>
<tr>
<td>Recycle</td>
<td>41.19 tons</td>
<td>85.26 tons</td>
<td>77.4 tons</td>
</tr>
<tr>
<td>Compost</td>
<td>3.20 tons</td>
<td>3.30 tons</td>
<td>8.43 tons</td>
</tr>
<tr>
<td>Toner cartridges</td>
<td>208 lbs.</td>
<td>869.80 lbs.</td>
<td>796.5 lbs.</td>
</tr>
<tr>
<td>Light bulbs</td>
<td>375 pieces</td>
<td>1256 pieces</td>
<td>1208 pieces</td>
</tr>
</tbody>
</table>

PROJECT

<table>
<thead>
<tr>
<th>ACHIEVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solar Power Generated 234,899 KWh of power worth $21,000 to date.</td>
</tr>
<tr>
<td>Induction Lighting Estimated savings of $12,000 annually.</td>
</tr>
<tr>
<td>ENERGY STAR Certification Received recertification.</td>
</tr>
<tr>
<td>Single Stream Recycle Improved percentage of recycled waste from 46 to 50 percent from 2014 to 2015 respectively.</td>
</tr>
<tr>
<td>Re-use Store Redistributed $8,965 of office supplies within the building.</td>
</tr>
<tr>
<td>Green Dining Alliance Increased achievement from four-star to five-star Green Dining Alliance level.</td>
</tr>
<tr>
<td>Motion Detectors for Lighting Reduced lighting energy used in warehouse.</td>
</tr>
<tr>
<td>Installed Variable Frequency Drivers on Chillers Reduced energy usage by 30 percent on the two main building chillers.</td>
</tr>
<tr>
<td>Waste Generation Reduced amount of waste going to the landfill by 19 percent from 2014 to 2015.</td>
</tr>
</tbody>
</table>
EXTENDING OUR COMMITMENT

As UniGroup 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 completed the sustainability assessment scorecard to identify improvements they had already implemented at their location.

The graphs below and on the following pages indicate the number of off-site locations that have taken steps toward improving sustainability in the seven categories addressed in the challenge.
Sustainability Challenge
For the second year, a similar voluntary scorecard was developed for agents to be used as a strategic tool to support them in incorporating sustainable practices at their facilities. UniGroup asked participating agency locations to record where they have made sustainable changes. The scorecard also offers suggestions on areas to address at the agency level.

Nine agency locations participated in the 2015 challenge. Based on these results, agencies 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 light and technology usage

The graphs below indicate the number of the nine participating agencies that have taken steps toward improving sustainability in the seven categories addressed in the challenge.
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 records of United Van Lines and Mayflower Transit were used to determine fuel usage. The total amount of fuel reported in 2015 was 25,204,775 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. In 2015, UniGroup transported three percent more weight using three percent less fuel than in 2014.

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuel Used – Diesel and Gas (gallons)</td>
<td>25,262,850</td>
<td>26,022,111</td>
<td>25,204,775</td>
</tr>
<tr>
<td>Weight Transported (pounds)</td>
<td>2,269,093,336</td>
<td>2,145,374,309</td>
<td>2,218,336,910</td>
</tr>
<tr>
<td>Gallons per pound transported</td>
<td>0.01</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 255,719,830 kg.

<table>
<thead>
<tr>
<th></th>
<th>UNITED VAN LINES</th>
<th>MAYFLOWER TRANSIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gasoline (kg CO2)</td>
<td>285,307</td>
<td>7,885</td>
</tr>
<tr>
<td>Diesel (kg CO2)</td>
<td>182,108,336</td>
<td>73,318,302</td>
</tr>
</tbody>
</table>

In 2015, the UniGroup fleet was recertified as a SmartWay carrier. The SmartWay program promotes advanced fuel efficient technologies and operational practices.
SAFETY

Safety is the top priority of UniGroup. Throughout 2015, the company continued several initiatives to help keep our van operators, agency staff, 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 continuing the transition to electronic logging devices.

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 focuses messaging to agents, van operators and its employees 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 and because it is the right thing to do. Fines can be imposed on a van operator, agency or UniGroup St. Louis 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.
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 and 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 Worldwide Moving and its wholly-owned Sterling Relocation U.S. subsidiaries have previously certified compliance with the U.S.-EU Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries. In October 2015, the Safe Harbor Framework was rendered invalid by the European Court of Justice. As such, UniGroup has not renewed its certification under that framework. Nevertheless, UniGroup Worldwide Moving and its wholly-owned Sterling Relocation U.S. subsidiaries are committed to adhering to the safe harbor principles of notice, choice, onward transfer, security, data integrity, access and enforcement.

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 a 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 its survey. These results are then distributed both to the Government and to UniGroup 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
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

APPENDIX | 63
DISCLOSURES ON MANAGEMENT APPROACH

CATEGORY: ECONOMIC

Economic Performance
- EC1 Economic Value Generated
- EC2 Climate Change Risks
- EC3 Defined Benefit Plan Coverage
- EC4 Government Assistance

Market Presence
- EC5 Entry Wage by Gender
- EC6 Local Senior Management

Indirect Economic Impacts
- EC7 Services Supported
- EC8 Indirect Economic Impacts

Procurement Practices
- EC9 Local Supplier Spend

CATEGORY: ENVIRONMENTAL

Materials
- EN1 Materials Used
- EN2 Recycled Input Materials

Energy
- EN3 Energy Consumption Within
- EN4 Energy Consumption Outside
- EN5 Energy Intensity
- EN6 Reduction of Energy Consumption
- EN7 Reduction in Energy Requirements

Water
- EN8 Water Withdrawal
- EN9 Water Sources Affected
- EN10 Water Recycled and Reused

Biodiversity
- EN11 Protected Areas
- EN12 Significant Impacts
- EN13 Habitats Protected or Restored
- EN14 IUCN Red Species Involved

Emissions
- EN15 Direct Greenhouse Gas
- EN16 Indirect Greenhouse Gas
- EN17 Other Indirect Greenhouse Gas
- EN18 GHG Emission Intensity
- EN19 Reduction of GHG Emissions
- EN20 Emissions of ODS
- EN21 Other Significant Air Emissions

Effluents and Waste
- EN22 Water Discharge
- EN23 Waste
- EN24 Significant Spills
- EN25 Hazardous Waste
- EN26 Areas Affected by Water Runoff

Products and Services
- EN27 Environmental Mitigation
- EN28 Reclaimed Products and Packages

Environmental Compliance
- EN29 Fines and Sanctions

Transport
- EN30 Transporting Goods and Materials

Overall Environment
- EN31 Expenditures and Investments

Supplier Environmental Assessment
- EN32 New Suppliers Screened
- EN33 Impact of Supply Chain

Environmental Grievance Mechanisms
- EN34 Grievance Mechanisms

CATEGORY: SOCIAL

LABOR PRACTICES AND DECENT WORK

Employment
- LA1 Total Employees and Turnover
- LA2 Employee Benefits
- LA3 Parental Leave

Labor/Management Relations
- LA4 Notice Periods for Changes

Occupational Health and Safety
- LA5 Health Safety Committees
- LA6 Injury and Injury Rates

HUMAN RIGHTS

Human Investment
- HR1 Agreements with Human Rights
- HR2 Employee Training

Non-Discrimination
- HR3 Incidents and Corrective Actions

Freedom of Association and Collective Bargaining
- HR4 Risk Review and Remediation

Child Labor
- HR5 Risk Review and Remediation

Forced or Compulsory Labor
- HR6 Risk Review and Remediation

Security Practices
- HR7 Risk Review and Remediation

Local Communities
- SO1 Engagement and Impact Review
- SO2 Operations with Impact

Anti-Corruption
- SO3 Risk Assessment
- SO4 Communication and Training
- SO5 Incidents and Response

Public Policy
- SO6 Political Contributions

Supplier Assessment for Impacts on Society
- SO9 Supplier Screenings
- SO10 Impact of Supply Chain

Societal Compliance
- SO11 Grievance Mechanisms

Product Responsibility

Customer Health and Safety
- PR1 Health and Safety Impact Review
- PR2 Incidents of Non-compliance

Product and Service Labeling
- PR3 Information Requirements
- PR4 Incidents of Non-compliance
- PR5 Customer Surveys

Marketing Communications
- PR6 Sale of Banned or Disputed Products
- PR7 Non-Compliant Marketing

Customer Privacy
- PR8 Complaints and Responses

Product Responsibility Compliance
- PR9 Fines and Sanctions

APPENDIX| 64
<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>None</td>
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<tr>
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### SOCIAL – LABOR PRACTICES AND DECENT WORK

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