Our mission is to provide superior value to all of our customers, our agents and our Shareholders through 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 future, our people and our environment.

**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 expanding capacity for our traditional business and by pursuing and/or enhancing new lines of business. UniGroup will work to achieve our growth in a responsible and sustainable manner.

**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:

- focusing on the safety of the travelling public, our van operators and employees;
- ensuring compliance with applicable environmental laws and regulations;
- 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;
- 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.

Marc R. Rogers
President and CEO, 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 our impact on the environment, people and society while maintaining a profitable organization.

We believe that following the Global Reporting Initiative (GRI) Sustainability Reporting Standards allow our report to be compared to reports of other companies. They also provide an objective standard against which to judge our disclosures for transparency and measure our performance.

commitment to sustainability

In combination with the sustainability commitment from our President and CEO, UniGroup’s sustainability guidelines exist to communicate to employees, customers, shareholders, agents, suppliers and community our dedication to conducting business in a sustainable manner. These guidelines (included below) 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.

UniGroup’s sustainability efforts are also endorsed and overseen by the senior management of the company. The UniGreen Team, located at UniGroup St. Louis, focuses on implementing sustainable solutions and increasing environmental awareness. The team consists of volunteers who represent various departments throughout the St. Louis office.

The Sustainability Guidelines stated for 2017 that UniGroup St. Louis:

1. Dedicates resources to support sustainability efforts.
2. Promotes a campus environment that is smoke-free and prohibits tobacco product usage on its premises.
3. Participates in single stream recycling by providing recycling containers at each desk. Non-recyclable items can be disposed of in centrally located trash cans.
COMMITMENT TO SUSTAINABILITY (CONTINUED)

4. Supports the cafeteria’s (The UniGrille) participation in the Green Dining Alliance and is committed to:
   - using no Styrofoam,
   - ensuring all food containers are either recyclable or compostable, and
   - making available compost containers for use by the cafeteria’s kitchen and those who dine in The UniGrille.

5. 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.

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

7. Recycles printer cartridges, computers and other electronic equipment.

8. Disposes of light bulbs in an environmentally appropriate manner.

9. Donates or recycles used office furniture and fixtures.

10. Encourages employees to use conference calls and webinars, reducing the environmental impact and cost of business travel.

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

12. Enforces a “No Idling” policy for trucks.

13. Maintains ENERGY STAR certification through conservation projects such as using:
   - solar panels to off-set power usage,
   - energy efficient induction lighting in parking lots,
   - electronic ballasts versus less efficient magnetic ballasts,
   - green T-28 fluorescent bulbs in 92 percent of lighting fixtures and LED bulbs in the remaining 8 percent,
   - an energy management system with variable speed drives to maximize the efficiency of heating and cooling equipment,
COMMITMENT TO SUSTAINABILITY (CONTINUED)

- high efficiency boilers in the building most utilized,
- UL certified fire alarms, adequate sprinklers throughout the buildings and annual inspections by state and federal jurisdictions to monitor building systems,
- various lighting controls to minimize usage during off hours, and
- ENERGY STAR rated office equipment and appliances, when available.

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

15. Contracts with a green cleaning company for janitorial services and has the expectation that:
   - Building occupants and cleaning staff have limited exposure to hazardous cleaning products, equipment and procedures.
   - HEPA filtration vacuums and microfiber cloths are used.
   - Chemicals used are biodegradable and green, when available.

16. Handles documents designated for destruction through a triple-cut, cross-shredding process that is then turned into paper pulp.

17. Certifies to the ISO 14001 standards, along with its European subsidiary Sterling, in support of its environmental management system.

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

19. Promotes activities that contribute to biodiversity at the main office.

DISCLOSURES ON MANAGEMENT APPROACH

In 2013, UniGroup began annually reporting our sustainability efforts and effects at the main office. For the 2013 report, UniGroup followed the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines 4 (G4). Beginning with the 2016 report, UniGroup began using the GRI Sustainability Reporting Standards (GRI Standards). 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.
DISCLOSURES ON MANAGEMENT APPROACH (CONTINUED)

The GRI Standards 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 impactful on society.

UniGroup is reporting under the core option, 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, customers and/or other stakeholders.

UniGroup has spent considerable time in the last few years evaluating our operating models and marketplace changes to achieve greater efficiencies and competitive advantages. UniGroup customizes its management approach to match the impact (economic, people or environmental) that it is managing.

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
UniGroup believes that to have a positive impact and ensure its future, it must operate efficiently and in such a way as to provide a return on investment to its agent Shareholders. To manage this impact, UniGroup’s Board of Directors and management closely monitor actual results against the budget and take steps to ensure UniGroup is operating in a sustainable way going forward. UniGroup also reviews employee compensation to make sure it is comparable with other employers in the geographic area where the workers are employed.
DISCLOSURES ON MANAGEMENT APPROACH (CONTINUED)

Environmental
As the parent of multiple transportation companies, UniGroup recognizes it has a significant impact on the environment through the resources used to transport goods. Much of this transportation is done on trucks and ships owned by third parties over which UniGroup has little control.

However, UniGroup does consider efficiencies when it is directly involved in the planning of shipments and works with its agents (one of the providers of our transportation) on their own sustainability efforts. Our domestic household goods operations work to utilize our capacity and business tools to directionally plan shipments to better balance traffic among various service areas. Our logistics operations team also focuses on leveraging capacity. In its general operations, UniGroup manages the environmental impact of our offices through the UniGreen Team and subsidiary liaisons coordinating environmental initiatives and awareness.

People
UniGroup manages its impact on people through its Code of Conduct and Integrity Matters compliance program. The program creates a mechanism for internal and external stakeholders to raise concerns over a specific issue or business practice. These concerns are then investigated (including outside parties, when appropriate) and resolved in an appropriate manner. Oversight of the program is managed by the Board of Directors’ Audit Committee, who periodically reviews information about the number and types of issues and exercises more oversight when warranted.

IMPLEMENTATION PLANS
UniGroup continues to enhance business processes and reduce environmental impact by:
- incorporating Sterling within the sustainability boundaries;
- continuing to emphasize sustainability at our remote office locations;
- strengthening our supply chain compliance efforts; and
- broadening the awareness of our agency family regarding sustainability topics.

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

Through ongoing internal management discussions, agent and other stakeholder feedback, and sustainability team collaboration, 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.

During the past several Learning Conferences, UniGroup’s sustainability team asked agent representatives for input 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 2017 Learning Conference. UniGroup also obtains feedback from agents through the Sustainability Challenge.

The aspect boundaries contained in this report affect all UniGroup operations. Primarily U.S. UniGroup locations were considered to determine aspect boundaries. Agency operations and those of other companies in our supply chain were excluded.

Beginning at the end of 2014, UniGroup started an effort to expand the boundaries of this report through the voluntary agent Sustainability Challenge and the Sustainability Initiative for remote offices. The boundaries in the strictest sense remain as identified in previous reports. This report includes progress made by agents and UniGroup’s outer offices in improving their sustainability efforts.

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. Stakeholders were identified through interviews with senior leadership and verified through discussions with our Shareholders, predominantly United and Mayflower agents.

STAKEHOLDER ENGAGEMENT

UniGroup utilizes various approaches to engage different groups of stakeholders and increase the engagement of all stakeholder groups. Agents and Shareholders are engaged through meetings and conferences. These avenues are used to share sustainability information and gather input for what is important to them as stakeholders. The Sustainability Challenge is used to encourage agents to participate in sustainable practices and allows UniGroup St. Louis to measure involvement and capture concerns. Additional information was received through a 2017 survey of agents who have expressed an interest in sustainability. Information from this survey will be used by the UniGreen Team to determine areas of focus in 2018.

UniGroup engages our customers and becomes aware of their concerns and expectations through the:

- corporate account contract process,
- customer service center,
- customer satisfaction surveys and
- government scores.

Employees are engaged during all-employee meetings, surveys and the use of focus groups and project teams. UniGroup St. Louis continues to engage employees through participation on the UniGreen team, an environmental task force led by the director of corporate responsibility and sustainability. Other offices’ engagement and concerns are captured through UniGroup’s Sustainability Assessment tool. Employees at these remote locations are encouraged to act as a sustainability liaison or form an environmental task force for their specific location.
CONCERNS RAISED

Questions and concerns from stakeholders are typically submitted to the UniGreen team or the director of corporate responsibility and sustainability, both located at the main office. The team reviews the submissions, discusses potential resolutions and takes corrective actions or provides education through corporate communications. During the year, stakeholders brought forward various concerns regarding our recycling efforts. Each concern was investigated, resolved and communicated.

2016 REPORT FOLLOW UP

At this time, there have been no restatements to the 2016 report published in April 2017. Based on feedback from agents and other stakeholders, there have been no edits to the relevant aspects identified in the 2016 report. UniGroup will continue to seek feedback from our stakeholders and update the aspects considered as necessary.

OUR FIFTH SUSTAINABILITY REPORT

The 2017 UniGroup Sustainability Report is the fifth to be issued by the company. It continues with the expansion of our boundaries to include UniGroup’s other office locations around the globe. Information for these locations has been obtained through UniGroup’s Sustainability Assessment tool.

This annual sustainability report has been prepared in accordance with the GRI Standards: Core option. All information provided in this report is based on UniGroup’s 2017 fiscal calendar year. This report, as in years past, was made available on the corporate website before the end of the second quarter of the subsequent year. No external assurance has been obtained for this report.
CONTACT US

Additional information regarding UniGroup’s sustainability initiatives or this report can be obtained by writing to the director of corporate responsibility and sustainability at the main office:

UniGroup, Inc.
Rebecca Peterson, Director
One Premier Drive
Fenton, Missouri 63026

The director of corporate responsibility and sustainability can also be reached by email at rebecca_peterson@unigroup.com or telephone at 636-349-3948.

2017: CHANGES TO PREPARE FOR THE FUTURE

Rapid changes in technology, demands of millennials, pressure to preserve the environment and the continual shortage of drivers is leading a transformation within the transportation industry. What was a paper intensive process is becoming paperless with e-signatures and the increasing capabilities of mobile devices. Electronic logging devices (ELDs) have replaced paper logs and are now required in all power units, with limited exemption. In the future, the shortage of drivers will no longer be a capacity constraint, as self-driving vehicles become a reality. UniGroup is committed to drive part of this transformation and is investing in all levels of the organization – employees, agents, suppliers and customers. Below are a few of the noteworthy transformations that occurred within the organization in 2017.

In 2015, well in advance of the Dec. 18, 2017 federal deadline for compliance with ELD usage, UniGroup began encouraging agents to install the devices and van operators to use the technology. Federal compliance meant that all commercial motor vehicles (CMVs) were to be equipped with ELDS and van operators were to be using the device to track their hours of service. Because of these early initiatives, by the deadline, the fleet was compliant. In commitment to the safety of our stakeholders and the driving public, those CMVs without an ELD or van operators not complying with usage of the device were not permitted to receive load assignments going forward, unless exempt from ELD requirements.
2017: CHANGES TO PREPARE FOR THE FUTURE (CONTINUED)

Strategic leadership changes occurred throughout the year, including the hiring of a new chief information officer in March, chief technology officer in September and a President and CEO in December. Advancements in technology and streamlined processes brought increased efficiencies and opportunities throughout the enterprise. Re-alignment of hauling resources brought increased internal household goods hauling capacity and reduced the reliance on third parties. One of the top priorities of the senior management team has been ensuring the company and its agents are well equipped to compete in an evolving industry and thus secure the company’s future.
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 dormant and is 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 former agents of United and Mayflower own a small amount of 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, vice-chairman, secretary and treasurer are occupied by members of the UniGroup Board. The chief executive officer and remaining officer positions are occupied by the management 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, Transportation Services Group Committee, Information Technology Committee, International Committee and Audit/Finance Committee. Other committees and advisory groups
GOVERNANCE (CONTINUED)

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 that have economic, environmental and social impact. The ultimate decision-making power on matters, including those with economic, environmental and social impact, 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 500 agent locations in the United States. In addition to the United States domestic footprint, UniGroup has operations in the United Kingdom, France, Germany, Spain, Switzerland, South Africa, India, Hong Kong, Japan, Singapore, China and Costa Rica. 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, expats, transferees/assignees 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>
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<tbody>
<tr>
<td><img src="image" alt="United Van Lines" /></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="image" alt="Mayflower" /></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.</td>
</tr>
<tr>
<td><img src="image" alt="Allegiant" /></td>
<td>Brokerage, freight forwarding, special products transportation (through United Van Lines and Mayflower Transit), global logistics, warehousing and supply chain management. UniGroup Logistics personnel also operate, on behalf of UniGroup Worldwide, Inc., a Non-Vessel Operating Common Carrier (“NVOCC”) known as Brewster Lines and act as a licensed United States customs broker.</td>
</tr>
<tr>
<td><img src="image" alt="UniGroup Logistics" /></td>
<td>Global mobility management including international forwarding of household goods, destination services and freight brokerage.</td>
</tr>
<tr>
<td><img src="image" alt="UniGroup Worldwide Moving" /></td>
<td>Comprehensive relocation and moving services including top-tier services to a roster of global blue chip clients. Services include assignment management, expense management, immigration, policy consulting, home sale and purchase, orientation, home finding, school finding, moving, settling in and departure services.</td>
</tr>
<tr>
<td><img src="image" alt="Sterling" /></td>
<td>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>
SUPPLIERS

Whether domestic or international, UniGroup takes steps to manage the quality of its service provider networks. UniGroup uses many different suppliers to provide services to its customers. For domestic transportation, United and Mayflower agents provide most of the services. Agents sign contracts that include obligations to comply with applicable laws and are supported through the Agency Resources and Solutions team. Internationally, Sterling and UniGroup Worldwide use a variety of service providers. When our customer service center receives a call regarding the quality of work performed by a third party, the concern is documented and shared with the strategic sourcing and procurement group. See Supply Chain Disclosure (page 22).

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.

UniGroup deals with negative social impacts primarily through its compliance hotline managed by a third party to provide anonymity. UniGroup is then made aware of issues and follows the policies in place to manage the appropriate response to any allegations.

UniGroup and its subsidiaries use the following groups of suppliers to perform the service offerings shown on the previous page.

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 statutorily defined agency 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 PeopleReady.
SUPPLIERS (CONTINUED)

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.

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, 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 – Van line agents (outside their agent role) 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 and/or its UniGroup Worldwide Moving Network.
SUPPLIERS (CONTINUED)

**UniGroup Worldwide Moving Network** – The network includes non-UniGroup owned companies that have an agreement with UniGroup Worldwide Moving to provide services in various locations throughout the world on its shipments.

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

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

**Sterling Global Alliance** - A global network of companies that have agreements with Sterling to provide services in various locations throughout the world.
PROCESS FLOW

Below is a brief example of our process for performing a typical household goods interstate shipment 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, 2017, UniGroup had 734 employees in its U.S. workforce. Of the 734 employees, 711 employees worked at the main office in St. Louis, Missouri. The remaining U.S. based employees worked from home or staff a freight forwarding office in College Park, Georgia. UniGroup employs 270 staff in its overseas operations. No employees of UniGroup in the U.S. or overseas are covered under collective bargaining agreements.

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.

DISCRIMINATION
At UniGroup, we believe in 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 the communities we serve in the U.S. and throughout the world.

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.

Because of the importance of diversity both to UniGroup as a company and to its employees and community, UniGroup believes it is material that UniGroup have a process in place to handle allegations of discrimination. Though UniGroup does not disclose the specifics of incidents, UniGroup believes that its compliance program provides a mechanism through which it addresses these issues and manages the appropriate response to any allegations.
EMPLOYEE TURNOVER

New employee hires and employee turnover are material to a key stakeholder for any company, its employees. The information reported in this section relates to employees of UniGroup and its subsidiaries based in the United States. UniGroup manages its hiring practices to ensure that all applicants are handled fairly and works through its human resources department to provide its employees with a career development process that encourages personal growth and helps employees meet their career goals. UniGroup also provides numerous online and instructor-led courses to help associates develop technical, business and leadership skills. UniGroup employees also enjoy a comprehensive benefits package.

UniGroup’s overall turnover rate for full-time employees in 2017 was 17.2 percent while involuntary turnover was 5.2 percent. UniGroup hired 103 new fulltime employees in the United States in 2017.

WORKPLACE INJURIES

Though UniGroup does not have employees driving trucks on America’s highways, as a motor carrier we believe safety is central to our identity. This includes taking steps to ensure all of our workers have a safe working experience. All office locations are maintained in a safe manner and U.S. offices meet all OSHA requirements. This disclosure does not include the steps we take as a motor carrier, which are discussed under the Our Efforts section. We manage employee safety risks through monthly inspections, monitoring all OSHA and environmental requirements including changes, and follow up on any safety risks/concerns identified by employees. UniGroup is also ISO 14001 certified and there are aspects of safety compliance included in this standard. In addition, emergency response plans are maintained to address any possible emergency including severe weather, fire, injury/illness and external threats. Drills are conducted and onsite security officers are trained in emergency first aid.

UniGroup’s total recordable injury and illness rate in 2017 was 0.26 injuries per million-person hours worked. The rate of days away was 0.13 per million-person hours worked. The total days away from work rate was 0.13 per million-person hours worked. These numbers are well within the 2017 average for private industry and our injuries are typical of an office environment. These numbers only include U.S. based employees and do not include any over-the-road contracted drivers.
EMPLOYEE TRAINING

A key for any company is making sure its employees continue to expand their knowledge, productivity, value and career goals. UniGroup believes training is important to this process and therefore material to both UniGroup and its employees. This section only discusses training provided to UniGroup employees and does not include training made available to United and Mayflower agents.

UniGroup believes it is important that its employees have the skills required to do their current work and also 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 also conducts annual mandatory training based on an employee’s needs and business role. Courses may include sexual harassment, code of conduct review, data privacy, records management, understanding UniGroup’s business and security awareness.

In addition to live training opportunities, 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 business and moving industry specific topics. This resource is available to agency personnel as well. In 2017, more than 7,600 UniGroup employees and agent staff members used these courses to further their careers and increase their business knowledge. In 2017, UniGroup and agency personnel completed more than 58,000 online courses.

UniGroup St. Louis also sponsors a closed chapter of Toastmasters International, a professional club promoting the art of speaking, listening and thinking. The club meets bi-weekly at the main office to give members the opportunity to develop oral communication and leadership skills which ultimately fosters self-confidence and personal growth for participating employees.
EMPLOYEE TRAINING (CONTINUED)

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 at UniGroup St. Louis and across the agent network C-suite skills to lead the industry. These individuals complete four week-long sessions at the Olin Business School over the course of one year. They work in teams to develop recommendations on how to address specific UniGroup challenges and then present their ideas to the Board of Directors.

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.

EMPLOYEE WELLNESS

UniGroup believes that a healthy workforce is essential to an effective organization. In support of a healthy workforce, UniGroup St. Louis offers on-site mammograms, Weight Watchers meetings and other wellness opportunities. An annual health fair is held at the main office to showcase community health and wellness resources. UniGroup St. Louis offers visits with a nutritionist and has two onsite gyms and multiple exercise classes. In 2017, UniGroup St. Louis hosted wellness events featuring a healthy lifestyle and fun activities. Sterling London also hosts wellness lunch ‘n learns that cover a wide range of topics and has an onsite gym.

DIVERSITY

UniGroup believes diversity is material because of the advantages a diverse workforce provides in serving customers throughout the world and because of the importance of diversity to the communities within which UniGroup operates. This section is limited to the diversity of UniGroup’s own employees and does not include the diversity of United and Mayflower agent employees or independent contractors. UniGroup manages its diversity through its hiring practices and non-discrimination policies. 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.
DIVERSITY (CONTINUED)

Diversity means we treat each other with respect by honoring each other’s various backgrounds and abilities. 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. UniGroup also believes equal remuneration for men and women is an important part of maintaining diversity but does not disclose information about its employees’ wages.
Our Values
UNIGROUP GIVES BACK

At UniGroup, giving back to the communities where we operate is an essential element of our corporate culture. Whether we are helping someone in New York get their shipment back from a rogue mover, hosting a regional race in support of United Way or purchasing Christmas gifts for children in need in Costa Rica, UniGroup is committed to making a difference. While this report is limited to the indirect economic impact of UniGroup and its subsidiaries, the agents of United Van Lines and Mayflower Transit across the country share the same commitment to the communities they operate in and around.

The culture starts at the top with executives serving on the boards of various civic and non-profit organizations. UniGroup’s commitment includes the allocation of resources and giving employees the time and opportunity to support and volunteer for causes. Efforts are made to remove obstacles preventing participation, such as holding blood drives on-site, organizing walk-a-thon teams, serving as a collection site for various drives and holding electronic recycling events for employees at the St. Louis office. Celebrations mark the achievement of goals, such as reaching a pledge goal for the United Way or passing the finish line at a race. UniGroup also started a new volunteer program in 2017 called “Alone, Good. Together, Great.” which provided a half day of paid time for employees to serve organizations throughout the community.

Executive Involvement

Our executives serve on the board or participates on a committee of various civic and industry associations, including: American Moving & Storage Association (AMSA), United Way of Greater St. Louis, Regional Business Counsel, St. Louis Sports Commission, Team Activities for Special Kids (TASK), Girl Scouts of Greater St. Louis, Autism Speaks, Truman State University and University of Virginia.

UniGroup, Incorporated Scholarship Foundation

The UniGroup, Incorporated Scholarship Foundation (“Scholarship Foundation”) provides scholarships to children of full-time UniGroup employees chosen from a yearly pool of applicants. The Scholarship Foundation raises money each year through donations and fundraising events such as trivia night and raffles. Since 1998, the Scholarship Foundation has awarded 370 scholarships totaling more than $1.1 million.
UNIGROUP GIVES BACK  (CONTINUED)

United Way
UniGroup is proud to support the United Way of Greater St. Louis by participating in its annual campaign, which helps fund more than 170 local nonprofits in the area. Each year the company hosts the UniGroup United Way 5k + 10k which draws participates from across the region. A virtual event to support the United Way is also sponsored by UniGroup St. Louis annually, giving UniGroup agents from across the country the opportunity to participate.

MoveRescue
UniGroup supports the moving public through the MoveRescue program. MoveRescue was formed in November 2003 by UniGroup to assist consumers who have fallen victim to disreputable moving companies. In addition to UniGroup’s 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 also collaborates with state and federal regulatory agencies and law enforcement officials to combat criminals who prey on the moving public.

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.
UNIGROUP GIVES BACK (CONTINUED)

Contributions Outside the United States

- **Associacion di Desarrollo**: A Costa Rica group focused on improving the surrounding community
- **Hillingdon Foodbank**: Part of The Trussell Trust, committed to launching life changing, sustainable, community based projects in the UK and overseas
- **MET Police Christmas Tree Project**: Ensures children across the capital receive a special Christmas gift
- **BBC Children in Need**: provides grants to projects which focus on children and young people who are disadvantaged with the goal of making sure every child in the UK has a safe, happy and secure childhood which allows them the chance to reach their potential.
- **Homeless in the UK**: various projects in support of the homeless

INITIATIVES SUPPORTED

UniGroup endorses various organizations and initiatives which support our economic, environmental and social beliefs including:

- AAIM Employers’ Association (AAIM)
- Airforwarder’s Association (AFA)
- American Bar Association (ABA)
- American Institute of Certified Public Accountants (AICPA)
- American Moving and Storage Association Interstate ProMover Program
- Association of Certified Fraud Examiners
- Association of Corporate Counsel (ACC)
- Association of Technical Support (HPI)
- Better Business Bureau (BBB)
- British Association of Removers (BAR)
- Customs – Trade Partnership Against Terrorism (C-TPAT)
- Energy Star Certification – Fenton, Missouri Campus
- FIDI Accredited International Mover (FIDI-FAIM)
- Financial Executive Institute (FEI)
INITIATIVES SUPPORTED (CONTINUED)

- Global Hack
- Green Dining Alliance at The UniGrille at UniGroup St. Louis
- Hiring Our Heroes – U.S. Chamber of Commerce
- Human Development Index (HDI)
- Human Resource Management Association (HRMA)
- Illinois Bar Association
- Intermodal Association of North America (IANA)
- International Association of Movers (IAM)
- International Risk Management Institute (IRMI)
- International Shippers Association (ISA)
- Missouri Bar Association
- Missouri Society of CPAs (MSCPA)
- National Customs Brokerage & Forwarders Association of America (NCBFAA)
- Premier Cargo Alliance (PCA)
- Risk Management Society (RIMS)
- Single Stream Recycling at UniGroup St. Louis
- SmartWay Transport Partner
- Society of Certified Insurance Service Representatives (CISR)
- Society for Human Resource Management (SHRM)
- Specialized Carrier & Rigging Association (SC&RA)
- St Louis Business Health Coalition (BHC)
- St. Louis Green Business Challenge
- St. Louis Treasury Management Association (STLTMA)
- Tax Executive Institute (TEI)
- Transforming Data with Intelligence (TDWI)
- Transportation Lawyers Association (TLA)
- TSA’s Indirect Air Carrier Standard Security Program (TSA)
- United Nations Global Compact (UNGC)
ASSOCIATIONS ENDORSED

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

- American Moving and Storage Association (AMSA)
- California Moving & Storage Association (CMSA)
- Certified Relocation Professional (CRP)
- Employers Resource Council (ERC)
- European Relocation Association (EuRA)
- Forum for Expatriate Management (FEM)
- Illinois Movers’ and Warehousemen’s Association (IMAWA)
- International Air Transport Association (IATA)
- Kansas Motor Carrier Association (KMCA)
- Latin American & Caribbean Movers Association (LACMA)
- Massachusetts Movers Association (MMA)
- Missouri Movers Association (MMA)
- Missouri Truckers Association (MoTA)
- Move Rescue
- National Defense Transportation Association (NDTA)
- National Insurance Producer Registry (NIPR)
- North American Transportation Management Institute (NATMI)
- North Carolina Movers Association (NCMA)
- Overseas Moving Network International (OMNI)
- Society of Certified Insurance Counselor (CIC)
- Southwest Movers Association (SMA)
- Transportation Intermediaries Association (TIA)
- World Cargo Alliance (WCA)
- Worldwide Employee Relocation Council
Our Conduct
CODE OF CONDUCT AND ETHICS

Ethical standards, such as choosing to do the right thing, are key to the success of any great company. UniGroup believes doing the right thing comes down to three words: responsibility, honesty and community. These traits embody our commitment to ethics and integrity.

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 they:

- have 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; 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 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. Reporters are able to raise concerns or ask questions anonymously. UniGroup does not tolerate retaliation against anyone who reports a concern or violation.
CODE OF CONDUCT AND ETHICS (CONTINUED)

The UniGroup Code of Conduct also places certain responsibilities on agents:

- Agents are expected to act with the highest standards of honesty, integrity, fair dealing and ethical conduct in all business dealings with or on behalf of the UniGroup companies.
- Agents are expected to operate their businesses in a competent manner and in full compliance with the law, all policies and procedures specified by UniGroup St. Louis, and all customer agreements with the UniGroup companies.
- Agents are encouraged to communicate with UniGroup if they have issues with UniGroup policies, procedures or agreements; however, agents must comply with the law and these policies, procedures and agreements even if an agent disagrees with them.
- Agents are expected to preserve and enhance the reputation and the goodwill associated with the UniGroup companies. Any activities that may result in damage to the UniGroup companies’ business reputation or public criticism of the UniGroup companies must be avoided.
- Agents are expected to keep complete and accurate records in their dealings with UniGroup, customers and other third parties on behalf of UniGroup. Information provided to others must be accurate and complete, and shall not be manipulated to meet performance requirements, win awards or otherwise gain improper advantage.
- Agents are expected to use the systems and confidential information provided by the UniGroup companies only for the benefit of the UniGroup companies and not for any competitive operations or activities which are fraudulent, dishonest or otherwise damaging to the UniGroup companies.

The Code of Conduct is available at unigrouppinc.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. 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.

The Compliance Program can be reached by calling the Integrity Matters Hotline at 800-637-2154 (U.S.) or 800-4016-4016 (outside the U.S.) or by visiting integritymatters.ethicaladvocate.com. Sterling has also adopted this program and employees can email integritymatters@sterling.com.

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

ANTI-CORRUPTION ACTIONS

UniGroup believes it is important to compete fairly for business and expects employees to handle all transactions in accordance with all laws aimed at preventing corruption. UniGroup’s Code of Conduct prohibits employees from offering, authorizing, paying or promising any form of bribe or kickback to further 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 they endorse paying bribes or if some part of the payment UniGroup makes will be used for a bribe. All new employees are exposed to anti-corruption policies during a Code of Conduct training session. 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 employees updated about developments in corruption laws and enforcement through this training.
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.


UniGroup utilizes a minimum number of hazardous substances. All are associated with the maintenance of our facilities. Those hazardous substances used for UniGroup St. Louis 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 at the main office.
ENERGY CONSUMPTION

UniGroup tries to characterize, monitor, control and treat any air emissions generated by its main office prior to discharge. In 2015, UniGroup St. Louis installed variable frequency drives on two of the chillers in the HVAC systems. We saw the full impact of this project in our 2016 performance.

In 2016 UniGroup St. Louis installed LED lighting in our main entrances where the lights were difficult to reach. The energy management system was updated for the oldest building at the main office at the end of 2016. The energy management system was updated in the remainder of the buildings in 2017 and Facilities continues to see benefits in operating the campus more efficiently with this additional knowledge. UniGroup installed high energy efficient boilers in our most populated building the end of 2016 to address high maintenance costs and inefficient gas usage in the original boiler system. Gas usage for these boilers has improved dramatically. In 2017 UniGroup began a three-year project to update the lighting controls, beginning with the oldest part of the building first. Energy used at the main office from 2013 to 2017 is below.

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas (therms)</td>
<td>66,230</td>
<td>71,517</td>
<td>59,889</td>
<td>57,904</td>
<td>58,367</td>
</tr>
<tr>
<td>Electricity (kW)</td>
<td>8,113,225</td>
<td>7,365,808</td>
<td>7,298,717</td>
<td>7,144,394</td>
<td>6,944,123</td>
</tr>
</tbody>
</table>

Off-site locations were included in the boundary of this report. This year we included the usage of additional locations which reflects the year over year increase. While many of the offices are leased and utility usage is unknown; the usage available is shown below.

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas (therms)</td>
<td>577</td>
<td>1,329</td>
<td>1,252</td>
</tr>
<tr>
<td>Electricity (kW)</td>
<td>93</td>
<td>798,122</td>
<td>843,922</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. Storm water runoff and sewage is the only wastewater generated and is not monitored.

The above timeline shows the various initiatives undergone that have strengthened the sustainability of UniGroup. In 2017, UniGroup’s Green Team and Facilities personnel continued to focus efforts on conservation and reuse at the main office. The following list details the initiatives shown on the above timeline in reverse chronological order.

**Building Lighting Automation Controls**

Completed phase 1 of a 3-phase project in December to install building lighting automation controls. Prior control was accomplished using an old system of switches and relays “piggybacking” on the old HVAC control system. The new HVAC energy automation system made the old HVAC control system obsolete and Facilities was finding it difficult to locate parts for repair. The new system is an electronic control system specifically designed for lighting controls.
ISO 14001 Certification
In April 2015 UniGroup’s main office was certified to ISO 14001: 2004 standards in recognition of the significant efforts made in addressing environmental concerns and management’s commitment toward maintaining those standards. UniGroup was certified to the new 14001: 2015 standards in November 2017.

Energy Automation Controls
For many years UniGroup has operated an energy management system to ensure comfort of building occupants while minimizing energy use. The system components were growing obsolete and were difficult to maintain. In 2017 the final phase of the two-phase project was completed to make sure we can continue to appropriately manage energy usage through an HVAC automation upgrade/graphics package installation. We are continuing to see the impact of this improved management system capability.

Energy Efficient Boilers
In early fall 2016 UniGroup replaced two old, unreliable, “energy hog” boilers with four small high energy efficient boilers.

Partial Conversion to LED
Lighting in the three-story main lobby and outdoor building canopies were replaced with LED lights. Further replacements are anticipated as these lights become more cost competitive and are updated to enable replacement without having to change out fixtures.

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.
CONSERVATION AND REUSE (CONTINUED)

Green Dining Alliance
In 2017, The UniGrille, the company’s on-site cafeteria, continued to operate at the five-star level of the Green Dining Alliance. This is the highest level of recognition within this organization. In 2017 the UniGrille planted and harvested cherry tomatoes and green bell peppers from our onsite garden and served them on the salad bar. They also hosted a St. Louis Green Business Challenge monthly meeting.

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

ENERGY STAR Recertification for UniGroup St. Louis
UniGroup was notified on Nov. 7, 2014 that the main 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 improved energy efficiency performance and reached a score of greater than 75. This means that the 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. UniGroup continues to perform well, improving to a score of 83 in 2017.

Motion Detectors for Lighting
UniGroup installed motion-detected lighting in the warehouse area and stairwells of the main building in August 2014. 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.
CONSERVATION AND REUSE (CONTINUED)

Induction Lighting
In June 2014, UniGroup replaced the lighting for the main 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.

Solar Power
UniGroup, working with StraightUp Solar and Ameren (supplier of electricity for the main office), installed four 25 kW solar systems on our building roofs. Startup of the system was in April 2014.

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 2017, the UniGroup solar panels have generated 503,311 kWh of electricity, saving $44,155. This reduced greenhouse gas emissions 375 metric tons, equivalent to enough power to drive 918,070 miles, power 40.4 homes for a year or replace carbon sequestered by 9,707 tree seedlings grown for 10 years. (Greenhouse Gas Equivalencies Calculator/Energy and the Environment/US EPA).

Single Stream Recycle
After a good start in 2017 with no rejected loads we were disappointed with one load rejected in October. UniGroup is seeing some of the same issues facing many locations with tighter requirements on the acceptance of loads from recycling centers. The UniGreen Team will continue to work on ways to remind our employees of the issues encountered if liquids are put in recycling containers.
CONSERVATION AND REUSE (CONTINUED)

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 need arises.

Trans Advantage Support to Agents
Trans Advantage supports UniGroup agents by offering products that support their efforts in improving sustainability. Below are a few of the highlights from 2017:

- Offered corrugated boxes where 93 percent of the material was supplied by Sustainable Forestry Initiative program participants and the paper in the boxes is 43 percent recycled content
- In 2017, 100 percent of new tractors purchased through TransAdvantage were CARB compliant and had low rolling resistance tires
- Sale of non-CARB compliant tractors sold to wholesale dealers or at auction continues to decrease
- Of the tires sold, 71 percent were SmartWay certified
- Most tires sold to agents and van operators can be recycled at the end of their useful life and a small percentage of the tires sold are made of recycled content
CONSERVATION AND REUSE (CONTINUED)

Maintaining Our Sustainability

Sustainability is only achieved if implementations are maintained. The Green Team carries the responsibility of ensuring the sustainability efforts of UniGroup continue to evolve and change as our business adapts to meet the needs of our customers. The following tables show the cumulative impact of our projects and the progression of others.

<table>
<thead>
<tr>
<th>Project</th>
<th>Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solar Power</td>
<td>Since inception have generated 503,311 kWh worth $44,155.</td>
</tr>
<tr>
<td>Induction Lighting</td>
<td>Estimated savings of $12,000 annually.</td>
</tr>
<tr>
<td>ENERGY STAR Certification</td>
<td>Building re-certified with a score 83.</td>
</tr>
<tr>
<td>Waste Generation</td>
<td>Waste plus recycle was reduced marginally in 2017.</td>
</tr>
<tr>
<td>Re-Use Store</td>
<td>Redistributed $9,858 of office supplies within the building.</td>
</tr>
<tr>
<td>Green Dining Alliance</td>
<td>Maintained a 5-star Green Dining Alliance level in 2017.</td>
</tr>
<tr>
<td>Energy Automation</td>
<td>Projects to improve energy control through automation: 1) final phase of HVAC automation upgrade/graphics package and 2) the first of three phases for building lighting automation controls.</td>
</tr>
<tr>
<td>Motion Detectors for Lighting</td>
<td>Reduced lighting energy used in warehouse.</td>
</tr>
<tr>
<td>ISO 14001 Certification</td>
<td>Recertified to ISO 14001:2015 standard.</td>
</tr>
<tr>
<td>Variable Frequency Drives</td>
<td>Reduced energy usage 30 percent on 2 main chillers.</td>
</tr>
<tr>
<td>High Energy Boilers</td>
<td>Installed energy efficient boilers with anticipated reduction in usage of 16 percent.</td>
</tr>
</tbody>
</table>

Recycling

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trash (tons)</td>
<td>157.24</td>
<td>106.45</td>
<td>86.09</td>
<td>84.21</td>
<td>91.34</td>
</tr>
<tr>
<td>Recycle (tons)</td>
<td>41.19</td>
<td>85.26</td>
<td>77.40</td>
<td>54.59</td>
<td>45.65</td>
</tr>
<tr>
<td>Compost (gallons)*</td>
<td></td>
<td></td>
<td></td>
<td>8,192</td>
<td>6,144</td>
</tr>
<tr>
<td>Toner Cartridges (lbs)</td>
<td>208</td>
<td>870</td>
<td>797</td>
<td>645</td>
<td>543</td>
</tr>
</tbody>
</table>

*Previous years were reported in tons. Beginning in 2016, reporting is in gallons.
CONSERVATION AND REUSE (CONTINUED)

Efforts Beyond UniGroup St. Louis

In 2015, UniGroup expanded our report boundaries to include efforts of conservation and reuse at other office locations. Our office locations are generally leased and quite small, except for the Sterling office in Aberdeen, so there are not significant environmental impacts, but these offices do work to support the overall UniGroup sustainability efforts.

Sterling Offices

**Environmental Policy Stipulations**

- Minimizing the consumption of natural resources and energy, whilst consuming material goods in moderation
- Reducing the creation of waste by the adoption of improved operating practices and by recycling of materials whenever practical
- Ensuring all waste and effluent is disposed of in a safe and responsible manner
- Investing in the development of new products and processes that have an improved performance regarding their impact on the environment
- Complying with environmental legislation

**Waste and Recycling Efforts**

- 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
- Perform annual reviews of travel, landfill waste and power consumption
- Perform internal audits to supplement the annual external ISO 14001 audit
EXTENDING OUR COMMITMENT

As the main office implemented changes to be more environmentally responsible, we also considered how to extend that commitment to our off-site (domestic and international) and agent locations. 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, Office Energy, Equipment Energy, Indoor Environmental Quality, Office Waste, Office Water and Employee Transportation. Each location completed the assessment identifying the improvements they had already implemented at their location. The graph below indicates the number of points out of a total possible of 96.

UniGroup Locations

On the following pages, the graphs indicate the number of off-site locations that have taken steps toward improving sustainability in the six categories addressed in the challenge.
General Sustainability

Off-Site Comments
Recycle program for packing materials.  Singapore
Office Energy

Off-Site Comments

Out of 16 air conditioners, we only utilized six per day.  

Singapore
Off-Site Comments

In India, we follow the guidelines and compliance laid out by the Indian government standards for Vehicles Fuel emission etc. Also, we do not have any company owned vehicle.

*Sterling - India*
Indoor Environmental Quality

- Energy
- Green Products
- Air Quality
- Taking Green Home
Off-Site Comments

We have a recycled paper box set up beside the printer. All paper that the other side could be used is put in that box. When needed, we fetch used papers from there. Shanghai
Employee Transportation

Off-Site Comments

Commuting for most employees is by public transport in Tokyo already.  

Japan
Sustainability Challenge

For the fourth year in a row, agents were provided with a scorecard to use as a strategic tool to support them in incorporating sustainable practices at their facilities. UniGroup asked participating agency locations to record their sustainable practices in 2017 and highlight any changes made throughout the year. The scorecard also offers suggestions on areas to address at the agency level.

Twenty-six agency locations participated in the 2017 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;
- ensuring company owned equipment is carb compliant; and
- reviewing lighting and technology usage.

The graphs on the following pages indicate the number of agencies that have taken steps toward improving sustainability in the seven categories addressed in the challenge. We have included participant comments as well.
General Sustainability

Participant Comments

We participate on the board for the Wisconsin Sustainable Business Council, the leading sustainability recognition organization in the state.

Reynolds Transfer & Storage

We gave away trees on Arbor Day this year for our Best Price Boxes Store. If a customer purchased so many recycled boxes, we gave them a tree to plant. We have a team of five employees who meet quarterly to discuss ways of being green. We also organize events for office staff to join green St. Louis activities. We brag about employees being green on our company brag board.

Dodge Moving & Storage
Our dispatch team is very conscientious about keeping our driver loads optimized to save on fuel.

*Participant Comments*

*Dodge Moving & Storage*
Moving Waste

Participant Comments

Re-usable totes are used for local moves and are offered free to customers. In addition, we reuse or recycle all shrink wrap, pallets, paper and other packing material that does not contain toxins.

Reynolds Transfer & Storage

We have a cardboard baler at our facility to bale and recycle cardboard that cannot be reused.

Corrigan Moving Systems

Used boxes are offered through our store and reusable plastic containers are available for rent.

Dodge Moving & Storage

Used paper pads and newsprint are recycled to pad domestic and some international containers. Used paper pads are more plyable than new pads. Reusable paper pads can be used to reinforce areas which could be susceptible to damage. Used cardboard (especially mattress and mirror cartons) are used for floor runners and wall protection on subsequent moves. We also reuse cartons as much as possible if they are used in a non-producing revenue action.

Hutchcraft Van Service
Participant Comments

We are transitioning from a paper filing system to an electronic filing system.

ABC – Fry-Wagner, Inc.

We accept items for recycling from our employees such as batteries, electronics, etc.

Reynolds Transfer & Storage

Dodge partners with Move for Hunger. We donate all food to the St. Louis Food Pantry. We have two very large speed packs in our warehouse where employees throw out their recyclables. Once a month these are delivered to our local recycling plant. We are no longer mailing holiday cards. All communication is done electronically now.

Dodge Moving & Storage

It is common practice to re-use one-sided or partially used paper for notes. We utilized a paper cutter onsite that allows us to re-use our paper as much as possible. Also, any used one-sided paper can be used again for copying file notes.

Hutchcraft Van Service
Participant Comments

We are updating our warehouse lighting to reduce energy usage.

*ABC – Fry-Wagner, Inc.*

Lights are turned off manually in the warehouse when there is no activity, which can be approximately 60-70 percent of our warehouse. Skylights in the roof allow natural lighting throughout the warehouse and certain areas in office. All associates are required to turn off their specific office lights when they leave the building or are away from their area for an extended period of time.

*Hutchcraft Van Service, Inc.*

We have two solar arrays that provide about 100 percent of the electricity for the buildings that they power and we’re working on a third array to take another building close to 100 percent solar powered.

*Reynolds Transfer & Storage*

Two of our warehouses have solar panels on the roof that produce a large percentage of our total power needs. You can view the amount of power being produced on our LIVE dashboards:

https://apps.alsoenergy.com/kiosk/39049?dashkey=2a5669735064576e4543454b772b71633d&tag=1039038

http://peer1.datareadings.com/client/moduleSystem/Kiosk/site/bin/kiosk.cfm?k=G18d3N-m

*Clancy Relocation & Logistics*
Participant Comments

We are purchasing new vehicles that meet emission standards.

*ABC – Fry-Wagner, Inc.*

Approximately three years ago we installed tracking devices (Fleetmatics) on all company vehicles to track routing, excessive speeding, idling and mileage information to assist in calculating MPG. Our over the road drivers all use route indicators on their Smartphones to calculate routes, driving time and mileage. Many have slow traffic indicators to avoid slow ups.

*Hutchcraft Van Service, Inc.*

We use energy saving devices on engine block heaters when plugged in at the company lots and use a preventative maintenance program to ensure peak performance of our equipment.

*Reynolds Transfer & Storage*
Office Water

Participant Comments
We do not provide bottled water for employees. Water fountains are available at some facilities and potable water is available from faucet and city water sources which is highly rated.

Hutchcraft Van Service, Inc.

We use rain barrels for washing trucks and irrigating to the extent that is financially viable. In addition, we train employees about the water requirements of producing cheap meats and the impact the runoff from poor farming tactics has on the water supply of our state.

Reynolds Transfer & Storage
Participant Comments

We installed plants (citronella is a hit) at every window that gets acceptable sunlight and have been upgrading to electric fork trucks on a yearly basis with the goal of converting all 15 or so small fork trucks to electric.

Reynolds Transfer & Storage

Our campus is smoke free, including no e-cigarettes.

Dodge Moving & Storage

From time to time, weather permitting, we allow open windows for fresh air and circulation through out our offices. At that time all heating and/or A/C is shut off.

Hutchcraft Van Service
This year we have given two employees the ability to work from home part-time.

_Dodge Moving & Storage_

We strive to have most company meetings between agencies via phone or Skype since we are approximately 50 miles apart. We also implement a fuel-efficient company automobile in the event it is necessary to transfer personnel between agencies.

_Hutchcraft Van Service_
UniGroup recognizes that the environmental impact of the emissions from those vehicles operating under United Van Lines and Mayflower Transit authority is material to all 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 is used to determine fuel usage. The total amount of fuel reported in 2017 was 21.8 million gallons (combined diesel and gasoline). The amount of fuel utilized for each pound transported has been .011 since 2013, with the exception in 2014 when the gallons per pound transported increased to .012. In 2017 UniGroup St. Louis transported 3.8 percent less weight utilizing 9.3 percent less fuel than in 2016.

<table>
<thead>
<tr>
<th>Fuel Usage (gallons²)</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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</thead>
<tbody>
<tr>
<td>Weight Transported (lbs²)</td>
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<td></td>
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<tr>
<td>Gallons Per Pound Transported</td>
<td>0.011</td>
<td>0.012</td>
<td>0.011</td>
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1Fuel includes diesel and gas.
2Gallons and pounds (lbs.) are shown in millions.

A calculation of the approximate carbon dioxide emissions based on fuel usage by van operators in the United Van Lines and Mayflower Transit fleet is an estimated 220,870,950 kg; using the U.S. Energy Information Administration calculation method.

<table>
<thead>
<tr>
<th></th>
<th>United Van Lines</th>
<th>Mayflower Transit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gasoline (kg CO₂)</td>
<td>1,680,970</td>
<td>1,206,530</td>
</tr>
<tr>
<td>Diesel (kg CO₂)</td>
<td>157,591,549</td>
<td>60,391,901</td>
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</table>

In 2017, the UniGroup St. Louis fleet was recertified as a SmartWay carrier. The SmartWay program promotes advanced fuel-efficient technologies and operational practices.
DRIVER SAFETY

As a global transportation company, safety is at the forefront of everything UniGroup does. UniGroup is reliant on the safety measures taken by its van line subsidiaries (United Van Lines and Mayflower). The Safety department works with internal and external resources to develop safety policies and is responsible for monitoring the effectiveness and adherence to the policies. Infractions come with monetary fines and can result in loss of a driver’s license. The company’s failure to address deficiencies can result in fines and even loss of interstate operating authority. The company continues to introduce and implement initiatives that address these concerns and to help keep our van operators, agency staff, customers and the driving public safe.

During 2017, UniGroup St. Louis provided agent training sessions and monthly safety conference calls. In addition, UniGroup St. Louis continued to rollout electronic logging devices (ELDs) ahead of the mandatory FMCSA Dec. 18, 2017 conformance deadline.

While the Compliance Safety Accountability Behavioral Analysis and Safety Improvement Categories (CSA BASIC) are not accessible by the public, UniGroup St. Louis monitors its performance in each of the seven categories. Messages and publications directed to agents and van operators bring awareness to the areas with lower scores and provide tips on how to improve.
Our Customers
CUSTOMER PRIVACY

UniGroup is committed to protecting the personal data of its customers and compliance with applicable data protection laws and regulations. UniGroup’s current privacy policies and procedures are designed to meet today’s legal requirements and prepare for future requirements as privacy law continues to evolve.

Regarding moves originating in the European Union, the transfer of “personal data” and/or “sensitive data” about assignees is governed by EU data privacy law [Directive 95/46/EC of the European Parliament through May 24, 2018 and by the FDPR (General Data Protection Regulation) (Regulation (EU) 2016/679) effective May 25, 2018].

To transfer EU-covered data to the United States, prior to October 2015, the UniGroup companies maintained compliance with the EU Directive through compliance with the EU-US Safe Harbor. The EU-US Safe Harbor was invalidated in October 2015 by the European Union Court of Justice. Without the Safe Harbor, UniGroup and other non-EU companies were required to find an alternative method of compliance with EU data privacy law. The mechanism chosen by UniGroup companies who handle EU data is the Standard Contractual Clauses method. More information about Standard Contractual Clauses be found here. The EU-approved the current version of the Standard Contractual clauses that will remain in effect until the EU updates the template considering GDPR. In addition, our United States subsidiaries, UniGroup Worldwide, Inc. and Sterling Relocation Americas, Inc., were certified to the Department of Commerce’s Privacy Shield program effective Jan. 3, 2018, to address data transfers to the United States. Privacy Shield will also remain in effect until the EU renegotiates the terms of the program considering GDPR. Regarding moves originating in regions other than the EU, requirements vary. For example, Canada’s requirements are quite strict, like the EU requirements, while other jurisdictions are quite limited.

Looking forward, it is likely that privacy laws and regulations will continue to evolve in-light of the approval of the EU’s GDPR (General Data Protection Regulation), the eventual adoption and enforcement by the EU and the U.S. of a replacement for the EU-US Data Privacy Shield considering the GDPR; and anticipated changes resulting from Brexit. UniGroup will continue to monitor these developments and update its policies and procedures accordingly.
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 household goods 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 service providers (including agents and third parties) are doing as a whole. This survey allows us the opportunity to let each agent know how they are performing in the eyes of their customers and monitor the quality of service provided by others on behalf of the company.

UniGroup is also highly involved with helping Government employees and military members move. Instead of sending these customers a UniGroup standardized customer survey, the Government provides a survey that UniGroup is required to use. These results are then distributed to the Government and UniGroup St. Louis to use and improve service as needed.

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 standardized customer survey or one created by the National Account.

In addition, Trans Advantage, a financing and leasing subsidiary of UniGroup, also surveys its customers which include agents, van operators and unaffiliated customers.

Sterling also has a proprietary survey system called Pulse. Survey results are part of the monthly review by the Sterling Board. The review includes: praise and complaints; corrective measures taken to resolve issues/preventive measures to stop reoccurrence; and customer satisfaction ratings. All Sterling staff are assessed on the quality of their work by using feedback from customers and this forms part of their annual assessment, development needs analysis and bonus calculation.

Since proprietary and confidential information 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.
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. In the following chart, the indicator is listed followed by the description and page number.

Key:
- Included
  - Included – Partially Reported
  - Not Reported

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<th>Specific Limitations</th>
<th>Outside Organization Boundary</th>
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<th>Specific Limitations (outside)</th>
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<td>GRI 201-1</td>
<td>UniGroup, Inc. and 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 and Van Operators</td>
<td>None</td>
<td>Economic Impact on Third Parties not Disclosed</td>
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<tr>
<td>GRI 203-1</td>
<td>UniGroup, Inc. and Subsidiaries</td>
<td>None</td>
<td>None</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
<td>None</td>
<td>Community Involvement of Third Parties is not Disclosed</td>
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### Environmental Aspects Included in the Report

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<td>UniGroup, Inc. and Subsidiaries</td>
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<td>None</td>
<td>N/A</td>
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<tr>
<td>GRI 302-1</td>
<td>UniGroup, Inc. and Subsidiaries (with limited reporting on foreign subsidiaries)</td>
<td>None</td>
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<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
<td>None</td>
<td>UniGroup, Inc. Direct Energy Consumption</td>
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<td>GRI 302-3</td>
<td>UniGroup, Inc. and Subsidiaries (with limited reporting on foreign subsidiaries)</td>
<td>None</td>
<td>Limited to UniGroup, Inc. Home Office</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
<td>None</td>
<td>UniGroup, Inc. Direct Energy Consumption</td>
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<td>GRI 302-4</td>
<td>UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)</td>
<td>None</td>
<td>Limited to UniGroup, Inc. Home Office</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
<td>None</td>
<td>UniGroup, Inc. Direct Reduction in Energy Consumption</td>
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<td>GRI 305-3</td>
<td>UniGroup, Inc. and Subsidiaries</td>
<td>UniGroup, Inc. Trans Advantage, Inc.</td>
<td>None</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
<td>None</td>
<td>United Van Lines, LLC Mayflower Transit, LLC Internal Contractor Fleet Only</td>
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<td>None</td>
<td>Limited to UniGroup, Inc. Home Office</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
<td>None</td>
<td>UniGroup, Inc. Waste Only (Agents, Van Operators and Other Service Providers not Disclosed)</td>
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<td>GRI 103-2</td>
<td>UniGroup, Inc. and Subsidiaries</td>
<td>None</td>
<td>Number and Resolution of Reports Not Included</td>
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### Social - Labor Practices and Decent Work Aspects Included in the Report

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<td>Foreign Employees are Excluded Breakdown by Age, Gender and Region Withheld</td>
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<td>None</td>
<td>Breakdown by Age, Gender and Region Withheld</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
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<td>GRI 405-1</td>
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<td>Employees and Members of Governance Bodies are not Categorized</td>
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<td>GRI 414-2</td>
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<td>GRI 103-2</td>
<td>UniGroup, Inc. and Subsidiaries</td>
<td>None</td>
<td>Number and Resolution of Reports Not Included</td>
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### Social – Human Rights Aspects Included in the Report

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<td>Number and Resolution of Reports not Disclosed</td>
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<td>Specific Limitations</td>
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<td>GRI 205-2</td>
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<td>None</td>
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<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
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<td>Number and Resolution of Reports not Disclosed</td>
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**Social – Product Responsibility Aspects**

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<th>Outside Organization Boundary</th>
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<td>GRI 416-1</td>
<td>UniGroup, Inc. and Subsidiaries</td>
<td>UniGroup, Inc. Trans Advantage, Inc.</td>
<td>None</td>
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<td>GRI 102-43, GRI 102-44</td>
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<td>Trans Advantage, Inc. is Excluded Specific Results are not Disclosed</td>
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<td>Customer Satisfaction is for Services Provided by UniGroup, Inc. and Affiliates</td>
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<td>GRI 418-1</td>
<td>UniGroup, Inc. and Subsidiaries</td>
<td>None</td>
<td>Details About Privacy Complaints and Loss of Data are not Disclosed</td>
<td>Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents and Van Operators</td>
<td>UniGroup, Inc. and Subsidiaries</td>
<td>Information Provided is Applicable to UniGroup, Inc. and Subsidiaries</td>
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