

2018-2019 Sustainability Letter



Our mission is to provide a premier customer experience and profitable growth for our agency network through our service-centric culture. With an emphasis on quality, innovation and safety, we are committed to delivering industry-leading transportation solutions.

We understand in working to achieve our mission, we must also operate with an eye toward sustainability. While UniGroup is focused on growth, we recognize the importance of doing this in a socially responsible and sustainable way.

OUR VALUES

UniGroup believes doing the right thing comes down to three words: responsibility, honesty and community. These traits embody our commitment to ethics and integrity. UniGroup is dedicated to compliance with applicable laws and regulations and to maintain the highest standards of ethical and honest conduct in everything the company does.

The UniGroup Code of Conduct was created in 2003 and is continuously updated to incorporate changes in business and in law. 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;
- believe or suspect someone has violated or may violate the Code of Conduct, a related policy or an applicable law or regulation; or
- believe they may have violated the Code of Conduct, a related policy or an applicable law or regulation, even inadvertently.

UniGroup does not tolerate retaliation against anyone who reports a concern or violation. 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.

OUR PEOPLE

UniGroup's values are reflected in the way it does business with its employees, customers, Shareholders, agents, suppliers and the community. 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 suppliers and other business partners will uphold these same standards.

UniGroup is an equal opportunity employer. Allegations of discrimination by employees are taken seriously and investigated. Appropriate actions are taken to address any issues.

UniGroup also believes in its responsibility to help employees develop their potential. This includes making sure 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 employees. In addition to live training opportunities, management uses an online training platform to efficiently provide required training to UniGroup employees and more general education on both business and moving industry specific topics. In 2018, UniGroup employees completed more than 7,000 courses combined. UniGroup also conducts annual mandatory training based on an employee's needs and business role.

OUR COMMUNITY

UniGroup's ability to have a positive impact is not limited to its employees. UniGroup believes in giving give back to the community. In 2019, UniGroup promoted employee service opportunities through a program called Alone Good, Together Great. As part of the program, UniGroup employees filled 291 volunteer roles and contributed more than 1,000 hours of service to charities in the St. Louis area.

In addition, our executives serve on the board or participate 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 also impacts the community through the following:

- **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. Since 1998, the Scholarship Foundation has awarded 370 scholarships totaling more than \$1.1 million.
- **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 run/walk and a virtual event.
- **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 the last decade, MoveRescue has assisted thousands of victims.
- **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.

OUR IMPACT – SAFETY AND THE ENVIRONMENT

UniGroup’s involvement in the transportation industry creates an opportunity to successfully manage its operations to protect the safety of the public and to minimize its negative impact on the environment.

The overall UniGroup average Safety Performance Rating (SPR) improved 21.1 percent year over year in 2018, reaching the highest SPR ever under the current scoring matrix. In addition, Total Operator Performance points were reduced in all 12 violation categories resulting in an overall reduction of 28.5 percent.

On the environmental front, UniGroup’s carbon data for 2018 compared favorably to the data for 2017:

	2017	2018
Carbon Dioxide Emissions	220,870,950 kgCO ₂	183,856,784 kgCO ₂
Gallons of Fuel Per Pound Transported	0.0106 gallons per pound	0.0094 gallons per pound

In 2018, the UniGroup St. Louis fleet was recertified as a SmartWay carrier. The SmartWay program promotes advanced fuel-efficient technologies and operations practices.

UniGroup is also certified to ISO 14001, which is the internationally accepted standard for an effective environmental management system (EMS). The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact. ISO 14001 accreditation is UniGroup's official recognition to customers, associates, stakeholders and the community of our environmental credentials. Some of the efforts over the past few years which helped us achieve this certification include:

- beginning conversion to LED lighting throughout the building
- installing building lighting motion detectors and automation controls
- installing induction lighting in the parking lots
- managing energy usage through an HVAC automation upgrade/graphics package
- replacing "energy hog" boilers with four high energy efficient boilers
- installing solar panels

UniGroup is committed to continuous improvement in our safety and environmental performance by:

- 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; and
- providing direction to improve the environmental performance of our agents, contractors and employees.

OUR FUTURE

Investments in our people, processes and the environment position us to grow our business expanding capacity for traditional business and by pursuing new lines of business. As part of our operations going forward, we will continue to consider sustainability and set appropriate environmental objectives and targets.



Marc R. Rogers
President & CEO