

UNIGROUP, INC.

**Sustainability Report
2013**



UniGroup[®]

A Message from the President of UniGroup



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

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

Our People

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

Our Environment

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

- Focusing on the safety of the travelling public, our van operators and employees;
- Ensuring compliance with applicable environmental laws and regulations;
- Reducing waste by minimizing the amount of materials sent to landfills through reuse and recycling programs; and
- Providing direction to improve the environmental performance of our agents, contractors and employees.

Our Future

UniGroup is committed to economic success for our Shareholders. The investments in our people and the environment position us to grow our business by pursuing new lines of business and expanding capacity for our traditional business. UniGroup will work to achieve our growth in a responsible and sustainable manner.

A handwritten signature in black ink that reads "Richard McClure". The signature is written in a cursive style and is placed over a light grey rectangular background.

Table of Contents

A Message from the President of UniGroup 2

Table of Contents 3

Our Commitment..... 5

 Theory of Report..... 5

 Commitment to Sustainability 5

 Disclosures on Management Approach 6

 Plans Going Forward 7

Our Report 8

 Material Aspects and Boundaries 8

 Identifying Stakeholders 8

 Stakeholder Engagement 8

 Our First Sustainability Report..... 9

 Contact Us..... 9

Our Company 10

 Company Information 10

 Ownership 10

 Governance 10

 Markets Served..... 11

 Services Provided..... 11

 Supply Chain 12

Our People 15

 Labor Practices and Decent Work 15

 Discrimination 15

 Employee Turnover 15

 Workplace Injuries 15

 Employee Training..... 16

 Diversity 16

 Supplier Labor Practices..... 17

Our Values 18

 Human Rights 18

 Initiatives Supported By UniGroup..... 18

 Industry and Charitable Associations..... 18

 UniGroup Gives Back 18

MoveRescue.....	19
UniGroup Scholarship Foundation.....	19
Movers Care Foundation	19
Employee Wellness	19
Code of Conduct and Ethics	19
Responses to Potential Misconduct.....	20
UniGroup’s Anti-Corruption Actions	21
Environmental Commitment	21
Environment – Home Office Energy Consumption	22
Environment – Home Office Energy Conservation/Re-use.....	22
Our Results.....	24
Environment – Van Operator Fuel Usage/Emissions.....	24
Safety	24
Our Customers	26
Customer Privacy	26
Customer Satisfaction.....	26
GRI Index	27
Table of Materiality	32
Table of Material Aspects	33

Our Commitment

Theory of Report

UniGroup is committed to pursuing future growth in a sustainable manner. The purpose of this report is to allow our stakeholders to gain insight into the sustainability issues that impact our company. In this report, we discuss how we manage our impact on people, the environment and society.

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

Commitment to Sustainability

UniGroup's Sustainability Guidelines exist to communicate to our employees, customers, Shareholders, agents, suppliers and community our commitment to conduct business in a sustainable manner. These guidelines are published and accessible to all employees and agents on the internal website and other stakeholders on our public website (www.unigroup.com). The guidelines are periodically reviewed for consistency with business practices and revised as needed.

SUSTAINABILITY GUIDELINES

- UniGroup's sustainability efforts are endorsed and overseen by senior management of the company.
- UniGroup's UniGreen Team focuses on implementing sustainable solutions and increasing environmental awareness. The team consists of volunteers who represent various departments throughout the Home Office.
- UniGroup dedicates resources to support sustainability efforts.
- UniGroup promotes a campus environment that is smoke-free and UniGroup prohibits tobacco product usage on its premises.
- UniGroup supports single stream recycling by providing recycling containers at each desk. Non-recyclable items can be disposed of in centrally-located trash cans.
- The UniGrille, the company's onsite cafeteria, participates in the Green Dining Alliance and is committed to:
 - Using no Styrofoam;
 - Ensuring all food containers are either recyclable or compostable; and
 - Supporting composting by making compost containers available to the cafeteria's kitchen and those who dine in the UniGrille.
- UniGroup encourages employees to circulate documents electronically to reduce paper and ink required to print memos and faxes.
- UniGroup purchases 30% post-consumer recycled paper for copiers and at least 40% recycled material for paper hand towels and toilet tissue.

- UniGroup recycles cell phones, batteries with metal content, printer cartridges, computers and other electronic equipment.
- UniGroup disposes of light bulbs in an environmentally appropriate manner.
- UniGroup donates or recycles used office furniture and fixtures.
- UniGroup encourages employees to use conference calls and webinars to reduce the environmental and economic impact of business travel.
- UniGroup utilizes standby mode on copiers/printers after two hours of non-use to reduce power consumption.
- UniGroup has a “No Idling” policy for trucks at the Home Office.
- UniGroup conserves energy by:
 - Minimizing lighting used in the office during off hours;
 - Investing in solar panels to off-set power usage;
 - Installing energy efficient induction lighting in parking lots;
 - Replacing electronic ballasts with energy saving magnetic ballasts;
 - Utilizing an energy management system with variable speed drives to maximize the efficiency of heating and cooling equipment; and
 - Automating the monitoring of building systems (UL listed certified fire alarms, sprinklers in buildings and annual inspections by state and federal jurisdictions).
- UniGroup purchases certified green cleaning materials, when available, including those provided for use by contracted janitorial services.
- UniGroup purchases ENERGY STAR rated office equipment and appliances when available.
- UniGroup contracts with a green cleaning company for janitorial services and has the expectation that:
 - Building occupants’ and cleaning staff ‘s exposure to hazardous cleaning products, equipment and procedures is limited;
 - HEPA filtration vacuums and microfiber cloths are used; and
 - Chemicals used are biodegradable and green, when available.

Disclosures on Management Approach

In recent years, some customers have sought more information about UniGroup’s sustainability efforts. As a result, UniGroup decided to create a yearly sustainability report starting with 2013. In drafting the report, UniGroup decided to follow the Global Reporting Initiative Sustainability Reporting Guidelines 4 (G4). This structure allows UniGroup to disclose the company’s commitment to sustainability and provide an accessible and comparable report to the stakeholders of our company. The G4 is the newest guideline. The G4 guidelines adopted a structure that encourages companies to focus on the areas where they have a material impact. As a first time reporter, UniGroup believes that directing its resources to those areas where UniGroup has a material impact is an effective way to begin its sustainability efforts. This narrowed focus allows UniGroup to concentrate on the matters that are critical to the organization’s goals and to manage their impact on society.

UniGroup is reporting under the generic approach, which limits disclosures to material aspects. In deciding materiality, UniGroup considered the aspects that were identified as important to the company, its employees, and its national account customers.

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

Economic – These aspects will be primarily managed by measuring our performance against defined objectives. These objectives will be, in part, centered on enhancing our positive impacts by pursuing socially responsible growth and continuing our involvement with charitable efforts in our community.

Environmental – We manage these aspects through efforts to mitigate our impact on the environment. The UniGreen Team supports environmental projects at our Home Office and educates our employees on ways to incorporate environmental responsibility at home. We will educate our agents and van operators on the environmental impact they have and encourage them to be part of the solution to improve efficiency.

Labor – We primarily manage our workforce through our Human Resources department which oversees the training, education and development of all UniGroup employees.

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

Going forward, we will continue to look to our stakeholders for their perspectives on our company and its impact on society. We will engage agents and Shareholders through various annual meetings, including the annual UniGroup Learning Conference, Convention and Shareholder meetings. We will continue to engage our corporate customers through the national account contracting process.

Plans Going Forward

UniGroup's plans in future years include enhancements to our business processes and reductions in our environmental impact including:

- Reviewing the environmental impact of our transportation services;
- Educating our employees on ways to adopt green efforts in their home; and
- Increasing our agents' awareness of sustainability and the impact sustainability can have on their future success.

Periodic updates on UniGroup's sustainability efforts will be reported on our corporate website within the sustainability content area.

Our Report

G4-18

Material Aspects and Boundaries

UniGroup used an internal sustainability team to identify material aspects for our first report. The sustainability team was comprised of individuals with a thorough understanding of the relationships among the Home Office, agency family and van operators.

UniGroup used the GRI definition of materiality which defines as material “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”. Using that definition, the sustainability team identified the opportunities and risks most important to stakeholders, the economy, environment, society or UniGroup. In doing so, the group considered the results of a 2012 review of UniGroup’s practices by an outside consultant who determined material aspects. The aspects identified at the end of this process are included in this report.

The aspect boundaries were defined as those affecting US operations only and exclude some subsidiaries with different types of operations. Only the UniGroup Home Office based in Fenton, Mo. was considered with regard to aspect boundaries. UniGroup’s subsidiaries operate a limited number of air freight offices and a crossdock facility in the US which are not included in this report. All considerations for this report exclude our foreign subsidiaries in China, Singapore, Japan and the United Kingdom. Agency operations, both domestic and global were excluded.

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

G4-24

Identifying Stakeholders

G4-25

Through internal management discussions and the outside consultant’s work in 2012, UniGroup’s identified its stakeholders as the following groups: Shareholders, agents,

G4-27

van operators, residential customers, corporate customers, employees, the government and the communities in which we operate.

G4-26

Stakeholder Engagement

UniGroup uses different approaches to engage different groups of stakeholders and still has a significant amount of work to do in engaging all of its stakeholder groups.

UniGroup’s approach to the engagement of agent stakeholders is through Shareholder meetings, our annual convention and our annual Learning Conference. These avenues will be used to share sustainability information and gather stakeholder input for what is important to them as stakeholders.

UniGroup engages its customer stakeholders through the contracting process where UniGroup becomes aware of the expectations and concerns of national account and corporate customers. UniGroup engages individual customers through customer surveys which reflect the customer's evaluation of their individual move experience.

Employees are engaged during all-employee meetings and the use of focus groups and project teams. UniGroup has increased the engagement of its employees through the UniGreen Team, a 15 member environmental task force led by the director of corporate responsibility and sustainability.

G4-13 **Our First Sustainability Report**

G4-22 UniGroup is proud to present our first sustainability report on data from 2013. The 2013
G4-23 UniGroup Sustainability Report is the first to be issued by UniGroup; therefore, there are
no restatements, changes in aspects or scope.

G4-29 All information provided in this report is based on a calendar year, which is UniGroup's
G4-30 fiscal year. Our plan is to provide reports of UniGroup's sustainability efforts on an
G4-28 annual basis and to make our report available through the corporate website in the first
G4-32 quarter of each calendar year.

For our first report, we have chosen the "in accordance" option – core from the G4 guidelines. We have not employed external assurance for this first report.

G4-31 **Contact Us**

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

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

Our Company

G4-3

Company Information

G4-4

G4-17

G4-EC1

UniGroup is a \$1.6 billion transportation company. UniGroup and its subsidiaries (collectively “UniGroup”) provide services under the following brands: United Van Lines, Mayflower Transit, United Containers, Mayflower Containers, United Mayflower Containers, Allegiant Move Management, UniGroup Logistics, UniGroup Relocation, MultiTek and Trans Advantage.

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

G4-7

Ownership

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

G4-34

Governance

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

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

These Board Committees and advisory groups make recommendations to the full Board regarding policies, programs and initiatives, including those with economic,

environmental and social impacts. The ultimate decision-making power on matters, including those with economic, environmental and social impacts, rests with the full Board of Directors. Under some circumstances, the Board of Directors delegates decision making authority to Board committees and/or management.

G4-5 **Markets Served**

G4-6
G4-8
UniGroup operates on a global scale. United Van Lines and Mayflower Transit have a vast network of more than 600 agent locations in the United States. The UniGroup Relocation network extends our services globally in over 100 countries, totaling over 1,300 locations worldwide. UniGroup has operations located in the United States, United Kingdom, Japan, Singapore and China. UniGroup evaluates emerging markets on an ongoing basis to determine new markets that should be served.

The physical location of UniGroup's Home Office is:

One Premier Drive
Fenton, Missouri 63026

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

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

Services Provided

United Van Lines and Mayflower Transit brands - Domestic interstate transportation, storage and related services for household goods are provided under these brands through a nationwide network of household goods agents.

United Containers, Mayflower Containers and United Mayflower Containers brands - Portable storage containers and related services are provided under these brands using a centralized call center which coordinates a network of independent dealers. Our business plan relating to container services is currently in transition.

Allegiant brand - Household goods move management services are provided under this brand to the van lines and their subsidiary military carriers, corporate clients, the US government through the Government Services Administration (GSA) and military carriers.

UniGroup Logistics brand - Brokerage, freight forwarding, special products transportation (through United Van Lines and Mayflower Transit), global logistics (through UniGroup Relocation), warehousing and supply chain management are provided under the UniGroup Logistics brand.

MultiTek brand - The relocation of information technology centers for companies and other complex logistics services are provided under the MultiTek brand.

UniGroup Relocation brand - Global mobility management, including international forwarding of household goods, destination services and ocean freight brokerage, are provided under the UniGroup Relocation brand. UniGroup Relocation also operates a Non-Vessel Operating Common Carrier (“NVOCC”) known as Brewster Lines and is a licensed United States Customs Broker.

Trans Advantage brand - Leasing, financing and selling new and used tractors, trailers, straight trucks, containers and other related equipment are provided under the Trans Advantage brand. Trans Advantage provides storage vaults, uniforms, business forms, fuel and tire programs, packing material, advertising specialties and other transportation-related services.

G4-12

Supply Chain

UniGroup and its subsidiaries use the following groups of suppliers for the listed service offerings.

Household Goods Moves

This network of suppliers allows United Van Lines, LLC and Mayflower Transit, LLC to provide household goods moving services through 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 statutory relationship. The services they provide include sales, origin services (such as packing), hauling, warehousing and destination services. They provide these services through their own workers (including employees and independent contractors) and through subcontracting companies. Some of the labor is provided through a nationwide relationship with Labor Ready.
- Container Shipments – Certain 16 foot do-it-yourself container services are provided through a different network of service providers:
 - Dealers of United Mayflower Container Services, LLC – these dealers provide container delivery and local transportation services.
 - Third Party Haulers – these shipments are hauled by third party carriers.
- Claims Adjusters and Repair Companies – These companies adjust claims and provide repairs throughout the country which allows United Van Lines and Mayflower Transit to settle claims with customers.

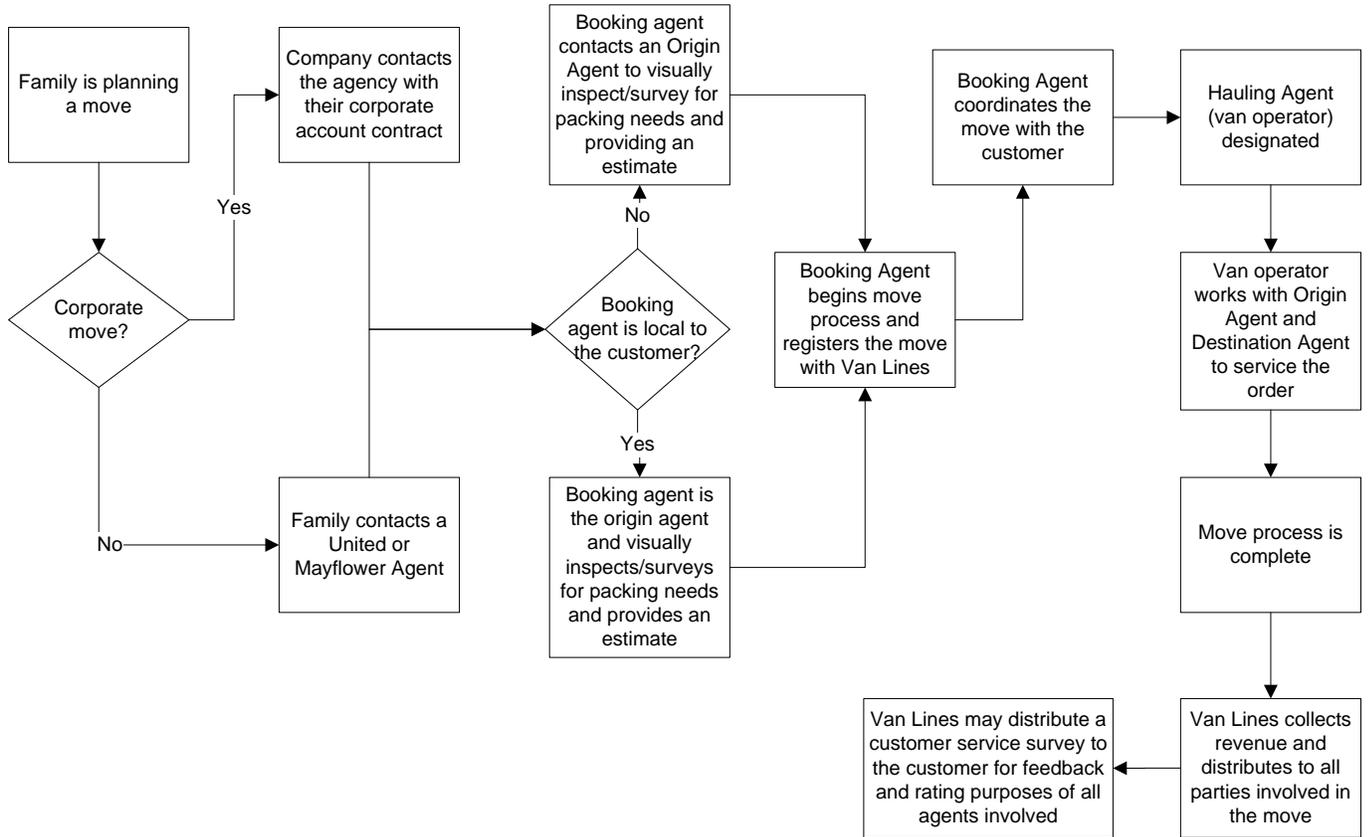
Logistics Services

- Agents – 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.

International Services

- Network of Certain Van Line Agents Providing Services – These van line agents (outside their agent role) may provide services such as warehousing, packing or local transportation for shipments sold by UniGroup Relocation or by their company. They may also sell shipments that are serviced in part by UniGroup Relocation.
- UniGroup Relocation Network – UniGroup Relocation relies on a global network of companies that are members of UTS to provide services in various locations throughout the world on UniGroup Relocation shipments.
- Ocean Carriers – UniGroup Relocation has agreements with ocean carriers for the transportation of shipments.
- Destination Service Companies – UniGroup Relocation has relationships with companies that provide destination services to our customers; for example, information about local customs, schools, real estate, visa and immigration assistance.

Below is a depiction of our supply chain for typical household goods interstate shipments performed under United Van Lines or Mayflower Transit Authority.



Our People

G4-9

Labor Practices and Decent Work

G4-10

As of December 31, 2013, UniGroup had 903 employees in the US workforce. 800 of those employees work in the Fenton, Missouri area. Eight employees work in our San Francisco office. The remaining employees staff air freight offices around the country. UniGroup also has employees overseas, but those employees are not within the scope of this report.

The United States workforce includes employees who work in the following operational units: Domestic Household Goods Transportation, Logistics (Domestic and International), International Household Goods Transportation, Military, or Trans Advantage. The remaining employees provide support for all operating units as employees of UniGroup.

G4-11

No employees of UniGroup are covered under collective bargaining agreements.

G4-HR3

Discrimination

At UniGroup, we believe putting people first and embracing and valuing the differences of every individual have been the cornerstone of 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 the customers and communities we serve in the United States.

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

G4-LA1

Employee Turnover

UniGroup believes that it is important to take steps to ensure that employees are able to develop their careers with UniGroup. As a result, UniGroup has adopted a career development process to ensure that employees have the opportunity to fully use their skills and to develop their potential. UniGroup's general turnover rate in 2013 was 6.5 percent voluntary and 5.5 percent involuntary, for a total turnover rate of 12 percent.

G4-LA6

Workplace Injuries

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

UniGroup's total recordable injury and illness rate in 2013 was 1.2. The rate of days away was 0.4. The total days away from work rate was 0.4. These numbers are comparable to 2012 industry average results. These numbers only include employees at the Home Office and do not include any drivers because UniGroup has no employee drivers.

G4-LA9 **Employee Training**

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

Every year, UniGroup conducts mandatory training on the key areas that employees need to know. This training includes sexual harassment, code of conduct, data privacy, records management, understanding UniGroup's business and security awareness.

UniGroup developed an online training portal, UniGroup University. Management uses UniGroup University to efficiently provide required training to Home Office employees. However, UniGroup University's courses also include more general education on both general business topics and moving industry specific topics. UniGroup employees can use these courses to further their careers and increase their business knowledge.

UniGroup University is available to United Van Lines and Mayflower Transit agents and their staff. The total amount of training in 2013 included more than 72,000 courses completed by Home Office and agency personnel.

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

A local chapter of Toastmasters, a business communications professional club, meets bi-weekly on site at UniGroup. This group provides additional opportunities for career and skills growth for participating employees.

G4-LA12 **Diversity**

G4-LA13

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

We foster diversity, in part, by adhering to a strict policy of non-discrimination. All of our employment decisions are made without regard to race, color, ethnicity, national origin,

sex, sexual orientation, age, religion, disability, veteran or military status, genetic information or other status protected by the law.

Treating each other respectfully means that our workplace is free from harassment. Harassment is unwelcome conduct that creates an intimidating, offensive or hostile work environment. At UniGroup, putting people first and embracing and valuing the differences of every individual have been the cornerstone of our success.

G4-LA15

Supplier Labor Practices

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

Our Values

Human Rights

As a socially responsible company, we do not employ child or forced labor in any of our operations. We do not permit the physical punishment or abuse of anyone under our employment. As a global company, we follow international 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.

G4-15

Initiatives Supported By UniGroup

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

These include:

- AMSA's ProMover Program
- Better Business Bureau
- C-TPAT
- Green Dining Alliance
- St. Louis Green Business Challenge
- ISO9001:2008
- Airforwarders Association
- American Institute of Certified Public Accountants
- US EPA Smartway Transport Partnership

G4-16

Industry and Charitable Associations

UniGroup is involved in civic activities through various industry associations. We are a member of the American Moving & Storage Association (AMSA), the Airforwarders Association, Civic Progress, St. Louis Chamber of Commerce & Growth Association and Civic Progress.

Our executives serve on various civic and industry associations, including the United Way of Greater St. Louis, Civic Progress, US Chamber of Commerce, St. Louis Regional Chamber and Growth Association, Greater St. Louis Area Council – Boy Scouts of America, Opportunity International, Teach for America, Association of Corporate Counsel, Legal Services of Eastern Missouri, HR People & Strategy, Employment Relocation Council, National Alliance for Mental Illness and Alzheimer's Association.

G4-EC7

UniGroup Gives Back

At UniGroup, giving back to our community is an essential element of our corporate culture. We host a variety of events and fundraisers to benefit community organizations throughout the region each year. Employees help organize food drives, walking teams, collection drives and much more. UniGroup conducts blood drives to support the community. UniGroup is proud to support the United Way of Greater St. Louis, which

helps fund more than 170 local nonprofits in the area. Each year, UniGroup participates in the United Way's annual campaign. We host two events to provide the public the opportunity to get involved: The UniGroup Open Golf Tournament and the United Way 5k+10k walk/run events. Through our efforts, we are able to help our community thrive and assist those in need.

MoveRescue

UniGroup supports the moving public through direct efforts to assist the community through its MoveRescue program. MoveRescue was formed in November 2003 to provide assistance to consumers who have fallen victim to disreputable moving companies. Beyond its knowledgeable staff and attorneys, MoveRescue manages a nationwide network of transportation attorneys who are committed to assisting victims of disreputable moving companies. MoveRescue's activities make a difference both within the industry and to the thousands of consumers helped in the last decade.

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

UniGroup Scholarship Foundation

The UniGroup Incorporated Scholarship Foundation provides scholarships to the children of UniGroup employees who are chosen from a yearly pool of applicants. The Scholarship Foundation raises money each year through fundraising events such as a trivia night and a salvage sale. Since 1998 The UniGroup Scholarship Foundation has helped 316 students attend college and awarded \$932,000 in scholarships.

Movers Care Foundation

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

Employee Wellness

UniGroup believes that a healthy workforce is essential to an effective organization. In support of a healthy workforce, UniGroup offers on-site mammograms, Weight Watchers meetings and biometric screenings. We host a yearly health fair showcasing community health and wellness resources. UniGroup has an on-site fitness center, at no cost to employees; fitness classes; a nutritionist and a fitness coach.

Code of Conduct and Ethics

Ethical standards are a key ingredient to the success of any great company. A great company remains great when its employees, representatives and those it does business with consistently choose to do the right thing. UniGroup believes doing the

right thing comes down to three words: responsibility, honesty and community. These traits embody our commitment to ethics and integrity at UniGroup.

The UniGroup Code of Conduct clearly articulates our commitment to ethical and legal conduct in all of our dealings with our fellow employees, customers, shareholders, agents, suppliers and the community.

We depend on everyone at UniGroup to be attentive to situations that could result in illegal, unethical or improper conduct or even appear as a violation of our Code. Our Code requires any actual or suspected conduct of a questionable, fraudulent or illegal nature that may violate the Code to be reported immediately. Methods of reporting are detailed in the Code and include reporting to an employee's manager, UniGroup's Compliance Program or to the Law department. UniGroup has several options for reporting concerns or asking questions that will preserve anonymity, and does not tolerate retaliation against anyone who reports a concern or violation.

G4-EN34

Responses to Potential Misconduct

G4-HR12

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.

G4-LA16

G4-SO11

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

The Code of Conduct covers:

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

All UniGroup employees have a duty to take action whenever the employee:

- has a question or concern about the lawful or ethical course of action;
- believes or suspects that someone has violated or may violate the Code of Conduct, a related policy or an applicable law or regulation; or
- believes they may have violated the Code of Conduct, a related policy or an applicable law or regulation, even inadvertently.

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

- A manager or supervisor;
- The Compliance Program; or
- The Law department.

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

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

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

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

After reviewing a Code of Conduct violation, UniGroup will take any action UniGroup deems appropriate, including possible disclosure of violations to appropriate governmental authorities.

The Code of Conduct is available at unigroup.com.

G4-SO4

UniGroup's Anti-Corruption Actions

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

In furtherance of this policy, UniGroup provides training to Home Office personnel involved in international activities on the Foreign Corrupt Practices Act (FCPA) and other anti-corruption rules. UniGroup trains its government business unit employees on the particular issues and rules that apply to ensure the integrity of government contracting.

G4-14

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.

UniGroup does not adopt the precautionary approach because we do not produce a product. We provide a service. As a result, there are no laws applicable to the content of products that apply to our operations.

Those hazardous substances used for our Home Office operations are identified and managed to ensure their safe handling, movement, storage, use, recycling or reuse and disposal. Material safety data sheets are maintained for all materials used on-site at the Home Office.

G4-EN5 Environment – Home Office Energy Consumption

UniGroup makes an effort to characterize, monitor, control, and treat any air emissions generated by its Home Office facility prior to discharge.

In 2013 the Home Office consumed the following:

	Amount through Dec. 2013
Gas	66,230 therms
Water	13,770,221 gallons
Electricity	8,113,225 kW
Sewer	17,414 CCF (hundred cubic feet)

G4-EN6 G4-EN23 Environment – Home Office Energy Conservation/Re-use

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

In 2013, UniGroup formed the UniGreen team to focus efforts on conservation and reuse at the Home Office. Projects led by the UniGreen team include:

- **Solar Power** – UniGroup is working with StraightUp Solar and Ameren, the supplier of electricity for the Home Office, to install four 25 kW solar systems on our building roofs. The application is approved and funds allocated. Installation of solar panels is scheduled for the first quarter of 2014.

The project will include an educational display in our lobby that shows the level of power the system is currently generating as well as historical production trends. This display will be visible to our customers, agents, van operators and employees upon entering the facility.

- **Induction Lighting** – UniGroup is replacing the lighting for the Home Office parking lot with induction lights to conserve energy. Induction lights save on energy usage and have a longer life which reduces maintenance costs. These lights will be on an automatic controller turning lights on when it is dark and off when it is light. The lights will be dimmed late at night when 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 in the

area to ensure both personnel and office safety. The lights were received on site the end of 2013 and are being installed in the first quarter of 2014.

- **Single Stream Recycle** – The UniGreen team’s first project was to increase recycling efforts. The UniGreen team developed a program to remove traditional waste cans at employees’ desks, giving each employee recycle cans and strategically placing traditional trash cans in centralized areas throughout the building. At the July 24, 2013 all employee meeting, the team introduced the change and educated employees on how various types of waste should be handled.
- **Re-use Store** – In 2012, the purchasing department dedicated a closet for office supplies no longer needed in each department. Employees were invited to replenish supplies from this inventory, rather than ordering new supplies. During 2013 the closet was expanded to create a store room for all unused office supplies. The purchasing department is 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 and checked by purchasing before an order is placed.
- **Green Dining Alliance** – The UniGrille, the company’s cafeteria, became a member of the Green Dining Alliance at the two-star level. In order to gain membership, UniGroup:
 - eliminated all Styrofoam containers used for “to go” boxes and replaced with a recyclable plastic container;
 - changed all cups and tops to either paper, recyclable plastics or reusable plastic that is washed;
 - uses only paper based food containers or reusable dinnerware;
 - replaced hard plastic #6 utensils with #5 plastic, a more environmental plastic;
 - implemented a program that provides a discount to employees when they use their own washable cup for beverages;
 - composts all leftover food products instead of disposing with trash;
 - controls food preparation so there is minimal unusable food remaining at the end of the day; and
 - ensures all possible waste generated from the UniGrille is either recycled or composted.

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

Our Results

Waste	Jan – August per month	Sept – Dec per month
Trash	15.28 tons	8.76 tons
Recycle	1.28 tons	7.74 tons
Toner cartridges	0	52 lbs
Light bulbs	0	94 pieces
Compost	.05 tons	.69 tons

G4-EN5

Environment – Van Operator Fuel Usage/Emissions

G4-EN17

UniGroup recognizes that the environmental impact of the emissions from those vehicles operating under our authority is material. UniGroup does not measure the emissions of trucks operating under United Van Lines and Mayflower Transit authority.

Fuel tax liability of United Van Lines and Mayflower Transit was used to determine fuel usage. The total amount of fuel reported was 25,262,850 gallons (combined diesel and gasoline). If this figure is divided by our estimate of the pounds of goods hauled, then the amount of fuel used for each pound transported is approximately 0.01 gallons.

Gallons of Fuel Used (Diesel and Gas)	25,262,850 gallons
Pounds Transported	2,269,093,336 pounds
	0.01 gallons per pound transported

A calculation of the approximate carbon dioxide emissions based on the fuel consumption of our United Van Lines and Mayflower Transit fleet using the calculation method of US Energy Information Administration estimates the carbon dioxide emissions as 256,391,494 kg.

Fuel Type	United Van Lines	Mayflower Transit
Gasoline	175,776 gal.	14,158 gal.
Diesel	182,265,539 gal.	73,936,021 gal.

G4-SO8

Safety

G4-PR1

Safety is a top priority for UniGroup. Throughout 2013, the company adopted several initiatives to help keep our van operators, agency staff, customers and the driving public safe. UniGroup provides safety education at the Home Office for van operators, hosts monthly safety conference calls and includes safety messaging in internal publications. UniGroup has a Log Compliance Section of the Legal department that reviews van operator logs. In 2013 live training was held across the country for van operators and

agents, for a total of over 130 events. Agents of a certain size are required to have an Agency Safety Representative responsible for safety.

The Department of Transportation measures a carrier's safety performance through its CSA (Compliance, Safety and Accountability) program. The program involves measurement of carrier performance in seven areas or BASICS (Unsafe Driving, Hours of Service, Driver Fitness, Controlled Substances/Alcohol, Vehicle Maintenance, Hazardous Material Compliance and Crash Indicator). UniGroup endeavors to improve United and Mayflower's performance under these measurements. At the end of 2013, both Mayflower and United were above the intervention threshold (non-compliant) in the Hours of Service and Driver Fitness BASICS.

The failure to be compliant in any category may have a financial and non-financial impact on a carrier. The sanctions vary from fines to suspensions for both van operators and carriers. Stakeholders can access CSA results on the US Department of Transportation website to compare how Mayflower and United are doing compared to other moving van lines.

Our Customers

G4-PR8

Customer Privacy

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

We have adopted privacy policies and data protection practices that govern UniGroup's use, storage or transmission of any personal data. These include taking steps to ensure the integrity of our IT system, having procedures in place to deal swiftly with any possible security breach and on-site shredding of confidential information.

UniGroup periodically reviews its practices for their impact on privacy and modifies our policies as new information is collected and risks are discovered. The last major review of our privacy policies and practices was in 2007.

G4-PR5

Customer Satisfaction

UniGroup believes that customer satisfaction is essential to our sustainable growth. UniGroup strives to collect customer feedback. Customers, who provide a valid e-mail address, are sent either a proprietary, standardized survey or a form specific to their national account. On military and government moves, customers receive the government's standard survey form.

GRI Index

GRI G4		
Indicator	Description	2013 Response
<i>Strategy and Analysis</i>		
G4-1	Sustainability Statement	Included (p. 2)
G4-2	Impacts, Risks and Opportunities	Not Included
<i>Organizational Profile</i>		
G4-3	Name of Organization	Included (p. 10)
G4-4	Primary Brands, Products, Services	Included (p. 10)
G4-5	Headquarters Location	Included (p. 11)
G4-6	Countries of Operation	Included (p. 11)
G4-7	Ownership and Legal Form	Included (p. 10)
G4-8	Markets Served	Included (p. 11)
G4-9	Organization Scale	Included, Partially Reported (p. 15)
G4-10	Employees	Included, Partially Reported (p. 15)
G4-11	Collective Bargaining	Included (p. 15)
G4-12	Supply Chain	Included (p. 12)
G4-13	Significant Changes	Included (p. 9)
G4-14	Precautionary Approach	Included (p. 21)
G4-15	External Charters	Included (p. 18)
G4-16	Association Memberships	Included (p. 18)
<i>Identified Material Aspects and Boundaries</i>		
G4-17	Entities on Financial Statements	Included (p. 10)
G4-18	Process for Aspect Boundaries	Included (p. 8)
G4-19	List of Material Aspects	Included (p. 33)
G4-20	Aspect Boundaries	Included (p. 33)
G4-21	Boundaries Outside Organization	Included (p. 33)
G4-22	Restatements	Included (p. 9)
G4-23	Significant Changes	Included (p. 9)
<i>Stakeholder Engagement</i>		
G4-24	Stakeholders Engaged	Included (p. 8)
G4-25	Identification of Stakeholders	Included (p. 8)
G4-26	Stakeholder Engagement Approach	Included (p. 8)
G4-27	Key Topics and Concerns	Included (p. 8)
<i>Report Profile</i>		
G4-28	Reporting Period	Included (p. 9)
G4-29	Date of Previous Report	Included (p. 9)
G4-30	Reporting Cycle	Included (p. 9)
G4-31	Contact Point	Included (p. 9)
G4-32	GRI Option and Index	Included (p. 9)

G4-33	Assurance Policy	Included (p. 32)
Governance		
G4-34	Governance Structure	Included (p. 10)
G4-35	Delegation Process	Not Included
G4-36	Executive Level Responsibility	Not Included
G4-37	Consultation Process	Not Included
G4-38	Composition of Governance Body	Not Included
G4-39	Chair's Status as Officer	Not Included
G4-40	Nomination Process for Directors	Not Included
G4-41	Conflicts of Interest Policy	Not Included
G4-42	Role in Developing Statements	Not Included
G4-43	Education Measures	Not Included
G4-44	Evaluation Measures	Not Included
G4-45	Identification and Management	Not Included
G4-46	Review of Risk Management	Not Included
G4-47	Review of Sustainability	Not Included
G4-48	Review of Sustainability Report	Not Included
G4-49	Concern Communication Process	Not Included
G4-50	Concerns Reported	Not Included
G4-51	Remuneration Policies	Not Included
G4-52	Remuneration Process	Not Included
G4-53	Stakeholder Engagement in Pay	Not Included
G4-54	Ratio of Compensation	Not Included
G4-55	Ratio of Compensation Increases	Not Included
Ethics and Integrity		
G4-56	Code of Conduct	Included (p. 19)
G4-57	Ethics Advice Mechanisms	Not Included
G4-58	Concerns Reporting Mechanisms	Not Included
DISCLOSURES ON MANAGEMENT APPROACH		
G4-DMA		Included (p. 6)
CATEGORY: ECONOMIC		
Economic Performance		
G4-EC1	Economic Value Generated	Included, Not Reported (p. 10)
G4-EC2	Climate Change Risks	Not Included
G4-EC3	Defined Benefit Plan Coverage	Not Included
G4-EC4	Government Assistance	Not Included
Market Presence		
G4-EC5	Entry Wage by Gender	Not Included
G4-EC6	Local Senior Management	Not Included
Indirect Economic Impacts		
G4-EC7	Services Supported	Included (p. 18)
G4-EC8	Indirect Economic Impacts	Not Included
Procurement Practices		
G4-EC9	Local Supplier Spend	Not Included

CATEGORY: ENVIRONMENTAL

Materials		
G4-EN1	Materials Used	Not Included
G4-EN2	Recycled Input Materials	Not Included
Energy		
G4-EN3	Energy Consumption Within	Not Included
G4-EN4	Energy Consumption Outside	Not Included
G4-EN5	Energy Intensity	Included (pp. 22, 24)
G4-EN6	Reduction of Energy Consumption	Included (p. 22)
G4-EN7	Reduction in Energy Requirements	Not Included
Water		
G4-EN8	Water Withdrawal	Not Included
G4-EN9	Water Sources Affected	Not Included
G4-EN10	Water Recycled and Reused	Not Included
Biodiversity		
G4-EN11	Protected Areas	Not Included
G4-EN12	Significant Impacts	Not Included
G4-EN13	Habitats Protected or Restored	Not Included
G4-EN14	IUCN Red Species Involved	Not Included
Emissions		
G4-EN15	Direct Greenhouse Gas	Not Included
G4-EN16	Indirect Greenhouse Gas	Not Included
G4-EN17	Other Indirect Greenhouse Gas	Included (p.24)
G4-EN18	GHG Emission Intensity	Not Included
G4-EN19	Reduction of GHG Emissions	Not Included
G4-EN20	Emissions of ODS	Not Included
G4-EN21	Other Significant Air Emissions	Not Included
Effluents and Waste		
G4-EN22	Water Discharge	Not Included
G4-EN23	Waste	Included (p. 22)
G4-EN24	Significant Spills	Not Included
G4-EN25	Hazardous Waste	Not Included
G4-EN26	Areas Affected by Water Runoff	Not Included
Products and Services		
G4-EN27	Environmental Mitigation	Not Included
G4-EN28	Reclaimed Products and Packages	Not Included
Compliance		
G4-EN29	Fines and Sanctions	Not Included
Transport		
G4-EN30	Transporting Goods and Materials	Not Included
Overall		
G4-EN31	Expenditures and Investments	Not Included
Supplier Environmental Assessment		
G4-EN32	New Suppliers Screened	Not Included
G4-EN33	Impact of Supply Chain	Not Included

Environmental Grievance Mechanisms

G4-EN34 Grievance Mechanisms Included (p. 20)

CATEGORY: SOCIAL

Labor Practices and Decent Work

Employment

G4-LA1 Total Employees and Turnover Included, Not Reported (p. 15)
 G4-LA2 Employee Benefits Not Included
 G4-LA3 Parental Leave Not Included

Labor/Management Relations

G4-LA4 Notice Periods for Changes Not Included

Occupational Health and Safety

G4-LA5 Health Safety Committees Not Included
 G4-LA6 Injury and Injury Rates Included, Partially Reported (p. 15)
 G4-LA7 High Risk Workers Not Included
 G4-LA8 Union Agreements Not Included

Training and Education

G4-LA9 Average Training Per Year Included, Partially Reported (p. 16)
 G4-LA10 Lifelong Learning Programs Not Included
 G4-LA11 Performance Reviews Not Included

Diversity and Equal Opportunity

G4-LA12 Diversity Numbers Included, Not Reported (p. 16)

Equal Remuneration for Women and Men

G4-LA13 Pay Ratios Included, Not Reported (p. 16)

Supplier Assessment for Labor Practices

G4-LA14 Supplier Screening Not Included
 G4-LA15 Impact of Supply Chain Included (p. 17)

Labor Practices Grievance Mechanisms

G4-LA16 Grievance Mechanisms Included (p. 20)

Human Rights

Investment

G4-HR1 Agreements with Human Rights Not Included
 G4-HR2 Employee Training Not Included

Non-discrimination

G4-HR3 Incidents and Corrective Actions Included, Partially Reported (p. 15)

Freedom of Association and Collective Bargaining

G4-HR4 Risk Review and Remediation Not Included

Child Labor

G4-HR5 Risk Review and Remediation Not Included

Forced or Compulsory Labor

G4-HR6 Risk Review and Remediation Not Included

Security Practices

G4-HR7 Training of Security Personnel Not Included

Indigenous Rights

G4-HR8 Violations of Indigenous Rights Not Included

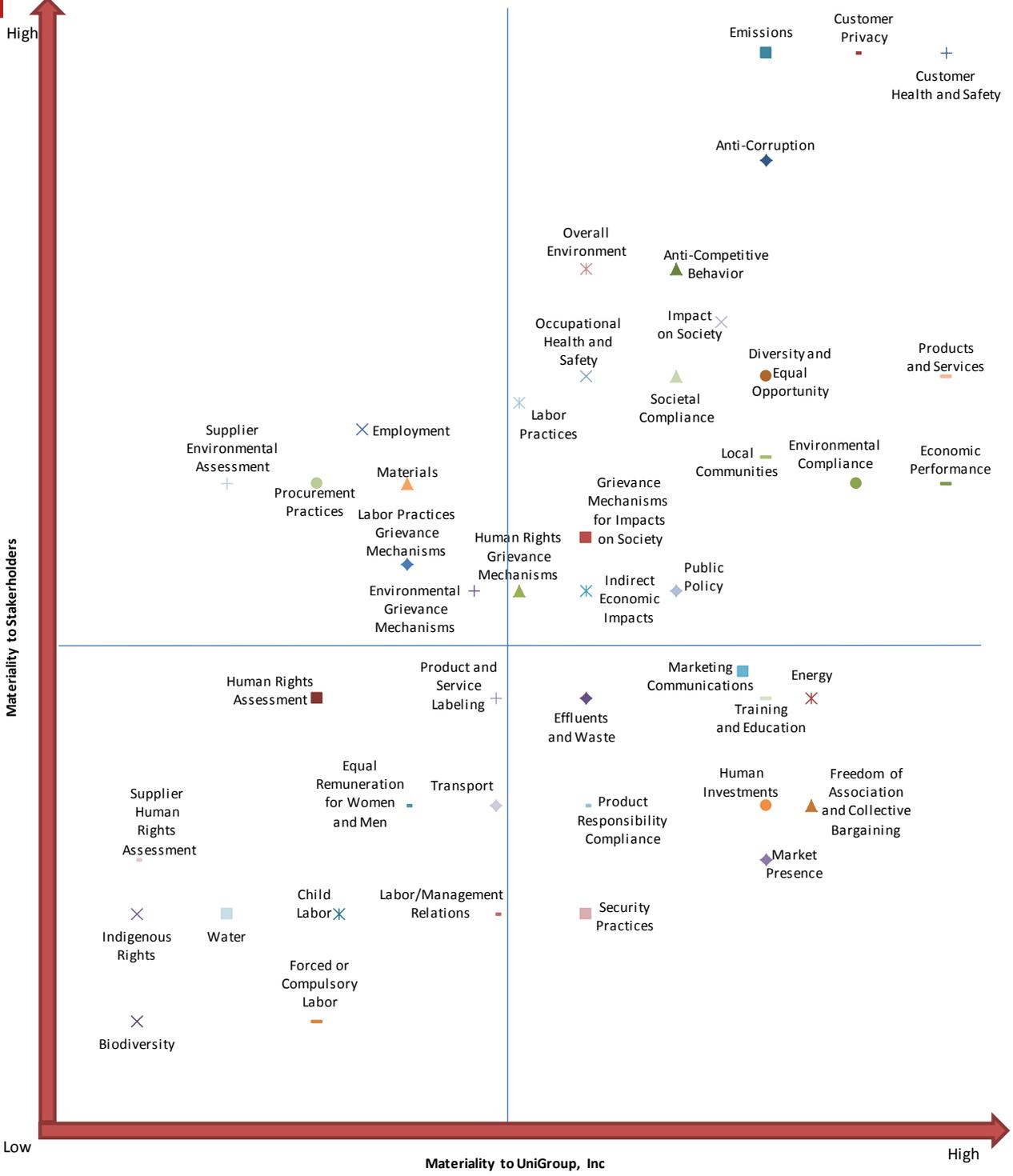
Assessment

G4-HR9 Review of Operations Not Included

Supplier Human Rights Assessment		
G4-HR10	Supplier Screening	Not Included
G4-HR11	Impact of Supply Chain	Not Included
	Human Rights Grievance Mechanism	
G4-HR12	Grievance Mechanisms	Included (p. 20)
<i>Society</i>		
Local Communities		
G4-SO1	Engagement and Impact Review	Not Included
G4-SO2	Operations with Impact	Not Included
Anti-corruption		
G4-SO3	Risk Assessment	Not Included
G4-SO4	Communication and Training	Included (p. 21)
G4-SO5	Incidents and Response	Not Included
Public Policy		
G4-SO6	Political Contributions	Not Included
Anti-competitive Behavior		
G4-SO7	Legal Actions Faced	Not Included
Compliance		
G4-SO8	Fines and Sanctions	Included (p. 24)
Supplier Assessment for Impacts on Society		
G4-SO9	Supplier Screenings	Not Included
G4-SO10	Impact of Supply Chain	Not Included
Grievance Mechanisms for Impacts on Society		
G4-SO11	Grievance Mechanisms	Included (p. 20)
<i>Product Responsibility</i>		
Customer Health and Safety		
G4-PR1	Health and Safety Impact Review	Included (p. 24)
G4-PR2	Incidents of Non-compliance	Not Included
Product and Service Labeling		
G4-PR3	Information Requirements	Not Included
G4-PR4	Incidents of Non-Compliance	Not Included
G4-PR5	Customer Surveys	Included (p.26)
Marketing Communications		
G4-PR6	Sale of Banned or Disputed Products	Not Included
G4-PR7	Non-Compliant Marketing	Not Included
Customer Privacy		
G4-PR8	Complaints and Responses	Included (p. 26)
Compliance		
G4-PR9	Fines and Sanctions	Not Included

Table of Materiality

G4-33



This table was created by the UniGroup Sustainability team and will be updated as more input from stakeholders is obtained.

Table of Material Aspects

Economic Aspects Included in the Report							
Economic Performance	Indicator	Organization Boundary	Not Material for Inside	Specific Limitations	Outside Organization Boundary	Not Material for Outside	Specific Limitations (outside)
		G4-EC1	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Economic Value Distributed and Retained is not Disclosed	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None
Indirect Economic Impact	G4-EC7	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	None	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	Community Involvement of Third Parties is not Disclosed
Environmental Aspects Included in the Report							
Energy	Indicator	Organization Boundary	Not Material for Inside	Specific Limitations	Outside Organization Boundary	Not Material for Outside	Specific Limitations (outside)
	G4-EN3	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Limited to UniGroup, Inc. Home Office	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	UniGroup, Inc. Direct Energy Consumption
G4-EN6	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Limited to UniGroup, Inc. Home Office	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	UniGroup, Inc. Direct Reduction in Energy Consumption	
Emissions	G4-EN17	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	UniGroup, Inc. Trans Advantage, Inc.	None	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	United Van Lines, LLC Mayflower Transit, LLC Internal Contractor Fleet Only
Effluents and Waste	G4-EN23	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Limited to UniGroup, Inc. Home Office	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	UniGroup, Inc. Waste Only (Agents, Van Operators and Other Service Providers not Disclosed)
Environmental Grievance Mechanisms	G4-EN34	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Number and Resolution of Reports Not Included	N/A	N/A	N/A
Social – Human Rights Aspects Included in the Report							
Non-Discrimination	Indicator	Organization Boundary	Not Material for Inside	Specific Limitations	Outside Organization Boundary	Not Material for Outside	Specific Limitations (outside)
	G4-HR3	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Number and Resolution of Reports not Disclosed	N/A	N/A	N/A
Human Rights Grievance Mechanisms	G4-HR12	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Number and Resolution of Reports not Disclosed	N/A	N/A	N/A

Table of Material Aspects (continued)

Social - Labor Practices and Decent Work Aspects Included in the Report							
	Indicator	Organization Boundary	Not Material for Inside	Specific Limitations	Outside Organization Boundary	Not Material for Outside	Specific Limitations (outside)
	Employment	G4-LA1	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Foreign Employees are Excluded Breakdown by Age, Gender and Region Withheld	N/A	N/A
Occupational Health and Safety	G4-LA6	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Breakdown by Age, Gender and Region Withheld	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	Agent and Van Operator Performance is Included in Federal Safety Ratings Their Workplace Safety is not Disclosed
Training and Education	G4-LA9	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	None	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	Training Hours are for UniGroup Employees Only
Diversity and Equal Opportunity	G4-LA12	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Employees and Members of Governance Bodies are not Categorized	N/A	N/A	N/A
Equal Remuneration for Women & Men	G4-LA13	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Data Withheld	N/A	N/A	N/A
Supplier Assessment and Labor Practices	G4-LA15	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	UniGroup, Inc. Trans Advantage, Inc.	None	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	Supplier Labor Practices are Discussed Generally Detailed Information is not Disclosed
Labor Practice Grievance Mechanisms	G4-LA16	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Number and Resolution of Reports Not Included	N/A	N/A	N/A
Social – Society Aspects Included in the Report							
	Indicator	Organization Boundary	Not Material for Inside	Specific Limitations	Outside Organization Boundary	Not Material for Outside	Specific Limitations (outside)
	Anti-Corruption	G4-SO4	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	None	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None
Anti-Competitive Behavior	G4-SO8	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Fines and Nonmonetary Sanctions are not Disclosed	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	N/A
Grievance Mechanisms for Impacts on Society	G4-SO11	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Number and Resolution of Reports not Disclosed	N/A	N/A	N/A

Table of Material Aspects *(continued)*

Social – Product Responsibility Aspects							
	Indicator	Organization Boundary	Not Material for Inside	Specific Limitations	Outside Organization Boundary	Not Material for Outside	Specific Limitations (outside)
Customer Health and Safety	G4-PR1	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	UniGroup, Inc. Trans Advantage, Inc.	None	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	Information Provided is Applicable to UniGroup, Inc. and Subsidiaries
Product and Service Labeling	G4-PR5	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Trans Advantage, Inc. is Excluded Specific Results are not Disclosed	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	None	Customer Satisfaction is for Services Provided by UniGroup, Inc. and Affiliates
Customer Privacy	G4-PR8	UniGroup, Inc. and Subsidiaries (excludes foreign subsidiaries)	None	Details About Privacy Complaints and Loss of Data are not Disclosed	Service Providers for United Van Lines, LLC Mayflower Transit, LLC Agents Van Operators UniGroup Relocation	UniGroup, Inc. and Subsidiaries	Information Provided is Applicable to UniGroup, Inc. and Subsidiaries