



# Sustainability at UniGroup

August 2023



## OUR COMMITMENT

UniGroup is committed to delivering industry-leading transportation solutions with an eye toward social responsibility and sustainability.

We understand our position as a leader in the transportation industry creates unique opportunities to make an impact. That's why our sustainability plan is built on a holistic approach, dedicated to improving the environmental, social and governance capabilities needed to move our cooperative network forward.

While we recognize we still have more to do, we are proud of what our cooperative network has accomplished to date. Many of our agents have developed their own impressive sustainability plans, but we understand in order to move our network in the right direction, we need to start at home.

In 2023, UniGroup was again awarded a EcoVadis Bronze Medal in recognition of our sustainability achievements, placing our organization among the top 50% of companies assessed. EcoVadis is a trusted provider of business sustainability ratings and has been utilized by a network of more than 100,000 rated companies.

Not only is our focus on sustainability essential, but as guidelines and regulations continue to evolve, we also recognize the scale of our influence as the largest cooperative network of household goods movers in the nation. We are committed to serving as an example of sustainable business practices for the hundreds of agents in our network — and serve as resource and accountability partner for their own initiatives.

Together, our cooperative is committed to improving the social, economical and environmental well-being of our customers, employees and the communities we operate in and serve.



# 01

# People



## PEOPLE

UniGroup's values are reflected in the way we do business with our employees, customers, shareholders, agents, suppliers and the community at large.

We follow all local laws governing employment and labor standards. Our Code of Conduct expresses our expectation that the suppliers and other business partners we work with uphold these same standards. Additionally, UniGroup is an equal opportunity employer and any allegations of discrimination by employees are taken seriously, thoroughly investigated and met with appropriate actions should issues be identified.

### In This Section:

- › Diversity and Inclusion
- › Corporate Ethics
- › Protecting the Public



## DIVERSITY AND INCLUSION

UniGroup addresses diversity and inclusion through the policies and priorities we set and how we go about our work.

Our holistic approach is led by two teams responsible for setting priorities, establishing goals and tracking progress.

## DEI Leadership Committee

Senior UniGroup executives partner with members of the agency network to set diversity and inclusion priorities and goals on a regular basis.

## Inclusion Council

A highly-engaged group of UniGroup employees meet monthly to identify new ways to foster an ongoing culture of inclusion.

This team also advises leadership on tactical ways we can meet our goals, which fall in two categories:

- › **Priority #1:** Recruiting and Retaining a Diverse Workforce
- › **Priority #2:** Building an Environment and Culture of Inclusion



## Priority #1: Recruiting and Retaining a Diverse Workforce

Based on hiring needs throughout the year, we partner with recruiting sources that prioritize diversity and inclusion in candidate searches. UniGroup tracks and regularly reviews demographic data for our applicants and staff. Teams at UniGroup are also identifying areas to where more education is needed around best interviewing practices.

2023 Goals:

25% increase in UniGroup’s presence on diversified job boards and expanded job outreach (technical and nontraditional schools, diverse job fairs)

Advance workforce equity by end of 2023.

## Priority #2: Building an Environment and Culture of Inclusion

2022 Goal: 100% employee completion of DEI training, including Unconscious Bias training

2023 Goal: 100% of employees to have a goal relating to improving inclusion as well as goals centered around training development for leaders and the Board of Directors.

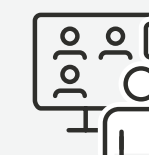
## Initiatives To Date



Hosting network-wide, in-person training sessions on bias and how to implement DE&I initiatives — offered to leaders at nearly 500 agents across the nation.



Engaging professional speaker and expert Tim Overton in a network-wide virtual bias training webinar, “Consciously Addressing Unconscious Bias”. This training is required for new employees.



Providing quarterly virtual inclusivity training for all employees.



Creating and distributed the UniGroup Diversity and Inclusion Toolkit to all members of cooperative network.



Hosting a Women’s Leadership Workshop for current and emerging leaders across the UniGroup network.



Celebrating diversity through employee engagement events and culture corner articles in weekly newsletters.

## CORPORATE ETHICS: INTEGRITY MATTERS

We depend on everyone at UniGroup to uphold our Code of Conduct — and to report behaviors that violate it. Our corporate compliance program, Integrity Matters, facilitates open access to an anonymous, third-party hotline for confidential questions and reports.

Administered by the UniGroup legal team, incidents can be filed at (800) 637-2154 or the [Integrity Matters](#) website.



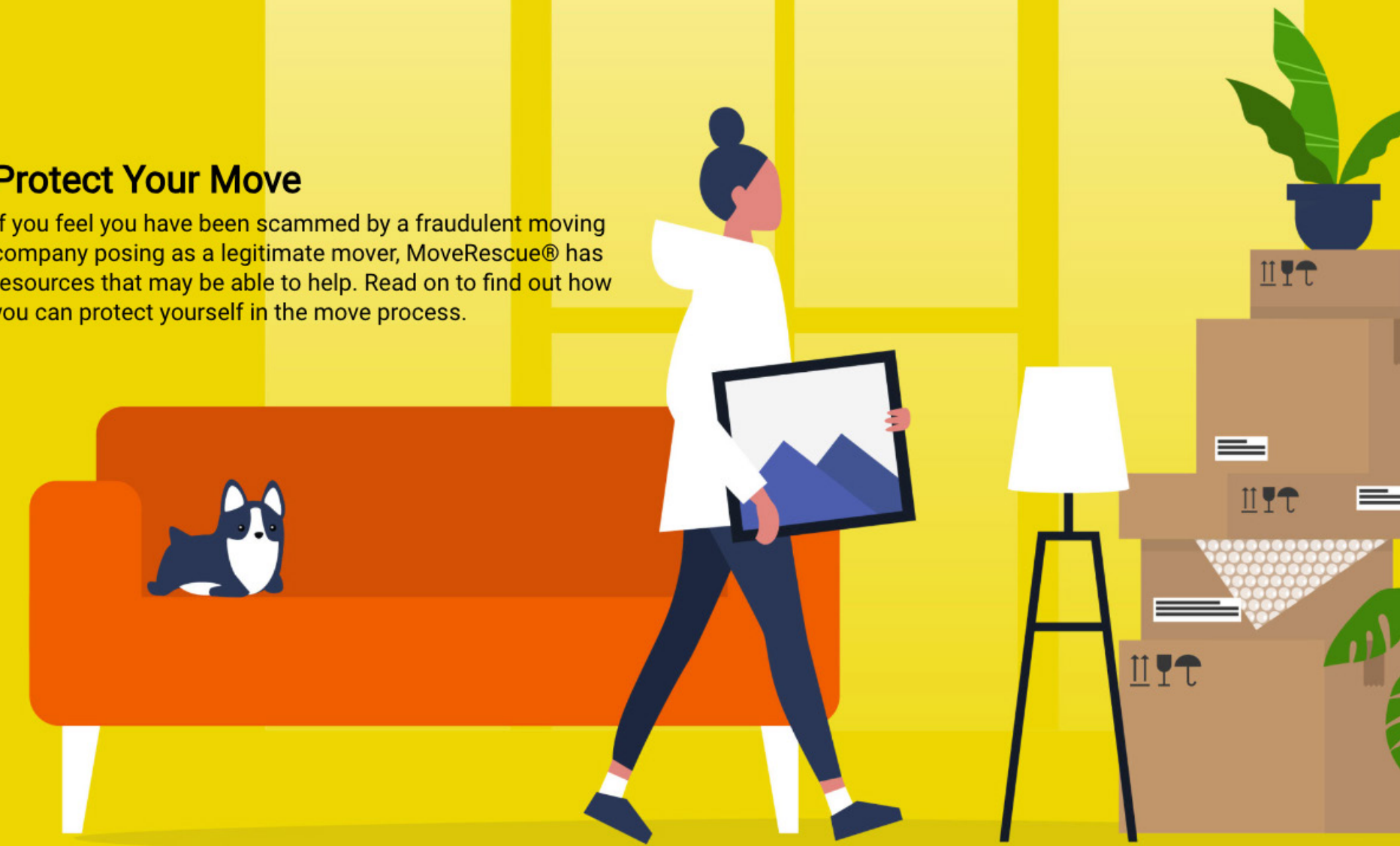
## PROTECTING THE PUBLIC: MOVERESCUE

While hundreds of consumers have become victims of “rogue movers,” the moving industry itself has also fallen victim.

Many legitimate and honest moving companies have seen that the actions of this unscrupulous group have tarnished the reputation of the industry as a whole. Because of this, concerned organizations joined together to form MoveRescue and help consumers who have been hurt by deceitful moving companies. MoveRescue was created in November of 2003 and sponsored by United Van Lines and Mayflower Transit. As leaders in the interstate household goods moving industry, United and Mayflower have pledged their support to help customers when moving scam criminals violate the federal consumer protection regulations. MoveRescue maintains a website that educates customers about the federal consumer protection regulations, insight into the interstate moving process, how to protect themselves in the moving process and options when an interstate move goes wrong.

### Protect Your Move

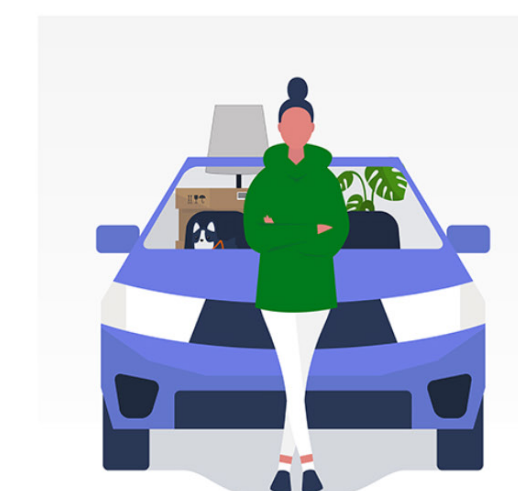
If you feel you have been scammed by a fraudulent moving company posing as a legitimate mover, MoveRescue® has resources that may be able to help. Read on to find out how you can protect yourself in the move process.



Before My Move



During My Move



Delivery



# 02

# Community



## COMMUNITY

Our positive impact is not limited to our employees and agents; UniGroup celebrates a culture of giving back to the community.

In addition to the number of UniGroup executives and agent leaders serving on advisory boards and committees across civic, academic and industry associations, our cooperative has invested in a number of avenues that facilitate community engagement within our network and staff. Our efforts primarily address food waste reduction and food insecurity, academic pursuits for children of the UniGroup team, emergency funding for employees experiencing hardship, and ensuring everyone at UniGroup has time and support to volunteer in their own communities.

### In This Section:

- › Move For Hunger Partnership
- › UniGroup Scholarship Foundation
- › Mover Care Foundation
- › Employee Volunteer Opportunities







**2022 STATS:**

**55,873**  
pounds of food  
donated, equaling

**46,561**  
meals — and a  
reduction of

**9,000+**  
pounds of coal  
burned

## Move For Hunger Partnership

UniGroup’s family of brands and agents proudly support Move For Hunger, a national nonprofit organization that mobilizes moving, relocation and multi-family housing industry leaders so their customers, clients and residents can donate their non-perishable food when they move.

In September 2021, Mayflower began a nationwide partnership with Move For Hunger, followed by an additional 50 Mayflower agents who have joined these efforts on a local level. Through this initiative, our agents have picked up and delivered large amounts of fresh food from distributors, in addition to nonperishable items from moving customers. In 2022 alone, our partnership has led to 55,873 pounds of food being donated across the country, equating to 46,561 meals and a reduction in emissions by an estimated equivalent to 9,000+ pounds of burned coal. Mayflower also provides resources to customers who wish to reduce food waste and donate their food as a part of the move process on our website and through their personalized move dashboard, the MyMayflower Move Portal.

## The UniGroup Scholarship Foundation

The UniGroup 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 382 scholarships totaling more than \$1.14 million.

## Movers Care Foundation

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.

## Employee Volunteer Opportunities

UniGroup encourages all employees to serve their communities by providing four hours of paid time off each year to be spent volunteering at nonprofit of their choosing.



An aerial photograph of a two-lane asphalt road winding through a dense forest. The trees show a mix of green and autumnal yellow and orange. A white semi-truck is driving on the road, moving away from the viewer. The text '03' is overlaid in the top left corner.

03

# Safety & the Environment

## SAFETY & THE ENVIRONMENT

We take UniGroup's leadership in the transportation industry seriously. We implement strategies that ensure we're able to successfully manage our operations to protect the safety of the public and minimize our footprint on the environment.

### In This Section:

- › Sustainable Transportation
- › Sustainable Operations



## Sustainable Transportation



### California Air Resources Board (CARB) Compliance

United Van Lines and Mayflower provides CARB-compliant equipment for California shipments. Over the past several years, we have actively managed compliance with CARB regulations via communications, training, monitoring and technological system enhancements. We have converted a portion of our equipment to be CARB compliant — largely based in 11 western states to service shipments into and out of California — which are supplemented by third party agreements to provide CARB-compliant power units and trailers.

### Environmentally Responsible Practices

Our co-op’s commitment to responsible sustainability practices is evident throughout our agency network when it comes to packing materials and transportation equipment. Our practices include:

- Using sustainable crates versus boxes to reduce cardboard usage
- Recycling cardboard and packing materials
- Using bio-diesel fuel
- Using only newer, more fuel-efficient vehicles and equipment
- Offering shred and purge services
- Using only certified e-waste disposal services

## SmartWay® Certification

Our brands' participation in SmartWay® programs demonstrates a strong commitment to environmental stewardship and corporate responsibility.

Developed jointly by the EPA and Charter Partners represented by industry stakeholders, environmental groups, American Trucking associations and the Business for Social Responsibility (BSR), this innovative program was launched in 2004.

Partners rely on SmartWay® tools and approaches to track and reduce emissions and fuel use from goods movement.

United Van Lines, Mayflower Transit and UniGroup Logistics are certified in the SmartWay® Carrier Transport Partnership, an innovative collaboration between the U.S. Environmental Protection Agency (EPA) and the transportation industry, which provides a framework for assessing the environmental and energy efficiency of goods-movement supply chains.

By joining the SmartWay® Transport Partnership, our brands contribute to the Partnership's savings of 1.5 billion gallons of fuel, \$3.6 billion in fuel costs, 14.7 MMT of carbon dioxide (CO<sub>2</sub>), 215,000 tons of oxides of nitrogen (NO<sub>x</sub>) and 8,000 tons of particulate matter.

## SmartWay® Affiliation

UniGroup's in-house equipment dealership, Trans Advantage is a SmartWay® affiliate and offers SmartWay®-verified low rolling-resistance tires for sale (both new and retread), which per the Environmental Protection Agency (EPA) "can reduce NO<sub>x</sub> energy emissions and fuel use by 3% or more."



## Sustainable Operations

### ISO 14001:2015 Certification



UniGroup is also certified to ISO 14001:2015, 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 our environmental impact. ISO 14001 accreditation is UniGroup's official recognition to customers, associates, stakeholders and local communities of our environmental standards through recognized credentials.

Among the efforts over the past few years helping us achieve this certification are:

- › Full conversion to LED lighting throughout our home office
- › 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

### Ongoing Regulatory Compliance

Ensuring compliance with applicable environmental laws and regulations

### Leadership

Providing direction to help improve the environmental performance of our agents, contractors and employees

### Impact Reduction

- › Diverting waste from landfills through recycling and reuse programs
- › Minimizing releases to air, water and land
- › Efficient use of energy and raw materials



## Improvements at UniGroup Headquarters

### Solar Panels

The solar panels installed at our home office provide up to 10% of our electricity needs. The installation enables us to use electric meters that measure energy output on an hourly basis and helps us develop and consistently adhere to energy efficiency goals.

### Induction Lighting

We installed induction lighting for our home office parking lots. The induction lighting has resulted in a savings per year of over \$12,000 USD. The energy saved equals more than 218,000 kilowatt-hours per year. Not only is the induction lighting more cost efficient, but it is brighter for the safety and security of our staff.

### Boiler Replacement

We replaced two old, high-maintenance, inefficient boilers in our home office with four small, energy-efficient boilers. This investment improves operational efficiencies by:

- › Operating a small boiler at 50% capacity (instead of a large boiler at 25% capacity)
- › Running operations with a spare boiler on cold days (rather than large boilers)
- › Reduces gas costs by \$2,000 per year, in addition to significant maintenance savings
- › Provides UniGroup with an incentive of \$6,000 from Laclede Gas against a project cost of \$139,000

### Other

- › Reduced data center energy consumption by more than 50%
- › Hybrid work model has reduced carbon emissions from employee commutes
- › Leasing out unused office space and reducing energy usage



# 04

# Our Future

## OUR FUTURE

What does the future look like for sustainability at UniGroup? With the support of UniGroup President and CEO Jason Mills and leadership at large, we are committing additional resources to sustainability efforts.

### UniGroup Sustainability Committee Responsibilities

- › Develop the strategic framework, goals, and policy for sustainability at UniGroup.
- › Evaluate the effectiveness of current sustainability initiatives and identify areas of improvement.
- › Recommend a course of action to fairly and consistently evaluate the quality of services provided by our network members.
- › Understand the sustainability guidelines and regulations impacting our industry.
- › Enhance the customer and agent experience through our sustainability efforts.
- › Assist UniGroup senior leadership in its oversight of organizational investments in sustainability.





***UniGroup***<sup>®</sup>

Together. Moving the World Forward.