

# Safety At UPS





# We Value Health, Wellness, and Safety

-- Policy Book

"The health, wellness, and safety of our people and of the public are of utmost importance to us. We train our people to avoid injury to themselves and others in all aspects of their work. We do not tolerate unsafe work practices.

We give recognition to employees for health, wellness, and safety accomplishments. We provide programs that help promote the health and wellness of employees and their families, and the safety of our operations.

We are all committed to fostering the most effective safe practices in our work. By meeting our high safety standards and goals, we contribute to the well-being of our people, company, and the communities we serve."



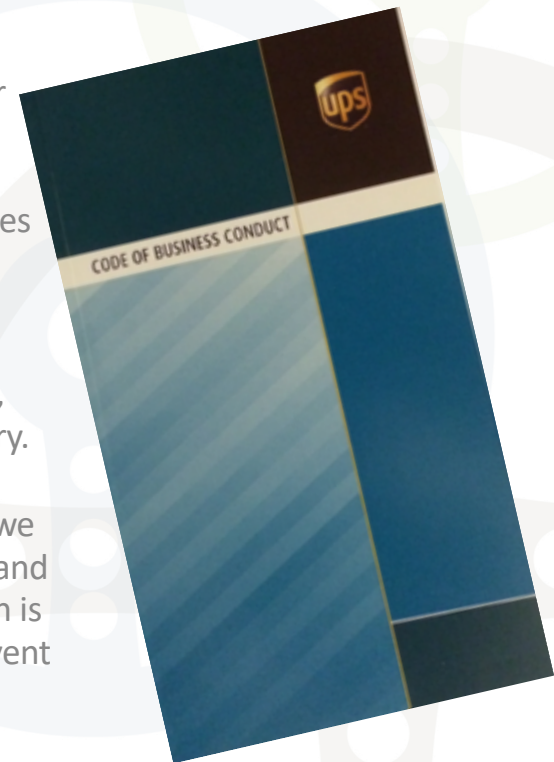
# Workplace Health, Wellness, and Safety

-- Code of Business Conduct

The well-being of our people is of utmost importance to UPS. We are committed to protecting the health, wellness, and safety of each UPS employee. We strive to protect our people, customers, and the public from injury and illness through our health and safety programs. Government regulatory standards and employee input are used to develop comprehensive programs and work processes that are designed to promote safe workplaces and good health. We all are responsible for understanding and complying with UPS Health and Safety processes, procedures, and guidelines, as well as those issued by applicable regulatory authorities.

Employees are required to report to the company in a timely manner any vehicle accident, workplace injury, instance of non-compliance, or any situation presenting a danger of injury. This information will assist in preventing injuries, and will ensure appropriate medical attention is provided in the event an injury occurs. Through investigation of such reports, we can identify contributing factors and determine if our policies and processes are effective and adequately communicated. When an unsafe condition or practice, or non-compliant action is identified, prompt and appropriate action must be taken to correct the condition and prevent it from recurring.

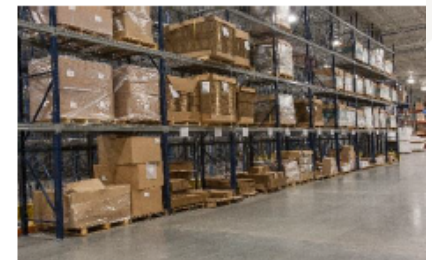
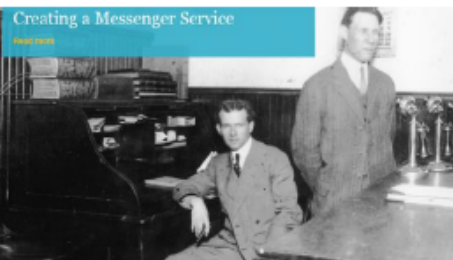
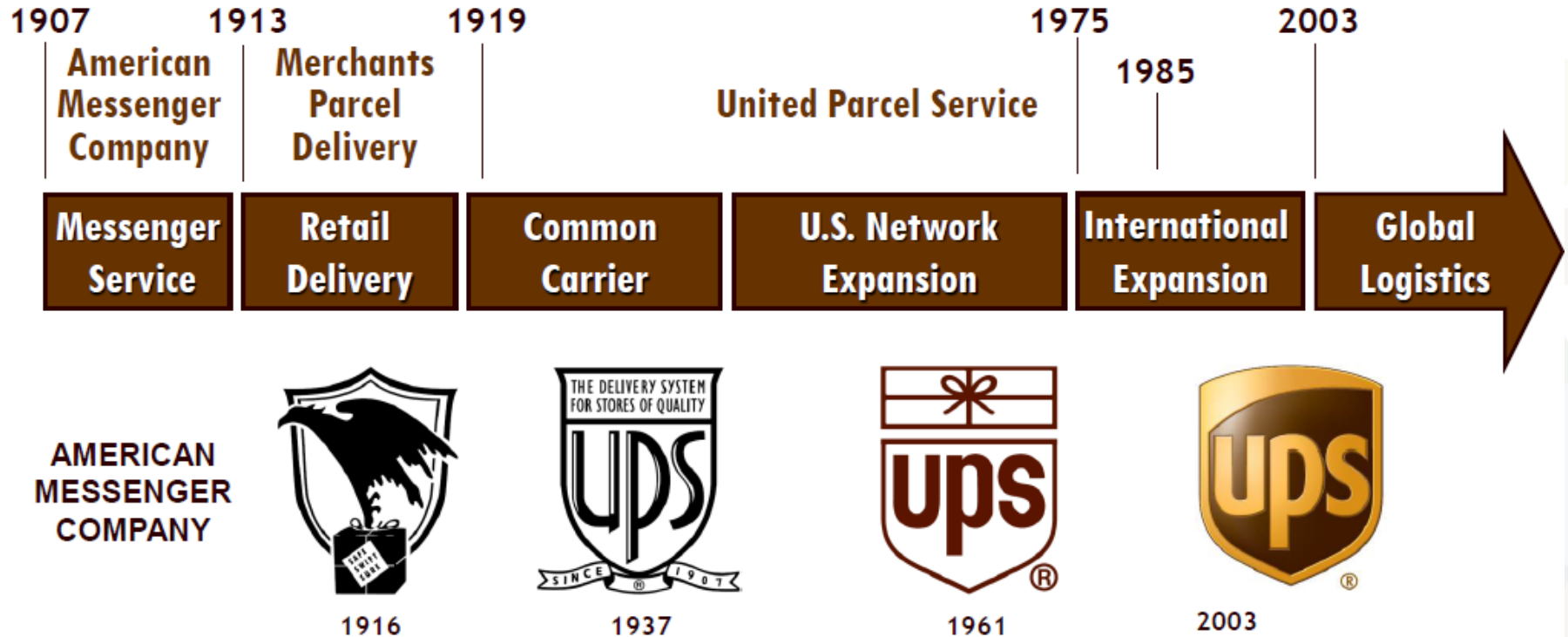
Additional information about health and safety issues is available from country, district, region, business unit, or Corporate Health & Safety departments.







# Transformation....

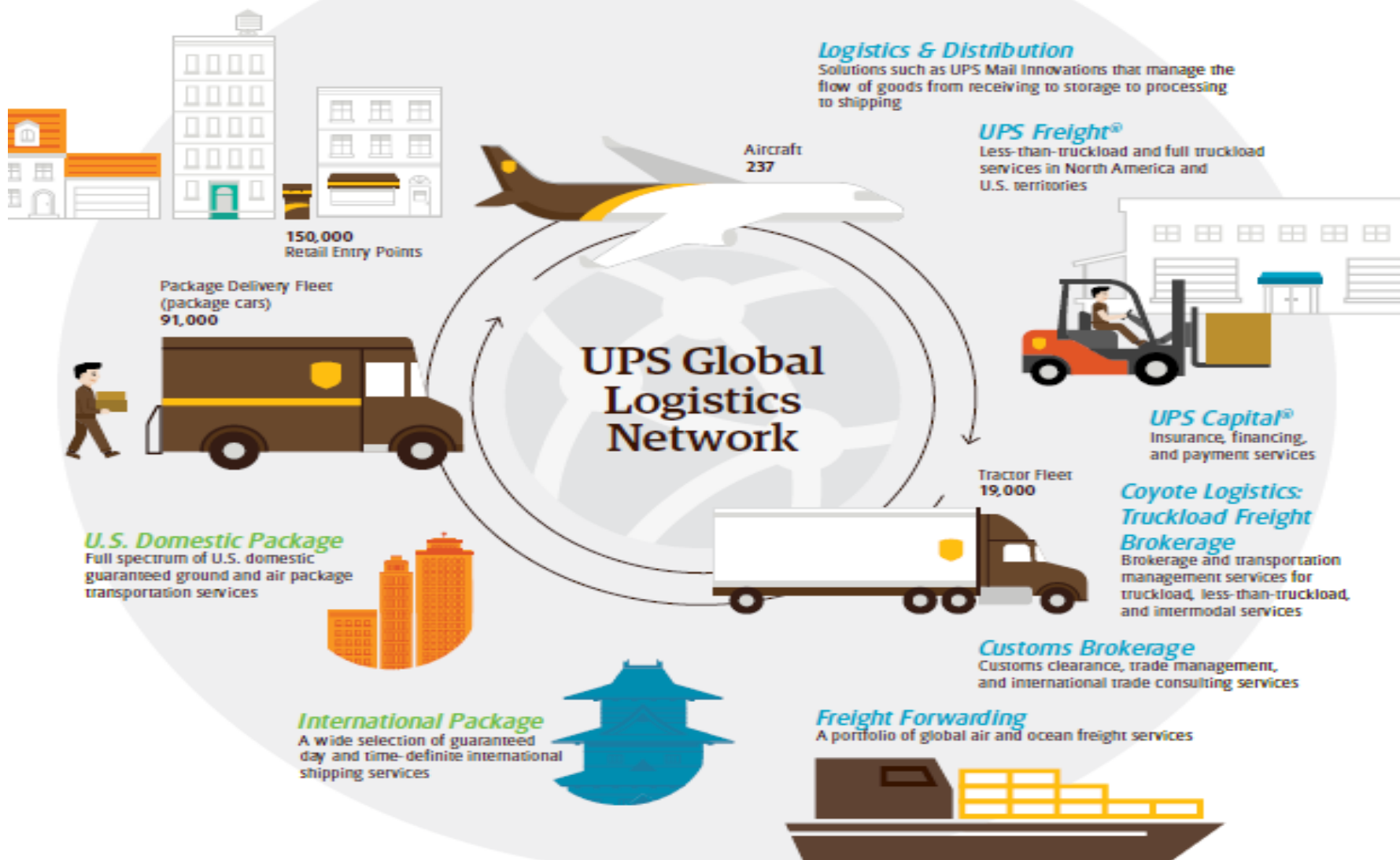






## Global Small Package

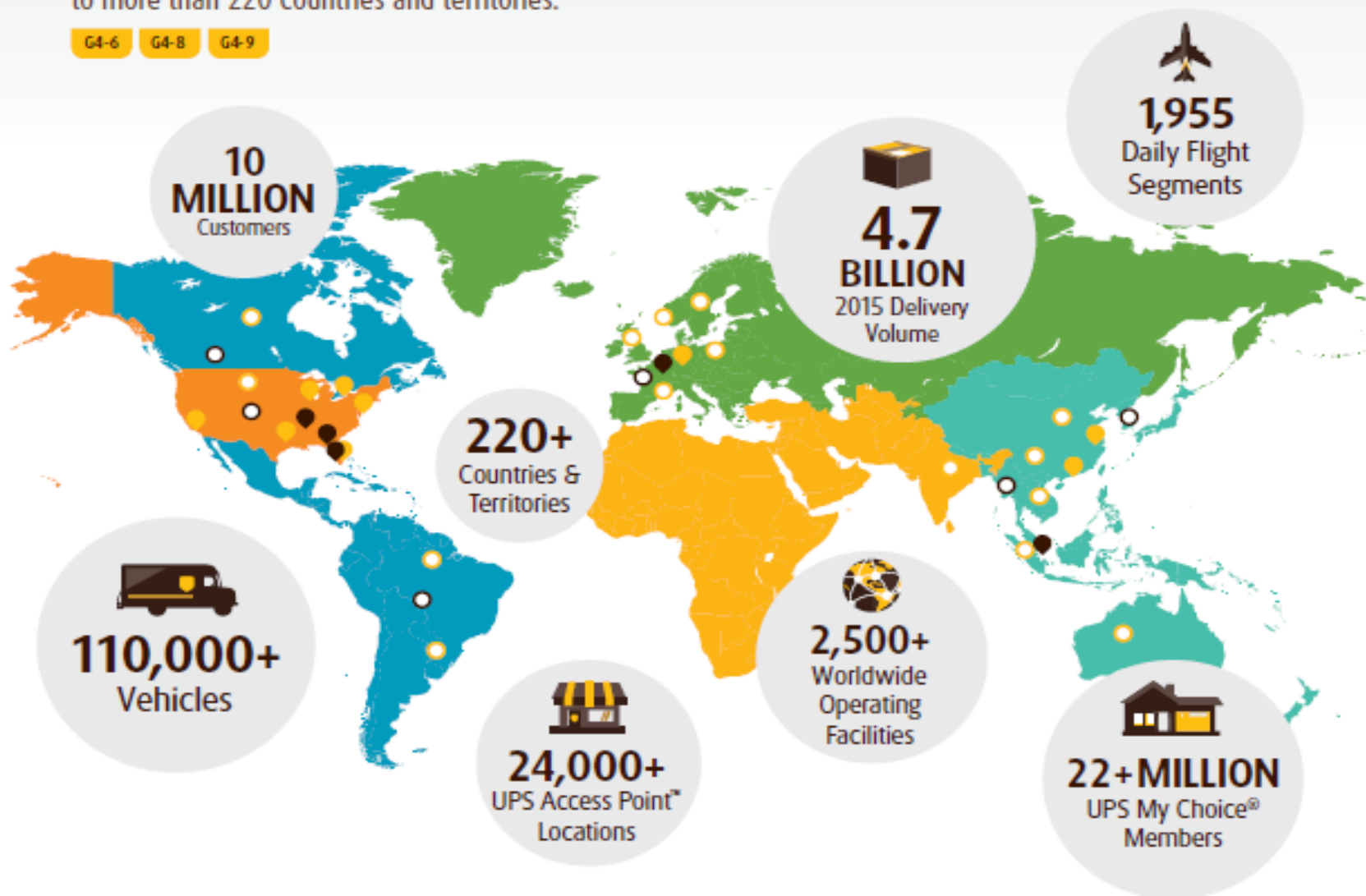
## Supply Chain & Freight



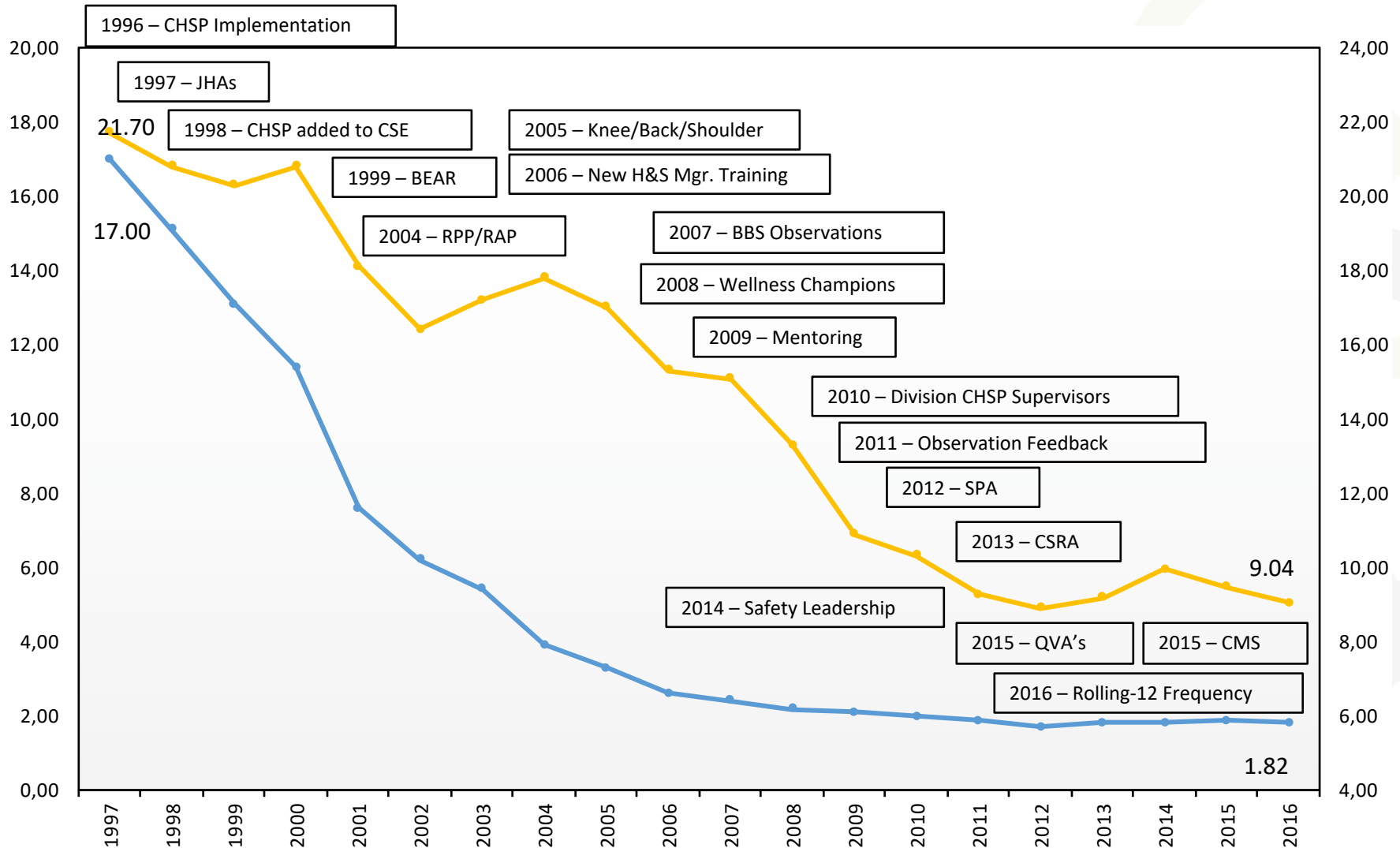
## Where We Go

We provide domestic delivery services within 54 countries and export/import services to more than 220 countries and territories.

G4-6 G4-8 G4-9



## Global Lost Time Injury & Auto Frequency





# UPS Employee / Management Comprehensive Health and Safety Process

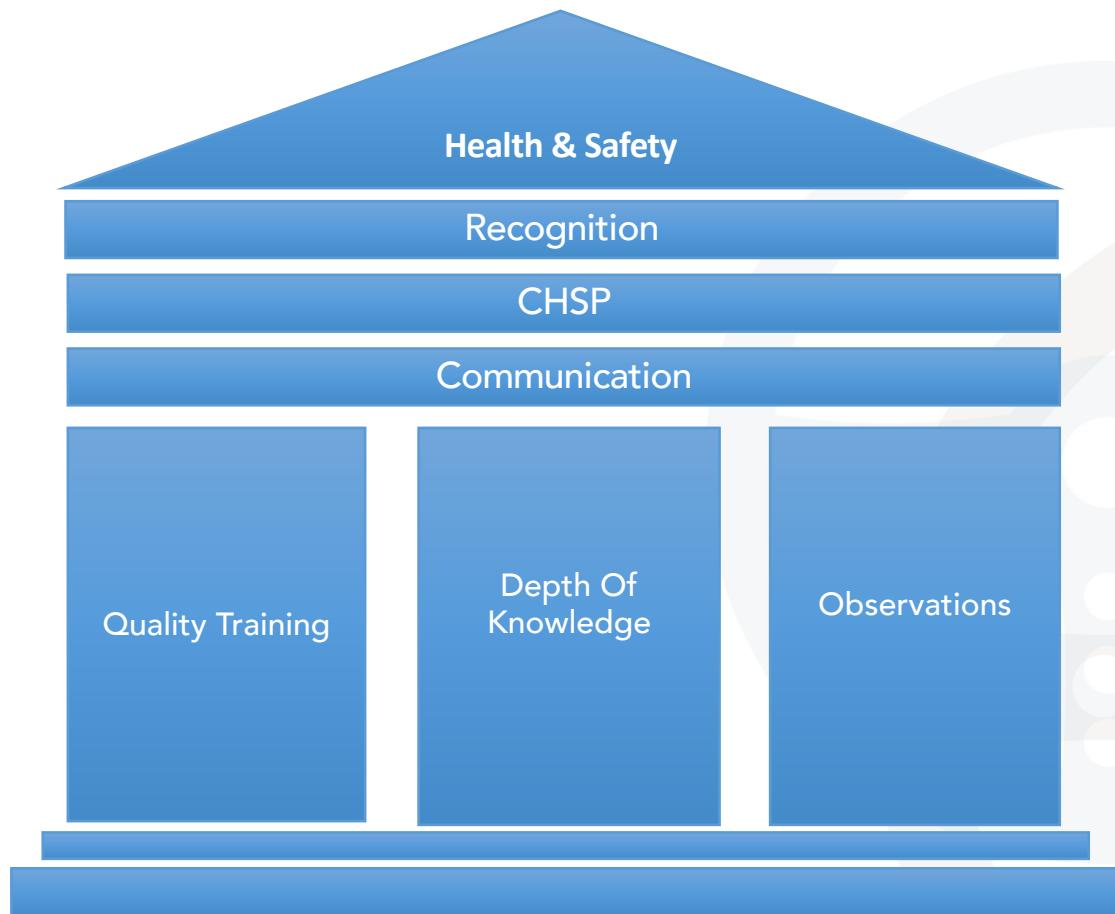


## CHSP

- A comprehensive approach to injury and auto crash reduction to create sustainable change in our safety culture
- Value and Responsibility, Commitment, Analysis, Prevention and Training
- Process built from the ground up
- History of engagement started > 50 years ago



# Foundations of Health & Safety



# Safety Zones

- Dedicated room or area for safety/wellness awareness and training, to communicate safety processes to a more targeted group of employees each day
- Contain safety-related informational postings
- Monthly calendar is posted with planned daily activities and events
- CHSP Co-chairs manage the Safety Zones, activities and training





# CHSP Committees

CHSP Committee led by non-management

- Committee members have a role/purpose
- Co-Chair, Wellness Champion, others assigned to projects
- 3,479 Committees Globally

Provide an architecture that ensures focus but spawns creativity

- Planned activities, discussion items with a focus on risk reduction and mitigation
- 6-month action plans – focus is on execution
- Experienced workers mentoring younger workers
- Active coaching, Sharing of experiences
- Use special and creative talents to benefit others





# Essential Components of UPS' Fleet Safety Program

- Drivers
  - Driver Selection Process/Qualifications
  - Driver (and Trainer) Training
  - Driver Behavior
  - Recognition (formal & informal)
- Selection & Qualifications
  - Clean MVR 12 mo, No major infractions/crashes 3 years
  - Road Test Demerit system
  - Physical Qualifications & validation
- Vehicle Safety and Design
- Policies & Procedures
  - Crash Reporting/Analysis/Cost allocation
  - Distracted Driving
  - Hours of Service
  - Drug & Alcohol
- Communication and Outreach



# What it takes to be a UPS driver



## • Training

- Small Package Drivers – 40 Hours “Integrad”, 6-week training program with a minimum of three safety rides
- Tractor Trailer Drivers – 80 Hours – 40 classroom, 40 on-road
- Two-Wheel Vehicle Program
- Defensive Driving Platform – Drill Drive and 10-Point Commentary
- Full day rides – explanation, observation, commentary, and drill
- Small Package Management – 40 hours “Master Driver Safety Trainer”
- Tractor Trailer Management - “Driver Trainer School”



# The UPS Integrad Approach

## Brand Ambassadors

Drivers and supervisors are trained as brand ambassadors of our brand around four key perspectives:

1. Safety and Compliance
2. Service Performance
3. Customer Focus
4. UPS Professionalism





# UPS Road Code

**BOYS & GIRLS CLUBS  
OF AMERICA**[FIND A CLUB](#)[DONATE NOW](#)[About Us](#)[Programs](#)[Kids in Need](#)[Get Involved](#)[Ways to Give](#)

## UPS Road Code

This free national program educates teens on safe driving techniques based in part on the training UPS uses for its own drivers, who are among the safest drivers worldwide.



# Space & Visibility

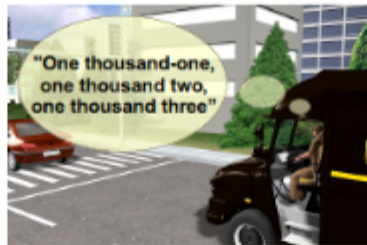
## 10 Point Commentary



Look left, right, left at all intersections



One car length of space in front when stopped in traffic



1, 2, 3 second delay at start up



Following distance of 4-6 seconds for speed less than 30 mph; 6-8 seconds for speed more than 30 mph



8-12 seconds eye-lead time



Scan steering wheels of parked vehicles for signs of movement



Stale green light; set a decision point



Eye-to-eye contact



Pulling from curb, look over your left shoulder



5-8 seconds check mirrors



# Space & Visibility

## Five Seeing Habits



1. Aim High in Steering®
2. Get the Big Picture®
3. Keep Your Eyes Moving®
4. Leave Yourself an Out®
5. Make Sure They See You®

# The Five Being Habits

The Five Being Habits is a strategy focused on wellness.

The habits are:

1. Fitness
2. Sleep
3. Hydration
4. Nutrition
5. Stress Management





1. Job Setup
2. Lifting and Lowering
3. Slips and Falls
4. Pushing and Pulling
5. Powered Equipment
6. Plan for the Unexpected

#### Eight Keys To Lifting and Lowering



1. Get close to the object:  
work within your power zone.
2. Position your feet.
3. Bend at the knees:  
keep the natural curve of the back.
4. Test the object for weight & shifting contents.
5. Get a firm grip and grasp opposite corners.
6. Lift with a smooth, steady motion: don't jerk.
7. Move your feet: step or pivot; don't twist.
8. Use existing equipment or facilities to assist  
lifting or lowering.



#### 5 Keys To Preventing Slips and Falls



Walk at a brisk pace; do not run.



Establish a firm footing.



Don't walk on conveyor rollers,  
chutes & slides.



Look before stepping.



Make adjustments based on  
changing conditions.

# Training

We spent more than \$235 million on teaching more than 200 formal safety training courses in 2016. This represents about 27 percent of our training spend.

Our employees devoted over 10 million combined hours to safety training during the year, with the majority focused on working safely with vehicles, airplanes, and freight handling.

Slip & fall training  
in Landover,  
Maryland, U.S.



# Investing in our Leadership

Culture	Development	Accountability
<ul style="list-style-type: none"> <li>• Strong PT Supervisors are sent driving for development</li> <li>• Service Provider experience required</li> <li>• Meet with District Manager prior to promotion</li> <li>• Honesty of purpose, sincerity, being genuine and engage people</li> </ul>	<ul style="list-style-type: none"> <li>• Standardized development</li> <li>• Training in first six months, become expert trainers</li> <li>• QVA process utilized to develop Supervisors</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisors concentrate on five elements: injury and accident prevention, excess hours, ORION /Telematics, and servicing customers.</li> <li>• Each Supervisor responsible for one divisional element to grow acumen</li> </ul>



**2007 UPS Awarded**  
**“Green Cross For Safety”**  
National Safety Council



**UPS Wellness**  
Wellness and Safety  
Program Featured on CNN



**UPS’s “Circle of Honor”**  
9,349 Drivers  
that have collectively logged more  
than 5 billion miles.



**Liberty Mutual Lifesaver Award**  
Over 75 UPSers have been awarded  
the LM lifesaver award since 2010

**Thomas Camp**  
“54 years of safe driving-Great Lakes”



**Patrick David**  
“25 years of safe driving-France





# Thank You

