

# Forward-Looking Statements



This presentation contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Statements other than those of current or historical fact, and all statements accompanied by terms such as “will,” “believe,” “project,” “expect,” “estimate,” “assume,” “intend,” “anticipate,” “target,” “plan,” and similar terms, are intended to be forward-looking statements. Forward-looking statements are made subject to the safe harbor provisions of the federal securities laws pursuant to Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934.

From time to time, we also include written or oral forward-looking statements in other publicly disclosed materials. Such statements may relate to our intent, belief, forecasts of, or current expectations about our strategic direction, prospects, future results, or future events; they do not relate strictly to historical or current facts. Management believes that these forward-looking statements are reasonable as and when made. However, caution should be taken not to place undue reliance on any forward-looking statements because such statements speak only as of the date when made and the future, by its very nature, cannot be predicted with certainty.

Forward-looking statements are subject to certain risks and uncertainties that could cause actual results to differ materially from our historical experience and our present expectations or anticipated results. These risks and uncertainties, include, but are not limited to: continued uncertainties related to the impact of the COVID-19 pandemic on our business and operations, financial performance and liquidity, our customers and suppliers, and on the global economy; changes in general economic conditions, in the U.S. or internationally; significant competition on a local, regional, national and international basis; changes in our relationships with our significant customers; changes in the regulatory environment in the U.S. or internationally; increased or more complex physical or data security requirements; legal, regulatory or market responses to global climate change; results of negotiations and ratifications of labor contracts; strikes, work stoppages or slowdowns by our employees; the effects of changing prices of energy, including gasoline, diesel and jet fuel, and interruptions in supplies of these commodities; changes in exchange rates or interest rates; uncertainty from the expected discontinuance of LIBOR and transition to any other interest rate benchmark; our ability to maintain our brand image; our ability to attract and retain qualified employees; breaches in data security; disruptions to the Internet or our technology infrastructure; interruptions in or impacts on our business from natural or man-made events or disasters including terrorist attacks, epidemics or pandemics; our ability to accurately forecast our future capital investment needs; exposure to changing economic, political and social developments in international and emerging markets; changes in business strategy, government regulations, or economic or market conditions that may result in impairment of our assets; increases in our expenses or funding obligations relating to employee health, retiree health and/or pension benefits; potential additional U.S. or international tax liabilities; potential claims or litigation related to labor and employment, personal injury, property damage, business practices, environmental liability and other matters; our ability to realize the anticipated benefits from acquisitions, dispositions, joint ventures or strategic alliances; our ability to realize the anticipated benefits from our transformation initiatives; cyclical and seasonal fluctuations in our operating results; our ability to manage insurance and claims expenses; and other risks discussed in our filings with the Securities and Exchange Commission from time to time, including our Annual Report on Form 10-K for the year ended December 31, 2020 and subsequently filed reports. You should consider the limitations on, and risks associated with, forward-looking statements and not unduly rely on the accuracy of predictions contained in such forward-looking statements. We do not undertake any obligation to update forward-looking statements to reflect events, circumstances, changes in expectations, or the occurrence of unanticipated events after the date of those statements.



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# Digital Supply Chains

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**Philippe Gilbert**  
President

UPS Supply Chain Solutions

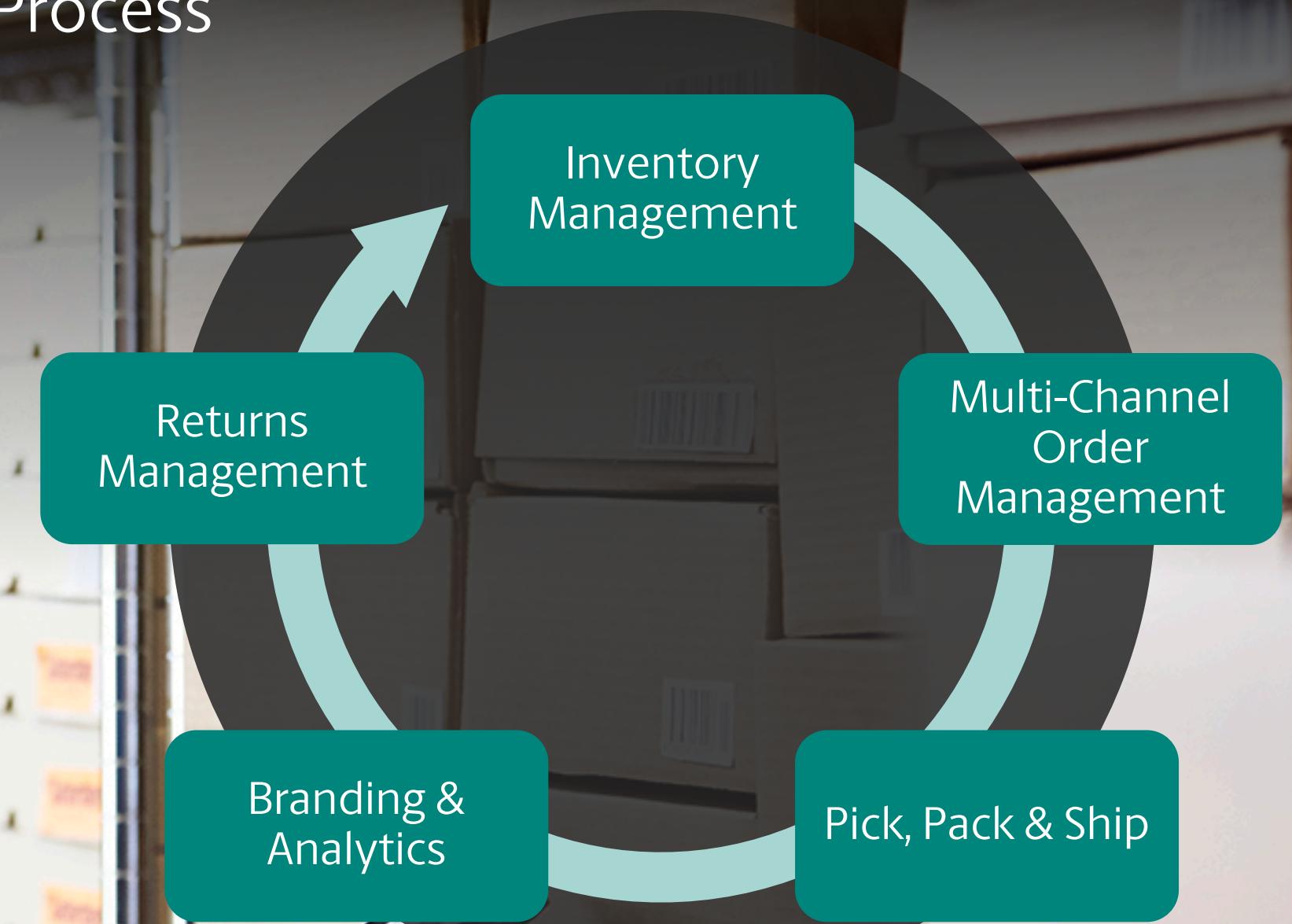
# What does the digital experience look like?

- Digital connectivity... across hundreds of UPS warehouses... all modes of transportation, customs data and more
- Accessible and connected via mobile apps, dashboards and platforms
- Giving access to real-time information, visibility and more control



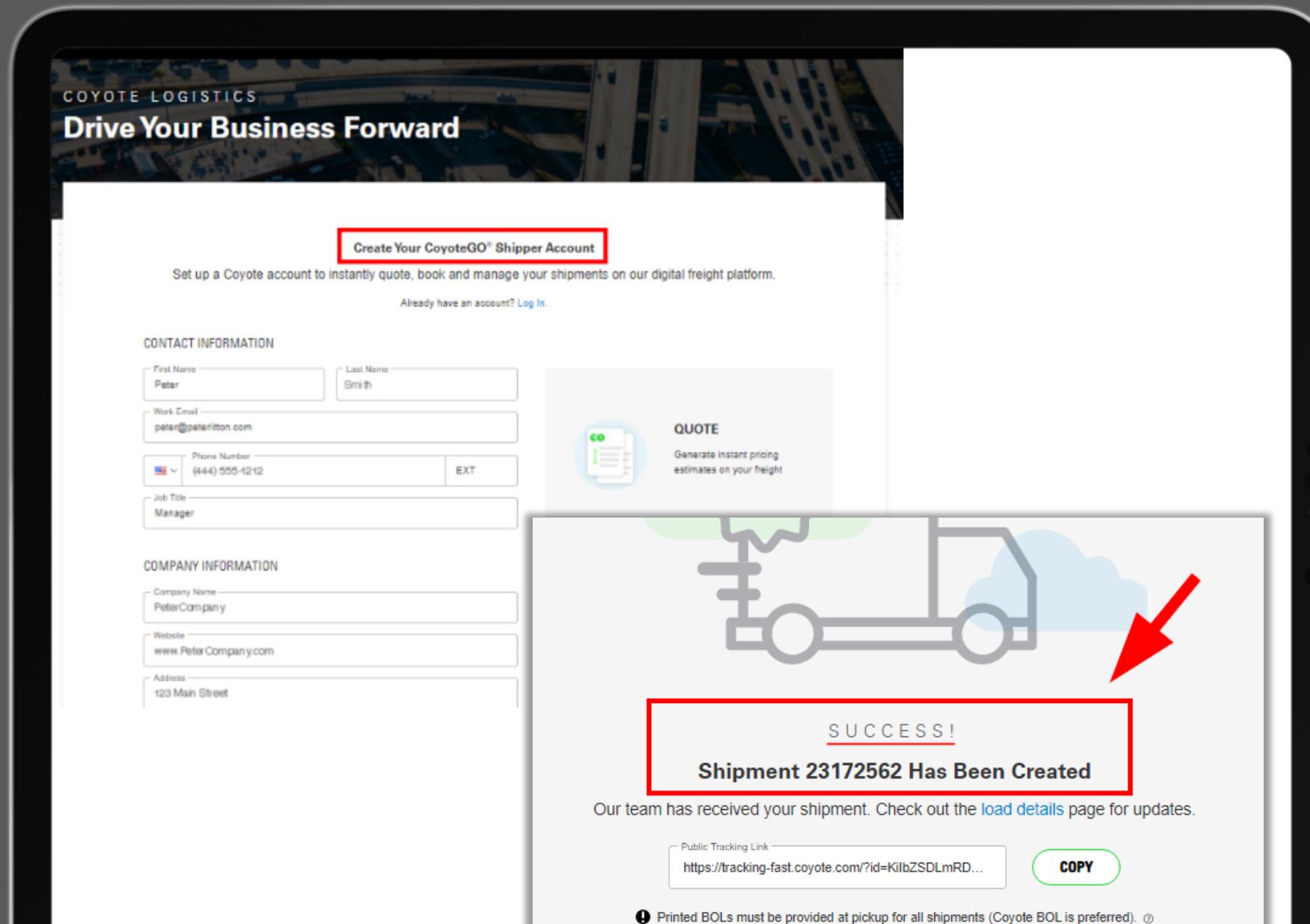
# UPS eFulfillment

Simplifying the Fulfillment Process



# CoyoteGO

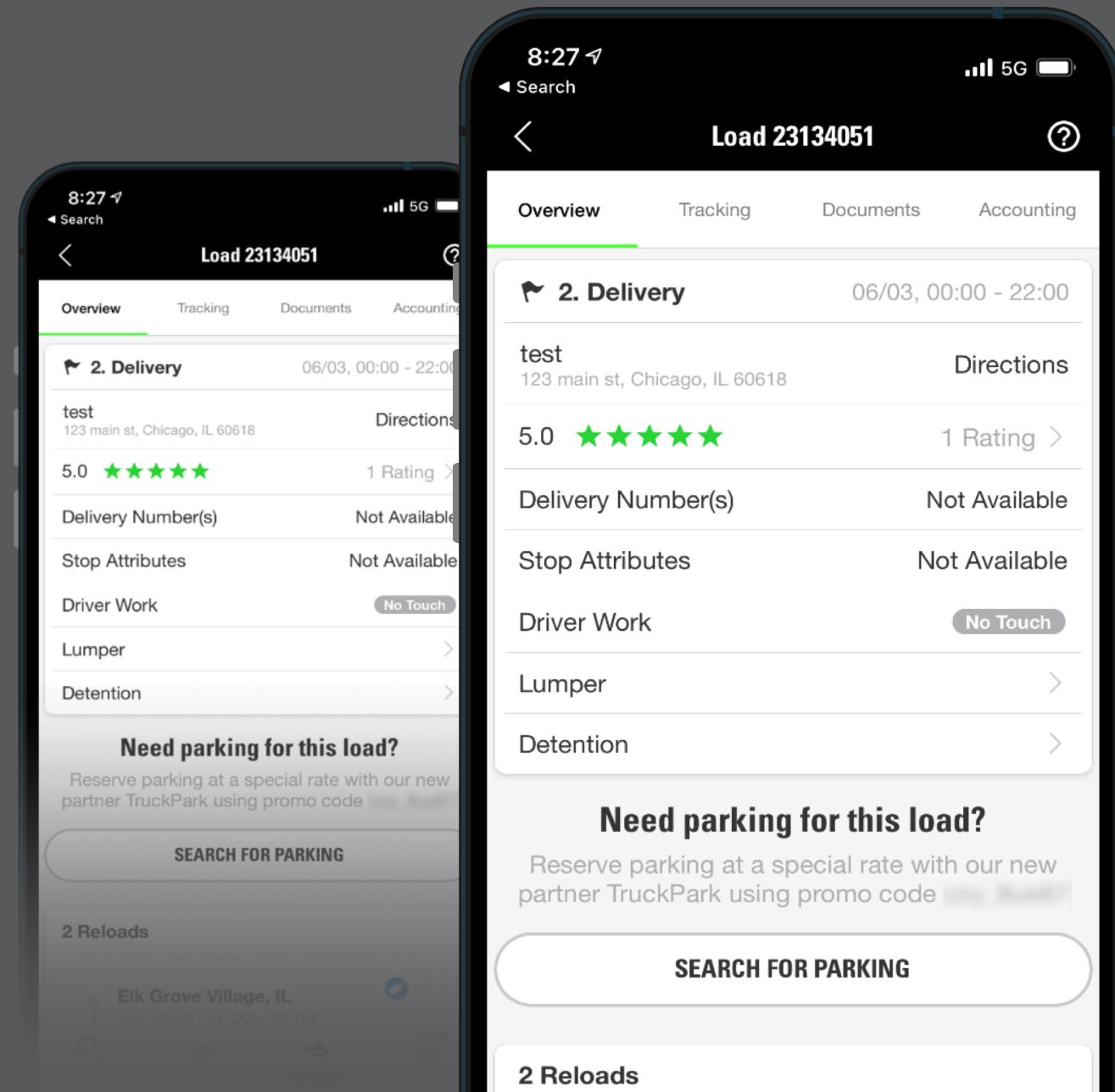
Giving visibility and control to shippers



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# CoyoteGO

Solving the parking problem for commercial drivers



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# UPS Forwarding Hub

## Customer portal

The screenshot shows the UPS Global Freight Forwarding® Customer portal. The top navigation bar includes the UPS logo, search fields for "Search by UPS Shipment #", "Helper Text", and a magnifying glass icon, along with a "My Account" dropdown. On the left, a vertical sidebar menu lists "DASHBOARD" (selected), "QUOTE", "BOOK", "TRACK", and "AGENT". The main content area features a large banner with the text "Control, Simplicity and Transparency" and a subtext "Explore our new shipping platform features." Below this is a yellow button labeled "Explore the Features". To the right of the banner is a smartphone displaying the mobile app interface. Further down, another smartphone displays a different screen of the portal. At the bottom, there's a section titled "Quote. Ship. Done." with a subtext "Accelerate your booking process using our new easy-to-use platform that lets you configure your shipment details, get a quote and book it all in the same tool." A "Get A Quote" button is present. The bottom right corner of the portal interface shows the UPS logo.

# Symphony

Brings it all together

The UPS Supply Chain Symphony™ dashboard provides a comprehensive view of global shipping operations. Key features include:

- Outbound Shipments:** A world map showing shipment locations across Asia, Europe, North America, and Australia.
- Canceled Shipments:** A table listing 6 out of 150 canceled shipments, including details like UPS Shipment #, Ref #, Canceled On, Cancellation Status, and Carrier Service.
- Outbound Shipments By Shipped Date:** A line chart showing the number of shipments over time, with a total count of 194,815.
- Outbound Shipments By Top 5 Service Levels:** A bar chart showing the volume of shipments for different service levels, with a total count of 190,892.
- Shipments, Created, Warehouse, In Transit:** Summary counts for these key metrics.



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