



UPS Canada: Delivering What Matters During a Global Pandemic

Aylin Lusi, Vice President, Public Affairs
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From small business beginnings...



...to the world's largest package delivery company

- **543,000 employees** globally
- Delivering **over 6.3 billion** packages and documents on an annual basis
- Serving more than 220 countries and territories, including **every address in North America**
- **Delivery fleet of approx. 127,000** package cars, vans, tractors, motorcycles, including more than 13,000 alternative fuel and advanced technology vehicles
- Proudly serving Canada since 1975
 - Dedicated freight forwarding, customs brokerage and healthcare logistics services, in addition to “small package” network
 - 14,000 employees, 62 operating facilities



UPS air operations

- Headquartered in Louisville, KY
- 15,579 employees
- 282 UPS jet aircraft, 294 chartered aircraft
- 2,285 daily flight segments, 807 airports served
- Canadian Gateway Facilities
 - QC, ON, MB, AB and BC
- Use of third party aircraft by UPS Global Freight Forwarding





Operational Continuity During the Pandemic

Essential service designation

Recognition of full spectrum of domestic supply chain operations

- Final-mile package delivery operations, hub operations, warehouses, customs brokerage operations, UPS Stores.
- Regional Public Health Orders (Section 22 Orders) –possible closure of transportation/critical infrastructure.



Essential service designation

Cross-border operational continuity

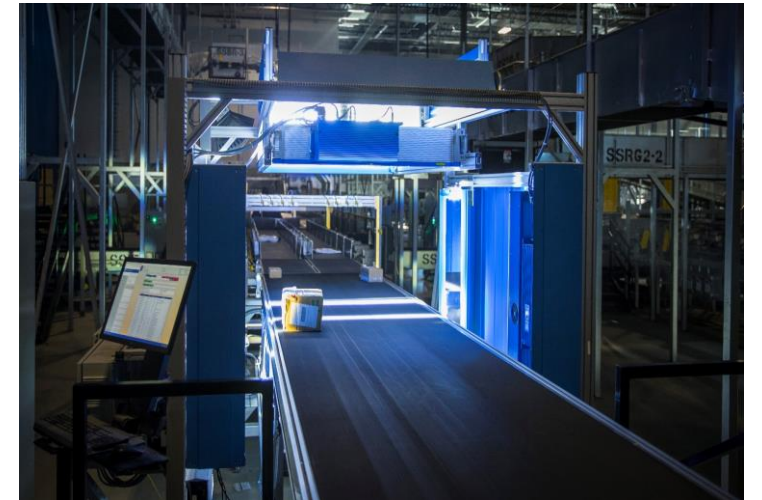
- Air cargo operations, pilots and crew.
- Cross-border trucking operations.
- Importance of operational continuity as Canadian border restrictions evolve e.g. vaccine requirements for federally regulated employees, international crew.



Expanding domestic network capacity during lockdowns

Adapting to changing delivery needs

- Shift towards more residential deliveries during lockdowns as e-commerce sales accelerated.
- Need for more employees, vehicles, aircraft and container space.
- Need for construction continuity during lockdowns to enable additional network capacity.



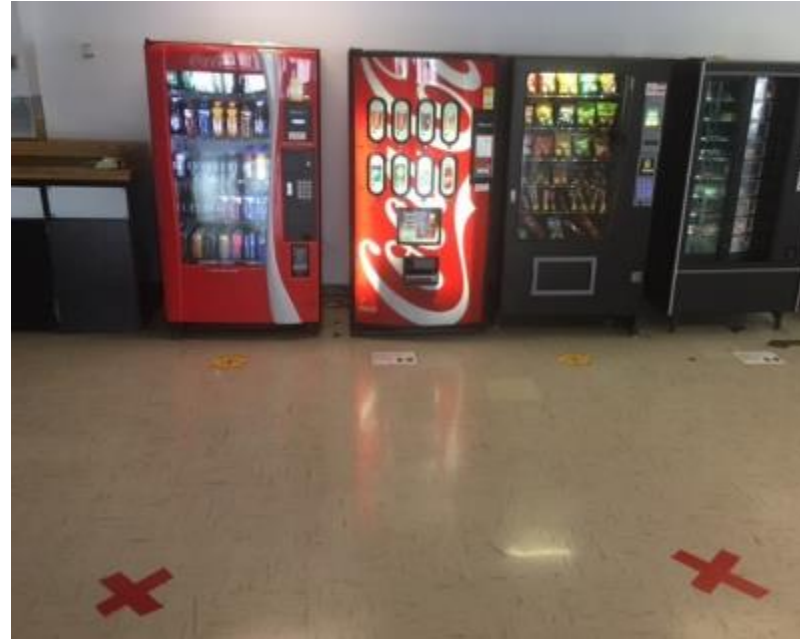
Health & safety protocol

Adapting our operating protocols



Health & safety protocol

Adapting our buildings



Health & safety protocol

Communicating with our workforce



It's Your Shot

How to find information on the COVID-19 vaccine and its availability

[FIND OUT MORE](#)



Current Information

[UPS's vaccine tracking technology](#)

Updated: Mar 24, 2021, 10:34:05 AM EDT

["Dear Coronavirus ..."](#)

Updated: Mar 22, 2021, 7:50:00 AM EDT

[Ensuring equitable vaccine distribution](#)

Updated: Mar 4, 2021, 11:57:17 AM EST

[Vaccine round table](#)

Updated: Mar 4, 2021, 10:48:13 AM EST

[Vaccine deliveries just as big in small towns](#)

Updated: Mar 2, 2021, 7:48:35 AM EST

[Building a healthcare powerhouse](#)

PCMs

[PCM – Use of Face Coverings and Masks at Airport Facilities](#)

Updated: Feb 2, 2021, 8:11:01 PM EST

[PCM – Guidance for confirmed cases of COVID-19](#)

Updated: Nov 24, 2020, 4:30:10 PM EST

[Guidance on masks for inside operations and public-facing employees](#)

Updated: Jul 6, 2020, 4:06:17 PM EDT

[PCM – Use of Face Coverings and Masks](#)

Updated: Jul 6, 2020, 7:10:27 AM EDT

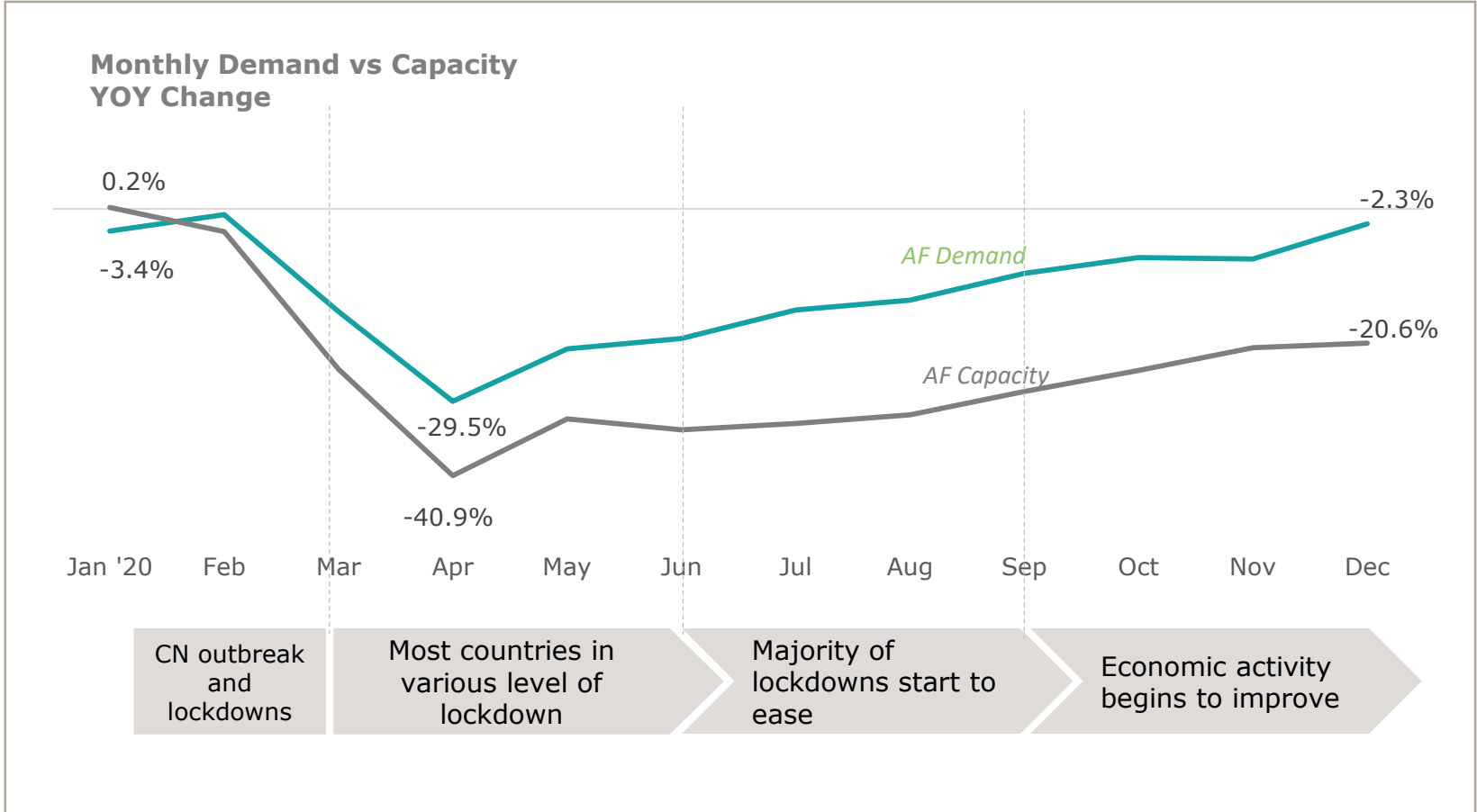
[Explore all](#) ▶



Changing Air Freight Dynamics

2020: International air freight market and capacity

A year of unprecedented pandemic-driven decline in demand and capacity

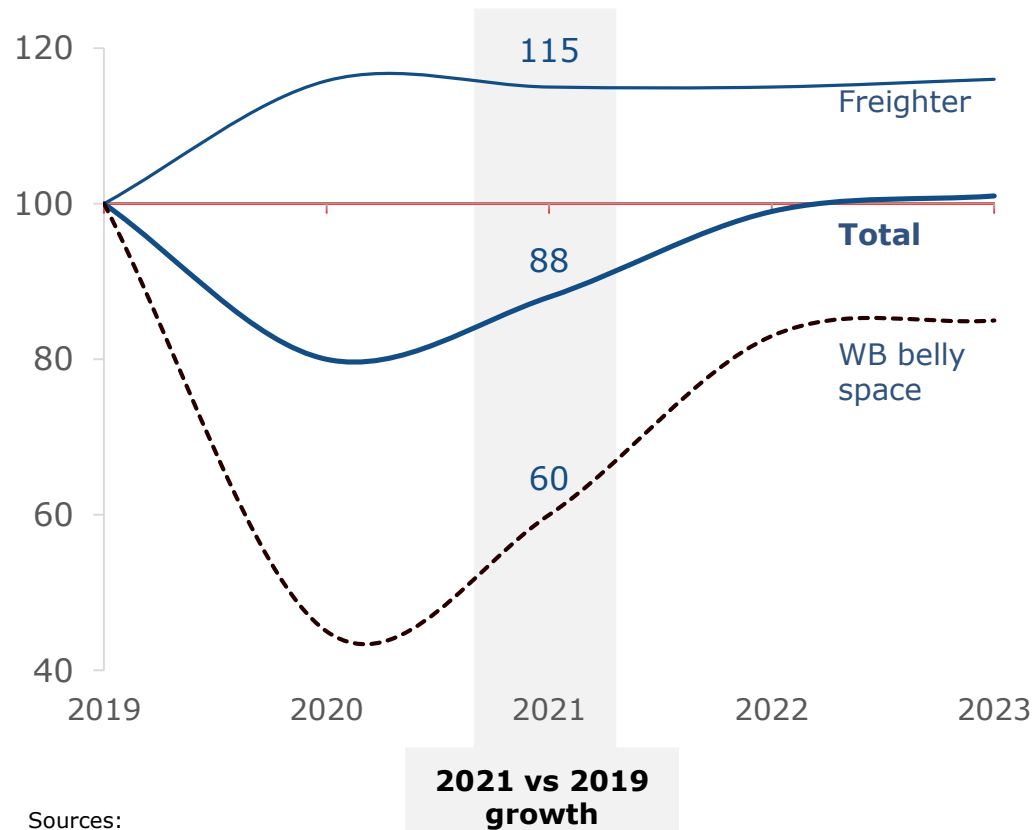


Source: IATA, Seabury, UPS Internal Analysis

International air freight capacity outlook

Air cargo capacity expected to partially recover from 2019 levels with North America and APAC expected to recover most rapidly

Outbound Air Cargo Capacity Forecast, 2019-2023
Capacity Index (2019 = 100)

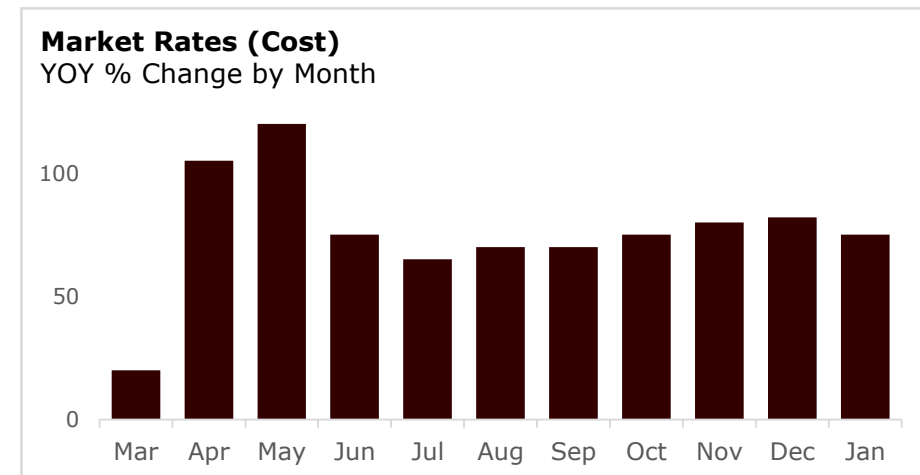


Sources:
- Seabury (tonnage)
- IATA (ATK) – not available for outer years

Global capacity: 2021F vs. 2019

88%

APAC	92%
Europe	86%
ME	83%
Africa	76%
North Am	91%
Lat Am	88%





Delivering What Matters

COVID-19 vaccine logistics

42.9 million doses of Pfizer-BioNTech vaccine delivered to Canada...and counting!



Canada Border
Services Agency

Agence des services
frontaliers du Canada

Canada

COVID-19 vaccine logistics

42.9 million doses of Pfizer-BioNTech vaccine delivered to Canada...and counting!



Omar Alghabra ✓
@OmarAlghabra

Was thrilled to welcome the Pfizer delivery this evening. Each week, these deliveries bring us closer to the finish line of this pandemic. Thank you to the pilots, airline & ground crew, & [@AnitaOakville](#) who made this possible.

When it's your turn to roll up your sleeve, do it!



6:37 PM · May 9, 2021 · Twitter for iPhone

Humanitarian relief deliveries of ventilators to India

3,000 ventilators transported (May, 2021)





THANK YOU