

Corporate Social Responsibility: A UTi Commitment

UTi is committed to Corporate Social Responsibility (CSR) and firmly believes that as a global organization there are three main areas that help us achieve our goal of ensuring that we leave the planet a better place for future generations.

Our efforts are focused on these specific areas:

1. People - community involvement through our **Delivering Better Lives** charitable organization
2. Planet - environmental action through our **UTi thinkgreen** initiatives
3. Strategy - growth through **CLIENTasONE** delivering value to our shareholders

The merger of these three activities forms the basis for UTi's Corporate Social Responsibility program.



Delivering Better Lives – A UTi Foundation



Graduation day at the Tshabalala Primary School in South Africa

For many years, UTi and its people have contributed time and money to support causes both in their communities and in disadvantaged communities around the world. The UTi family has also responded to natural disasters, making major contributions that provided support to people in a time of great need. There are

over 200 million orphan children around the world and over 2 billion people live in poverty. Many of these people live without a roof over their heads, clothes on their bodies, food on the table or schools to educate them. This is where our foundation makes a difference, by supporting as many communities where UTi does business as possible. We aim to provide facilities to deliver education, health services and other community infrastructure to those in need.

Unfortunately, there are many needy and disadvantaged people and communities throughout the world. While we would like to help them all, we have to recognize that we cannot and it is important we work within our vision to deliver better lives to as many people as we can.

The foundation has determined that we will provide our support in the following areas:



UTi team providing sundaes to oncology patients in Miami

- Education
- Healthcare
- Community Infrastructure
- Housing

Within these four areas, we have a primary focus on children but will and do support other projects should they meet our selection criteria, subject to the availability of funds.

Our direction is clear and focused



Children at La Casa Girls Refuge in Medellin, Colombia

In approaching our work in the community, it is critical we have a clear focus and direction. We know that by doing so, what we achieve will be more significant and lasting. One of the issues that confronts us regularly is the terrible tragedy that natural disasters such as earthquakes, hurricanes and tsunamis wreak on communities.

However, the response to natural disasters often doesn't recognize the disasters that ravage communities every day. While we are all aware of these problems, they often take second place to the immediacy of a natural disaster. These ongoing disasters are many and include HIV/AIDS, malaria, starvation and poverty. To ensure that our approach recognizes this conflict from a funding point of view and to create an environment that will allow us to respond quickly in times of disasters, the Foundation balances all of the conflicting demands to deliver the most aid possible within our available funding.

***thinkgreen* - UTi's environmental action plan**

UTi has always been conscious of the implications of our business activities on the environment and as such, we crystallized this into what we call UTi *thinkgreen*. Our purpose statement is as follows:

"UTi *thinkgreen* seeks to preserve our planet for generations to come by working collaboratively with our clients, suppliers, and associates to make sustainable and valuable supply chain services and solutions a reality without cost tradeoffs."

To accomplish this, we have established the following objectives to focus our efforts. These objectives serve as our basis on which we are building and creating solutions for our clients, morale for our employees, and an improved environment for our planet.

These objectives are:

- Develop green services and solutions to facilitate our clients' sustainability goals
- Actively develop our internal green capabilities
- Balance our actions so that our approach makes business sense
- Document our green initiatives so that we may aid others in their goals
- Conduct research to stay current on regulations and market trends
- Do the right thing

Current *thinkgreen* activities

- Client carbon footprint calculations utilizing our proprietary UTi ECOTool based on the GHG protocol standards. With this tool, we can calculate the carbon emissions associated with any UTi service – including all transportation modes and warehousing activities

- Integrating sustainability into UTi's global ISO 9001:2008 quality compliance effort and piloting ISO 14001 in some regions
- Building internal knowledge repositories to document and leverage UTi's global sustainability best practices
- Leveraging our U.S. EPA partnership to reduce miles and fuel consumption for our clients
- Expanding our network and route optimization capabilities to analyze and report the green impact of various scenarios for clients
- Working with our clients to identify opportunities to establish LEED-certified buildings
- UTi operates the largest LEED-certified distribution center in the USA

- ***CLIENTasONE***

- Our current strategy, ***CLIENTasONE*** is aligned with our long-standing company purpose of delivering competitive advantage to each of our clients' supply chains.

CLIENTasONE explains who we are, why we do what we do, how we do it, and the end result: greater value to our clients, our people, and our shareholders as we become a market leader in "client-centricity."



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- As a client-centric organization, our focus begins with identifying our client's needs and then providing them with services and solutions to meet those requirements. Our

strategy is also focused on improving how we care for our people and our ability to deliver reliable service. Execution in each of these areas results in increased earnings, allowing us to reinvest in our clients and employees.

- These elements are captured in the acronym CORE (Client, Organization, Reliability, Earnings). The elements of CORE are supported by corresponding core initiatives aimed at driving improvement in each area. These initiatives are as follows:
 - **1Focus:** Activities within this core initiative are geared toward improving our ability to provide client value and drive future growth.
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 - **1Team:** This core initiative is aimed at investing in our employees through enhancing our people development, enterprise communications, and learning and development processes.
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 - **1World:** Our progress in this core initiative is allowing us to implement global standard systems and processes that improve service delivery, produce scale, drive continuous improvement, and provide a quality framework throughout the organization.
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 - By transforming through the execution of **CLIENTasONE**, we are further enhancing our ability to deliver client value and improve our standing as a market leader in client-centricity.