



Service Profile

UGL Services in the Community

UGL Services employees live in many communities across North America where they work at company facilities and at thousands of customer locations. This gives the company a unique opportunity to participate in those communities where we do business through volunteerism and contributions, as well as in-kind services.

UGL Services' corporate-level community involvement takes many forms that support our employees, our customers and the communities at large.

Corporate Programs

UGL Services has a number of corporate-wide initiatives that support major national and regional organizations while encouraging support and employee volunteerism at the local level. The community support program is anchored by grants to more than 150 nonprofit organizations in the areas of education, healthcare, the arts, disaster relief, social services and youth programs.

For instance, UGL Services is a major supporter of The Jimmy Fund with cash donations and, as importantly, executive involvement and employee volunteerism in support of events and fundraisers.

These combined efforts make a major difference for this important healthcare and research organization. Over the years UGL Services has raised more than \$1 million for The Jimmy Fund through its sponsorship and fundraising on behalf of the Annual Jimmy

UGL SERVICES IN THE COMMUNITY

UGL Services is an active supporter of the communities in which we conduct business. From local initiatives to participation in national programs, the company and our employees make a difference in communities across North America.

UGL Services partners with our customers to support their community outreach programs often forming volunteer teams within their organizations. We also bring our commitment to sustainability to all that we do.

The UGL Services community programs are a unique combination of employee-initiated local efforts that support our customers' objectives and corporate-sponsored programs that reach across the organization.

Fund/UGL Services Golf and Tennis Classic that supports the fight against cancer at the Dana-Farber Cancer Institute in Boston.

Scholarships

Another major corporate community support initiative is the UGL Services Scholarship Program. This annual program awards \$5,000 or \$1,000 college scholarships to dependents of full-time UGL Services employees. Since 2004, the company has provided financial support to more than a hundred graduating high school seniors and students attending two-year and four-year colleges and other institutes of higher education. The students are selected by an independent organization with a review board that consists of higher education and financial aid professionals.

Volunteerism

Another major pillar of support to the communities where UGL Services employees live and work is volunteerism. UGL Services employees support scores of organizations through thousands of hours of volunteer time offering their expertise and enthusiasm.

Many of these volunteer activities are undertaken in collaboration with customers at the thousands of locations throughout North America where UGL Services employees work side-by-side with the customer's employees. These volunteer efforts take the form of fund raising walks, disaster relief response, children's programs, community improvement projects and dozens of other initiatives.

Perhaps the highest profile employee volunteerism project was by the UGL Services employees at Miami International Airport (MIA). They organized an airlift that brought supplies to the stricken country of Haiti in response to the January 2010 earthquake with the support of the Miami-Dade Aviation Department. They also organized reception services for arriving refugees that offered solace and access to social services. The staff of 225 rallied to collect food, medicine and other essentials, including diapers, baby food, formula, juices, baby bottles and even car seats and teddy bears for arriving children.

The employee effort was supplemented by a corporate matching gifts program that raised nearly \$50,000 from UGL Services staff and management that was donated to Partners In Health, an aid agency with a long history in Haiti.

Environmental Sustainability

The final pillar of UGL Services' support of the community is its USustain program, which grew out of the UGL Services GreenClean initiative. Launched in 2004, UGL Services GreenClean was the first sustainability program offered by a facility management service provider.

Over the years it has evolved to include maintenance, landscaping and virtually the entire portfolio of services. UGL Services pioneered the use of organic cleaners, chemical-free ionized water cleaning systems, steam cleaning and electric vehicles. This award-winning program includes an educational

component for customers and their tenants and a liaison program with student groups on college campuses. UGL Services fields a team of U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) Accredited Professionals (AP) to help customers prepare and qualify for LEED certification.

This sustainability effort has enhanced the lives of building occupants and their communities by improving indoor air quality (IAQ) and the environment and, perhaps as important, significantly advancing the application of sustainable practices in commercial real estate.

UGL Services is an active force for positive change in the communities where we conduct business. Through our financial support, employee volunteerism and environmental stewardship, we are pleased to be able to give back to communities throughout North America.

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