An Introduction

Ethical standards are a key ingredient to the success of any great company. A great company remains great only when its employees, representatives and those it does business with consistently choose to do the right thing. We believe doing the right thing comes down to three words: responsibility, honesty and community. These words embody our commitment to ethics and integrity at UniGroup.

The UniGroup Code of Conduct is a guide for our employees, agents, members and business partners to do business the right way and sets out our commitment to safe, ethical and legal conduct. As a global company, we embrace the responsibility that comes with conducting business throughout the world and we are committed to the highest standards of ethics and integrity each and every day.

We depend on all UniGroup employees, agents, members and business partners to be attentive to situations that could violate the law or our Code. If they feel any actual, potential or suspected misconduct involving the UniGroup brands has occurred, they are encouraged to immediately report it. Methods of reporting are detailed in the Code. We have several confidential options for reporting concerns or asking questions, and we will not tolerate retaliation against anyone who speaks up. We want everyone to feel comfortable saying and doing the right thing.

Thank you for supporting our commitment to ethics and integrity in everything that you do. Together we will ensure UniGroup continues to be a great company.

Speak Up UniGroup!

▪ 800-637-2154
▪ integrematters.ethicaladvocate.com
▪ integrematters@unigroup.com
**Table of Contents**

**Introduction** ............................................ 3

**GETTING STARTED**
What Our Code Is All About ............................. 5
Who Must Follow the Code .............................. 5
Our Responsibility Under the Code ...................... 5
Additional Responsibilities of our Leaders ............... 6
Responsibilities of Agents, Members and Business Partners .. 7
The Code, UniGroup Policies and the Law ................. 9

**SPEAK UP UNIGROUP!**
Our Duty to Speak Up ................................... 11
Anonymity and Confidentiality ........................... 12
Investigations .......................................... 12
Consequences for Violating the Code or Making a Bad Faith Report ............................ 12
We Are Safe from Retaliation ............................. 13

**OUR COMMITMENT TO SAFETY**
We Operate Safely On the Road .......................... 15
We Are Committed to a Safe and Healthy Workplace .. 15

**OUR COMMITMENT TO OUR PEOPLE**
We Uphold Human Rights .................................. 17
We Honor Our Differences and Treat Each Other with Respect .......................... 17

**OUR COMMITMENT TO THE MARKETPLACE**
We Protect Personal Information ........................ 19
We Comply With Transportation Laws ..................... 20
We Are Fair and Honest in Our Business Dealings ....... 20
We Compete Fairly ..................................... 21
We Conduct Business Free of Bribery and Corruption .... 22
We Follow the Rules Established by
  Our Government Customers ............................. 23

**OUR COMMITMENT TO THE ORGANIZATION**
We Act In UniGroup’s Best Interest ........................ 25
We Limit Gifts and Business Entertainment ............. 26
We Speak With One Clear Voice .......................... 28
We Maintain Honest and Accurate Records .............. 28
We Protect Confidential and Proprietary Information .... 29
We Safeguard Our Intellectual Property ................... 29

**OUR COMMITMENT TO THE COMMUNITY**
We Are Environmentally Responsible ...................... 31
We Engage in Ethical Political and Charitable Activity .... 31
We Prohibit Money Laundering ............................ 31

**OUR ONGOING RESPONSIBILITY**
Annual Certification ..................................... 32
Where to Learn More .................................... 32
Keeping Current on the Code, UniGroup Policies and the Law .......................... 32

**INDEX** ................................................. 33
WHAT OUR CODE IS ALL ABOUT

We are committed to conducting business honestly and ethically. We are committed to complying with all applicable laws and regulations. Our reputation for integrity and honesty is built one decision at a time and the Code of Conduct (our “Code”) was created to help all of us make the right decisions. Our Code, together with our company policies, gives us the guidance we need to do the right thing, each and every day.

WHO MUST FOLLOW THE CODE?

All UniGroup employees, officers and directors must act according to the Code. We also expect everyone doing business with the UniGroup companies or brands or interacting with our customers, including agents, members and business partners, to conduct business honestly and ethically in accordance with the Code.

OUR RESPONSIBILITY UNDER THE CODE

We are each responsible for acting with integrity, understanding and adhering to the Code and company policies, and following all laws and regulations that apply to our areas of responsibility. As representatives of UniGroup, we can show our commitment to the Code and its principles by:

- Reporting potential Code violations
- Asking questions about the right course of action when in doubt
- Always choosing to do the right thing

As a UniGroup employee, which parts of the Code apply to me, and which parts apply to our agents?

The entire Code of Conduct applies to you as well as to our agents, members and any other business partners doing business under the UniGroup brands or helping to service UniGroup customers. While you may have more or less exposure to certain topics in the Code depending on your role, we rely on all of those who work with the UniGroup companies or brands to identify issues that may arise under the Code. If you have questions about which compliance topics most frequently arise in your area of responsibility, talk to your manager or contact the Compliance Program.
ADDITIONAL RESPONSIBILITIES OF OUR LEADERS

We are all expected to conduct business by using the highest ethical standards and by being in compliance with the law.

Those in a leadership role at UniGroup are also expected to:

- Lead by example;
- Make employees feel comfortable and show appreciation when they ask questions and raise concerns;
- Effectively train employees on the Code and other relevant policies and procedures;
- Appropriately respond to the concerns and questions of employees;
- Be aware of what is going on in their area and keep an eye out for misconduct;
- Avoid any actions or behavior that could be viewed as retaliation; and
- Never excuse or promote violations of the Code or the law.

Sometimes even our leaders may need assistance answering a question or handling a problem that comes their way. All leaders must be able to recognize when they need help solving a compliance issue and must take steps to escalate issues when necessary.

WHAT IS “TONE AT THE TOP”?

- Tone at the top is the ethical atmosphere at an organization that is created by the organization’s leadership.
- If our leaders uphold our ethics and act with integrity, those on the front lines of our organizations will be more inclined to uphold those same values.
RESPONSIBILITIES OF AGENTS, MEMBERS AND BUSINESS PARTNERS

At UniGroup, our agents, members and business partners (“Network Members”) play a special role in our success. Network Members can be awarded the right to act on our behalf in certain cases, use our brands in dealing with the public, and given access to our systems and confidential information. These privileges also come with special responsibilities:

- Network Members are expected to act with the highest standards of honesty, integrity, fair dealing and ethical conduct in all business dealings with or on behalf of the UniGroup companies.

- Network Members are expected to operate their businesses in a competent manner and in full compliance with the law, all policies and procedures specified by UniGroup, and all customer agreements. Network Members are encouraged to communicate with UniGroup if they have issues with UniGroup policies, procedures or agreements; however, Network Members must comply with the law and these policies, procedures and agreements even if the Network Member disagrees with them.

- Network Members are expected to preserve and enhance the reputation and the goodwill associated with the UniGroup companies and brands. Any activities that may result in damage to the business reputation of the UniGroup companies or brands must be avoided.

- Network Members are expected to keep complete and accurate records in their dealings with UniGroup, customers and other third parties on behalf of UniGroup. Information provided must be accurate and complete, and shall not be manipulated to meet performance requirements, win awards, or otherwise gain improper advantage.

- Network Members are expected to use the systems and confidential information provided by UniGroup only for the benefit of the UniGroup companies and brands, and not for any competitive operations or activities which are fraudulent, dishonest or otherwise damaging to UniGroup.

Network Members are encouraged to ask questions about their responsibilities under the Code, and are strongly encouraged to immediately report any unethical or illegal behavior.

Q
I recently learned that one of our employees has been circumventing UniGroup policy by entering false information into UniGroup’s order registration system. I’ve terminated the employee, but does our agency have a duty to report this activity to UniGroup as well?

A
Yes. Your agency must report this activity to UniGroup so that UniGroup can make any necessary corrections to its distribution and accounting records, and take any appropriate preventative measures to stop this activity from occurring again. You are commended for taking this matter seriously and taking swift and appropriate remedial action within your own organization.
THE CODE, UNIGROUP POLICIES AND THE LAW

The Code is the cornerstone of UniGroup’s commitment to integrity. However, it does not cover all laws and policies that apply to our business, nor can it address every situation or issue that we may encounter. This is why it is important that you not only know the provisions of the Code and how they affect your job, but also identify and understand any additional policies, procedures, laws and regulations that may impact your responsibilities. If further guidance is required on a particular matter, you or your supervisor should contact the Law department.

We comply with the laws, rules and regulations in each country where we do business. Since UniGroup is a global company, it is possible that laws in some areas may be more or less restrictive than the Code. In those instances, where the Code is more restrictive, you must comply with the Code even if your conduct might be legal under local law. However, if local laws are more restrictive than the Code, the more restrictive local law must be followed.

The laws and regulations that apply to our business are complex and can be difficult to understand or subject to various interpretations. You must be able to recognize potential legal and compliance issues and seek advice from the Law department whenever it is appropriate.

IF YOU EVER FIND YOURSELF IN A SITUATION WHERE YOU ARE UNSURE ABOUT WHAT TO DO, ASK YOURSELF:

- Is it the right thing to do?
- Does it comply with the Code and other UniGroup policies?
- Is it legal?
- Is there someone else I should talk to before taking action?
- How would my actions appear to my supervisor, our customers, the community and those to whom I am closest?

Q: I’ve heard that office pools, such as basketball tournament bracket contests, can create a compliance issue. How can I make sure I’m doing it right?

A: Sports pools can potentially be considered illegal gambling under state law if they are not structured correctly. By participating in UniGroup-sponsored games and contests, you can make sure that you are doing it right. Any other personal sports pool activities should be avoided if you are using UniGroup equipment or while in the workplace.
Speak Up UniGroup!
OUR DUTY TO SPEAK UP

We must always choose to do the right thing. This means we should speak up whenever:
- We have a question or concern about the lawful or ethical course of action;
- We believe or suspect that someone has violated or may violate the Code, a UniGroup policy or any law or regulation; or
- We believe that we may have violated the Code, a UniGroup policy or any law or regulation, even inadvertently.

Compliance and Code related questions and reports can be directed to:
- Your manager or supervisor;
- The Compliance Program; or
- The Law department.

The Compliance Program can be reached by:
- Calling the IntegrityMatters Hotline at 800-637-2154 (U.S.) or 800-4016-4016 (outside the U.S.);
- Visiting integritymatters.ethicaladvocate.com; or
- Emailing integritymatters@unigroup.com.

The IntegrityMatters Hotline and website are managed by an outside company and are available to you 24 hours a day, 7 days a week. All reports are forwarded to the Compliance Program where they are promptly reviewed and investigated.

I need to make a compliance report but I am afraid that my coworkers will find out. How can I be sure that my name will be kept out of it?

You can make an anonymous report using our compliance hotline or website. The hotline and website are managed by a third party company who will record your report but will not record your name if you choose to remain anonymous. That report is then transcribed and sent to the Compliance Program for handling.

Speak Up UniGroup!
- 800-637-2154
- integritymatters.ethicaladvocate.com
- integritymatters@unigroup.com
ANONYMITY AND CONFIDENTIALITY

You may choose to make a report anonymously by calling the hotline or submitting your report online at integitymatters.ethicaladvocate.com. If you make an anonymous report, please include as many names, dates and details as you can to assist with our investigation. If you provide your name or make an in-person report, your report will be kept confidential to the fullest extent possible.

INVESTIGATIONS

All reports of potential misconduct will be taken seriously and thoroughly investigated to determine whether the Code or any law or regulation has been violated. If you are asked to participate in an investigation, you must cooperate fully and answer all questions accurately and truthfully. As confidentiality is maintained to the fullest extent possible, and we must consider employment and privacy laws as well, we may not be able to share the details of an investigation or any consequences to the individuals involved.

CONSEQUENCES FOR VIOLATING THE CODE OR MAKING A BAD FAITH REPORT

Code violations may carry serious consequences, including disciplinary action up to and including termination, as well as possible civil or criminal liability. After reviewing a Code violation, UniGroup will take any action it deems appropriate, including possible disclosure of violations to appropriate governmental authorities if required by law. Making a report in bad faith, lying or withholding information, or refusing to cooperate with an investigation are also Code violations and could lead to disciplinary action.

Q
My coworkers and I are responsible for assigning shipments to van operators. One afternoon, I saw a driver hand my coworker an envelope with cash in it and heard him say “thanks for taking care of me.” I know that it could just be a legitimate payment, but I also think that it may be a kickback for assigning loads to the van operator. I do not want to offend my coworker by asking him about it. Since I am not sure whether the payment is improper, should I report it?

A
Yes. Even though you are not sure what the cash was for, you should report anything that may be a Code violation. The envelope could contain a cash bribe or your coworker could have some other conflict of interest. You should report it to your manager or the Compliance Program.
WE ARE SAFE FROM RETALIATION

UniGroup does not allow any form of retaliation for:

- Reporting what the reporter believes is a violation of our Code, UniGroup policies or the law;
- Raising a concern, asking a question or seeking advice about company practices, decisions or actions; or
- Cooperating with an investigation.

Retaliating against someone for making a good faith report is itself a violation of the Code. Anyone engaging in retaliation may be subject to disciplinary action, which could include termination of employment. Individuals self-reporting misconduct are not entitled to protection from the non-retaliation policy for their misconduct.

If you ever suspect that you or someone else is being retaliated against in violation of the Code, you must report it immediately.

Q
I made a compliance report about something going on in our department. Now my manager seems to be avoiding me and complaining loudly about the compliance report to the entire group. Is there anything I can do?

A
Yes. Retaliation for making a compliance report is a violation of the Code of Conduct and is not tolerated at UniGroup. You should talk to the Compliance Program staff right away to bring this to their attention so they can make sure this behavior is addressed in an appropriate manner.
Our Commitment to Safety
WE OPERATE SAFELY ON THE ROAD

Nothing is more important to UniGroup than safety. As a provider of transportation services, we have a duty to operate in a manner that does not endanger the safety of those on the road with us or the goods we are transporting. This includes making sure:

- Our drivers accurately report their hours, drive within the hours of service regulations and refrain from driving if they are ill or fatigued;
- Our drivers are properly qualified and not under the influence of illegal drugs or alcohol while behind the wheel;
- The equipment we use to transport goods is well maintained;
- Our drivers do not speed, follow too closely or otherwise operate in an unsafe manner;
- The goods we transport are properly secured; and
- Any third-party companies we hire to transport goods are properly licensed and have a strong safety record.

If you become aware of any instances of non-compliance with these standards, they must be reported. If you are aware of a situation that creates an immediate threat of injury to others (such as real-time hours of service violations or drug or alcohol use by a driver) it must be reported immediately so corrective measures can be taken. We must do whatever it takes to always put safety first.

WE ARE COMMITTED TO A SAFE AND HEALTHY WORKPLACE

We are committed to providing a safe and healthy workplace. We are all responsible to comply with the health and safety guidelines that apply to our work. In addition, we must report any unsafe conditions so that they can be corrected as soon as possible.

We will not tolerate violence or threats of violence in connection with our business. Any sort of violent or threatening behavior is strictly prohibited while representing UniGroup or servicing our customers, whether on our premises, on the road, at a remote location or online. If you feel threatened or become aware of violent or threatening behavior, tell your supervisor immediately. If you or someone else in the workplace is in immediate danger, contact security personnel or local law enforcement officials immediately.

Q

In talking with a van operator today, he told me that he is concerned that he won’t be able to make a delivery deadline unless he runs over hours. What should I do?

A

Tell the van operator he should not run over hours to make the deadline. Alternative arrangements will have to be made to get the shipment to its destination on time, a new delivery time arranged with the customer or the shipment may have to arrive late. While we strive to be on time, UniGroup’s first priority is to protect the safety of our drivers, those who share the roads with us and the goods that we are transporting.
Our Commitment to Our People
WE UPHOLD HUMAN RIGHTS

As a socially responsible company, we do not employ child or forced labor in any of our operations. We also do not allow for the physical punishment or abuse of anyone under our employment. As a global company, we follow international laws governing employment and labor standards. We expect that our agents, members and other business partners will uphold these same standards.

WE HONOR OUR DIFFERENCES AND TREAT EACH OTHER WITH RESPECT

We aren’t just a company; we are a community of people and we place a high value on diversity in everything we do. This means that we treat each other with respect and honor one another’s various backgrounds. Our differences give us a competitive advantage and we strive to ensure a diverse team is ready to meet the needs of our diverse global customers.

We foster diversity, in part, by imposing a strict policy of non-discrimination. Employment decisions are made without regard to race, color, ethnicity, national origin, sex, sexual orientation, age, religion, disability, veteran or military status, genetic information or other status protected by the law.

Treating each other respectfully also means that our work environment is free from harassment. Harassment is unwelcome conduct that creates an intimidating, offensive or hostile work environment. Harassment is determined by your actions and how they impact others, even if your intent was harmless. Any form of harassment will not be tolerated.

Showing respect helps create a positive work environment for everyone. If you or someone else is experiencing behavior that feels like discrimination or harassment, you should speak up and report it to your supervisor, human resources or another trusted leader. You will not be retaliated against for speaking up in good faith about discrimination or harassment concerns.

Harassment can be physical, verbal or visual. Harassment can include:

- Offensive language, jokes or pictures
- Racial, gender or religious slurs
- Persistent derogatory comments or remarks
- Intimidating or threatening behavior
- Unwanted physical activity, including touching or staring

Paul works in my department and has been employed by UniGroup for more than thirty years. Most of the people in our department are newer to UniGroup and younger than Paul. I have heard them say things to Paul like “isn’t it time that you retire” and tease him about his age. I know Paul told them to knock it off, and privately told me that it really bothers him, but they keep making jokes. What should I do?

It is clear that the behavior of your coworkers is making him uncomfortable and may create a hostile work environment for Paul. You must report it to your manager, Human Resources, or the Compliance Program.
Our Commitment to the Marketplace
WE PROTECT PERSONAL INFORMATION

We respect the privacy rights of others, including those of our customers, employees, drivers and other business partners and are committed to protecting their nonpublic, personal information. We collect, process, use and retain personal information in compliance with all applicable laws and take all reasonable steps to safeguard such information. We must follow UniGroup privacy policies and data protection practices that involve the use, storage or transmission of any personal data. We also expect our agents, members and business partners to abide by our privacy policies and take all appropriate measures to secure our customers’ personal information.

Many countries have laws and directives that regulate the exchange of certain personal information across borders. We abide by all privacy laws in effect in the countries in which we conduct business and have committed to several international frameworks governing the transfer of personal information outside of its country of origin. Our privacy and data security policies detail what is required in relation to the collection, storage, transmission or use of any personal information.

If you have access while working on UniGroup business to personal information of customers, employees, drivers or other business partners or the systems that maintain it, you must:

- Only access personal information for the legitimate authorized business purposes for which it was provided
- Meet UniGroup’s minimum privacy and data security requirements
- Securely store and dispose of personal information
- Transmit secured personal information only to authorized parties who are obligated to protect its confidentiality
- Promptly report any possible privacy breaches or security risks to UniGroup

INFORMATION WE HAVE A DUTY TO PROTECT INCLUDES:
- Names
- Telephone numbers
- Addresses
- Email addresses
- Dates of birth
- Government-issued personal identification numbers
- Bank account information
- Credit/debit card information
- Medical information and records
- Family information
- Shipment information

Q

I accidentally sent an email intended for a person in customer service to a sales representative at another company. The email contained personal information about a customer. What should I do?

A

You need to immediately take steps to address the error, which may include notification to the customer about the unauthorized disclosure and asking the sales representative who received the message to destroy the information. In the future, be sure to double check your recipients before hitting send and remember that it is best not to send certain customer information, like social security numbers, credit card information, and passport information in an unencrypted email.
WE COMPLY WITH TRANSPORTATION LAWS

Our operations are subject to a variety of laws and regulations governing every aspect of the movement of all types of shipments, whether locally, between different states within the United States or our locations around the world. These can include:

- Restrictions on price, liability and requirements for certain shipping documents and tariff publications;
- Registration requirements for motor carriers, brokers and forwarders of all types of freight which can vary depending on state, U.S. federal or other countries’ laws, rules or customs;
- Safety regulations, such as equipment maintenance, hours of service requirements, limits on transport of hazardous materials, and driver and equipment qualification;
- Federal leasing regulations;
- Vehicle registration and licensing requirements;
- Environmental regulations, such as those requiring certain equipment modifications and placing limits on emissions;
- Customs regulations controlling the entry of goods into a country and payment of duties;
- Executive orders and declarations of embargoes;
- Licensing and security requirements applicable to air forwarding operations; and
- International trade laws, such as those regulating exports from the United States.

Operating without meeting appropriate licensing, registration and other legal or regulatory requirements may result in loss of our ability to do business. It could also mean civil or criminal penalties for our company or for the individuals involved. It is important that we familiarize ourselves with these regulations, particularly those that apply to our specific responsibilities.

WE ARE FAIR AND HONEST IN OUR BUSINESS DEALINGS

At UniGroup, we value our customers, agents, members and other business partners. We treat these parties the way we want to be treated: fairly and honestly. This means that we represent our company accurately and use truthful sales and marketing practices. We do this by:

- Providing honest and factual information;

additional resources

- Bureau of Industry and Security (www.bis.doc.gov)
- Department of Transportation (www.dot.gov)
- Federal Maritime Commission (www.fmc.gov)
- Federal Motor Carrier Safety Administration/Federal Regulations (www.fmcsa.dot.gov)
- Household Goods Program of FMCSA (www.protectyourmove.gov)
- Safety and Fitness Electronic Records (SAFER) System (safer.fmcsa.dot.gov)
- Surface Transportation Board (www.stb.dot.gov)
- Transportation Security Administration (www.tsa.gov)
- U.S. Customs and Border Protection (www.cbp.gov)
- U.S. Dept. of Treasury/Office of Foreign Assets Control (www.treasury.gov)
I was sent a link to a video where one of our competitors was talking about raising prices. Should I be concerned?

Yes. Communications between competitors, even through social media, can raise suspicions that we are acting improperly, even when we have not done anything wrong. You should alert the UniGroup Compliance Program right away to get guidance about next steps, which may include a “noisy withdrawal” where UniGroup takes active measures to distance itself from the video.

Avoiding misstatements of facts or misleading marketing materials, advertisements, promotions or request for information responses;

Only making accurate, truthful comparisons between our services and those of our competitors;

Gathering business intelligence information fairly, honestly and in compliance with the law;

Never withholding material information or misrepresenting facts to gain a competitive edge; and

Never seeking an unfair business advantage through deception or other malicious conduct.

We also expect our customers, agents, members and business partners to treat us fairly and honestly and to provide us with accurate and truthful information.

WE COMPETE FAIRLY

While our organization competes vigorously, we do so fairly and in compliance with all antitrust laws. Antitrust laws protect free trade by ensuring that companies compete on a level playing field. To comply with the antitrust laws, we do not agree with our competitors to:

- Fix prices or terms for services or products that compete with ours;
- Divide markets or allocate customers;
- Boycott certain suppliers or customers.

We must avoid discussions with competitors about any of these actions and avoid any other activities that may appear to be anti-competitive. In particular, we need to use caution when participating in industry events, trade association activities, social events or online forums where competitors are present to avoid even an appearance of improper communications among competitors.

Our industry can pose unique challenges due to the multiple relationships that companies may have with one another. For example, our agents may bid directly against one another in certain lines of business, but may work together as service providers in other lines of business. Consult with the Law department before engaging in any activities that may appear to be anti-competitive.

**ADDITIONAL RESOURCE**

- Federal Trade Commission (www.ftc.gov)
Our customer has a very large shipment moving from Miami to Argentina. The destination agent requests reimbursement for 2,000 U.S. Dollars worth of perfume provided to the local customs official, in order to make sure the shipment does not get held up. Should I reimburse the destination agent for the $2,000?

No. You should not reimburse the destination agent as the gift of perfume appears to be an illegal bribe paid to a foreign governmental official. You need to alert management and seek the involvement of the UniGroup Law department. The UniGroup Law department will review the facts and work with management to determine how best to confront the destination agent, whether the activity must be reported, and the necessary steps to prevent this from happening again.

**WE CONDUCT BUSINESS FREE OF BRIBERY AND CORRUPTION**

Anti-corruption laws, such as the U.S. Foreign Corrupt Practices Act, the Singapore Prevention of Corruption Act and the UK Bribery Act of 2010, prohibit the payment of bribes around the world. We must not offer, authorize, pay or promise any form of bribe or kickback in order to further our business interests. Bribes paid to government officials are of particular concern.

Bribes can include anything of value that might influence a person’s judgment or conduct. In addition to cash, bribes may be given as gifts, meals, entertainment, business incentives, commissions, reimbursement of travel expenses, job offers, contract awards or other favors.

It is not only gifts to governmental officials that can be considered bribes. Under certain local laws, and under the internal policies of many organizations, business gifts or entertainment provided to employees of private organizations may be considered prohibited bribes or kickbacks. Check to make sure any business gift or entertainment complies with local law and the recipient, if an individual, is authorized to accept it on behalf of his or her organization.

These rules apply to our own behavior, as well as to that of third parties conducting business on our behalf. We must not use consultants, brokers, agents or intermediaries if there is reason to believe that they endorse paying bribes or if some part of the payment we make to them will be used for a bribe.

**EXAMPLES OF BRIBERY:**

- Luxury items provided to a customs official in order to expedite the movement of your customer’s shipment
- A cash payment paid to a government official by your local real estate agent in order to obtain a building permit on your behalf
- Your company’s sponsorship of a local tax official’s rowing team in order to maintain a good relationship with the tax official
- An all-expenses paid trip to the Summer Olympic Games provided to the Vice President of a major global customer as an inducement to renew our contract, in violation of her organization’s own internal policies

**ADDITIONAL RESOURCES**

WE FOLLOW THE RULES ESTABLISHED BY OUR GOVERNMENT CUSTOMERS

Our company has long-standing and valuable relationships with government agencies in the U.S. and around the world. Many of these relationships are governed by regulations that protect the public interest. We observe the requirements of these rules as well as our company’s internal policies and procedures for government business.

Some of the rules that may govern our dealings with the U.S. government include:
- The Federal Acquisition Regulation
- The Anti-Kickback Act
- The Truth in Negotiations Act
- The Procurement Integrity Act
- The False Claims Act

Among other things, these rules contain procedures for the procurement process; prohibit the bribery or improper influence of government officials; prohibit kickbacks to government contractors; require that all cost and pricing data be truthfully disclosed during contract negotiations; restrict the release of confidential source selection and bid information; restrict the hiring of government contracting officers or their family members; and prohibit false statements or claims made to defraud the government.

We must use care as we provide information to government agencies to make sure that the information provided is accurate and complete. This includes contractual representations, and annual certifications, as well as routine shipping documents, bills and invoices. If you identify any potentially inaccurate information that has been provided to a government agency, you must bring it to the attention of management immediately.
Our Commitment to the Organization
WE ACT IN UNIGROUP’S BEST INTEREST

We must always act in UniGroup’s best interest and avoid conflicts of interest. A conflict of interest occurs when our personal interests may interfere with our ability to make objective decisions for UniGroup. Any situation which could benefit you or someone you know is a potential conflict of interest. We must always avoid any conflict or appearance of a conflict between our personal interests and the interests of UniGroup.

If at any time you think that you may have or appear to have a conflict, you have an obligation to promptly disclose the situation to the Compliance Program. It is possible that through your open and honest disclosure a conflict can be effectively managed or resolved to protect UniGroup’s interests. Remember, a conflict of interest itself is not necessarily a Code violation, but failing to disclose it is.

The following are examples of possible conflicts of interest:
- Engaging in activities that compete with, or appear to compete with, a UniGroup interest
- Letting your business decisions be influenced by personal interests, family interests or friendships
- Hiring, supervising or having a direct or indirect line of reporting to a family member
- Dealing with a vendor with which you have personal or family ties or a financial interest
- Having outside employment or other relationship that interferes with your responsibilities to UniGroup
- Preferential Insider Transactions

Q: My coworker frequently assigns loads to a third-party carrier that I just found out is owned by her son. I don’t think my manager is aware. What should I do?

A: Your coworker has a conflict of interest that must be disclosed. You can talk to your coworker and encourage her to report it to your manager. If she does not, you must report the conflict.

PREFERENTIAL INSIDER TRANSACTIONS

A Preferential Insider Transaction is any transaction between a UniGroup company and an officer or director of UniGroup that is either:
- not available to other officers and/or agents of UniGroup; or
- is available to other officers and/or agents of UniGroup, but has more beneficial or favorable terms or features not otherwise available to other officers and/or agents of UniGroup and its subsidiaries.

Subject to a few exceptions, Preferential Insider Transactions with any Director, Executive Officer, family member of any Director or Executive Officer, or any controlled entity of any Director, Executive Officer or family member are prohibited. If you identify a possible Preferential Insider Transaction, it must be immediately reported to the Chief Counsel or Chief Financial Officer.
WE LIMIT GIFTS AND BUSINESS ENTERTAINMENT

Exchanging gifts and sharing meals or business entertainment in connection with a legitimate business purpose can sometimes be used to foster goodwill and constructive relationships with customers, the people we work with, and our agents and other vendors. However, accepting gifts that are inappropriate can damage UniGroup’s reputation and relationships with our customers, business partners and the public.

A gift or entertainment is probably OK if it is:

- A gift that is small, infrequent and of nominal value
- A meal, civic or sporting event, or other business entertainment attended together with an agent, customer or vendor to further a legitimate business purpose
- A gift between UniGroup employees for holidays, birthdays, weddings, etc.

EXAMPLES OF PERMITTED GIFTS

- A small flower bouquet sent to a UniGroup associate to celebrate the birth of a new baby
- A t-shirt bearing the logo of a vendor or agent
- Attendance at a quarterly business lunch with an established UniGroup vendor for the purpose of discussing the business relationship

Q

I received an expensive watch from an agent as a thank you for all my hard work on a recent project. I know the gift is excessive and I probably shouldn’t keep it, but I am afraid that returning the gift would be insulting to the agent. What should I do?

A

The best course of action with this type of situation is to report the gift to your manager and to the Compliance Program. They will work together to determine whether it should be returned or retained by the Company and donated to a UniGroup charity. In many cases, the best solution will be to politely decline the item by informing your contact of our gift policy and returning the gift.

GIFTS CONSIDERED BY UNIGROUP TO BE OF NOMINAL VALUE:

- Greeting cards
- Small plants or flowers
- Homemade items
- Food items to be shared with members of a department or division
- Certificates or plaques of recognition
- Small promotional items bearing another company’s brand or logo
A gift or entertainment is NEVER OK if it:

- Could be construed as a bribe or kickback
- Is an attempt to influence fair and impartial judgment
- Creates a conflict of interest
- Is given in exchange for business favor
- Is lavish, frequent or in poor taste
- Violates any law, regulation or corporate policy
- Is cash or cash equivalent, like a gift card

We may also never ask a customer, coworker, agent or other business partner for a gift, tip, food or other similar item. Remember that different rules may be in place for giving gifts or entertainment to government officials or employees of companies with strict gift policies. It is best to check the rules of a recipient’s organization before giving or receiving gifts outside of UniGroup.

Additional details for UniGroup employees can be found in the Gift and Entertainment Guidelines on The U.

**If you receive a gift which is questionable or prohibited under these guidelines,**
you must report it within five business days of receipt through the Compliance Hotline at 800-637-2154, online at integritymatters.ethicaladvocate.com, or by emailing integritymatters@unigroup.com.

**EXAMPLES OF PROHIBITED GIFTS**

- An extra set of tickets to a concert provided by a vendor that you work closely with for personal use by you and your family
- An expensive vase sent directly to the home of a UniGroup employee by an overseas international agent
- Starbucks gift cards sent directly to operations staff by a van operator

**Q** This afternoon I received a gift card from my contact at a UniGroup vendor. I know that our gift policy allows me to accept gifts of nominal value such as t-shirts, but what about gift cards?

**A** Gifts of cash or cash equivalents are never OK and must be returned. While the gift card is a nice gesture, we need to make sure that we are judging our vendors based on their performance, not the gifts they send to us.
**OUR COMMITMENT TO THE ORGANIZATION**

"Business records" include any document or communication in paper or electronic form that is maintained in the course of business, such as: presentations, spreadsheets, time cards, attendance records, legal agreements, inventory records, invoices, purchase orders, quality control tests, travel and expense reports, inspection records, transportation logs, accident reports and business plans.

**WE SPEAK WITH ONE CLEAR VOICE**

It is important that we speak with one voice. Contradictions and inconsistencies confuse the public and present a distorted picture of our company and its goals. Only designated spokespersons are authorized to speak on UniGroup’s behalf, including through social media. You could be contacted by a member of the media or an outside party to speak on behalf of UniGroup, possibly about company business or UniGroup’s position on a public issue. If you are contacted by the media or other outside party to speak on behalf of the company, do not provide any information and refer them to Corporate Communications.

**WE MAINTAIN HONEST AND ACCURATE RECORDS**

We are committed to maintaining accurate and complete business records. Every transaction we record or business record we create contributes to the overall picture of our operational success and financial position. We each have a duty to make sure that the information we maintain is accurate and honest. This applies to every receipt, invoice, report or other record produced, regardless of the dollar amount or business unit that creates it. Likewise, all transactions must be properly authorized, executed and recorded and all UniGroup assets must be appropriately managed and protected.

It is possible that our records may be necessary for an audit, investigation, government inquiry or litigation. We never destroy, alter or attempt to conceal any business records except in accordance with our records retention program.

If you ever notice an inaccuracy in a company business record, you must speak up and report it. You will not be subject to retaliation for doing so.

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**Q** It is November and my department has not used all funds that were budgeted for the year. My supervisor said I should call one of our vendors and ask for an invoice for work that they are going to do next year so we can include it in this year’s expenses. If we do not use the money now, we will get a smaller allocation next year. Should I get the invoice and include it in the year’s expenses?

**A** No. Doing so would impact the integrity of our financial and business records. You should only report actual expenses for the year. You can talk to your supervisor directly about your concerns if you feel comfortable; otherwise you must report the situation to the Compliance Program.
WE PROTECT CONFIDENTIAL AND PROPRIETARY INFORMATION

Information is of great value to our competitiveness and success as a company. Through your work with UniGroup, you may develop or acquire non-public information about the company, our customers, agents, suppliers, business partners or others that is confidential or proprietary. You have a duty to protect confidential and proprietary information and prevent its improper or unauthorized disclosure. Proprietary or confidential information should never be shared outside of UniGroup unless specifically authorized by your supervisor.

Your duty to protect against disclosure of proprietary and confidential information continues indefinitely. All documents with proprietary or confidential information must be returned immediately upon the end of your relationship with UniGroup.

EXAMPLES OF PROPRIETARY OR CONFIDENTIAL INFORMATION

- Sales, marketing and other corporate databases
- Business strategies and plans
- Financial records
- Research and technical data
- Proposals or pricing strategies
- New product development
- Trade secrets of any sort
- Customer information
- Legal analysis or work product
- Potential mergers or acquisitions

WE SAFEGUARD OUR INTELLIGENT PROPERTY

Our brand reputation is vital to our business and must be protected. One of the ways we protect our brands is by safeguarding trademarks and other intellectual property from improper and unauthorized use. You can protect our intellectual property by ensuring that it is used only for authorized purposes and reporting any degrading, defamatory or otherwise offensive uses of our intellectual property. Any third party use of our trademarks or other intellectual property must be approved by our Marketing department or a senior leader of UniGroup.

We are equally committed to protecting intellectual property rights of others. United States and international law limit the copying, distribution, use or display of certain intellectual property without the permission of the owner. At UniGroup, we only use the intellectual property of others as permitted by law.

WHAT IS INTELLIGENT PROPERTY?

Intellectual Property (often referred to as “IP”) is legally protected creations of the mind, and includes trademarks, brands, package designs, logos, copyrights, inventions, patents and trade secrets.

Q

I found a picture on Google that is perfect for a presentation I am working on. I am pretty sure that the image is copyrighted, but I do not think that anyone will know where I got it. Can I copy and paste the image into my work?

A

No. Including the picture may infringe on the owner’s intellectual property rights. Any unauthorized use of someone else's intellectual property puts UniGroup at risk. You should use a UniGroup licensed picture or other image you have permission to use. When unsure about whether an image is copyrighted, assume that it is and do not use it without appropriate permission.

NOTICE OF IMMUNITY

UniGroup employees are immune from liability for confidential disclosure of a trade secret to a government official or an attorney to report or investigate a violation of law or in a court filing made under seal.
Our Commitment to the Community
WE ARE ENVIRONMENTALLY RESPONSIBLE

We are committed to operating in an environmentally responsible manner. We conduct our transportation operations in accordance with a variety of environmental laws and regulations, such as those governing the transportation of hazardous materials and equipment specifications for heavy-duty trucks. We also work to raise awareness among our agents of these laws and regulations. At UniGroup, we employ sound practices to manage our energy usage and minimize our impact on the environment. Through Trans Advantage, we offer environmentally friendly products such as alternative power units and low rolling resistance tires.

WE ENGAGE IN ETHICAL POLITICAL AND CHARITABLE ACTIVITY

UniGroup obeys all applicable laws when promoting our company’s position to government authorities and when making political and charitable contributions. We also respect and support every individual’s right to participate in personal political and charitable activities. Your decisions to contribute your own time, resources or money to any political or community activity are entirely personal and voluntary. When engaging in personal political activity:

- Do not conduct personal political activity on company time or using UniGroup resources or facilities
- Do not solicit the involvement of others at UniGroup
- Do not use the UniGroup name in connection with political activities without the permission of the Law department
- Clarify, when appropriate, that your political views are personal and not the views of UniGroup

You should never feel pressured or cause someone else to feel pressured to support a particular political candidate, party, issue or cause.

WE PROHIBIT MONEY LAUNDERING

We do not allow representatives of our customers or other business partners to use our company or our services as a front for money laundering. Money laundering is the process of disguising the origin and ownership of illegally obtained money, making it appear that the money has a legitimate source. If you become aware of any real or suspected money laundering activities, you should immediately report the situation.
ANNUAL CERTIFICATION

To support our commitment to integrity, every UniGroup Director, employee and Network Member will be asked to certify, at least once a year, that they have read the Code and agree to abide by its principles.

WHERE TO LEARN MORE

Compliance resources are frequently made available through our communication channels. A number of courses specific to the topics covered by the Code are available to UniGroup employees and certain Network Members through our learning platform. If you still have questions or cannot find the answer you are looking for, members of the Law department are always available to discuss any of the subjects covered in the Code.

KEEPING CURRENT ON THE CODE, UNIGROUP POLICIES AND THE LAW

We seek to continually improve in the areas of compliance and ethics. It is important for each of us to keep current on the Code, and the laws and regulations that apply to our business.

The Code of Conduct is a statement of our fundamental business standards, principles, policies and procedures. It seeks to help us understand the ethical behavior expected of us, but is not intended to, and does not create any rights for any person or entity other than UniGroup.
Index

Anonymity ................................... 12
Antitrust ...................................... 21
Applicability of the Code ....................... 9
Bribery ....................................... 22
Confidentiality generally ......................... 29
Confidentiality in reporting ...................... 12
Conflicts of Interest .......................... 25
Discrimination ................................ 17
Diversity ...................................... 17
Entertainment ................................ 26
Environmental practices ........................ 31
Bad faith reports .............................. 12
Gifts ......................................... 26
Government business .......................... 23
Harassment ................................... 17
Hotline ....................................... 11
Human Rights ................................ 17
Investigations ................................. 12

Intellectual property .......................... 29
Marketing practices .......................... 20-21
Media Inquiries ............................... 28
Money laundering ............................. 31
Political activity .............................. 31
Privacy ....................................... 19
Proprietary information ........................ 29
Record keeping ............................... 28
Reporting ..................................... 11
Responsibilities of agents, members and business partners ....................... 7
Retaliation .................................... 13
Sales practices ............................... 20-21
Safety, on the road ............................ 15
Safety, workplace ............................ 15
Transportation laws ........................... 20
Violations of the Code ........................ 12