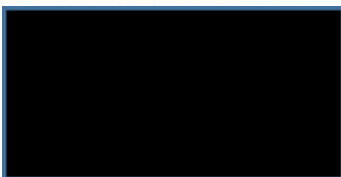




Carol B. Tomé
Chief Executive Officer
UPS
55 Glenlake Parkway NE
Atlanta, GA 30328

January 13, 2021

Mr. Chris Holler



Mr. Holler,

At UPS, we offer an unrivaled number of delivery options to our customers. But perhaps we should add another offering to our services ... how about delivery by sled?

You certainly brought a smile to my face when I saw the pictures of you delivering holiday packages in this untraditional way – and in shorts nonetheless!

You went above and beyond in putting our customers first, reinforcing the trust that people around the world place in UPS every day.

Hopefully you won't have to break out the sled again anytime soon to get the job done, but I know you'll continue to deliver for us and our customers. The North Pole really had an extra helper in you.

Keep up the fantastic work! Happy New Year!

Sincerely,

A handwritten signature in black ink, appearing to be "CBT", written in a cursive style.

Must be Santa

A little snow can't stop this Canada UPSer

A Calgary Twitter user shared the unusual moment a UPS driver walked past his house. Not one to let a little snow stop him, Service Provider Chris Holler displayed the ingenious way he was able to deliver every package in his truck.

By Christmas Eve, Calgary received consecutive record-breaking snowfalls, causing delays and challenging driving conditions all over the city. Chris prepared by picking up a sled before his shift.

"It was really important to me to make everyone's Christmas better," explained Chris. "I had one particular package in my car that was festively wrapped and addressed to 'Grandma,' who may have been spending Christmas alone. I just wanted everyone to get their gifts."

Chris used his sled to make about 45 stops that day, much to the amusement of onlookers. When stopped for questions and comments, he told the children his cargo came directly from the North Pole – and the pilot who dropped it all off was friends with Santa.

Chris is no stranger to snow or cold weather. Before his 17 years at UPS as a driver, he came from Whitehorse, Yukon (where the temperature can get as low as -20°C/-4°F), which might explain why he was wearing shorts in late December.

"The shorts were actually an accident," Chris admitted. "It was not my intention to make deliveries during a snowstorm in them." He has since promised himself to not make that mistake again.

So where's the sled now? Chris says he'll use it again when conditions are right, but in the meantime he's been sliding around his backyard and generously sharing it with the neighborhood kids.

