THE BUSINESS OF SUSTAINABILITY

Drive. Explore. Accelerate.

FISCAL YEAR 2015
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To Our Stakeholders:

As the world’s largest car rental company and a leader in the global travel industry, we are in a strong position to help drive sustainable transportation solutions and policies around the globe. That’s why customers and employees look to us to be responsible stewards of our business and the communities where we live and work.

This year marks a pivotal milestone for our sustainability program, as we report the outcomes of several five-year goals we set out to achieve by 2015. Enterprise Holdings has changed dramatically since our inaugural report in 2011. Our operations have expanded to many more countries, and we’ve added a variety of new technologies and transportation services.

As a result, we’re also unveiling a new set of targets for 2020. These new goals reflect a fresh look at our priorities based on conversations with our many stakeholders and leadership teams. They also take into consideration the continuing evolution and growth of our business. As you’ll see, these targets encompass the next phase of reductions for some of our ongoing focus areas, as well as several new challenges to reduce our environmental impact and enhance employee development and well-being.

We take a thoughtful approach that balances the needs of our customers and our business with sustainable resource use. Looking ahead, we’re identifying ways to align franchise partners more closely with our sustainability targets to ensure that we operate as a world-class travel supplier. As our journey continues, we will benchmark our performance and share progress in future reports.

Thank you for your interest in reviewing these highlights from our past fiscal year (ended July 31, 2015). As always, we welcome your feedback as we continue to build a global network of market-driven, sustainable transportation solutions for the world’s driving public.

Pam Nicholson
President and Chief Executive Officer
Enterprise Holdings, Inc.
Enterprise Holdings, Inc. is a leader in the global travel industry and the largest car rental company in the world as measured by revenue, fleet and employees. Our company, along with its affiliate Enterprise Fleet Management, offers a total transportation solution for consumers and businesses alike, with a fleet of more than 1.7 million vehicles. Through our regional subsidiaries and franchises, Enterprise Holdings operates the Enterprise Rent-A-Car, Alamo Rent A Car and National Car Rental brands in fully staffed neighborhood and airport locations in more than 70 countries and territories. These operations span North America, Europe, Central America, South America, the Caribbean, the Middle East and Asia.

Enterprise Rent-A-Car offers affordable rates, neighborhood convenience and outstanding service. Enterprise specializes in serving customers who need a temporary replacement while their own vehicle is being repaired, as well as those who want to take a business or leisure trip. Other transportation services marketed under the Enterprise brand name include Enterprise Car Sales, Enterprise CarShare, Enterprise Fleet Management, Enterprise Rideshare, Enterprise Truck Rental, Zimride by Enterprise, Exotic Car Collection by Enterprise and Motorcycle Rental by Enterprise.

Alamo Rent A Car provides vehicle rentals for leisure travelers and is the largest car rental provider to international travelers visiting North America. Alamo also offers customers the opportunity to join the Alamo Insider, a loyalty program that provides a guaranteed discount of five percent, as well as exclusive upgrades.

National Car Rental serves the daily rental needs of frequent airport travelers seeking choice, convenience and time savings for their personal and business trips. National helped pioneer the car rental industry’s first frequent renter program, Emerald Club, and provides business travelers with expedited service at all of the top 50 airports in the U.S. for business travel.
As a family-owned business, we are especially aware of the need to operate with the next generation in mind. The hallmark of Enterprise Holdings’ approach to sustainability — and to growing our business — is managing for the long term. Since 1957, we’ve made it a priority to invest in efforts and opportunities that benefit our customers, partners and communities, both today and tomorrow. And we build on that philosophy to offer customers unparalleled service and access to sustainable rental choices.

Our forward-looking approach has helped make Enterprise Holdings one of the 10 largest companies in the global travel industry. Today, our three car rental brands comprise a global network of more than 9,000 fully staffed neighborhood and airport locations.

As that network continues to expand, we seek new ways to minimize the environmental impact of our business and preserve the well-being of the communities where we operate. These efforts also help us achieve internal efficiencies, lower costs and engage employees.

Our sustainable growth strategy starts at the top. Our senior leadership team continuously explores opportunities to drive sustainable change, not just within our company, but throughout our industry. The Enterprise Holdings Sustainability Governance Council (additional details on page 30) focuses on setting long-term goals and year-to-year priorities that reflect the issues most material to our global business.

We have challenged ourselves to continue integrating sustainable practices across our operations and to make further reductions in our environmental footprint. Engagement with key stakeholders played a significant role in helping us align our priorities with theirs as we identified new sustainability targets for 2020.

To inform and guide our sustainability goal-setting and the content of this report, we conducted a materiality assessment during Fiscal Year 2015 (FY2015) in accordance with the Global Reporting Initiative (GRI) guidelines — the world’s most comprehensive sustainability reporting framework. The assessment helped identify the issues and themes most important to our stakeholders and to the continued success of our company and played an important role in establishing new sustainability goals. More information on our materiality assessment is available on our website.
Delivering Value for Stakeholders

Regular engagement with our stakeholders is a key part of our sustainability strategy. Among other things, it helps us understand more clearly what our customers expect from their travel suppliers.

In fact, Enterprise Holdings recently sponsored a study — “Sustainability in Travel Programs” — conducted by the Global Business Travel Association Foundation. This survey of U.S.- and Europe-based travel managers found that more U.S. companies are incorporating sustainability programs into transportation contracts, but they continue to lag behind European counterparts. These findings align with changes we have seen in the marketplace, and are already helping to inform our approach to being a sustainable partner for our corporate accounts.

We welcome input from all groups and individuals who share our interest in the present and future transportation value chain, as well as those who are part of our communities and make our day-to-day business possible. These stakeholders include:

Consumers — Through our monthly Enterprise, National and Alamo service quality index surveys, we constantly keep our finger on the pulse of what matters most to customers. In addition, we have established online customer communities to test brand initiatives and concerns.

Employees — We annually survey employees and encourage feedback through routine performance reviews and internal communication mechanisms. In addition, our specialized Branch Energy Number (BEN) database serves as a central collection point for energy management data recorded by various employee groups and individual branch offices.

NGOs — By taking an active role in organizations that unite industry, government and academia, we gain and share valuable insights that can help advance sustainable mobility and enrich the well-being of our communities. These organizations include: American Car Rental Association, American Red Cross, Arbor Day Foundation, CarSharing Association, Corporate Eco Forum, Curb Auto Rental Taxes Coalition, Donald Danforth Plant Science Center, Electrification Coalition, Global Business Travel Association, National League of Cities, Student Conservation Association, TerraPass, U.S. Travel Association, United Way, University of California-Berkeley Transportation Sustainability Research Center, University of Missouri and World Travel and Tourism Council.

Government Agencies — We continue to speak up for consumers on issues that affect them and the car rental and travel industries, as well as to advocate for the health and sustainability of the travel industry overall. This includes working with policymakers to support federal legislation to oversee the way car rental companies manage the safety recall process for vehicles in their fleets. Other government stakeholders with whom we engaged in FY2015 include the U.S. Department of Energy Clean Cities Initiative, the U.S. Forest Service and the U.S. Travel and Tourism Advisory Board.

Manufacturers and Suppliers — We play a unique role in the automotive value chain and regularly work with manufacturers upstream and with suppliers downstream to deliver a total transportation solution.

Business Partners — Enterprise Holdings works closely with our major accounts — including large corporations, insurance companies and travel agencies — to better understand and serve a variety of organizations in the global marketplace.
We made strong progress on each of the five-year sustainability goals we set in FY2010.

**Energy***
Reduce direct and indirect energy use and related costs 20 percent by 2015 from our 2010 baseline.

**Alternative Fuel Shuttle Buses**
98 percent of Enterprise’s airport shuttle buses now run on biodiesel, synthetic diesel, compressed natural gas or are hybrid models.

**Greenhouse Gas Emissions**
Reduce Scope 1 and Scope 2 emissions 10 percent by 2015 against our 2010 baseline.

10,000 Employee Health Assessments by 2015
Achieved and exceeded this goal in FY2013 with more than 10,000 participants to date.

*FY15 data has been calculated using a revised methodology, which reflects same-store and weather-normalized data not previously factored into our 20/20 Vision reporting. Percentages reflect the gains made against the 2010 baseline as of July 31, 2015.

**Revised from previous goal of 100 percent biodiesel-powered buses by 2015.
As we continue our journey, we’ve committed to a new set of goals for the next five years. These targets address some of our most important issues, as determined by key stakeholders and our leadership team. The FY2020 goals both build on our past successes and expand into additional areas.

**Paper**

Reduce companywide paper use 40 percent by FY2020 by introducing tablet computers in local offices.

**Energy**

Reduce annual direct and indirect energy use and related costs, compared to previous year.

**Greenhouse Gas Emissions**

Reduce Scope 1 and Scope 2 greenhouse gas emissions 10 percent by FY2020.

**Workforce Development**

Continue investing in employees, by:

- providing an average of at least three days’ professional development per year per full-time management employee, and
- encouraging all employees to attend relevant company sessions, events, programs and forums.

**Water**

Reduce annual water use (per wash), compared to previous year.

FY2016 – 2020 GOALS
Sustainable Construction Protocol

Since FY2010, we have completed thousands of retrofit and new construction projects, including more than $60 million this year in sustainable upgrades and construction projects at our airport branches.

Fleet Efficiency

32+ MPG 49%

28+ MPG 53%

This data only reflects the highway fuel economy rating of vehicles in our U.S. and Canada fleets.

50 Million Trees Planted by 2056

10 million trees planted in national forests and state parks throughout the U.S., Canada and Europe since 2006.
From our rental fleet and the fuels that power it to our operations and the technologies we deploy and support, we take a holistic approach to reducing our impact on the environment and driving innovation across our business and the automotive industry.

We own the largest fleet of vehicles in the world. This fleet of more than 1.7 million vehicles, paired with our extensive network of more than 9,000 locations, is uniquely positioned in the automotive value chain. It enables us to offer a wide range of consumers access to new automotive technologies and provide about a million “extended test drives” in late-model vehicles every week.

Through our investment in urban mobility services and alternative fuels, we’re supporting and shaping long-term sustainable transportation alternatives for the world’s driving public.

“With the U.S. car rental industry growing at a rate of more than five percent a year, [our fleet] represents a strategic channel for exposing the best vehicles and best technology to consumers over time.”

— Susan Lombardo
Vice President of Vehicle Acquisition
2015 International Car Rental Show

Urban Mobility

As the world’s population grows and increasingly gravitates to cities, we remain a strong supporter of urban mobility solutions that keep residents, travelers and the economy moving. Our extensive network and robust fleet enable us to play a critical role in shaping the future of urban mobility by providing cost-effective and consumer-friendly modes of transportation. Enterprise Rideshare, Enterprise CarShare and Zimride by Enterprise — for vanpooling, car sharing and ride-matching, respectively — continue to provide alternatives to personal vehicle use and ownership in cities and towns of all sizes.

As part of our advocacy for new and better transportation solutions, we’ve brought together significant players to discuss the future of urban mobility. In October 2014, Enterprise Holdings organized a SXSW Eco panel discussion on the role public and private transportation providers play in meeting sustainable mobility needs in urban markets. Building on our conversations at the Shared-Use Mobility Summit in 2013, Ryan Johnson, vice president of Enterprise CarShare, Rideshare and Zimride, joined a researcher from the University of California-Berkeley Transportation Sustainability Research Center, a peer-to-peer car sharing advocate and a well-known automotive reporter to discuss ways to provide access to more local, sustainable transportation options.

To further promote alternative transportation solutions, in FY2015 Enterprise Holdings joined the CarSharing Association. This not-for-profit organization is committed to advancing cooperation among urban mobility providers, cities and public transit to support sustainable urban mobility in communities around the world.

“Consider that we essentially ‘share’ more than a million vehicles a week in the United States. So when you talk about scale and the ability to meet public transportation needs for the long term, fleet size obviously is a significant factor from an operational and financial perspective.”

— Greg Stubblefield
Chief Strategy Officer and Executive Vice President
2015 Global Business Travel Association Convention
Enterprise CarShare

Enterprise CarShare is a cost-effective alternative to car ownership, an environmentally friendly and hassle-free supplement to public transit and – since it’s backed by Enterprise Rent-A-Car’s award-winning customer service – it also delivers convenience and reliability.

In response to growing demand, we’ve continued to add Enterprise CarShare locations throughout North America and the U.K. During the past year we expanded our car sharing services in key metropolitan areas, including Honolulu, San Francisco and Washington, D.C. We also acquired City Club Car in London and Carpingo in New York City. In addition, Enterprise CarShare is participating in a pilot program with the U.S. government’s General Services Administration to provide government agencies and their employees access to car sharing services in Boston, Chicago, New York City and Washington, D.C. Across the U.S., Canada and the U.K., Enterprise CarShare is now available on more than 125 university campuses and more than 40 dedicated government and business campuses.

Enterprise Rideshare

From providing an industry-leading selection of vehicles to customizable vanpool programs, Enterprise Rideshare helps eliminate common barriers communities face in creating vanpool services, particularly in small urban or rural areas with limited public transportation.

In FY2015, Enterprise Rideshare partnered with the Community Transportation Association of America (CTAA) to create and expand vanpool programs across the U.S. The partnership is a component of CTAA’s Vanpool Works program – a collaborative effort to help organizations start up or expand vanpool programs of any size.

Enterprise Rideshare is supported by the extensive Enterprise Rent-A-Car neighborhood network of more than 5,000 rental offices located within 15 miles of 90 percent of the U.S. population. Enterprise’s infrastructure and operational expertise facilitate the development of cost-effective vanpool programs, enabling groups of five or more people with similar commuting routes to share a vehicle. That not only saves them time and money on their daily travel, it also helps decrease their carbon footprint.

“Our partnership with Enterprise Rideshare will make the development of vanpool services easy, scalable and affordable for community and public transportation agencies of all sizes.”

– Dale J. Marsico
Director of Community Transportation Association of America

Zimride by Enterprise

Zimride is the largest web-based ridesharing and carpooling network in North America, serving customers through a private network of more than 130 universities, corporate campuses and organizations. By using this sustainable alternative to driving individually, Zimride users reduce vehicle emissions and fuel consumption through shared rides. By facilitating sustainable transportation management options, Zimride complements other services that make up Enterprise Holdings’ total transportation solution, including local car rental, car sharing and vanpooling.

Since 2007, Zimride has provided universities and businesses with a convenient tool that easily connects drivers and passengers heading to the same area. Enterprise Holdings purchased the online service in July 2013 to enhance offerings to its business and university partners.

During the 2014 holiday season, Zimride partnered with the San Francisco-Marin Food Bank to help fight hunger by donating $1 for every ride posted in December, ultimately donating $15,000. The food bank plays a central role in the food assistance network in San Francisco and Marin counties and each week helps serve 144,000 people throughout the area.
Duty of Care

In the travel industry, “duty of care” refers to a standard of reasonable care provided to customers. To this end, Enterprise Holdings adheres to the highest vehicle maintenance standards and vigilantly monitors safety recalls. We also supported and collaborated with those individuals and organizations who successfully advocated for legislative oversight of the vehicle recall process.

The Federal Motor Vehicle Safety Act requires auto manufacturers to send a notice of any safety recall to vehicle owners. When we receive such a safety recall notice, we identify affected vehicles by their corresponding Vehicle Identification Numbers (VIN) and then place a “mandatory hold” on them in our rental management system. This “hold” directs that recall work be completed before renting the vehicle.

Sometimes manufacturers advise that certain recalled vehicles can be safely operated after an authorized interim repair. In such cases, we may rent vehicles after the interim repair has been completed – but only until the final remedy is available.

Our safety recall policy is available online.

Product Lifecycle

We take a thoughtful approach to conserving and recycling materials at every stage in the lifecycle of our vehicles. We follow a rigorous, sustainable maintenance program that benefits both our business and the environment by lowering costs, diverting waste from landfills and reducing reliance on non-recycled materials. In FY2015, our vehicle recycling efforts included:

- Refining 1.4 million gallons of oil for reuse in our vehicles and recycling 1 million oil filters, representing 95 percent of the oil and virtually all of the filters used in our North American service centers. At our airport locations alone, our partnership with Safety-Kleen, an environmental services company, has helped us re-recycle more than 5 million gallons of oil – equal to saving more than 25,000 metric tons of greenhouse gas emissions.

- Partnering with windshield repair companies to recycle damaged glass, resulting in more than 1,000 tons of waste diverted from landfills in the U.S., Canada, the U.K. and Spain.

- Recycling spent tires through local or regional recycling centers, enabling an estimated 2,000 tons of valuable material to be repurposed each year.

“It is the obligation of all car rental companies to maintain your customers’ trust in the industry. It is your obligation to exercise the utmost duty of care to protect your customers.”

- Chris Brown
  Executive Editor
  Auto Rental News – July 2015
Alternative Fuels and Cleaner Technology

Our robust fleet gives customers access to the latest alternative vehicle technologies and, in turn, gives automotive manufacturers an opportunity to expose consumers to these technologies by enabling them to test out the latest vehicles.

The Enterprise Holdings fleet is the largest in the world, and it’s also among the most fuel-efficient. Approximately 53 percent of our vehicles average a highway fuel efficiency rating of at least 28 mpg, and 49 percent average 32 mpg or better in the U.S. and Canada. We achieve this, in part, through a rigorous maintenance program that retires each vehicle at the optimal time in its lifecycle to help maximize fuel efficiency. Providing late-model, well-maintained vehicles is one of our top priorities: Our vehicles have an average odometer reading of less than 16,000 miles and an age of eight months. We also offer hybrid and electric vehicles in some locations based on consumer preferences and demand.

Advancing Fuels of the Future

Our commitment to a fuel-efficient fleet includes investments to advance the next generation of alternative fuels and clean technologies. In particular, we believe that plant-based fuels can play a significant role in powering the sustainable technologies of tomorrow.

The Enterprise Holdings Foundation has created a $2-million endowment for sustainable energy research at the University of Missouri. Established in 2013, the endowment provides essential funding to help researchers take the next steps toward a prototype bioprocessing facility to produce renewable fuel.

In addition, the Enterprise Rent-A-Car Institute for Renewable Fuels at the Donald Danforth Plant Science Center – created through a $35-million endowment from Enterprise’s owners, the Taylor family – continues to distinguish itself by developing and applying technologies that support oilseed crops, algae and bioenergy grasses as sources of sustainable bioenergy. In the last year the Institute:

- Discovered a gene to enable the breeding of algal strains, which are better for biofuel production.
- Completed field trials with enhanced Camelina sativa, an emerging oilseed crop for biodiesel production.
- Enhanced the production of energy-rich chemicals in Camelina seeds, which can be used for industrial and jet fuel applications.
- Expanded its intellectual portfolio by filing five more bioenergy patent applications.
Sustainable Fleet Solutions

Enterprise Holdings is a transportation supplier uniquely equipped to help business customers identify and implement innovative ways to address the environmental impact of their fleet operations.

Our affiliate, Enterprise Fleet Management, provides custom solutions and offers insights into an organization’s transportation program by providing detailed emissions reports, fleet analyses, fuel-efficient vehicle options and greenhouse gas offset programs.

For example, the Orange County Property Appraiser (OCPA) partnered with us to introduce 30 new Toyota Prius vehicles into its fleet. As part of the OCPA’s commitment to manage its impact on the environment and community, its field staff will use the sustainable fleet to travel around Orange County appraising parcels of land. The energy-efficient vehicles are expected to save taxpayers nearly $779,000 during the next 10 years.

And in Aylesbury Vale, England, members of the Aylesbury Vale District Council (AVDC) are using nine low-emissions vehicles provided by Enterprise Rent-A-Car. In the absence of effective public transportation, the new program will reduce greenhouse gas emissions and the cost of staff travel. In addition to fulfilling the AVDC’s commitment to sustainable employee travel, the program will save the organization an estimated £100,000 per year.

Sustainable Travel Partnerships

As a leading travel supplier, our sustainable approach to business and local network access enable us to work with our partners to meet their own supply-chain sustainability goals. In fact, business travel customers regularly support sustainable practices simply by renting a vehicle from Enterprise, Alamo or National. Aside from the best customer service and lowest refueling fees in our industry, we also offer customers a vast array of local market data to help them measure their efficiency and lower their travel impact.

We also offer services that help companies better manage their carbon footprints. These include the opportunity to purchase carbon offsets as part of vehicle rentals – through our partnership with TerraPass in the U.S. and Canada, and ClimateCare in the UK – and the option to request customized carbon emissions reports based on vehicle type and miles traveled. We expect demand to increase for these reports as more companies audit and disclose their own carbon footprints.

To date, the TerraPass carbon offset partnership has generated more than a half-million dollars toward its commitment to fund $1 million in offsets. The overall impact: 120,700 metric tons of carbon have been offset, which – based on U.S. Environmental Protection Agency (EPA) standards – is equivalent to saving 13.5 million gallons of gasoline and 280,700 barrels of oil.
Our disciplined approach strategically integrates sustainability into our companywide infrastructure. That enables us to implement operational efficiencies that reduce resource use and improve business results at our neighborhood and airport locations and other facilities. Giving our employees the tools to champion sustainability at each of our locations has a cumulative positive effect on helping us achieve our companywide environmental targets.

Energy Management

Operating thousands of locations around the world requires a significant amount of energy, which contributes greenhouse gases to the atmosphere. In 2010, we unveiled our 20/20 Vision – a commitment to cut energy use and associated costs 20 percent over five years. With recommendations by our Sustainability Governance Council, the majority of Enterprise, Alamo and National locations, have voluntarily embraced this initiative, identifying and implementing numerous energy- and cost-saving programs. As of July 2015, we reduced our electricity usage by 19.1 percent and cut our natural gas consumption by 14.8 percent compared with our 2010 baseline.*

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<td>Total direct and indirect energy consumption</td>
<td>1,308,951 gigajoules</td>
<td>1,285,595 gigajoules</td>
<td>1,100,140 gigajoules</td>
<td>1,066,796 gigajoules</td>
<td>1,026,254 gigajoules</td>
<td>919,398 gigajoules</td>
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<td>2015 Reduction from 2010 baseline*</td>
<td>389,553 gigajoules</td>
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In fiscal years 2010-2015, Enterprise derived virtually 100 percent of its direct energy consumption from nonrenewable fuels.

*Our 2010 baseline excludes branches where an external landlord is responsible for utility bills, as well as branches added after 2010. Energy usage at these new locations is being tracked separately as part of our Enterprise Sustainable Construction Protocol (ESCP). Our goal is to establish a single companywide energy baseline by 2015.
Proactively reducing our energy use and natural resource consumption doesn’t just decrease our impact on the environment. It also delivers greater operational efficiencies and cost savings that strengthen the long-term sustainability of our business. That’s why we challenge each of our managers to look for smart, innovative ways to minimize our resource use. Worldwide, our local operations continue to step up to the challenge, investing in efficient technologies and conservation practices to cut energy use, reduce greenhouse gas emissions and improve performance. Highlights in FY2015 include:

**Boston** – Pairing a lighting upgrade program with installation of a smart building system helped the group realize a 22 percent reduction in heat use and a 23 percent reduction in energy use compared to 2010.

**Central Canada** – Building two new car wash facilities with water reclamation units is expected to reduce water use by 50 percent per wash at each location, saving as much as $12,000 each year.

**Southwest Florida** – Implementing a smart building system and collaborating with employees to identify opportunities for sustainable building improvements led to a 12 percent reduction in energy use compared to FY2014.

**Wisconsin** – Reducing energy use by 19 percent compared to 2010 by updating lighting and heating and air conditioning systems at several locations, as well as adopting a smart building system. Automating some functions of car washes and installing pressure washers and reclamation systems also helped reduce water use by 37 percent for the same period.

**Southwest** – Installing pressure washers and educating employees helped reduce water consumption by more than 30 percent per wash at participating locations.

**Northwest England** – Upgrading lighting technology to include LEDs, motion sensors and timers helped reduce energy use in some locations by up to 40 percent.

**Greenhouse Gas Emissions**

In 2010, we took inventory of our greenhouse gas (GHG) emissions to help us better manage our carbon footprint. Scope 1 (direct GHG from owned operations) and Scope 2 (indirect GHG from consumption of purchased electricity, heat and/or steam) emissions constitute approximately 3 percent of the GHG impact associated with Enterprise Holdings’ car rental business. Using 2010 as the baseline, we set a goal to lower our Scope 1 and Scope 2 emissions by 10 percent by 2015. Since then, we’ve successfully surpassed our goal with a 10.1 and 31.2 percent reduction in Scope 1 and Scope 2 emissions, respectively. We’re also continuing to focus on our supply chain to minimize emissions associated with the products we use in our operations.

Looking ahead, we have set new goals for reducing our natural resource use. We’re striving for year-over-year reductions in our water and energy use, as well as in our Scope 1 and Scope 2 greenhouse gas emissions, through 2020. Adopting more efficient technologies in our local branches will help us achieve our goal of reducing companywide paper use by 40 percent by 2020.

Scope 3 emissions are solely generated by customers and determined by their wide range of driving habits and mobility needs. We plan to continue monitoring Scope 3 emissions, as well as focusing on supply chain management to minimize emissions associated with the transportation and sourcing of the products used in our operations.
**Smart Building System**

To further enhance our energy reduction efforts, we’re expanding the smart building system we piloted in FY2014 in select neighborhood branches throughout North America. We had more than 1,400 locations operational at the end of FY2014 and plan to introduce our smart building system companywide by 2017.

The smart building system technology gives our local operations managers real-time information about energy and resource use at individual branch locations. The system also enables managers to automate and remotely control certain equipment functions using a mobile app, ensuring that resources are only deployed when needed.

Our locations using smart building technology have reduced energy consumption by an average of 25 percent compared to the baseline year.

**Sustainable Construction Protocol**

In addition to using technology to enhance efficiencies at existing locations, we seek to make all newly constructed and retrofitted rental locations efficient and sustainable from the ground up. To this end, the Enterprise Sustainable Construction Protocol (ESCP) outlines a standard set of design and management guidelines for all construction projects. These guidelines help advance our commitment to environmental stewardship and smart business by exceeding customers’ expectations and providing a healthy workplace for our employees. We estimate that we have invested more than $150 million in sustainable construction since 2010.

In FY2015, several exceptional sustainable construction projects were completed. In St. Louis, our affiliate Enterprise Fleet Management’s new office received Leadership in Energy and Environmental Design (LEED) Gold Certification from the U.S. Green Building Council’s green building rating program – the second-highest LEED certification available. The building was certified, in part, for:

- Being built on brownfield sites to reduce the impact on virgin ground.
- Installing low-flow fixtures that reduce the building’s water use by 46 percent.
- Using LED lighting fixtures that reduce the electricity used for lighting by 56 percent.
- Recycling and repurposing 92 percent of construction waste, reducing the amount of material sent to landfills.

Across the Pacific, Enterprise harnessed the power of the sun to fuel local operations, completing the installation of more than 380 solar panels at its Honolulu International Airport location. From January to September 2015, the system has generated more than 139,000 kWh and is projected to save about $70,000 in energy costs each year.
Sustainable International Headquarters

In 2014, we consolidated several Enterprise Rent-A-Car locations into a single office space in Egham, England to serve as our new Europe, Middle East and Africa headquarters. By incorporating the latest sustainable design elements and creating a community engagement program to educate local students on sustainable construction, the new office achieved the Royal Institute of Chartered Surveyors’ highest rating – SKA Gold accreditation. Enterprise is one of just a handful of workplaces to achieve this distinction. The building’s construction diverted 98 percent of waste from landfills, used a large proportion of recycled and recyclable materials, maximized the use of natural lighting to reduce reliance on electricity and created enhanced health and wellness facilities for staff.

Water Conservation

Water scarcity and drought have become growing concerns in some areas in which we operate. We recognize the importance of managing our water use in these regions and across our global network, and we aim to be efficient water stewards for the good of our company, our employees and the communities we serve. Our commitment to customer service includes providing clean, well-maintained vehicles. That makes washing each vehicle a critical part of every rental.

To reduce the amount of water used to wash our vehicles, many of our neighborhood locations adopted water-efficient pressure washers. Meanwhile, most of our airport facilities upgraded or optimized their automated water reclamation systems for more efficient water use and recycling. In future reports we plan to disclose our companywide water use and related reductions.

Our Southern California operation, for example, has reduced water consumption 15.4 percent since 2010. In addition to regularly checking equipment for leaks, the group has introduced pressure washers at some of its largest locations, reduced and recycled water in airport car washes, and implemented landscape practices that require less water.

Waste Management

At Enterprise Holdings, we are constantly looking for new and better ways to serve our customers. And when those innovations also benefit the environment, we’re quick to double down.

In FY2015, we piloted a paperless rental experience by introducing tablet computers at 100 airport locations across our network, and the benefits have been wide-ranging: Digitizing part of the rental transaction eliminates a significant amount of paperwork, streamlines the customer experience and frees our employees to move from behind the counter to engage more fully with customers.

We plan to complete a rollout of the tablet program at all of our corporate-owned locations within the next two years. By the end of FY2016, all North America locations and some European locations will have tablets.
Community Engagement

Since our founding in 1957, Enterprise has had a steadfast commitment to serve the communities where our customers and employees live and work. We’ve expanded over the years from a single neighborhood office to thousands of locations across the globe. But we remain true to that same commitment, supporting programs, practices and partners that improve the quality of life in the places we call home.

Whether through employment, charitable activities, service or biodiversity initiatives, our company invests in activities that promote community growth and prosperity. For example, over the past five years, our philanthropic arm – the Enterprise Holdings Foundation – has donated more than $100 million to thousands of organizations throughout North America and Europe.

Employee Volunteerism

Enterprise encourages and empowers employees to get involved in service opportunities that are important to them and their communities. From mentoring at-risk youth and donating goods to local food banks to cleaning up parks or volunteering at homeless shelters, Enterprise, Alamo and National employees regularly donate their time and talent to worthwhile causes.

United Way

Enterprise Holdings is a longtime supporter of United Way. In 1969, we had our first employee-supported United Way campaign, and since that time, our employees have continued to show their generosity. The Enterprise Holdings Foundation matches 50 percent of donations made through our payroll deduction program and one-time contributions from our U.S. and Canadian employees. In the United Kingdom, the Foundation also matches 50 percent of employee contributions through the “Give as You Earn” program. Additionally, in FY2015, the Taylor family and the Foundation invested more than $22 million in local United Way chapters.

Enterprise Holdings Foundation

Through the Enterprise Holdings Foundation, we donated $27.5 million in FY2015. Eighty-six percent of the grants made by the Foundation fulfilled requests by employees to help community causes they personally champion and actively support.
Human Rights Issues & Advocacy

Enterprise relies on a broad network of suppliers and business partners to deliver the unmatched customer service that has long been our hallmark. We carefully select suppliers based on shared values and a common commitment to our operational standards, as outlined in our global Supplier Code of Conduct.

Following a successful pilot, we are encouraging each of our local operating groups to share the code with their supplier contacts in FY2016. The code specifies that we expect all of our suppliers to respect human rights by following all applicable laws, including, but not limited to, local minimum wage, overtime and maximum hour rules, as well as by not employing child or forced labor, either directly or indirectly.

Disaster Relief

When disaster strikes, supporting local recovery efforts becomes our top priority. Our extensive neighborhood network gives us the power to respond quickly and seamlessly to move vehicles around the country and into affected areas. These transportation alternatives are critical for those affected by tornadoes, wildfires, floods and other natural disasters, including insurance companies, utility companies and government agencies.

To facilitate this kind of immediate response, each Enterprise regional operation has an Emergency Action Plan that identifies steps to take in a crisis, a contact list for key personnel and disaster recovery guidelines for daily rental branches. The plan also focuses on how Enterprise offices communicate with one another to ensure that the right number and types of vehicles are available where they are needed most.

In addition, Enterprise Rent-A-Car has a Mobile Emergency Response Vehicle (MERV) that operates as a portable, state-of-the-art office in the event of an emergency in the U.S. or Canada. MERV is equipped with three workstations, five computers and a front counter. It can operate on a generator for more than 120 hours, supporting relief efforts even before local power is restored.

Beyond supporting mobility and infrastructure needs during times of emergency, Enterprise also provides support through the Enterprise Holdings Foundation. In June 2015, the Foundation announced it will donate $1 million annually through the American Red Cross Annual Disaster Giving Program. These funds will help the Red Cross provide shelter, food and emotional support to victims of natural and man-made disasters of all sizes. In addition, the Foundation specifically earmarked $50,000 to support relief efforts for those impacted by the earthquake in Nepal.
Biodiversity

Our support for the communities where we operate extends beyond people to the natural environment we share. Our biodiversity efforts focus on enhancing national forests and critical watersheds, as well as bringing the beauty of meadows into urban environments. We view these efforts as one more important way to give back to our customers and communities.

50 Million Tree Pledge

In an effort to thank customers for their loyalty and long-term support, the 50 Million Tree Pledge was established for our 50th anniversary – a $50-million commitment to plant 50 million trees over 50 years in national forests across the U.S., Canada, the United Kingdom and Germany.

Through 2015, the program’s 10th anniversary, 10 million trees have been planted in partnership with the Arbor Day Foundation, the German Forest Protection Association (Schutzgemeinschaft Deutscher Wald), National Association of State Foresters, National Park Foundation, Tree Canada, Trees Ontario, the UK’s Woodland Trust, the U.S. Forest Service, and the U.S. National Park Service through more than 80 reforestation projects.

The 50 Million Tree Pledge planting projects for 2015 include:

- 250,000 trees in Bastrop State Park, Texas
- 200,000 trees in Huron-Manistee National Forests, Michigan
- 150,000 trees in Indian Lake State Forest, Florida
- 100,000 trees in Modoc National Forest, California
- 100,000 trees in Webb Wildlife Center, South Carolina
- 30,000 trees in Flight 93 Memorial, Pennsylvania
- 100,000 trees to the Woodland Trust in the United Kingdom, specifically in Pentlands, Edinburgh and Lothians, North Yorkshire, Northern Ireland and Wiltshire
- 40,000 trees in District of 100 Mile House, Canada
- 10,000 trees to Schutzgemeinschaft Deutscher Wald in Germany, specifically in Nordsachsen

As many states face severe drought and other urgent reforestation needs, several of this year’s projects were selected to help restore forests that provide critical watershed protection to areas in need of clean water. To date, the trees have helped restore critical watersheds in California, Colorado, Florida, Canada, the UK and dozens of other forests.

Roundabout Renovations

In FY2015, Enterprise Rent-A-Car celebrated 20 years of business in the United Kingdom. To commemorate, we launched a national biodiversity initiative aimed at enhancing traffic roundabouts across the country.

In partnership with local authorities, as well as with the University of Sheffield’s Landscape Architecture department, we will transform select roundabouts into natural wildflower gardens, promoting local biodiversity in urban areas.

Supporting local communities is a vital part of our business. By creating sustainable and beautiful roundabout designs that will last long into the future, we’re supporting the vitality and ecological health of areas where we live and work.
Delivering first-class customer service is our standard. It’s a point of pride for our team and something that people around the world have come to expect from us. Our ability to provide superior customer experiences begins and ends with employees. For nearly 60 years, we’ve made an investment in training programs, performance-based compensation and advancement opportunities.

Beginning in our 2016 fiscal year, we’re committing to a new goal aimed at further developing the talents of our global workforce. We’re pledging at least three days of professional development training per year per full-time employee, as well as encouraging them to actively participate in engagement and development opportunities. By building a talented and diverse workforce, we’ll continue to cultivate a strong team that is focused on long-term success for themselves, customers and our company.

Customers

From the beginning, we have focused on providing customers with a level of service that keeps them coming back to each of our brands. We aim for nothing less than complete customer satisfaction.

So how do we do it? For us, it’s about always being available with a personal touch. We’ve tailored our customer experience to what we know our customers want – a live person on the ground or on the phone, available to answer questions. In fact, in 2014 our contact centers – staffed by our own employees – helped more than 6 million airport customers in the U.S. over the phone, by email, or online via chat or social media.

Measuring Success

To ensure that we are providing unparalleled customer service at each and every location, we adhere to a proprietary measurement system called the Service Quality index (SQi).

Every month, we measure customer satisfaction with each local branch through telephone surveys of hundreds of thousands of customers. We evaluate each branch’s performance based on only two scores: the percentage of customers who were completely satisfied and the percentage of customers who said they would visit us again.

That’s not partially satisfied; we strive for completely satisfied. We call this ranking “top box” and it’s the standard of excellence we set for ourselves.

Leading the Industry

Enterprise Rent-A-Car was the highest-ranked car rental brand in the J.D. Power 2014 North American Rental Car Satisfaction Study™. The Enterprise brand received the highest score for the ninth time in the past 11 years, and excelled in all six factors: costs and fees; pick-up process; rental car; return process; reservation process; and shuttle bus/van.

National Car Rental ranked second in the annual study, followed by Alamo Rent A Car (tied for third) – with all three brands once again finishing above the industry average. The annual 2014 study surveyed leisure and business travelers who rented vehicles at North American airports.
Employee Health and Welfare

At Enterprise Holdings, we maintain a singular focus on supporting each other so we can best serve our customers and grow our brands. This simple idea has led to long, fulfilling careers for those who choose to join our global team.

We have more than 93,000 employees worldwide. Of those employees, 30 percent are female, 70 percent are male, 62 percent are full-time, 38 percent are part-time, 73 percent are hourly and 27 percent are non-hourly. Enterprise does not employ a significant number of seasonal, contract or temporary workers, or employees covered by collective bargaining agreements.

<table>
<thead>
<tr>
<th>Total Employees</th>
<th>% Female</th>
<th>% Male</th>
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<tbody>
<tr>
<td>Corporate</td>
<td>8,306</td>
<td>58%</td>
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<tr>
<td>North America</td>
<td>77,829</td>
<td>27%</td>
</tr>
<tr>
<td>International</td>
<td>8,655</td>
<td>38%</td>
</tr>
</tbody>
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Employee Development

Recruitment for upper-level positions most often starts within our own walls. Our senior leadership team – including our Executive Chairman and our CEO – started out in entry-level positions. This promote-from-within culture is the major driver behind our need to recruit thousands of new employees annually. In fact, we’re one of the world’s largest recruiters, hiring approximately 11,000 full-time employees each year, including more than 8,500 college graduates through our Management Training Program.

The Management Training Program is an intensive training program for entry-level employees. Along with providing an opportunity for trainees to jump-start their careers through a blend of classroom and hands-on experience, it also provides a pipeline for talent. From day one, Management Trainees gain experience in how to run a business, empower teams and provide excellent face-to-face customer service. Other hallmarks of the program include extensive training in a wide range of business skills, including profit and loss management, business-to-business marketing and sales, and logistics.

In addition, more than 1,500 undergraduate students annually participate in our Management Training Internship Program, a summer program that gives future business leaders hands-on experience similar to the Management Training Program. It’s these opportunities and more that led CollegeGrad.com to name Enterprise Rent-A-Car as the No. 1 Entry Level Employer for college graduates in FY2015.

Professional development doesn’t stop with entry-level employees. We believe that continued learning and training are imperative to the development of our workforce and the engagement of our employees. On average, each employee received 20 hours of training during FY2015.
Benefits

Health and welfare benefits, including medical, prescription drug, dental, vision and life insurance, are available to benefits-eligible Enterprise Holdings employees, as well as their spouses, domestic partners and children. Tax-advantaged health care or dependent care spending accounts and a health savings account are added options for members enrolled in the applicable medical plans.

Covered employees and their eligible dependents are encouraged to schedule annual routine medical visits, dental exams and cleanings and vision exams – all covered at 100 percent under the preventive care benefit. Reduced medical premiums are available to tobacco-free members and to enrolled tobacco users once they have completed the free Quit For Life tobacco cessation program.

But our commitment to employee wellness goes beyond the traditional benefits packages. We promote a healthy workplace through monthly wellness campaigns. And we ensure that everyone has access to healthy lifestyle resources and information via a centralized space on our company intranet.

We offer tools to support employee financial wellness. Many full-time and part-time employees participate in our retirement savings plans, employee discount programs and paid leaves of absence for maternity, paternity, adoption, bereavement, jury duty and military duties. Enterprise also offers employees alternate work arrangements, including flextime, part-time, reduced-schedule full-time and/or telecommuting, on an as needed basis.

Workplace Safety

Promoting a workplace culture that emphasizes employee wellness and safety is a critical component of our business. In 2014, employees in Enterprise Holdings’ total workforce filed more than 3,400 indemnity and medical claims, contributing to more than 52,500 lost days for injuries. There were no known fatalities in our global workforce. In addition, there were no reported occurrences of occupational disease in 2014, as our employees are not involved in on-the-job activities that present an unusually high risk.

Workplace Diversity

We’re committed to creating an inclusive environment that welcomes and values the differences among employees, customers, suppliers and the communities in which we live and work. Our continued success and growth are enhanced through initiatives that promote diversity and embrace unique perspectives. And with more than 9,000 fully staffed neighborhood and airport locations around the world, we recognize our role and responsibility as a major employer in many local communities. We aim to make our staff representative of the communities they serve.

Gender equality is a business priority that benefits the organization as a whole. In recognition of this commitment, Enterprise Rent-A-Car was named in The Times Top 50 Employers for Women 2015, which lists organizations that are leading on workplace gender equality in Ireland. The list is published in partnership with Opportunity Now, the workplace gender campaign from Business in the Community.
Military Hiring

Our founder, Jack Taylor, is a decorated World War II U.S. Navy veteran. He returned home to raise his family, and later started his own business, eventually naming the company after one of the ships on which he served – the USS Enterprise.

The lessons he learned in the military – including the values of integrity, hard work, team spirit and simply doing the right thing – helped shape his personality and made their mark on the company he founded. That’s why we offer veterans and their families training and support – such as a salary differential when they’re called to active duty – to make transitioning into their new careers as easy as possible.

In 2012, Enterprise Holdings joined the 100,000 Jobs Mission, a coalition of private companies that recognizes the tremendous value military veterans bring to the workplace and that is committed to helping former service members make the transition from military to civilian careers. Since joining the initiative, we have hired more than 6,000 military veterans and reservists.

Sustainable and Diverse Suppliers

We proactively seek business partners who share our high standards for quality, integrity, excellence, safety, legal compliance and respect for human rights, and who respect the customs and culture of the communities we serve. This includes both our global suppliers and local partners such as neighborhood facilities, collision centers and car dealerships.

Our Supplier Diversity Program is an ongoing initiative designed to help increase the number of minority-owned, women-owned, and other socially or economically disadvantaged small businesses that provide goods and services to our company. Through a host of tools, we help our local teams identify, select and do business with suppliers who meet our quality, timing, capacity and pricing requirements.

In FY2015, 25 percent of our $23 billion companywide supplier spending went to minority-owned, women-owned and veteran-owned businesses operating in the same local communities we serve. In honor of this significant investment, we were recognized as a best-in-class company for our Supplier Diversity Program by Black EOE Journal, Professional Woman’s Magazine and U.S. Veterans Magazine.

“Although we have more offices and branches than any other car rental company in the United States, we have made it a priority to support small businesses that reflect the diversity in each of those communities.”

- Pam Nicholson
President and Chief Executive Officer

Supporting Veterans and their Families

Our support of the military focuses on three key areas: recruitment and hiring, local operations and community relations. As part of these efforts, the Enterprise Holdings Foundation made a $3-million commitment to the Fisher House Foundation, a non-profit organization that provides no-cost lodging to the families of veterans receiving treatment at military medical centers.

The donation is being distributed as three annual $1-million gifts. Each year, $750,000 of the $1-million donation will be earmarked for the Heroes’ Legacy Scholarship program, which supports educational goals of children of fallen and disabled military members and veterans. The remaining $250,000 is being allocated for building homes on the grounds of major military and Veterans Affairs (VA) medical centers.

This donation is helping dependents of military members, along with disabled veterans, achieve an education. It will also allow many families to be closer to their hospitalized service members.
When Jack Taylor founded our company, he simply wanted to do the right thing – for his customers and his employees. His vision was formalized into eight core values that have served as the foundation for our growth and success for more than five decades. And today, this simple, yet powerful set of founding values is more critical than ever to our continued success. It’s what drives us, and it’s how we hold ourselves accountable every day.

Over the years, we’ve gone through many changes. We’ve added to our portfolio of brands. We’re even more deeply rooted in our communities. We’ve expanded across a global stage. And we’ve become a total transportation solution. But we still remain true to our values and the long-term view they reinforce.

Managing for the Long Term

The hallmark of Enterprise Holdings’ approach to sustainability – and growing our business – is managing for the long term. We believe business is a marathon, not a 100-yard dash. This conservative approach has fueled decades of profitable growth for our company and defined Enterprise Holdings’ global leadership role in the car rental and travel industries.

The financial strength and stability of Enterprise Holdings and its affiliate, Enterprise Fleet Management, are unmatched in these two industries. Our owners, the Taylor family, have put a significant portion of the companies’ cumulative earnings right back into their privately held business – into building operations, serving customers and creating opportunities for employees. This steady, long-term management approach has helped make Enterprise Holdings the only investment-grade car rental company in North America.

In fact, with annual revenues of $19.4 billion and more than 93,000 employees, Enterprise Holdings and its affiliates own more than 1.7 million vehicles, making us the largest car rental service provider in the world as measured by revenue, employees and fleet. Enterprise Holdings also ranks as one of the largest private companies in the U.S. and, if we were a public company, we would rank in the top 150 on the Fortune 500 list. Worldwide, Enterprise Holdings ranks among the top companies in the global travel industry, ahead of many airlines and most cruise lines, hotels, tour operators and online travel agencies.

We approach new opportunities conservatively, always placing a higher value on the long-term impact than on the potential for short-term gain. It’s a strategy that has strengthened not only our company, but the communities where we operate. As a business that began in neighborhoods, we owe our success to the people in those communities. We remain committed to supporting them and growing together.
Global Growth

Enterprise Holdings, through its regional subsidiaries, operates wholly owned airport and neighborhood locations across the U.S., Canada, United Kingdom, Germany, Ireland, France and Spain. Our network also includes franchise locations throughout the world. Today, our three car rental brands operate in more than 70 countries and territories in Europe, the Middle East, Central America, South America, the Caribbean and Asia.

In FY2015, we added and expanded several franchise relationships, entering new markets in Sweden, Norway, Denmark, Estonia, Latvia, Lithuania, Costa Rica, Guatemala, Nicaragua, Australia, New Zealand, Paraguay, Puerto Rico and Saudi Arabia.

In addition, we’ve further expanded our global network through several acquisitions, including:

- **Burnt Tree** – One of the UK’s largest providers of commercial rental vehicles.
- **Open Road Rent A Car** – A Texas-based on-site rental car provider at select Toyota dealerships across the state.
- **Triangle Rent A Car** – A car rental company with locations across Georgia, North Carolina, South Carolina and Virginia.
- **AllCar Rent-a-Car and Carpingo** – Two respected neighborhood car rental and car sharing brands that operate in the New York City borough of Brooklyn.

In FY2015, Enterprise Holdings also elected to end Europcar’s license to operate the National and Alamo brands in many countries throughout Europe, the Middle East and Africa (EMEA). Returning control of National and Alamo to Enterprise Holdings will enable us to develop an even more comprehensive strategy to serve the needs of car rental customers throughout EMEA.
Ethics Training

At Enterprise Holdings, we define business ethics as understanding, embracing and displaying the highest standards of integrity in the day-to-day conduct of our business. This means accepting responsibility, as a company and as individuals, to do what’s right and maintain a highly ethical work environment.

We invest in a variety of tools and training to help employees adhere to our high ethical standards. In fact, 100 percent of management-level employees completed our anti-corruption training in 2015. In addition, any employee with questions regarding our Code of Conduct or who has encountered an instance of ethical misconduct is encouraged to contact Enterprise’s Business Ethics Hotline.

Board of Directors

Although we are privately held, our growth and success are overseen by a 14-member Board of Directors. This group meets four times a year to offer insight and advice to senior leadership on critical business issues. The board is made up of four Taylor family members, four Enterprise senior managers, five independent directors and one advisory director. The board includes six women and eight men; eight current or former Enterprise Holdings employees; one African American and 13 Caucasian members. The board has only one committee, which nominates new members. Seven board members have served since the body was created in 2000, four have served since 2007, two have served since 2012, and one began a term this year.
This report highlights relevant company activities in Enterprise Holdings’ fiscal year ending July 31, 2015 (unless otherwise noted). Our reporting cycle is to issue an in-depth report every two years and briefer updates in the mid-cycle years, such as the fiscal year 2014 update.

The report includes information from corporate-owned operations at the close of FY2015 for nearly 7,400 locations, not including the fully owned locations in France and Spain that we acquired in 2011. Going forward, we are working to incorporate environmental data for these locations into our companywide reporting. Franchisee locations will not be included.

There are five primary sections of the report: Fleet, Facilities & Operations, Communities, People and Values & Culture. It focuses on the issues that are most material to our business (as outlined by our materiality matrix, Sustainability Governance Council and dialogue with our stakeholders), along with our initiatives to address those issues and our targets and performance to date. Information restated from previous reports is included as needed to provide context and demonstrate progress.

This report was prepared in accordance with the Global Reporting Initiative (GRI) G4 “Core” Guidelines. Information about our approach to materiality and our complete GRI Index is available on our website. Carbon emissions inventory data is externally assured by Lucideon. For more information, please visit enterpriseholdings.com/sustainability and drivingfutures.com.

For questions about this report, please call 855-298-0346 or contact:

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