

# GLOBAL CSR POLICY

At the heart of Enterprise Holdings' approach to corporate social responsibility (CSR) is an enduring commitment to manage our transportation business for the long term.

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**We believe that strong business growth is built on putting the needs of customers, the growth of employees and the health of local communities first. Through our global CSR efforts, we're investing in making our business and our world a better place through initiatives that:**

Promote the viability of [mobility](#) and [alternative fuels](#)

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Increase access to fuel-efficient vehicles

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Improve the [resource efficiency](#) of our operations

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Minimize waste throughout the [lifecycle](#) of our vehicles

Minimize the impact of vehicle rental by offering [carbon offsets](#) that support renewable energy projects

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[Support causes](#) that improve the quality of life in local communities

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Enhance relief efforts in the wake of [natural disasters](#)

Additional details on these initiatives also are available in our most recent [Corporate Sustainability Report](#), which was prepared in accordance with the Global Reporting Initiative (GRI) G4 "Core" Guidelines. In addition to these efforts, a robust set of policies and a [CSR Governance Council](#) guide our approach to sustainable business management. The most important of these policies and programs are summarized on page two.

**CARBON OFFSETS:** Since FY2009 Enterprise Rent-A-Car, National Car Rental and Alamo Rent A Car customers have been able to minimize the impact of their vehicle rental by purchasing carbon offsets that support renewable energy projects.

**MORE INFORMATION ON OUR CARBON OFFSET PROGRAM IS AVAILABLE [HERE](#).**

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**DUTY OF CARE:** In the travel industry, “duty of care” refers to a standard of reasonable care provided to customers.

**MORE INFORMATION ON OUR DUTY OF CARE POLICY IS AVAILABLE [HERE](#).**

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**SUPPLIER CODE OF CONDUCT:** Enterprise Holdings relies on a worldwide 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.

**VIEW OUR SUPPLIER CODE OF CONDUCT [HERE](#).**

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**HUMAN RIGHTS:** Enterprise Holdings does not tolerate child or forced labor or any other unacceptable treatment of workers, and we will not partner with companies that permit exploitation of children, physical punishment or abuse, either directly or indirectly.

**MORE INFORMATION ABOUT OUR HUMAN RIGHTS POLICY IS AVAILABLE [HERE](#).**

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**SAFETY RECALLS:** 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 and the corresponding Vehicle Identification Numbers (VINs), it is Enterprise Holdings’ policy not to rent such vehicles until the manufacturer’s specified remedy or an authorized interim repair has been implemented.

**MORE INFORMATION ON OUR SAFETY RECALL POLICY IS AVAILABLE [HERE](#).**

**WORKPLACE ETHICS:** Enterprise Holdings defines business ethics as understanding, embracing and displaying the highest standards of integrity in the day-to-day conduct of our business. This means accepting the 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 addition, any employee with questions regarding our Code of Conduct or who has encountered an instance of ethical misconduct is encouraged to contact Enterprise Holdings’ [business ethics hotline](#).

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**EMPLOYMENT AND EQUAL OPPORTUNITY:** From employees to customers to business partners, Enterprise Holdings seeks and values people of all backgrounds. That’s because we believe that the many differences that make each of us unique also help to advance our success. We’re proud to be an [Equal Opportunity Employer](#). All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity or protected veteran status and will not be discriminated against on the basis of disability.

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**FOUNDING VALUES:** Enterprise Holdings employees are united by our Founding Values – eight guiding principles that serve as the foundation for our growth and success. This powerful set of beliefs drives us, and it’s how we hold ourselves accountable every day.

**MORE INFORMATION ABOUT OUR FOUNDING VALUES IS AVAILABLE [HERE](#).**

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**PRIVACY AND SAFE HARBOR:** The privacy and security of all customer and employee information is very important, and Enterprise Holdings maintains its systems and operational processes in accordance with our rigorous privacy policies.

**MORE INFORMATION ON SAFE HARBOR IS AVAILABLE [HERE](#).**

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**SUBSIDIARIES AND FRANCHISEES:** Enterprise Holdings’ [independent regional subsidiaries](#) and franchisees must comply with all laws and regulations that apply where they do business, including those addressing environmental, social and governance matters. We also encourage them, where possible, to take voluntary steps to minimize their operations’ environmental impact.