



FOUNDING VALUES

CORPORATE RESPONSIBILITY FY2020 UPDATE



Now, more than ever, it is important for companies to do what is right by supporting the communities where they operate. And through our Founding Values program, I'm proud of the fact Enterprise Holdings has made the long-term growth of the communities where our employees live and work a key priority for more than 60 years. While this year marked the close of our 2016-2020 sustainability goals, we remain committed to being a responsible corporate citizen and look forward to not only maintaining, but increasing our focus on important issues and business practices – such as diversity and inclusion, racial and social equity and environmental stewardship. In fact, beginning next year, we will align our long-term sustainability goals to the United Nations Sustainable Development Goals to ensure continued focus and accountability as we continue this important journey with our employees, customers and communities.

Sincerely

CAROLYN KINDLE BETZ

PRESIDENT, ENTERPRISE HOLDINGS FOUNDATION

2016-2020 ENTERPRISE HOLDINGS KEY ACCOMPLISHMENTS AND UPDATES

As the world's largest transportation and mobility solutions provider, Enterprise achieved many of the sustainability goals established in 2016. Additionally, we were particularly focused on improving our reporting and management systems to ensure accurate metrics.

40%

PAPER

Met the 40% company-wide paper usage reduction target through deployment of LaunchPad mobile tablets.



ENERGY

Reduced annual direct and indirect energy use compared to previous the year.



WATER

Reduced year-over-year annual water use (per vehicle wash).



10%

GREENHOUSE GAS EMISSIONS

Still in progress. We did not meet our goal of 10% reduction in Scope 1 and Scope 2 greenhouse gas emissions. We are transitioning to a new data analytics platform, Engie Impact, to better track and manage direct greenhouse gas emissions.

**3 DAYS
PER
YEAR**



WORKFORCE DEVELOPMENT

Grew per-employee investment by providing at least three days training and professional development per year per full-time management employee and, scored solidly in engagement with all employees, and made significant improvement with our part-time workforce as evidenced by recent Employee Opinion Survey results.

ADDITIONAL ENTERPRISE HOLDINGS FY 2020 HIGHLIGHTS



Responsible Business Champion 2020

“The team is committed to keeping people and the economy moving with access to affordable and low emission vehicles, when a car, truck or van is the best mode of transport for a journey.”

KHALED SHAHBO, ENTERPRISE UK MD

- Earlier this year, Enterprise Holdings' European team became a proud recipient of the 2020 Business in Community Responsible Business Champion Award, recognizing Enterprise's efforts to ensure diversity and inclusion are represented at all levels of their operation.
- As one of the United Kingdom's oldest and largest business-led membership organizations dedicated to responsible business practices, Business in the Community sets priorities for how businesses can deliver change that is needed for society and the planet.



Operating as an Essential Business: THE COMPLETE CLEAN PLEDGE

As an essential services provider, it was important for Enterprise Holdings and our independent affiliates to ensure the safe and effective continuation of operations when the COVID-19 pandemic swept across the globe in early 2020. As part of this effort, the company unveiled the Complete Clean Pledge program to provide:



Enhanced cleaning guidance for vehicles, shuttles and branch locations.



New branch signage, plus notifications confirming vehicles have been cleaned with particular attention to 20-plus high touch points.



Alignment with the USTA's Health and Safety Guidelines.

Additionally, Enterprise implemented permanent low- and no-touch experiences for customers, including:



Advanced check-in at neighborhood locations.



"Show your pass and go" options.



Enhanced curbside and delivery process.

REDUCING EMISSIONS by Creating New Car Sharing Solutions

In late 2019, **Enterprise Car Club** partnered with England's sharing economy pioneer, **Liftshare**, on a new mobility Shared Asset Model (SAM) to increase access to shared vehicles in the United Kingdom. The collaborative model works on the principle that a car club vehicle is driven to work and then shared with a colleague (or colleagues). During the day, the car is available for use either by employees for company travel, removing the need for them to use their own vehicle, or by the general public. Early benefits include dramatically improving access to shared vehicles for both car club members and business users, meaning people can share a low emission Enterprise Car Club vehicle and reduce dependency on older, often higher polluting vehicles on the daily commute.

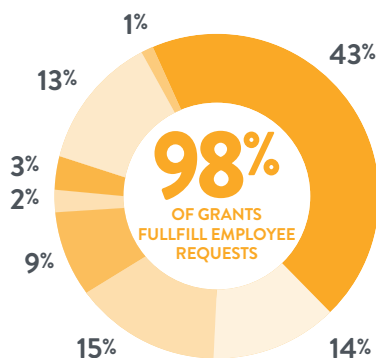
“Enabling people to share vehicles for their daily commute will play a big role in improving air quality and reducing congestion.”

OZ CHOUDHRI, HEAD OF MOBILITY SOLUTIONS – UK & IRELAND



STRENGTHENING OUR COMMUNITIES

Enterprise has always believed strong business growth is built on putting the needs of customers, the growth of employees and the health of local communities first. Now, more than ever, Enterprise recognizes the importance of keeping economies and communities moving forward.



LAST YEAR'S FY20 GIVING:
\$57.5 MILLION AWARDED

- 43% HEALTH AND HUMAN SERVICES
- 15% EDUCATION
- 14% ENVIRONMENT / ANIMALS
- 13% PUBLIC / SOCIAL BENEFITS
- 9% DISASTER RELIEF
- 3% MILITARY
- 2% ARTS
- 1% OTHER

SUPPORTING SOCIAL AND RACIAL EQUITY

Introducing Enterprise Holdings ROAD Forward Initiative

Enterprise Holdings is elevating its focus on diversity, equity and inclusion with a new **Five-Year \$55 Million Commitment** to organizations that advance social and racial equity in communities around the world.

The company's new initiative, Enterprise ROAD Forward, will increase Respect, Opportunity, Advancement and Diversity (**ROAD**) for diverse youth by addressing three social and racial equity gaps:



Early Childhood Development



Youth Health & Wellness



Career & College Preparation



ROAD FORWARD

RESPECT | OPPORTUNITY | ACHIEVEMENT | DIVERSITY

“We must do more, and we will.”

CHRISSY TAYLOR,
CEO, ENTERPRISE HOLDINGS



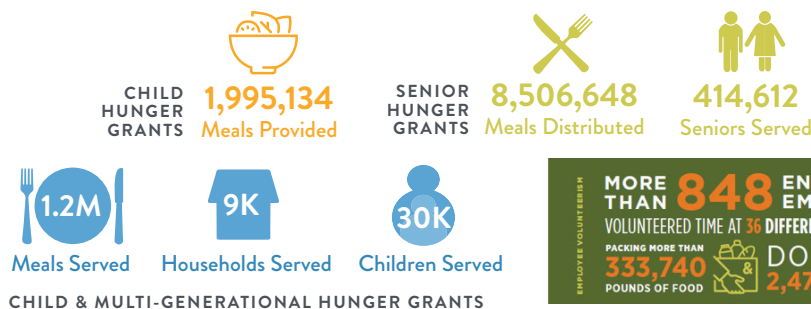
IN PARTNERSHIP WITH



The Global FoodBanking Network

MAKING AN IMPACT Addressing Hunger Needs

In conjunction with the Enterprise ROAD Forward initiative, the Enterprise Holdings Foundation also pledged an **additional \$65 million** into **Enterprise Fill Your Tank**, a six-year program launched in 2016 that has contributed more than \$50 million to address food insecurity in local communities. In the U.S. alone, the program's impact includes:



MORE THAN **848** ENTERPRISE EMPLOYEES VOLUNTEERED TIME AT 36 DIFFERENT FOOD BANKS
PACKING MORE THAN **333,740** POUNDS OF FOOD
DONATING 2,479 HOURS

SUSTAINING THE ENVIRONMENT FOR FUTURE GENERATIONS

Innovating new solutions for energy production



The Enterprise Rent-a-Car Institute for Renewable Fuels is a research unit within the **Donald Danforth Plant Science Center** that focuses on the development of plant-based materials, or feedstocks, for bioenergy. Enterprise Institute scientists conduct cutting-edge research to improve the quality and biomass production of plants and algae in changing environments with fewer inputs, as well as to improve carbon capture by:

- Exploring fundamental science about genes, enzymes, and systems that underlie production of fuel, food, and fiber in photosynthetic organisms.
- Developing new technology and taking advantage of biodiversity to provide new environmentally sustainable solutions.
- Translating discoveries into useful products and commercial applications creating green solutions for global practices.

VALUES AND CULTURE

Enterprise Holdings is a family-owned company with a world-class portfolio of brands. We operate a global network that covers more than 90 countries, over 80,000 dedicated team members, and more than 1.9 million vehicles taking customers wherever they need to go. As the largest car rental provider in the world, when measured by revenue and fleet, we are a leader in the mobility industry.

OUR MISSION

- TO BE THE BEST TRANSPORTATION SERVICE PROVIDER IN THE WORLD.
- TO EXCEED OUR CUSTOMERS' EXPECTATIONS FOR SERVICE, QUALITY AND VALUE.
- TO PROVIDE OUR EMPLOYEES WITH A GREAT PLACE TO WORK.
- TO SERVE OUR COMMUNITIES AS A COMMITTED CORPORATE CITIZEN.

OUR AWARDS

We do great things when we listen to our customers and each other.



2020 Forbes
Best Employers
for Diversity



2020 Forbes
Best Employers
for Women



2019 Glassdoor
Highest Rated
CEO



2019 Top 100
Internship
Program

SUPPORTING OUR PEOPLE

MY PURPOSE. MY TIME.

Enterprise recently launched a new global program – My Purpose. My Time. – that provides employees with paid time off so they can personally volunteer and serve local community causes that are most important to them.



OPEN MINDS | OPEN DOORS

Enterprise is also enhancing its Open Minds. Open Doors diversity and inclusion curriculum that is being incorporated into every step of career development at Enterprise Holdings. Based on employee feedback requesting more open and candid conversations around diversity, equity and inclusion topics, the company is committed to delivering training designed to impact staff development and deliver tangible solutions and training on how best to address critical conversations, inclusive leadership and unconscious bias.



HONORING AND VALUING MILITARY SERVICE

Company founder, Jack Taylor, selected the name Enterprise as a salute to the WWII aircraft carrier he served on, the USS Enterprise (CV-6). Jack, a decorated WWII Navy Hellcat fighter pilot, founded the company using the lessons he learned in the military about honor, respect and integrity, as well as the philosophy that if you “take care of your customers and employees first, profits will follow”.



ENTERPRISE CONTINUES TO HONOR JACK'S LEGACY AND LEADERSHIP

by supporting and training military members and their families in a variety of ways, including having more than 15,000 veterans, reservists and their spouses hold mission-critical roles throughout the organization. From being a leader in veteran employment, to being the only car rental provider contracted to service more than 50 U.S. military bases, to actively engaging in military charities and support programs – our founder Jack's philosophy will always be what drives Enterprise.