

ESG  
REPORT  
FY22

# The Road Ahead Reimagined

ENTERPRISEHOLDINGS

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# About — This Report



**Our Environmental, Social and Governance (ESG) report primarily highlights relevant activities and information from Enterprise Holdings\* operations through our fiscal year ending July 31, 2022.† Unless otherwise noted, this report, including all data and goals, excludes our affiliate Enterprise Fleet Management, Inc. and our independent franchises.**

Our FY22 ESG report focuses on a number of ESG topics that are material to our business within four primary sections — Advancing Sustainable Mobility; Empowering Employees; Building Strong Communities; Driving Leadership — which were identified and selected in conjunction with our ESG Executive Committee and stakeholders — including auto manufacturers, partners and NGOs, corporate accounts and insurance partners, as well as suppliers and employees.

This report was prepared in reference to the Global Reporting Initiative (GRI) 2021 Standards and the United Nations (UN) Sustainable Development Goals (SDGs). The reporting system used for FY22 environmental data helps provide a new baseline for the goals and environmental KPIs discussed in this report.

To learn more about Enterprise Holdings and our sustainability efforts, please visit our website: [enterpriseholdings.com](https://enterpriseholdings.com).

For questions about this report, please contact: [sustainability\\_department@ehi.com](mailto:sustainability_department@ehi.com).

\*Enterprise Holdings, Inc., through its global network of independent subsidiaries and franchises, is a leading provider of mobility solutions including car rental, fleet management, carsharing, vanpooling, truck rental, luxury rental, retail car sales and vehicle subscription, as well as travel management and other transportation technology services and solutions, to make travel easier and more convenient for customers. Enterprise Holdings, Inc. owns the Enterprise Rent-A-Car, National Car Rental, Alamo, and Enterprise Holdings brands, which are operated through a global network of independent subsidiaries and franchises. Additionally, Enterprise Holdings, Inc.'s affiliate, Enterprise Fleet Management, Inc., operates a fleet management and leasing business in the United States, and Enterprise Fleet Management, Inc.'s subsidiary operates a similar business in Canada.

This report is intended to be a summary of various efforts and accomplishments of many of the corporate entities within the Enterprise Holdings, Inc. family of companies. In this report, "Enterprise Holdings" is used to reference particular corporate entities and/or the Enterprise Holdings brand. These references are for clarity and readability and are not intended to convey or supplant existing corporate structures.

†Our reporting cycle issues updates on an annual basis. Information from previous years is included as needed to provide context and demonstrate progress. This report includes data, estimates and opinions as of the date of this report, and will not be updated or revised should they change. Certain information in this report may come from external third-party sources outside of our control and may not be independently verified by Enterprise Holdings. None of the information in this report is intended to create any legal rights or obligations. This report includes forward-looking statements which, while reviewed for accuracy, are subject to risks, uncertainties and potential revisions. Forward-looking statements reflect Enterprise Holdings' current expectations; however, actual outcomes could differ due to a variety of factors.

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# Letter from the CEO

To Our Stakeholders,

When I took the reins as CEO in January 2020, stepping into a role my father and grandfather held before me, the world was on the precipice of tremendous change that none of us expected. The last three years have challenged our thinking and provided opportunities to show up in new ways for customers, colleagues and partners. It has also strengthened our resolve and ambition as an organization.

**Our vision is to be the world's best and most trusted mobility company.**

Rooted in the simple, but lasting idea my grandfather founded this company on more than 65 years ago, to “take care of your customers and your employees first, and everything else will follow,” we are embarking on a journey to evolve and innovate to meet the holistic and rapidly changing mobility needs of customers.

Reimagining our mobility ecosystem is perhaps one of the most exciting opportunities ahead.

Today we're helping people and goods get from point A to point B in diverse and dynamic ways. From rental to carsharing to fleet leasing and all our offerings in between, mobility is what we do and who we are.

As we continue to evolve our operations to integrate the latest vehicle innovations and meet the needs of employees and customers, we're driven to create a mobility future that is seamless, accessible and more sustainable.

We're closely examining progress within our own organization, too. Enterprise Holdings employees are our lifeblood, and supporting their growth and advancement has always been integral to our culture. We know expectations for today's workplace are changing — and we're committed to creating a great experience while striving to ensure every Enterprise Holdings office, facility and branch is a welcoming place for all.

Enterprise Holdings is also deeply connected to the communities where our employees and customers live and work. For this reason, through both our operations and the Enterprise Holdings Foundation, we are giving our time and support to

causes that are advancing social and racial equity, addressing food insecurity, protecting and restoring natural ecosystems, supporting veterans, and providing aid and relief for natural disasters.

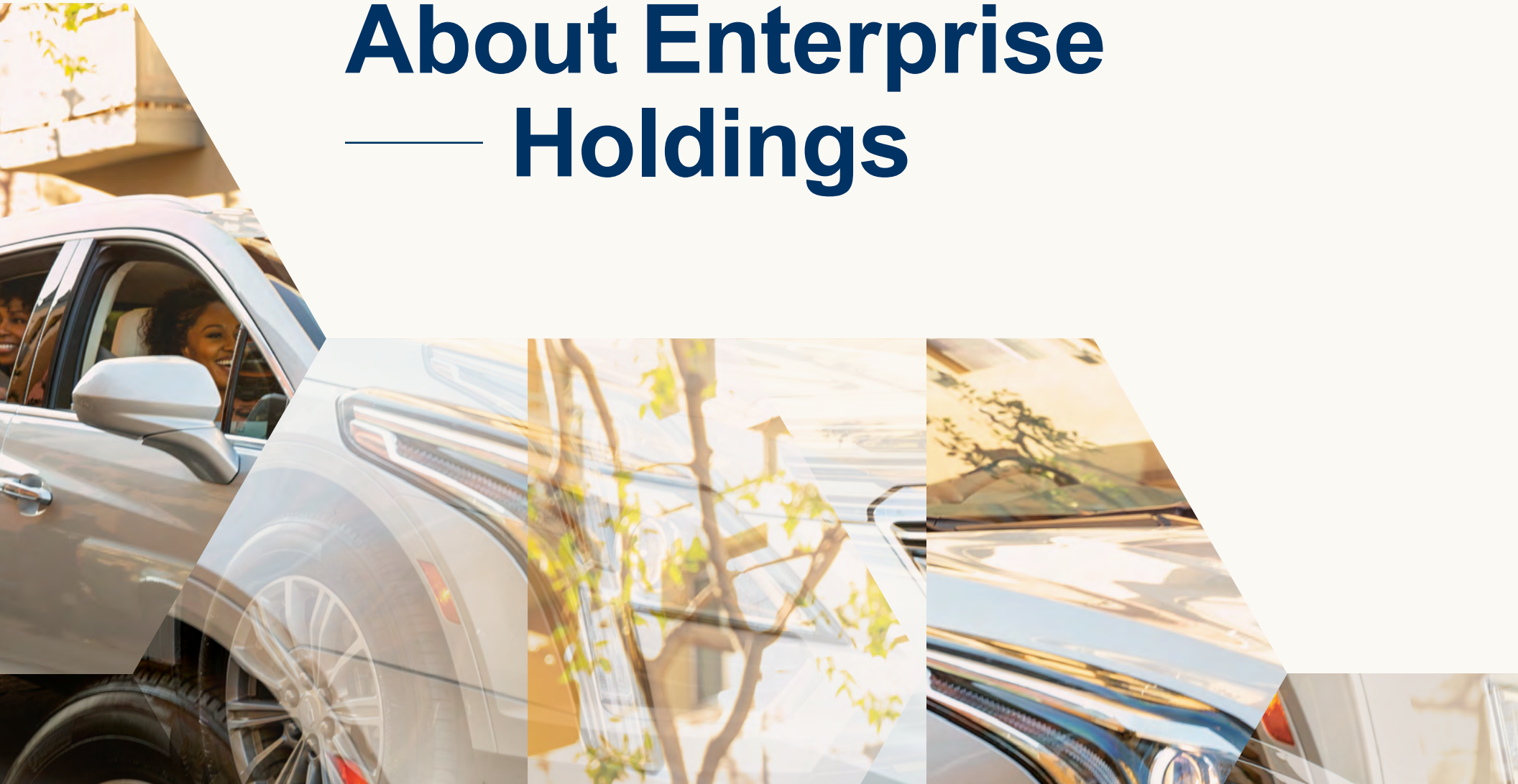
You can read more about our work in these areas and beyond throughout the pages of this report, which highlights our progress in FY22, ending July 31, 2022. And there is certainly a lot more to come. As the world evolves, we will evolve and innovate along with it, striving to use our global presence to make purposeful environmental, social and governance progress — reimagining the road ahead for our industries, our communities and our people.

Best Regards,

A handwritten signature in black ink that reads "Chrissy Taylor". The signature is written in a cursive, flowing style.

Chrissy Taylor  
President and CEO

# About Enterprise — Holdings



**Enterprise Holdings was founded as a neighborhood car leasing provider — and today is a global mobility provider offering a range of transportation and travel solutions in more than 90 countries and territories.**

As ways for getting people where they need to go continue to evolve, we are at the forefront of the transportation evolution, working toward a reimagined mobility future that is more accessible, efficient and sustainable for all.

Founded:

**1957**



Global Network:

**10,000+**

Locations (airport and neighborhood; includes franchises) in FY22

Annual Revenue:

**\$30 Billion\***

in FY22

Global Fleet:

**2.1 Million+\***

Global Workforce:

**80,000+\***

Employees



\* Includes Enterprise Holdings, Inc. and its subsidiaries, as well as Enterprise Fleet Management, Inc. and its subsidiaries.

# Founding Values

Across our global network, our teams are united by a set of guiding principles that every employee can understand and embrace. Inspired by the values of our founder Jack Taylor, these principles demonstrate our commitment to customers, communities and each other.

**Our brands are the most valuable things we own.**

**Personal honesty and integrity are the foundation of our success.**

**Customer service is our way of life.**

**Our organization is a fun and friendly place, where teamwork rules.**

**We work hard... and we reward hard work.**

**Great things happen when we listen... to our customers and to each other.**

**We strengthen our communities, one neighborhood at a time.**

**Our doors are open.**





# Global Awards and Recognition

## Employment

Enterprise Rent-A-Car

2022 Top Entry-Level Employer,  
Collegegrad.com

Enterprise Rent-A-Car

2022 Top Intern Employers,  
Collegegrad.com

Enterprise Rent-A-Car

2022 Top 100 Graduate Employers,  
The Times (U.K.)

Enterprise Holdings

2022 America's Best Large Employers,  
Forbes

Enterprise Holdings

2022 North American Candidate Experience  
(CandE) Award

## Partnership

Enterprise Rent-A-Car National Car Rental

2022 Top Entry-Level Employer,  
Collegegrad.com

Enterprise Holdings

2022 Transportation Partner of the Year,  
ASTA Global Convention

## Inclusion

Enterprise Rent-A-Car

2022 Top 50 Employers for Women,  
The Times (U.K.)

Enterprise Rent-A-Car

2022 Canada's Best Employers for Diversity,  
Forbes

Enterprise Rent-A-Car

2022 Stonewall Top 100 LGBTQ+ Inclusive  
Employer Gold Accreditation

Enterprise Rent-A-Car

2022 Top 75 (No. 10) Social Mobility  
Employer Index

Enterprise Holdings

2022 Best Employers For Diversity,  
Forbes



# Mobility Lines



**Enterprise Rent-A-Car, National Car Rental and Alamo** are known for their commitment to satisfaction. Our unparalleled neighborhood network positions us to meet the needs of business and leisure customers alike, as well as customers in need of temporary vehicle replacement.



**Exotic Car Collection by Enterprise** features high-end rentals for customers looking to drive a luxurious vehicle across the U.S. and Canada.



**Commute with Enterprise** is one of the largest vanpool operations in North America, taking the equivalent of approximately 45,000 vehicles off the road each year. The alternative commuting solution offers customizable programs to help overcome transportation challenges.



**Enterprise Flex-E-Rent** offers dedicated commercial and accessible vehicle solutions for businesses and public sector organizations in the U.K. and Ireland, offering tailored services to fit customers' business needs.



**Enterprise Truck Rental** offers commercial-grade trucks and vans to consumers and businesses in need of replacement, temporary or supplemental transportation.



**Subscribe with Enterprise** was launched in 2019 to provide increased access, flexibility and convenience. For a monthly fee, customers can select from six different vehicle classes and swap up to four times per month.



**Enterprise Car Sales** features a variety of used cars, trucks, vans and SUVs, and is one of the largest sellers of certified used vehicles in the U.S.



**Enterprise CarShare and Enterprise Car Club** operate carsharing programs in North America, France, Spain and Germany, as well as the U.K. and Ireland, respectively. Both brands offer localized flexible mobility alternatives and play an important role in helping cities and businesses shape their future transportation needs.



The privately held, full-service fleet management business is an affiliate of Enterprise Holdings, Inc. and owned by the Taylor family. The team supports companies, government agencies and organizations operating medium-sized fleets of 20+ vehicles, as well as those seeking a local, hands-on alternative to employee reimbursement programs. With more than 600,000 vehicles on lease, Enterprise Fleet Management was ranked the largest fleet management provider in the United States, according to Automotive Fleet's 2021 Fact Book.

# Our Approach — to Sustainability



**As a multi-generational family-owned business, Enterprise Holdings strives to operate with future generations in mind. This forward-looking approach of managing for the long term has guided the way we grow our business and cultivate partnerships to benefit our customers, stakeholders and the communities in which we live and work.**



As we continue to grow and diversify our offerings to deliver mobility solutions to our customers, we also strive to reduce our environmental footprint by finding new ways to integrate sustainable practices across our operations and our value chain. At select facilities, for example, we are seeking to reduce resource consumption by implementing energy-efficient lighting upgrades and water reclamation, recycling and reusing where feasible to reduce waste. With our suppliers and our original equipment manufacturer (OEM) partners, we are working together to advance innovations in the automotive value chain and help customers find the right sustainable mobility solutions.

These efforts are not possible without the support of our employees and like-minded partners that share our values and commitment to more accessible, sustainable mobility. Our senior leadership team works closely with stakeholders —

including auto manufacturers, partners and NGOs, corporate accounts and insurance partners, as well as suppliers and employees — that share our interest in advancing mobility infrastructure and solutions that will drive sustainable change throughout the broader car rental industry. We are proud of the progress we have made over the last decade, and we are energized about the opportunities to do and achieve more.

To help further guide our sustainability goal setting and future efforts, our [FY22 materiality matrix](#) helped us better understand the issues and topics most relevant to our stakeholders and business today. Insights from the assessment not only help us identify and pursue opportunities to drive the continued success of Enterprise Holdings, but also ensure greater transparency in our reporting journey as we continue to share our progress and milestones.

# ESG 2025 Goals

## Advancing Sustainable Mobility



Vehicle Technology

## EV Strategy

Actively embrace the electrification transition through our strategy to deliver a great customer experience and partner and invest purposefully to support the long-term viability of electric vehicles (EVs).



## Building Strong Communities

Environment

## 20%

Upgrade 20% of qualified facilities to more energy-efficient lighting products, such as LED, and open new qualified facilities with energy-efficient lighting products.

## Water Management

Create and implement a water management training focused on car wash best practices for branch employees who engage in or manage car washing.

## Driving Leadership



Supply Chain

## \$4 Billion

Continue to implement supplier diversity best practices and maintain more than \$4 billion in spending annually with diverse businesses worldwide.

# ESG 2025 Goals

## Empowering Employees

DEI

# 100%

Require 100% employee engagement and participation in varied Diversity, Equity and Inclusion (DEI) curriculum.

Attraction & Retention

# 7 Days

Continue investing in operational field employees in roles at manager level or above by providing access to an average seven days (or equivalent) of professional development per year. (All employees receive various levels of employee development and training based on role.)

# 10%

Increase employee participation and engagement in the community by 10% against 2022 benchmark by continuing to provide employees with paid time off for volunteerism and encouraging use of this benefit.



## Enhanced Web

Relaunch internal web platform to drive career advancement opportunities, enhance tools and support and simplify the application process.



# Advancing — Sustainable Mobility





## From our days with a fleet of seven cars to our current global network of mobility solutions serving a wide range of customers, our motivation has never changed. Mobility is what we do and who we are.

Over the years, the meaning of “mobility” has grown just as Enterprise Holdings has. Today, we define mobility as the movement of people — as well as goods and services. Mobility is enabled by the vehicles we drive — as well as the integrated types of transportation that meet unique needs. Mobility is getting to a destination — as well as the technology and services that make it happen efficiently and sustainably. Whether our customers are commuting to the office with coworkers, choosing to “share” instead of own a car for occasional errands or embarking on an epic family road trip across the country, we have numerous mobility solutions in place to get them there.

### The next era of mobility is here.

And as we look to the future, we are focused on deploying solutions that are convenient, accessible and sustainable. From our rental fleet and the

fuels that power it, to our operations and the technologies we deploy, we are evolving, innovating and working to reduce our impact on the environment and drive progress across our business and the transportation industry, all while striving to ensure an optimal customer experience. Working together, we are driven by our vision to be the world’s best and most trusted mobility company.



# Moving People from Point A to Point B



**Today more than ever, there are more places to catch a ride, more ways to travel to the next destination and more tech to make the journey more efficient and more sustainable.**

With our global presence, we can introduce millions of drivers quickly and efficiently to new fuel advancement and vehicle technology. Our network helps provide mobility options to consumers who rely on mass transit during the week, with Enterprise Holdings locations everywhere, from large urban centers to suburban and rural areas.

## **Integrating Technology in the Transportation Network**

Enterprise Holdings is evolving our fleet to remove friction from customer transactions and streamline the car rental experience.

Connected car technology is helping to make the rental process easier and faster for customers and employees. In September 2021, we announced a [partnership with Microsoft®](#) to bring our connected car technology to our rental cars, exotic vehicles and commercial truck rental fleets in the U.S., U.K. and Canada. Microsoft's analytics technologies send specified vehicle data, such as mileage and fuel levels, from a vehicle to Enterprise Holdings, increasing our ability to streamline rental pickup and return, and create efficiencies within the business.

In 2022, we reached 450,000 vehicles equipped with connected technology globally and, by 2026, we aim to have a fully connected fleet that allows for a more seamless and efficient customer experience.

## **Digitizing the Repair Process**

Launched in 2019, Entegral is an integrated and open software solution that streamlines the post-accident repair process by simplifying communication and collaboration between collision repair shops, insurance providers and other industry professionals. Entegral offers profiles on more than 23,000 body shops and partners with more than 60 insurance providers and car manufacturers. This year, we expanded Entegral's offerings with Smart Assist, a new SaaS (software as a service) offering that puts more control directly into the customer's hands after a collision and, in the process, helps to digitize and automate the claims journey from first notice of loss to reduce time, resources and travel needed to get a customer back on the road.

# Driving Efficient Mobility Options

**Many of our individual and business customers are taking a more intentional approach to managing their environmental impact — and we are committed to offering fuel-efficient options throughout our car rental brands and business lines.**

As of April 2022, the average fuel efficiency of our global fleet is 27.3 mpg, with more than 94% of our European passenger fleet over 30 mpg or 12.75 kilometers per liter.\* We have several solutions in place to help customers manage vehicle emissions to meet and surpass their goals, whether it's to reduce their personal footprint or reach supply chain and corporate responsibility goals for their business.

\*Enterprise UK and Ireland Flex-E-Rent and cargo vans are not included in these calculations.



## Enterprise Fleet Management

Enterprise Fleet Management (EFM) helps companies, agencies and organizations manage their fleets and collect the data needed to make smart decisions about vehicle cycling and management. EFM's custom solutions provide organizations options to increase the sustainability of their transportation programs through fleet analyses, fuel-efficient vehicle alternatives and greenhouse gas offset programs.

### Geotab EV Assessment

As EVs play a more important role in the future of mobility, EFM is working to ensure the business is prepared. EFM worked with Geotab®, a global leader in IoT and connected transportation, to conduct one of Geotab's largest EV suitability assessments to date. The study was designed to better understand how the shift to EVs will affect EFM's business today and in the future. The study results, based on more than 90,000 EFM-leased vehicles, are helping inform our approach to integrating EVs into our fleet. The study found that:

- Of the over 90,000 vehicles analyzed, 13% (approximately 12,000) were good candidates to be replaced by range-capable EVs today, which, if replaced, could achieve a total potential savings

of \$33 million and 194,000 tons of CO<sub>2</sub> emissions over four years.

- Up to 45% (approximately 42,000) of the analyzed vehicles could be replaced by EV pickups as they enter the market — a shift that could equal 1.3 million tons of tailpipe emission reductions across the entire fleet, over a four-year service life.

Armed with the data from this study, we have important information needed to understand the EV landscape and trends. This data allows local teams to make informed recommendations to customers, both in the present and the future, while better understanding the impact EVs have on our business, fleet operations and customers.



## Commute with Enterprise

Carpooling has historically served as a more sustainable alternative to individual driving for people looking to reduce their carbon footprints along the daily commute to work. Through Commute with Enterprise, we have removed the equivalent of thousands of cars off the road while reducing more than 800 million pounds of carbon emissions in FY22, and we are committed to continue making impactful progress in this area. This mobility solution is also helping to address transit deserts, often serving employees in remote or rural areas where traditional public transit options aren't available.

Commute with Enterprise strives to be at the forefront of employee mobility by exploring and providing solutions that support employees — especially in today's rapidly changing workplace — and enable business travel in a more efficient and sustainable way.

### Commute with Enterprise FY22 Impact\*

Total Vanpools

**8,643**

Total Commuters

**53,891**

Vehicles off the Road

**45,248**

Commuter Miles Reduced

**1,066,654,844**

Annual Total Customer Cost Savings

**\$489,826,849**

\* Estimates based on 2022 Commute with Enterprise reporting and 2022 AAA fuel costs report.



## Enterprise CarShare and Car Club

Enterprise CarShare offers company cars that provide authorized employees automated access to on-site vehicles anytime in Spain, France, Germany and North America. In the U.K. and Ireland, Enterprise Car Club offers clean, well-maintained vehicles for use by the hour — a cost-effective alternative to car ownership that can play a key role in helping towns and cities meet their future transportation needs. In the U.K., about 45% of the Enterprise Car Club fleet is electric or hybrid — in many cases allowing U.K. customers to choose a mobility option that may reduce their carbon footprint while driving.

### Siemens® U.K. Automated Rental Program

In 2022, Siemens U.K., in partnership with Enterprise Car Club, launched an automated rental program across all of its business divisions, providing 24/7 access to mobility for more than 15,000 employees. As a result of the program, Siemens has been able to reduce its number of pool cars by a third, replacing them with low- and zero-emission cars available to employees for “spot hire” whenever needed.



### Carbon Offset Projects

Launched in 2007, an industry first in car rental, our carbon offset initiatives provide Enterprise Holdings customers the opportunity to participate in a program that helps offset carbon dioxide generated from renting cars. We partner with Terrapass, an organization that invests in alternative energy projects which help remove harmful greenhouse gases from the environment. The Enterprise Holdings Foundation matches a portion of each customer’s greenhouse gas offset purchase. Since 2016, 121,458.29 metric tons of CO<sub>2</sub>e have been offset through our partnership with Terrapass.

We also partner with Climate Impact Partners in the U.K. to invest in renewable energy projects to help reduce greenhouse gas emissions and build sustainable infrastructure.

### Go-Hi Mobility as a Service

In 2021, Enterprise Holdings was selected as the car rental partner for the groundbreaking Go-Hi Mobility as a Service (MaaS) project in the Highlands and Islands region of Scotland, which allows users to book a range of shared transport options, including buses, taxis, rental cars, trains, ferries and air travel from one integrated app.



# Preparing the World for EVs and AVs

**Electrification is critical to the advancement of sustainable mobility. We are actively exploring new ways to enable consumers to experience and help build their understanding of EVs through our fleet. Most importantly, customers need to have a good experience when renting an EV.**

Currently, the EV charging infrastructure does not meet the needs of most drivers. That is why we are working closely with city, state and federal officials, electric utilities, infrastructure providers and other partners to engage with them on ways to increase support of the long-term viability of EV fleets. We are also engaged in several collaborative efforts to help us facilitate the ongoing installation of charging stations throughout our operations. This is key in our overall EV strategy.

We see further opportunities for our customers with respect to autonomous vehicles (AVs). As we continue engaging in these conversations, our priority is to grow our understanding about AVs and identify potential areas for collaboration to help prepare our customers and communities for adoption.





# A Q&A with Chris Haffenreffer

## Vice President of Strategy Development

**Q: Can you explain Enterprise Holdings' approach to EVs?** A: We're taking a long-term, thoughtful and disciplined approach to electrifying our business. As consumer demand and infrastructure viability grows, EVs play a critical role in the advancement of sustainable mobility and decarbonization of transportation. At Enterprise Holdings, EVs are a key component of our overall business strategy. As the world's largest vehicle rental business, and one of the world's largest mobility providers, we are embracing the transition to electrification and are committed to doing so in a thoughtful way, for the benefit of all stakeholders.

**Q: Can you tell us about some of Enterprise Holdings' electrification partnerships?** A: We are members of the Electrification Coalition Business Council (ECBC). In 2022, the Electrification Coalition released a [report](#) detailing the findings from a first-of-its-kind public-private partnership that pioneered the deployment of EVs in a large car rental fleet. This multiyear program — Drive Electric Orlando — was led by the Electrification Coalition in partnership with Enterprise Rent-A-Car, the City of Orlando, Central Florida Clean Cities Coalition and Orlando-area resorts and theme parks, including Walt Disney World and Universal Orlando Resort. The project affirmed that the car rental industry can be a valuable avenue to accelerate consumer acceptance and adoption of EVs.

**Q: Does Enterprise Holdings' rollout of EVs differ around the world?** A: Absolutely. The EV infrastructure looks vastly different across various regions in the U.S. and around the world. Take California for example, where EV sales are hovering around 16% of all vehicle sales for the first three months of 2022, compared to the 5% average in Q2 across the U.S. as a whole. Two of the biggest benefits we have today are our diverse business lines and our neighborhood operating model, which allows us to allocate EVs where they are best suited for testing in various regions.

In Europe, we're engaged with transport and business ministries in the U.K., France, Germany and Spain, as well as professional trade bodies, such as Fleet Professionals. Our engagement includes participation in future mobility projects, including the U.K.'s first mobility credits trial in Coventry, where participating car owners surrendered their own older, more polluting vehicles for credits to access a range of low-emission, alternative transport services.

**Q: What are some ways we can support EV adoption?** A: Our research shows the top three reasons customers are cautious about EVs are all infrastructure-related: few charging stations, range anxiety and long charge times. As a result, we're working with our teams and industry partners to ensure our operations and the

surrounding infrastructure can support EVs — thereby helping to advance adoption and market viability. We are increasing the number of EVs in our company car fleet, giving employees on the frontlines first-hand knowledge of the technology and helping us better understand the overall customer experience related to charging, range and our own operational needs, so we can ensure we're providing the very best possible experience as we transition our fleet.

### National League of Cities® Partnership

As a Strategic Partner of the National League of Cities, we participated in the organization's Capstone Challenge, conducting a comprehensive case study to understand how cities can develop equitable EV policies, programs and charging investment strategies to meet the mobility needs of their most disadvantaged and underserved communities. We engaged local governments in Columbia, South Carolina, Houston and St. Louis. The effort resulted in the [Equitable Electric Mobility Playbook](#) — a resource for policymakers and their stakeholders to recognize how an inequitable landscape can impact historically marginalized communities and explore ways to accelerate electric mobility adoption within these communities.

# Investing in Tomorrow's Transportation Solutions

**Future transportation solutions require a pragmatic and strategic approach. By partnering with industry leaders to enable the acceleration of shared mobility and build a robust infrastructure, Enterprise Holdings is helping enable technology and other transportation solutions to prepare and support its customers and employees for the mobility future.**

## Mobility as a Service

As a member of the Mobility as a Service (MaaS) Alliance in the EU, we are part of a global coalition working to integrate various transportation options into a single mobility service. MaaS exemplifies the shift from privately owned vehicles toward a reliance upon an integrated range of mobility solutions that are consumed as a service, and the Alliance was formed in response to consumer demand for multimodal mobility on demand. By embedding smart technology into connected mobility services, digital platforms enable customers to plan, book and pay for journeys using a mobile app. In addition to transforming how customers travel, MaaS can provide additional benefits, such as reducing congestion, improving air quality and allowing better local management of travel demand.

At Enterprise Holdings, we are working with policymakers to establish the regulation needed to drive quality of service and safety for consumers, ensure sustainability goals are supported and facilitate reasonable data standardization measures to enable interoperability across models, recognizing the car as an enabler of other modes of transport.

## Detroit Smart Parking Lab

In 2021, the state of Michigan teamed up with Ford®, Bedrock® and Bosch® to launch the Detroit Smart Parking Lab, the nation's first-of-its-kind test site for emerging parking technology. The lab allows mobility and smart infrastructure pioneers, real-estate innovators and start ups to test parking-related mobility, logistics and electric vehicle charging technologies. Part of the initial project, led by Enterprise Holdings, aimed to test more seamless and efficient car rental returns. By applying quick turnaround (QTA) processes where rental vehicles are returned, serviced via cleaning and fueling (including charging) and then staged for future rentals, we can test how automated technology can transform parking and rental returns.







## Enterprise Rent-A-Car Institute for Renewable Fuels

Innovating new solutions for energy production is critical to fueling our growing world with minimal impact on the environment. Established in 2007 with a gift from the Taylor family, the Enterprise Rent-A-Car Institute for Renewable Fuels at the Donald Danforth Plant Science Center supports research to develop and advance the next generation of alternative fuels and clean technologies.

The Danforth Center awards an annual seed grant that funds novel ideas to promote and sustain the use of plants and algae regionally and globally to address environmental and economic challenges. The Danforth Center transforms ideas into reality, developing products and stimulating commercialization in the private sector by developing and applying technologies to enhance the potential of oilseed crops, algae and bioenergy grasses as sources of sustainable bioenergy.

Since 2013, Danforth Center researchers have received nearly \$48 million in grant funding from the U.S. Department of Energy and various agencies for bioenergy research. In 2021 and 2022, Danforth Center scientists published more than 40 discoveries about potential bioenergy crops, including sorghum, pennycress, camelina, switchgrass and algae.

## Some recent examples of projects and collaborations include:

### 01

Building a deeper understanding of the bioenergy capabilities of sorghum, the fifth most widely grown cereal crop worldwide.

### 02

Identifying and developing sorghum plants that can better capture and store atmospheric carbon.

### 03

Developing aviation biofuels from oilseeds, contributing to the sustainability of the broader travel ecosystem.

# Shaping a Frictionless Customer Experience



**Enterprise Holdings has built our reputation on a foundation of listening to our stakeholder needs through focus groups and in-depth interviews with customers and employees, as well as site visits to our branches around the world. In turn, we are evolving the Enterprise Holdings customer experience by deploying solutions that make accessing our vehicles easier.**

We are using technology to create flexible, customized, on-demand service that gets our customers on the road faster while maintaining a human touch. Our technologies are focused on increasing personalization, transparency and control for customers — so they can travel on their terms and have clarity during each step of the process. This approach benefits our employees too, who are better able to serve customers confidently and efficiently with the knowledge that customers are more informed, increasing predictability and improving fleet planning.

## Enterprise ReadyPass

We are in the middle of a multiyear effort to reduce friction around the most critical steps in the rental journey. We are currently piloting [ReadyPass with Enterprise Rent-A-Car](#), an expedited arrival experience on our mobile app that includes an advanced check-in process, a counter bypass offering and a “scan-and-go” car selection process. The pilot is currently available to our loyalty customers in select markets, including Chicago, Dallas, San Diego, Houston, Nashville and Washington, D.C., with additional features planned for pilot in FY23.

In the months ahead, we will continue to evolve our ReadyPass program by building on these foundational pilots that will provide customers with more visibility, flexibility and convenience.

“We’re working to make sure that when customers show up, we know they’re coming, so we can take them right to the car and get them on their way. Still, our people will continue to play an important role in providing great customer service. While the technology allows the transaction to go faster, that human touch is still incredibly important to our philosophy and providing the best service possible.”



**David Nestor**  
Executive Vice President and  
Chief Operating Officer

## Customer Satisfaction

In striving to consistently provide unparalleled customer service at every location, Enterprise Holdings reviews customer surveys each month to identify opportunities to enhance their experiences. We also leverage our proprietary Service Quality Index (SQI) to gain deeper insights to help improve customer satisfaction. In addition, daily conversations between our employees and the people we serve provide insights that enable us to enhance our service in meaningful and impactful ways.

# Customer Service Awards



## World's Best Car Rental Company from Travel + Leisure

Enterprise Rent-A-Car (2022, 2021)  
National Car Rental (2022, 2021)  
Alamo (2022, 2021)

## Best Car Rental Company Worldwide, Business Traveller Awards (Finalist)

Enterprise Rent-A-Car (2021)

## J.D. Power North America Rental Car Satisfaction Study

Enterprise Rent-A-Car (2022)  
National Car Rental (2022)  
Alamo (2022)

## No. 1 Score in Business Travel News Car Rental and Ground Transportation Survey

National Car Rental (2022)

## No. 2 Score in Business Travel News Car Rental and Ground Transportation Survey

Enterprise Rent-A-Car (2022)

## Travvy Awards Best Car Rentals, Domestic, International and Overall:

Gold — Enterprise Holdings (Domestic & Overall, 2022)  
Silver — Enterprise Holdings (International, 2022)  
Gold — Enterprise Rent-A-Car (Domestic, International & Overall, 2021)  
Bronze — National Car Rental (Domestic, International & Overall, 2021)  
Silver — Alamo (Domestic, 2021)  
Bronze — Alamo (International, 2021)

## Which? Recommended Providers, Best U.K. Car Hire

Enterprise Rent-A-Car (2022)

## Which? Recommended Providers, Best USA Car Hire

Alamo (2022)

# Enhancing Customer Health and Safety

Enterprise Holdings' commitment to customer health and safety started with our founder, Jack Taylor. He wanted every customer who walked in our doors to say, "This is the best place I've ever done business." His philosophy is still here today, reflected in our approach to ensuring the health and safety of customers in every element of our operations.

## Our Duty of Care

We have high standards for vehicle maintenance including, but not limited to, how we handle vehicle safety recalls. It is all part of our duty of care to support the well-being of every renter during their time with us — whether it is for an hour, a day, a week or longer.

The Federal Motor Vehicle Safety Standards requires auto manufacturers to send a notice of any safety recall to vehicle owners. When Enterprise Holdings receives such a safety recall notice, we identify affected vehicles by their corresponding vehicle identification numbers (VIN) and then place a "mandatory rental hold" on these vehicles in our rental management system until the appropriate repair or remedy is provided by the vehicle OEM. This "hold" directs that recall work is to 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.

## COVID-19 Response

When the COVID-19 pandemic began to affect our global operations, Enterprise Holdings heard loud and clear from customers that they wanted more personal cleaning control, in addition to our existing cleaning procedures. We modified our services to respond to their needs and protect customers and employees while remaining open to meet critical mobility needs as an essential service provider.

Our Complete Clean Pledge, implemented in 2020, reinforces our commitment to follow best practices recommended by leading health authorities with heightened protocols for all vehicles and locations across our car rental operations, as well as truck rental, vanpooling, corporate fleet management, retail car sales and vehicle-subscription services.

In addition to robust cleaning standards for each branch and vehicle, we partnered with Clorox® to provide customers with their own disinfecting

wipes for that added peace of mind. Early in the pandemic, nearly 80% of customers indicated they would feel most comfortable renting if they were to receive a disinfecting wipe to wipe down high-touch areas themselves.

## Customer Data Privacy

To protect the privacy of our customers' data, we have made clearing data part of our standard vehicle cleaning procedures, and we train our employees on how to clear any individual data that a customer has loaded into a rental car by connecting with that vehicle.

We are in communication with various automotive manufacturers to review and enhance our procedures in response to new features and technologies they add to their vehicles.

# Empowering — Employees



## **Enterprise Holdings’ more than 80,000 global employees are the heart of our business.**

Every day, they bring their best to work and drive our goals to deliver excellent service and mobility solutions to our customers. Long-standing workplace norms have been rapidly evolving over the last several years. Through this evolution, we are committed to giving employees our best and strive to ensure Enterprise Holdings is a welcoming, inclusive and empowering place for talent all over the world.



# Bringing Our DEI Philosophy to Life

**We value the differences that make each of us unique, and we know these differences advance our success. Jack Taylor founded this company on the lasting idea to “take care of your customers and your employees first, and everything else will follow.” Staying true to this ideal, we strive to be inclusive of every employee, customer and business partner.**

Diversity, equity and inclusion is a priority for Enterprise Holdings, and we have further strengthened our commitment in this area in recent years.

In 2022, we established a new goal to advance DEI progress in our organization by striving to require 100% employee engagement and participation in varied DEI training curriculum by 2025. This goal builds upon our work to incorporate our DEI curriculum into every step of career development at Enterprise Holdings to empower employees to share their experiences so they can grow their understanding of the lived experiences of others. This curriculum increases our focus on the topics that have the most impact on our colleagues, while creating more tangible solutions on how to promote important DEI conversations and inclusive leadership and recognize unconscious bias.







## Employee Demographics

Enterprise Holdings' Locations	Total Population*	Women	Men	Women at Manager Levels	Men at Manager Levels
Global	85,687	25,870	59,738	7,715	14,812
North America	74,999	22,407	52,533	6,589	12,646
Europe	10,688	3,463	7,205	1,126	2,166

\*Includes employees of Enterprise Holdings, Inc. and its subsidiaries, as well as Enterprise Fleet Management, Inc. and its subsidiaries.

### Supporting Military Hiring

Veterans, reservists and their spouses have held mission-critical roles at Enterprise Holdings since its earliest days. Our founder, Jack Taylor, was a World War II Navy veteran and named our organization after the ship he served on — the USS Enterprise. Since 2011, we have been a member of the Veteran Jobs Mission, a coalition of more than 250 companies committed to hiring military veterans. We have also been named a “Top Veteran-Friendly Company” by U.S. Veterans Magazine every year since 2016. We are committed to offering veterans and their families training and support to help them make the transition into their new career. We also offer a salary differential to members of the guard and reserves called to active duty, so they continue to receive full pay throughout the duration of their service.

# Creating Space for Dialogue

**Progress starts with honest and open conversations, and our teams are prioritizing and creating opportunity for robust dialogue at all levels of our organization to bring about powerful ideas, solutions and connections.**

## DEI Council

In 2020, we launched a new, three-tiered global DEI council structure to draw perspectives from every level of the organization and develop a strategy that truly embeds DEI across the organization. The council's multi-dimensional membership encompasses a diversity of race, ethnicity, gender, sexual orientation, religion, age, disabilities, military service and work experience and a structure to foster vertical and horizontal integration across our operations. Chaired by our President and CEO Chrissy Taylor, the council enables us to address the diverse needs of our global employee and customer base and ensures our teams have input in forming, driving and holding us accountable for our DEI strategy and initiatives.



### Employee Resource Groups

Enterprise Holdings' Employee Resource Groups (ERGs) are where some of the most important conversations start. Our ERGs are organically driven by the unique, diverse needs of our operating groups, and we encourage local employees to create communities that represent their personal experiences, passions and perspectives. As such, our ERGs vary by operating group. A few examples from across our network include:



**Black Leaders for Achievement, Community, and Knowledge (B.L.A.C.K.)** fosters networking, leadership development and advancement of our Black employees by providing tools and resources to enhance their professional careers and personal well-being, while also being a force of good in our local Black communities in Southern California.



**Women's Resource Group** equips women with the resources they need to succeed in the workplace by offering a network of support, help with promotions and empowering development tools.



**eMpower** creates and sustains a community that offers ongoing resources, professional and personal development, and contributes to an inclusive workplace through recruiting, retaining and the advancement of our employees who identify as a racial or ethnic minority.



**EnterPRIDE** promotes authenticity, awareness and education in support of the LGBTQ+ community.



**Thrive** was the winner of Employee Network of the Year at the 2022 This Can Happen Awards in London for their work to provide resources to every person with disabilities to live and contribute at their full capacity.



## Meet Errin Braddock Chief Diversity Officer

**In February 2021, Errin Braddock became Enterprise Holdings' Chief Diversity Officer to solidify and enhance the rigor around the work of the DEI team.**

Reporting directly to President and CEO Chrissy Taylor, Errin leads the development and implementation of an enhanced global DEI strategy to advance key initiatives, as well as tracks and communicates progress toward organizational objectives.

**Q. How does Enterprise Holdings define diversity, equity and inclusion?** A: We define DEI through three distinct lenses: talent and opportunity, inclusive culture and community engagement. For our talent, we aim to create a community at all levels of the organization that mirrors the communities we serve. In our culture, we're focused on fostering an environment where every employee can be

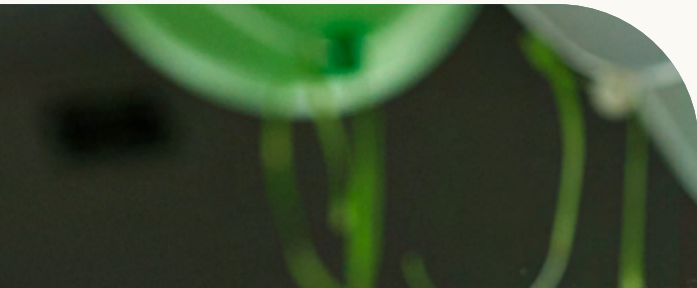
themselves, be supported in their career growth and feel comfortable expressing thoughts, ideas and concerns. In our communities, we are committed to maintaining a broad network of vendors and suppliers, strategic partners, relationships and philanthropic efforts to drive greater diversity and opportunity in the places where we operate.

**Q: How has DEI evolved at Enterprise Holdings over the past few years?** A: We're committed to listening to and understanding our employees' needs and their ideas for improvement — something inherent to our culture. If you look at our organizational chart, our Office of Diversity at Enterprise Holdings has a handful of people. In reality, our DEI team is the more than 80,000 people who work within the company. In addition to listening to employees, our global employee engagement and inclusion survey, "Your Voice Counts," is an instrumental tool to fully understand what employees are feeling and experiencing. Based on what we learn from the surveys, we adjust our approach. For example, we've made changes to add a robust series of DEI-related questions to help inform our leadership team's action plans.

Our employees are passionate about DEI issues — and we've met their enthusiasm with our ROAD Forward initiative, which gives employees the opportunity to help choose grant recipients based on the nonprofits affecting change in their local communities.

**Q: What are you most proud of accomplishing since becoming Chief Diversity Officer?** A: Our DEI council structure, which aligns with our culture of transparency and offers our employees a way to provide feedback and expand the conversation, is a particular pride point for me. Our executives and managers take an active role in our efforts by participating in the DEI council, trainings and other passion projects. Creating the DEI council and revamping our trainings better unified our teams and continued to bring DEI to the core of our business operations across the globe.

**Q: What lies ahead for DEI at Enterprise Holdings?** A: When it comes to making long-lasting change, there is always more work to do. Our future success relies on shaping our workplace, workforce and communities. As the world continues to recover from the COVID-19 pandemic, our teams are finally able to get back on college campuses to recruit new talent. Our focus on recruiting from Historically Black Colleges and Universities (HBCUs) and our awareness of the need to broaden recruitment efforts in other areas, including but not limited to Hispanic-Serving Institutions (HSIs), are both crucial components of these initiatives. I'm excited about the varied curriculum that has been made available to employees as part of our 2025 goals. DEI is and will continue to be a part of the conversation that helps lead to better action throughout the company.



# Fostering a Culture of Opportunity

From our executive team to our interns, we want to make sure every member of the Enterprise Holdings community is leading a fulfilling, successful career. Just as our team takes pride in offering the best mobility service to our customers, we take pride in providing employees with opportunities to thrive.

Enterprise Holdings is renowned for its programs and initiatives to train and promote employees from entry-level positions to leadership roles. Thanks to our long-held promote-from-within culture, in FY22 alone, approximately 20,000 of our employees were promoted or took on new challenges in various positions throughout the world. That, in turn, creates new opportunities for entry-level talent to move up throughout our organization — and for new employees to be added to our ranks.

To further improve the career experience of our employees, we are enhancing our internal career website to provide Enterprise Holdings employees with a robust job-searching experience, including information, education and all the opportunities available to them across our global business

“When you join Enterprise Holdings, you come in and you are given this map of unlimited possibilities about what you can do with your career. You can go in any direction that drives you forward. I think that’s truly unique.”



**Shelley Roither**  
Senior Vice President of Global  
Human Resources

lines. And in 2022, we set a 2025 goal to continue investing in operational field employees in roles at manager level or above by providing access to an average of seven days (or equivalent) of professional development per year. (All employees receive various levels of employee development and training based on role.)

## Management Training Program

Many of our full-time, entry-level employees get their start in the Enterprise Management Training Program, a career opportunity for individuals to get hands-on experience running a business, empowering teams and delivering excellent customer service. In fact, nearly all our operational leaders started their Enterprise Holdings career in the Management Training Program, including our President and CEO Chrissy Taylor.



# A Day in the Life of a Management Trainee

**Camille Echols, a management trainee in Bordentown, New Jersey, shares her experience with Enterprise Holdings.**

**Q: What initially attracted you to the Management Training Program at Enterprise Holdings?** A: I wanted to learn more about being a better manager of people. I believe the Management Training Program is helping me learn how to remain calm under pressure and still deliver stellar results. Every day is going to be different, and I've learned how to easily switch gears to go where I'm needed.

**Q: How has your experience been so far?** A: I've been in the Bordentown branch for almost six months, and I can't believe how much I've grown in such little time. In addition to learning

sales techniques, I've gained an understanding about the back-end work. For example, I recently began reviewing our performance to make sure I understand how each person contributes to those numbers and discussing with my team what we can do to reach our branch goals. Having the ability to think out loud at work and receive immediate tips and feedback has helped me become more proactive when making decisions and solving problems.

**Q: What advice do you have for incoming management trainees?** A: Your starting point does not necessarily have to be your ending point. Be a sponge — learn all that you can from the people and resources around you and use the experience and information to springboard you into the next step in your career. No matter how minor a piece of information seems at a point in time, you never know when it's going to be useful. You really do have full control to make what you want out of yourself if you're willing to do the work.

Also, there's no such thing as a dumb question. You limit yourself by being scared to ask about things you don't know. Asking questions has never steered me wrong.

## Mentorship Opportunities

Helping our employees grow is what our open-door culture is designed to do. The Enterprise Formal Mentor Program assists mentees in their professional and personal development by focusing on culture, diversity, leadership, interpersonal skills and work-life balance. Over the past few years, the COVID-19 pandemic led us to adapt and take our mentorship online through a virtual version of the training curriculum. Our leaders are committed to mentoring talent, including President and CEO Chrissy Taylor, who launched a program in 2022 to personally connect with more than 250 mid-level, female corporate employees. These programs, as well as informal coaching and mentorship that happens across our teams every day, ensure employees have the resources to succeed in their roles.



## Employee Volunteerism

Our employees are passionate about giving their time and resources to issues, initiatives and philanthropic efforts that matter to them. To support our employees in these efforts, in 2020 Enterprise Holdings introduced a new benefit called “My Purpose. My Time.”, which provides employees with paid time off to personally volunteer and serve local community causes that are most important to them. We also encourage employees to submit grant requests for nonprofits where they regularly volunteer. In FY22, the Enterprise Holdings Foundation donated \$74 million worldwide, with 98% of grants fulfilling employee requests.

### Employee-Driven Relief for Local Equity Issues

As part of the Enterprise Holdings Foundation’s five-year, \$55 million ROAD Forward pledge launched in 2020, funds were allocated across our 70+ global operating teams, empowering employees to take the lead in identifying social and racial equity issues in their communities and local organizations best equipped to address them. So far in 2021 and 2022, ROAD Forward has given a total of \$14 million to nonprofit organizations nominated by employees in the U.S., Canada and Europe.



# Prioritizing Employee Safety, Health and Well-Being

**We believe supporting employee safety, health and wellness should be a foundational requirement for any business. Enterprise Holdings has a number of policies and benefits in place to support our employees' well-being so they can thrive at work and at home.**

## Employee Safety

We value a safe and healthy workplace for all. We ensure all operational employees are reminded regularly of best practices to follow safe working procedures and prevent incidents and injuries. Our Environment, Health and Safety (EHS) committees work to ensure clear communication across departments and collaboration to ensure EHS compliance. Our Safety Incident Management System is utilized by 400 human resources users across the U.S. as one platform for all operating groups to track and reduce employee injuries. And, in the wake of COVID-19, we worked to follow leading health authorities and announced our Complete Clean Pledge, our long-term commitment to health and safety practices in our vehicles and branches. This included best

practices to sanitize branches throughout the day, require employees and customers to wear face coverings inside locations, limit numbers of employees and customers in branches, and use social distancing inside and outside of locations. More information about our Complete Clean Pledge can be found on page 29.

## Medical and Financial Support

Health and welfare benefits, including medical, prescription drug, dental, vision and life insurance, are available to full-time Enterprise Holdings employees, as well as their spouses, domestic partners and children. Our preventive care benefit covers 100% of online health assessments and annual routine medical visits, dental exams and

## The Next Phase of Our Corporate Workplace

In 2022, we began a multimillion-dollar renovation project at our corporate headquarters in St. Louis to create a more comfortable and productive working environment aligned to the needs of a modern workplace. Future changes may include improvements such as access to natural light for more employees, increased collaborative spaces and updates to our outdoor campus that provide employees with the option to work outside.

cleanings, and vision exams for employees and their eligible dependents. Many full-time and part-time employees participate in our retirement savings plans and employee discount programs — and, to help give employees flexibility, we offer flexible work schedules, as well as paid leaves for maternity, paternity, adoption, bereavement and jury duty.

Looking ahead, we are working on a program to enhance accessibility for our employees to schedule counseling sessions, connect immediately with healthcare providers and acquire lists of referral doctors based on their unique needs.

# Employee Appreciation Day

The past couple of years have been challenging for Enterprise Holdings employees working to provide essential transportation services throughout the COVID-19 pandemic. To show appreciation for their hard work, we marked Employee Appreciation Day in unique ways in 2021 and 2022.

## National Restaurant Association Partnership

In 2021, we gifted each of our 80,000+ employees a \$100 gift card to a local restaurant in their community. In addition to showing our appreciation for employees' hard work, the gift injected \$8 million into the restaurant industry, another industry that was negatively impacted by the COVID-19 pandemic.

## Bonus Wellness Day

In 2022, we gave our employees an extra paid wellness day to take care of themselves, with the goal of helping employees rest, recharge and return better able to create a positive experience for our customers.

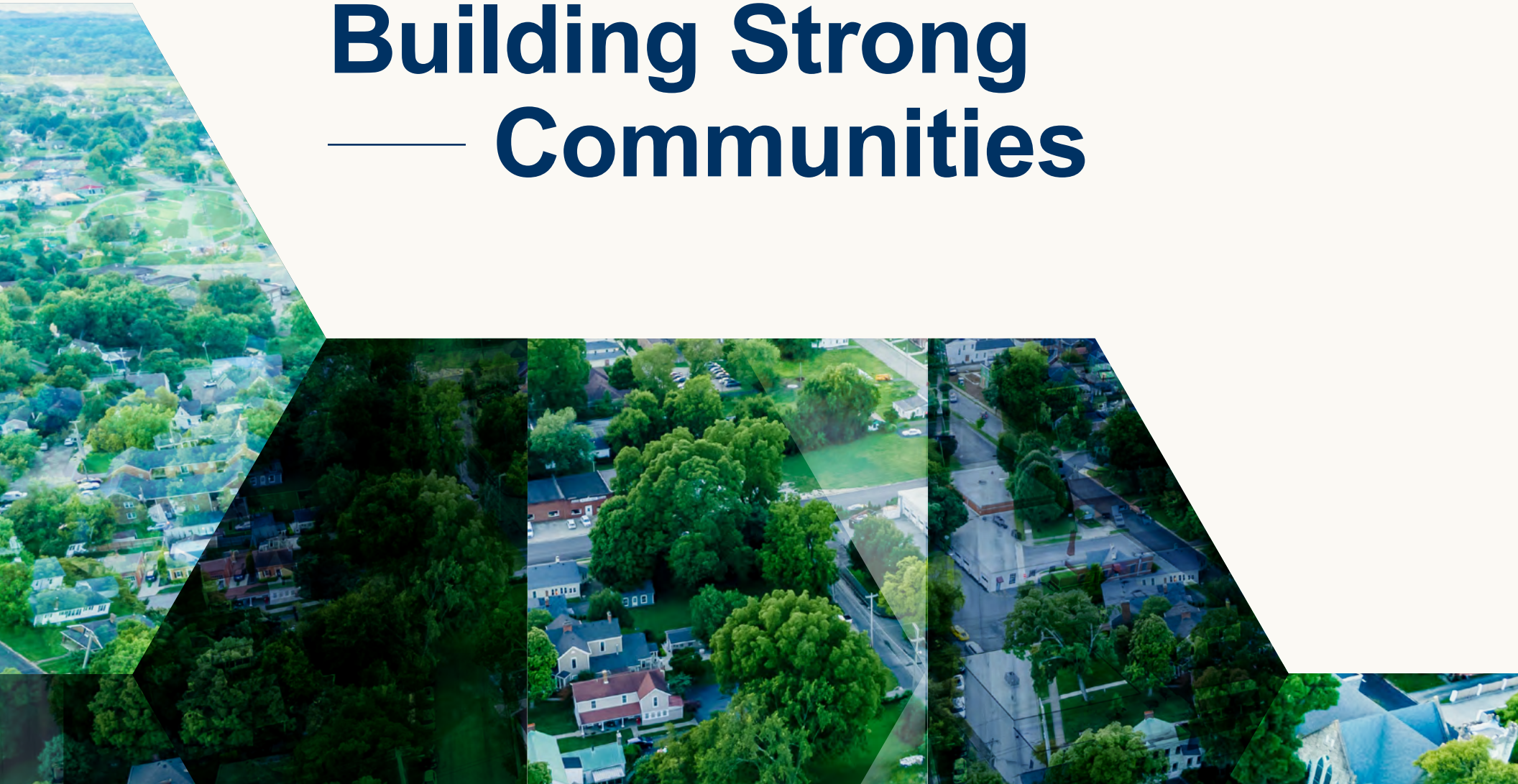


“We look forward to paying it forward to another industry hit hard by the pandemic because when we invest in them, we live out one of our guiding principles: Strengthen our communities, one neighborhood at a time.”



**Chrissy Taylor**  
President and CEO

# Building Strong — Communities





**Enterprise Holdings started as a small neighborhood business, so we understand the importance of investing in local communities and improving the well-being of people living in them.**

Our long-standing commitment to support communities began when our first customers told us they wanted to rent cars where they live and work.

As the business continues to grow, we work to extend that same spirit of care and respect to thousands of communities around the world.

Our commitment to have a positive impact on communities is not only reflected in the philanthropic investments and local partnerships that we make, it is also embedded in the way we operate so that we reduce our environmental impact.

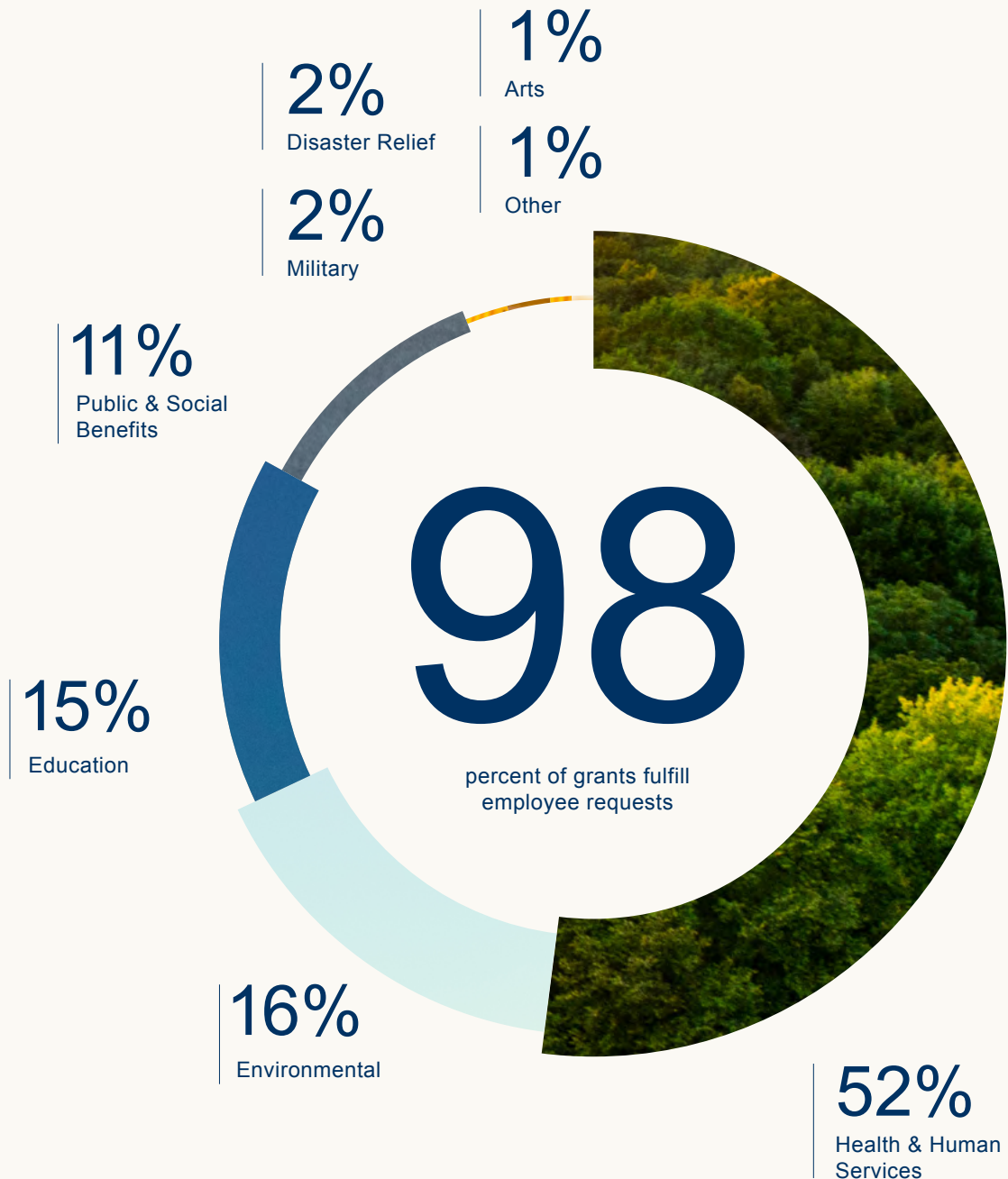
# Supporting the Communities Where We Live and Work

Philanthropy has always been part of Enterprise Holdings' culture and DNA. This commitment was inspired by the values of our founder, Jack Taylor, who emphasized the importance of giving back to our communities and formalized the creation of the Enterprise Holdings Foundation in 1982.

In FY22 alone, the Foundation gave \$74 million to global philanthropic initiatives and community nonprofits, with 98% of grants given by the Foundation fulfilling requests submitted directly from employees to support community causes that are important to them.

## United Way®

Enterprise Holdings is a longtime supporter of United Way, with our first employee-supported campaign dating as far back as 1969. The Foundation holds one of the largest United Way corporate campaigns in North America every year.





# A Message from Carolyn Kindle — President, Enterprise Holdings Foundation

From our corporate headquarters to our global branch locations, we know that our business is dependent on healthy and prosperous communities. Our founder, and my grandfather, Jack Taylor's philosophy rings true today:

**“We strengthen our communities, one neighborhood at a time.”**

Jack instilled in his teams — and our family — the importance of always doing the right thing for our neighbors and communities. It was out of this commitment that the Enterprise Holdings Foundation was born as the home of our organization's work to promote community growth by giving of our time and resources. For me, the work of leading the Foundation is the continuation of an important family tradition.

**Since it was established in 1982, the Enterprise Holdings Foundation has contributed more than half a billion to**

**thousands of local nonprofits focused on community improvement, education and environmental stewardship.**

**Our commitments range from global philanthropic initiatives to community-focused projects.**

Our Foundation is unique in that our strategy is rooted in our ability to listen — to community needs raised by employees and top priorities of local and national nonprofits that are leading efforts to create positive change. Nearly all our grants are determined by Enterprise Holdings employees from around the world, who are encouraged to submit grant applications, which help us focus our efforts where we're needed the most. We also play a unique role in helping respond when hurricanes, tornadoes, wildfires, floods and other natural disasters strike, providing aid through our partnership with the American Red Cross®, as well as local transportation alternatives through our neighborhood locations.

As we mark the 40th anniversary of the Foundation, we are firm in our commitment to show up for our employees and partners. We are continuing long-held philanthropic partnerships while exploring new ones — demonstrating our dedication to evolving our giving strategy with the dynamic needs of our communities, while holding true to the partnerships and areas of impact that still require assistance.

Our focus areas are reflected in our Global Philanthropic Initiatives, which can be found on the following pages. Together with Enterprise Holdings employees and our philanthropic partners, we will continue to do our part to enable positive change and create healthier, more equitable communities.

A handwritten signature in black ink that reads "Carolyn Kindle".

Carolyn Kindle  
President, Enterprise Holdings Foundation

# Enabling Progress Through Our Global Philanthropic Initiatives

Since the beginning, Enterprise Holdings has strived to be an engaged corporate citizen that makes a meaningful difference in the communities where we live and work.

In addition to local grants for organizations selected by employees, the Enterprise Holdings Foundation oversees a variety of initiatives focused on creating positive impacts through long-term partnerships with nonprofit organizations.



**American Red Cross** | Annual Disaster Giving Program

**Partnership Began:** 2015  
**Commitment:** \$1 million annually  
**Partner:** American Red Cross  
**Impact:** In FY22, the Enterprise Holdings Foundation gave more than \$1.8 million in aid in response to disasters, including Yellowstone flooding, Ukraine conflict relief and hurricanes.



**Partnership Began:** 2016  
**Commitment:** \$115 million over 10 years  
**Partners:** Feeding America, Food Banks Canada, The Global FoodBanking Network  
**Impact:** 26.9 million meals have been served to more than 654,000 seniors in local communities as part of Feeding America's senior hunger strategy since the program's inception.



**Partnership Began:** 2006  
**Commitment:** Plant 50 million trees by 2056  
**Partner:** Arbor Day Foundation  
**Impact:** As of 2022, 17 million trees have been planted through the Enterprise Holdings "50 Million Tree Pledge."



**Partnership Began:** 2018  
**Commitment:** \$2 million pledge to fund 40 community tree-planting events  
**Partner:** Arbor Day Foundation  
**Impact:** More than 21,700 trees were planted or distributed at community tree planting events staffed by local Enterprise Holdings employees from 2018 to 2021, and in 2022, we extended the partnership through fall 2023.



**Partnership Began:** 2017  
**Commitment:** \$60 million over 10 years  
**Partner:** The Nature Conservancy  
**Impact:** Since its inception, Routes & Roots has helped TNC and partners improve the health of an estimated 9,879 river miles and conserve over 7 million acres in priority watersheds, benefiting biodiversity and local communities.



**Partnership Began:** 2015  
**Commitment:** \$9 million over nine years  
**Partner:** Fisher House Foundation  
**Impact:** Each year, \$750,000 is earmarked for the Heroes' Legacy Scholarship, which is open to the dependent, unmarried children (under 23) of those who have died or become disabled through their active military service. The remaining \$250,000 goes toward building homes on military grounds.



**Partnership Began:** 2020  
**Commitment:** \$55 million over five years (\$20 million to global partners, \$35 million to local communities)  
**Partners:** My Brother's Keeper Alliance, UNCF, Girls Inc., Parents as Teachers  
**Impact:** We distributed the second round of local grants in 2022. Learn more about this program on page 48.

# Advancing Social and Racial Equity through ROAD Forward

In November 2020, Enterprise Holdings announced ROAD Forward, a five-year, \$55 million commitment to organizations that advance social and racial equity in communities where we operate. The initiative focuses on Respect, Opportunity, Achievement and Diversity (ROAD) for youth and families by helping to address three areas in need of urgent attention:

– **Early childhood development:**

The foundation for future success is built on access to preschool, pre-K, kindergarten and other opportunities for introducing learning and literacy. We believe in laying the building blocks of empowerment through early development and education to generate enthusiasm for lifelong learning.

– **Youth health and wellness:**

Health disparities are one unfortunate consequence of racial and socioeconomic inequality. We are supporting the creation of opportunities to engage in positive behaviors that nurture physical and mental well-being.

– **Career and college preparation:**

The transition from childhood to adulthood is a crucial time for establishing a productive and healthy life. We are investing in college admissions and financial aid guidance, exposure and access to employers, career development coaching, skills training and interview preparation. Equal access to these opportunities promotes long-term financial stability and mobility.

As part of the ROAD Forward program, annual grants are distributed at the local level that work to address social and racial equity issues. The Enterprise Holdings Foundation distributed nearly \$7 million to over 700 organizations each year in 2021 and 2022, reaching a total of \$14 million in local grants with additional local grants planned for the next three years.

In addition to local-market grants, the commitment includes \$20 million for four renowned nonprofit organizations — The Obama Foundation’s “My Brother’s Keeper Alliance,” UNCF (the United Negro College Fund), Girls Inc. and Parents as Teachers — to support young people in underserved communities.

“What was so important to us when choosing a partner was finding an organization that had been able to support and improve early childhood development and would be open to expanding that model even further. Parents as Teachers’ evidence-based, community-focused work is exactly what we had in mind when we began the ROAD Forward initiative in 2020.”



**Errin Braddock**  
Chief Diversity Officer



# Driving Impact with National Partners

“Support from the Enterprise ROAD Forward initiative is critically important for the talented and deserving students we serve. This new scholarship program helps us continue to empower more students of color to get to and through college.”

**Dr. Michael L. Lomax**  
President and CEO  
UNCF

“Providing girls with social and emotional support is critical to their well-being and ensures they can lead healthy and fulfilling lives. We are grateful to Enterprise for their partnership and investment in the work Girls Inc. is doing to further strengthen our capacity to provide girls with the experiences and mentorship that enable them to thrive.”

**Dr. Stephanie J. Hull**  
President and CEO  
Girls Inc.

“The My Brother’s Keeper Alliance is grateful for Enterprise’s continued investment in our mission to build safe and supportive communities for boys and young men of color. Together, we are unleashing the power of communities.”

**Dr. Adren Wilson**  
Executive Director  
My Brother’s Keeper Alliance

“ROAD Forward has opened doors for Parents as Teachers because the research says that when diversity is a priority, everything improves. When families are better, so are the communities where they reside.”

**Constance Gully**  
President and CEO  
Parents as Teachers

# Infusing Sustainability Throughout Our Operations

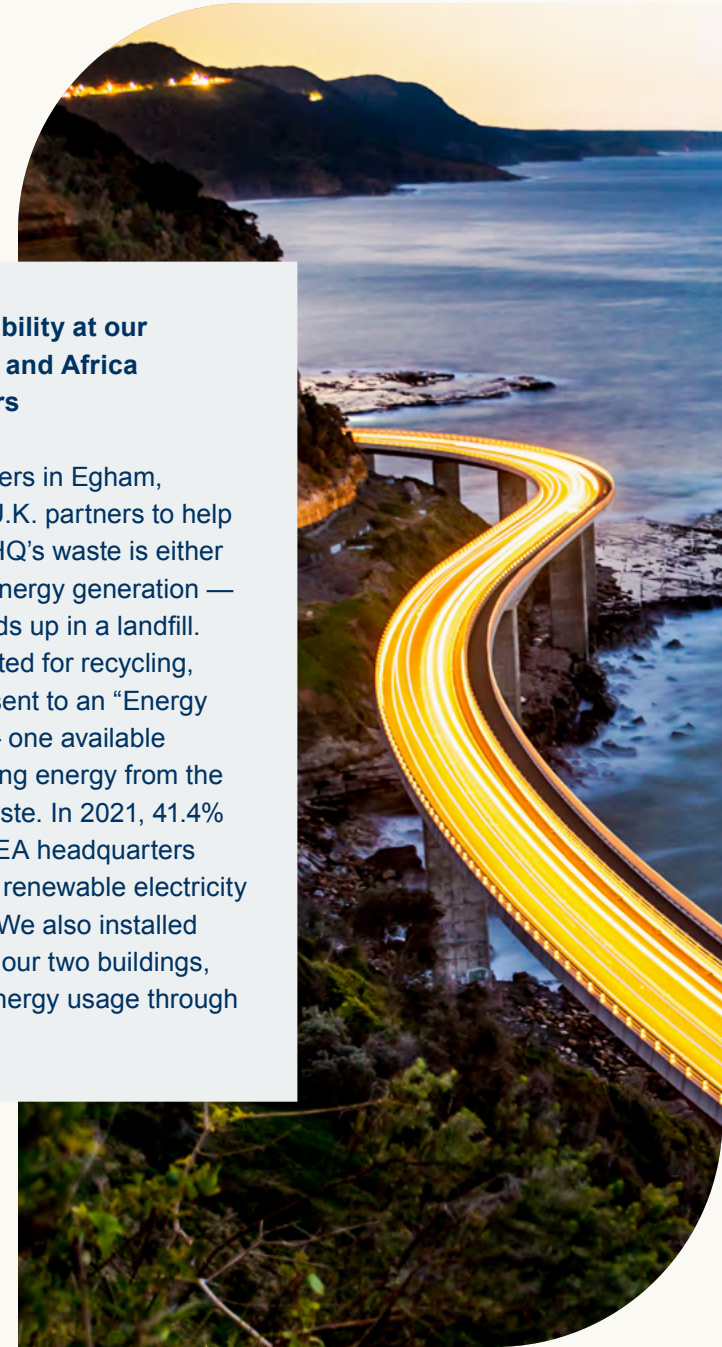
**At Enterprise Holdings, sustainability means managing our business for the long term and taking care to incorporate best practices that reduce resource use while continuing to deliver an excellent customer experience that drives business results.**

With this in mind, we are working to increase our operational efficiency and better incorporate sustainability into the infrastructure of our global network of offices, facilities and branches around the world.

To advance our accountability in this area, we have transitioned to a new data analytics platform, ENGIE Impact, to track and manage greenhouse gas emissions, energy, water and waste data. This system will help us set new baselines to track key performance indicators (KPIs), as well as deliver insights that may help reduce costs and further our sustainability goals.

## Optimizing Sustainability at our Europe, Middle East and Africa (EMEA) Headquarters

Our EMEA headquarters in Egham, England, works with U.K. partners to help ensure that 100% of HQ's waste is either recycled or used for energy generation — meaning no waste ends up in a landfill. Once waste is separated for recycling, the leftover refuse is sent to an “Energy from Waste” center — one available technique for recovering energy from the remaining residual waste. In 2021, 41.4% of waste from the EMEA headquarters was used to generate renewable electricity for the National Grid. We also installed LED lighting in one of our two buildings, which helps reduce energy usage through daylight harvesting.



# Pursuing Opportunities to Reduce Environmental Impact

**Achieving bottom-line growth while reducing the impact of our operations on the environment is important to our business.**

Across corporate facilities, neighborhood branches and airport locations, Enterprise Holdings has invested an estimated \$150 million over the last decade to improve energy and water efficiency at new and existing facilities and locations.

These top-down investments help reduce resource use and are complemented by localized efforts in our branches, where employees at all levels are empowered to propose and implement innovative ways to reduce our resource use, based on the unique needs and opportunities in their region.

We are benchmarking our progress globally and looking for opportunities to lessen our impacts in key areas, including reducing greenhouse gas emissions, increasing energy efficiency, conserving water and reducing waste.

### Measuring Emissions

Enterprise Holdings continues to invest in efficient technologies and conservation practices to reduce energy use, lower greenhouse gas emissions and

improve performance throughout its operations. With the transition to ENGIE Impact, we are continuing to evaluate potential collaboration for emissions reduction within our supply chain — including sourcing from suppliers that use renewable energy, reducing Scope 1 and 2 emissions with current suppliers, and improving supplier validation to understand and include supplier sustainability capabilities and efforts.

### FY22 GHG Emissions Data\*

<b>Scope 1</b>	145,577 metric tons of CO <sub>2</sub> e
<b>Scope 2</b>	131,666 metric tons of CO <sub>2</sub> e

\*The above Scope 1 and Scope 2 emissions data was developed using the WRI/WBSCD GHG Protocol Standard and includes data reported through ENGIE Impact and other sources. Enterprise Holdings continues to work to improve data quality and utility management for additional operational efficiencies and resource use reduction. Enterprise Holdings' Scope 3 emissions, including those from its rental fleet, are not disclosed in this report.



## Increasing Energy Efficiency

Many locations have implemented automated LED lighting and SMART building management systems that allow branch managers to monitor energy use data and remotely adjust settings like the thermostat and lighting. With ENGIE data, Enterprise Holdings is exploring renewable energy opportunities throughout its operations, particularly in Europe. In 2022, we set a goal to open qualified facilities with energy-efficient lighting products and to upgrade 20% of existing qualified facilities to more energy-efficient lighting products, such as LED.

At our corporate headquarters in St. Louis, we upgraded our lighting and HVAC systems to increase efficiency and optimize usage based on energy demands throughout the day in different parts of our campus. We also work with Ameren®, our utility partner, to decrease energy usage by turning off lights and reducing AC use to support overall grid maintenance during peak hours.



### Powering our Leeds Hub with Renewable Energy

We invested £1.8 million in a new flagship vehicle rental site in Leeds, U.K., in 2021. The branch includes sustainable infrastructure, and the building is partially powered by solar energy generated on-site. With water usage in mind, this location also uses water recycling technology in its automated on-site car wash.

### Conserving Water

Many of our neighborhood locations have installed high-pressure, low-flow pressure washers to help reduce water usage per car wash. Additionally, certain airport facilities throughout our operations have upgraded or improved their automated water reclamation systems for more efficient water use and recycling. In France, 33 of the country's 157 branches have implemented water recycling systems, with plans to add 15 more in FY23. Water recycling efforts have helped save approximately 41,500 cubic meters of water in France last year alone.

To demonstrate our continued commitment to water conservation, we established a new

goal in 2022 to create and implement a water management training focused on car wash best practices for branch employees who engage in or manage car washing.

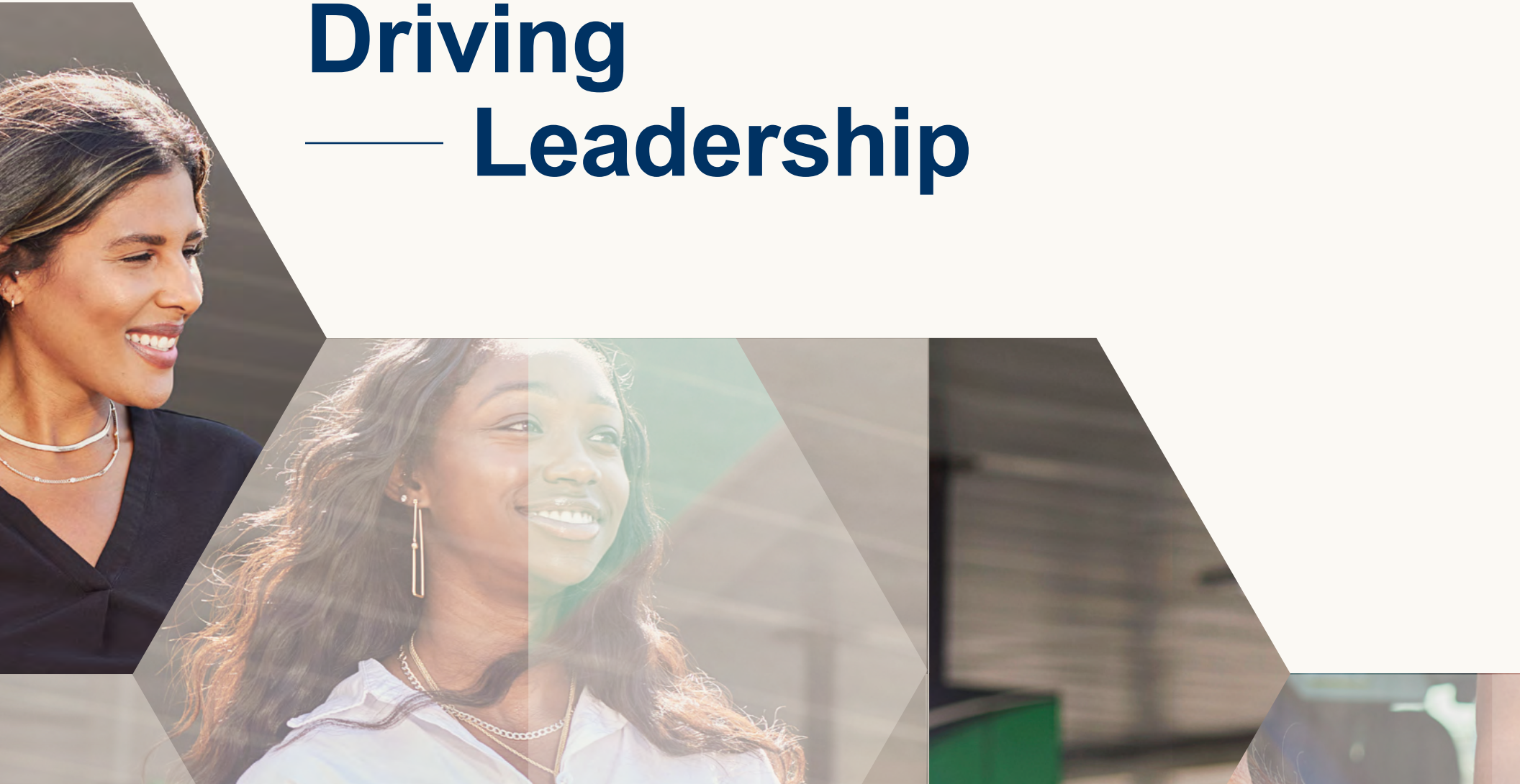
### Managing Waste

We continue to utilize Enterprise LaunchPad® mobile tablets to digitize the rental transaction, streamline the rental experience and reduce paper consumption during the rental process. For more information about our work to increase technology that reduces waste and creates efficiencies in the customer experience, see page 17.

### Reducing Waste at the Local Level

Local Enterprise Holdings teams are empowered to identify and implement environmentally friendly strategies in their branches. In California, for example, the teams partnered with a U.S. supplier to replace paper towels with 500,000 microfiber towels at 200 locations, saving an estimated 6 million paper towel rolls annually. And in Pittsburgh, 100% of locations have transitioned to laundered towels and car wash supplies with fewer chemicals, helping eliminate the use of commercial paper towels in our bays.

# Driving — Leadership



**Building on our philosophy of managing for the long term, we prioritize building enduring relationships with business partners and industry associations to maximize our impact on the next generation of travel and transportation. These partnerships, as well as our responsible business practices, help foster innovation and collaboration for the benefit of our customers, our industry and our communities.**



# Moving Our Industries Forward

Throughout our 65 years in business, we have built strong and extensive relationships with business partners, automotive manufacturers and industry associations at all levels of the value chain. As transportation and travel continue to evolve and respond to new and ongoing challenges, we are working alongside our partners and industry peers to drive innovation and impact that positions our industries for future success.

- **Filling the Technician Skills Gap:** Our neighborhood network helps to provide access to replacement rental vehicles when a customer experiences a collision or vehicle loss. However, the collision repair industry is facing a major technician shortage, with openings for an estimated 80,000 new technicians between 2020 and 2024. To help fill the gap, the Enterprise Holdings Foundation and Ranken Technical College established the Collision Engineering Program, now active at five schools across the country. Based on Ranken Technical College's unique apprenticeship model, the two-year program combines classroom learning and hands-on training at participating collision repair facilities. The program encourages collaboration between education institutions and industry to attract and

develop entry-level talent and enhance retention and advancement of existing repair technicians.

- **Providing Customers Choices:** Recognizing that there are more places to pick up a vehicle, more types of vehicles to rent and more technologies to streamline the process, we are evolving our mobility offerings to meet our customers where they are. In addition to CarShare, Car Club and Commute with Enterprise, we are a founding partner of the groundbreaking [Go-Hi project](#) in Europe. More information about Go-Hi is on page 21.
- **Strengthening Automotive Value Chain:** We are uniquely positioned within the automotive value chain to connect consumers with the latest automotive technology. With more than 300 makes and models in our fleet, our customers often have the opportunity to experience new vehicle technology for the first time in their rental cars, including connected cars, EVs and, likely one day, AVs. Rental experiences can act as an “extended test drive,” allowing customers to try new vehicles before they buy. This helps OEMs maintain and grow market share, while increasing consumer comfort with and adoption of newer, more fuel-efficient vehicles.

- **Evolving Future Mobility with EVs:** As the world's largest rental vehicle company and a leading provider of mobility services, we recognize that the way people travel is evolving. To accommodate and support the transition to electric vehicles, we are working with a wide range of partners to help establish sufficient infrastructure that will support a wide rollout of electric vehicles. More information on our electric vehicle strategy can be found on page 22.
- **Responding to the Fleet Shortage:** Like many industries, we felt the impact of supply chain challenges due to the combined forces of manufacturing shutdowns during the pandemic and a shortage of semiconductor chips, which reduced the number of vehicles available for sale. However, car rental's significant role in the automotive value chain ensured our relationships with manufacturers remained strong. We continue to work closely with OEMs to maintain a consistent supply of vehicles. Leveraging the scale of our network, including airport and neighborhood locations, allows us to work nimbly and move vehicles to meet fluctuating demand.

# Strengthening Our Supply Chain

## We have a broad network of longtime business partners and suppliers to help us achieve our vision of best-in-class customer service.

Our suppliers play an integral role in maintaining successful business operations on a global scale. We seek out and prioritize relationships with partners across the supply chain who share our values and commitments to uphold the highest standards of quality, integrity, safety and excellence for our customers.

- **Reinforcing Human Rights:** We aspire to maintain a supply chain that is just and equitable for all workers, free from the presence of forced labor or human trafficking. Across our global operations, we strive to abide by all applicable local and regional regulations. We also engage in assessments to evaluate and address the potential or evidence of forced labor or human trafficking within our supply chain.

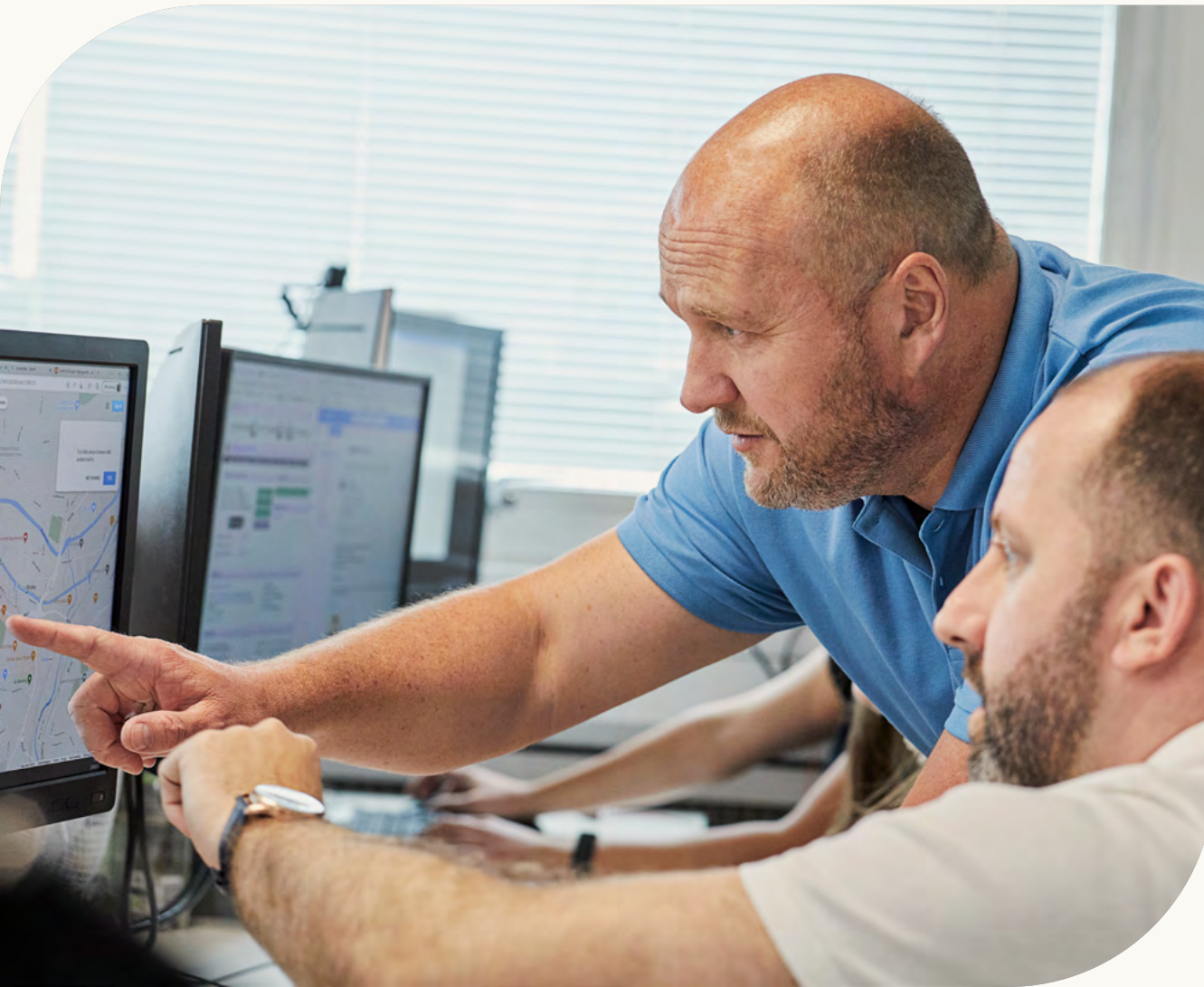
- **Aligning with Responsible Suppliers:** To ensure shared understanding of our values, all suppliers are expected to adhere to our Supplier Code of Conduct. The guidelines outline our expectations and provide information on how we can collaborate with our suppliers to deliver best-in-class customer service.
- **Increasing Supplier Diversity:** To work with suppliers that reflect the communities we operate in, our Supplier Diversity Policy helps increase the number of diverse businesses including minority-owned, women-owned, veteran-owned and other socially or economically disadvantaged small businesses that supply goods and services to our organization. Under the policy, we provide tools and assistance for our employees to responsibly identify, select and do business with new suppliers. In FY22, 22% of U.S. operations supplier spending went to diverse businesses in the U.S. Moving forward, we will continue to implement supplier diversity best practices and maintain more than \$4 billion in spending annually with diverse businesses worldwide.
- **Sustainable Maintenance Programs:** From hood to trunk, we look for ways to repurpose

or recycle waste materials associated with operations and fleet maintenance. Even the smallest changes can make a big difference. We work with a variety of partners to recycle damaged auto glass, repurpose used tire rubber and re-register license plates at the end of the vehicle's life cycle. Our partnerships with windshield repair companies, for example, have helped divert more than 1,000 tons of damaged glass from landfills in the U.S. And by working with local and regional recycling centers, more than 3,500 tons of valuable material from spent tires is repurposed each year.

Through our work with Safety-Kleen® and PetroChoice®, leading providers of re-refined motor oil, we have a closed loop process on oil usage across our fleet and have continuously recycled the equivalent of 12 million gallons of engine oil since 2009. This partnership avoids the need for new virgin crude by making the oil used in Enterprise Holdings vehicles reusable again and again. Additionally, 100% of the materials from used oil filters from our airport service centers in North America are recycled or repurposed — diverting thousands of pounds of used oil, plastic, metal and paper from landfills.



# Building A Legacy of Leadership — for the Long Term



**Since our founding in 1957, we have prioritized stability and long-term impact for our employees and customers. That commitment to managing for the future has fueled decades of business growth and positioned Enterprise Holdings as a global leader in travel and mobility.**

# Prioritizing Compliance and Ethics

**At Enterprise Holdings, business ethics means understanding, embracing and displaying the highest standards of integrity in the day-to-day conduct of our business. We aspire to always do the right thing for our customers, our industry and our communities, even when not legally required.**

- **Employee Code of Conduct:** Personal honesty and integrity are the foundation of our success. We hold ourselves to the highest standards of business ethics and responsible conduct to maintain a strong reputation with our customers, business partners, suppliers and employees. We communicate our Founding Values and [Code of Conduct](#) throughout our entire network on an ongoing basis and provide annual training to all employees.
- **Compliance and Ethics Training:** We formalized our Compliance and Ethics Program in 2015 to transparently communicate our standards and commitments to our employees, corporate partners and customers. Most employees receive annual training on our ethics and compliance policies. Employees with questions regarding our ethics and compliance policies or who have encountered potential misconduct are encouraged to contact our Ethics Hotline.



# Board of Directors

Although we are privately held, our growth strategy is overseen by a 14-member Board of Directors. The board meets four times per year to provide insight and advice to senior leadership on critical business issues, and has one committee, which nominates new members.

## TENURE:

**5**

board members have served since the body was created in 2000

**2**

board members have served since 2007

**6**

board members joined between 2012 and 2020

**1**

board member joined in FY22

## THE BOARD IS MADE UP OF:

**4**

Taylor family members

**4**

Enterprise Holdings senior managers

**5**

Independent directors

**1**

Advisory director

**5**

Women

**9**

Men

**8**

Current or former Enterprise Holdings employees

**2**

Black members

**1**

Asian member

**11**

Caucasian members

# ESG Committee\*



**Brice Adamson**

President, Enterprise Fleet Management



**Mike Andrew**

Senior Vice President and General Counsel



**Steve Brackney**

Senior Vice President and Chief Administrative Officer



**Errin Braddock**

Vice President and Chief Diversity Officer



**Randal Narike**

Executive Vice President and Chief Strategy Officer



**David Nestor**

Executive Vice President and Chief Operating Officer



**Shelley Roither**

Senior Vice President, Human Resources



**Khaled Shahbo**

Senior Vice President, Europe



**Rick Short**

Executive Vice President and Chief Financial Officer



**Dan Wessel**

Vice President, Global Business Management



**Russ Willey**

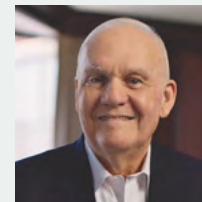
Senior Vice President and Chief Information Officer

\*ESG Committee as of July 31, 2022  
 † Also a member of the ESG Committee

## Enterprise Holdings Leadership

We are a family-owned business whose members are intimately involved in both our business strategy and philanthropic efforts. Our legacy of strong family leadership ensures we take a long-term approach with the continued success of our business top of mind.

Key decisions about ESG issues and strategy are co-managed by our leadership, as well as the members of our ESG Executive Committee, which represents department heads and subject matter experts from across the company.



**Andrew C. Taylor**

Executive Chairperson



**Chrissy Taylor†**

President and Chief Executive Officer



**Jo Ann Taylor Kindle**

Chairperson, Enterprise Holdings Foundation



**Carolyn Kindle**

President, Enterprise Holdings Foundation

# UN Sustainable — Development Goals





**The United Nations (UN) Sustainable Development Goals (SDGs) are an internationally ratified framework that unites all 193 UN member states in shared pursuit of ending poverty, protecting the planet and ensuring all people have the opportunity to enjoy peace and prosperity.**

The SDGs are comprised of 17 global goals that provide a blueprint for governments to take action together with private and public sector partners to solve societal challenges through business innovation and collaboration.

While Enterprise Holdings' business touches many of the 17 SDGs, we are focused on five goals where our global business operations have the potential to drive significant progress and impact for global communities. We will continue to map our progress against each of these goals in future reporting.



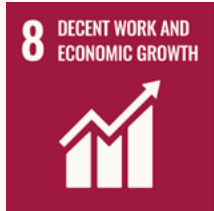


## Ensuring the availability and sustainable management of water and sanitation

At Enterprise Holdings, water use is a critical part of our operations and fleet maintenance. That is why we work to reduce water consumption across our operations, as well as support external initiatives that help protect and restore river and freshwater ecosystems in communities where we live and work. We are implementing new solutions to reuse and recycle water to reduce reliance on threatened watersheds.



- High-pressure, low-flow technology and water recapture and recycling systems installed in select facilities, including those around water-stressed sites, are helping us reuse and reduce use of water.
- By establishing a new water management training, we plan to increase employee education and training around our water efforts.
- Our partnership with The Nature Conservancy for the [Routes & Roots](#): Enterprise Healthy Rivers Project supports the Conservancy's long-term water resource management initiatives across the U.S. and Europe and has the potential to benefit 150 million people.
- As part of our [50 Million Tree Pledge](#) in partnership with the Arbor Day Foundation, we aim to plant 50 million trees by 2056 throughout the United States, United Kingdom, Ireland, Canada, France, Germany and Spain. This effort seeks to provide greater access to green space — particularly in communities impacted by natural disasters — which supports the mental and emotional health of residents, bolsters the ecological health of urban landscapes and improves water quality within heavily utilized watersheds.



# Promoting sustained and inclusive economic growth, full and productive employment and decent work for all

**Our employees are the foundation of our business, and we aspire to create a safe and ethical workplace culture through policies, lived practices and focused initiatives. Beyond our commitment to operate responsibly, we also work with diverse partners and suppliers that share our commitment to uphold the highest standards of quality, integrity, excellence, safety, legal compliance and regard for human rights.**

- We provide employees with formal coaching and mentoring programs and encourage them to voice their suggestions for improvement through employee surveys and feedback.
- Our [diversity, equity and inclusion curriculum](#) educates employees and celebrates diversity across our global network. Our goal is to require 100% employee engagement and participation in our varied DEI curriculum by 2025.
- Our integrated global network of neighborhood and airport locations, including franchised branches, contributes to the economic prosperity of thousands of communities.
- In FY22, approximately 20,000 global employees were promoted or took on new challenges in various positions each year, because of our long-standing culture of promoting from within.
- Through our commitment to [military hiring](#) and participation in the Veteran Jobs Mission, we support veterans as they return to civilian careers.
- Our [Management Training Program](#), an opportunity to get hands-on experience running a business, empowering teams and delivering excellent customer service, is offered to all full-time operational employees.
- The [Enterprise Formal Mentor Program](#) assists mentees in their professional and personal development by focusing on culture, diversity, leadership, interpersonal skills and work/life balance.
- [“My Purpose. My Time.”](#), our employee volunteer benefit, gives employees annual paid volunteer time toward an organization or a cause of their choice. In FY22, the Enterprise Holdings Foundation donated \$74 million worldwide, with 98% of grants fulfilling employee requests.
- Our [Code of Conduct](#) and [Supplier Code of Conduct](#) outline the standards of integrity we expect Enterprise Holdings employees, partners and suppliers to uphold.





# Building resilient infrastructure, promoting inclusive and sustainable industry and fostering innovation

Investing in infrastructure and advancing innovations are essential components of our efforts to achieve our vision for the future of mobility and re-imagine how people and goods get from point A to point B — sustainably and ethically.

- Through our range of mobility solutions, we are providing access to low-emission vehicles and working to meet the diverse transportation needs of our global customer base, including car and truck rentals, vanpooling, exotic cars, corporate fleet management, retail car sales, carsharing and vehicle-subscription services.
- We work with the Electrification Coalition Business Council (ECBC), transport and business ministries in Europe and professional trade bodies — such as Fleet Professionals — to overcome barriers to electric vehicle (EV) adoption around the world.
- We support the development and scaling of green solutions for the future that leverage bioenergy crops through the [Enterprise Rent-A-Car Institute for Renewable Fuels](#).
- Through [disaster recovery aid](#), we help our neighborhood network with evacuation, relief and recovery after natural disasters.





## Helping to reduce inequalities around the world

**This starts with our guiding principles and how we operate. We strive to strengthen our communities, one neighborhood at a time, and our doors are open to all. Globally, we are committed to identifying opportunities to create a more equal society and contribute to philanthropic initiatives to reduce inequalities.**

- Through the Enterprise Holdings [ROAD Forward](#) initiative, the Enterprise Holdings Foundation pledged \$55 million over five years to organizations implementing initiatives that advance social and racial equity in communities where the company operates.
- We launched a new, three-tiered global [DEI council](#) to draw perspectives from every level of the organization and develop a strategy that truly embeds DEI across the organization. The council is represented by people of diverse backgrounds, race, ethnicity, gender, sexual orientation, religion, age, disabilities, military service and work experience, and has a structure to foster integration across our operations, strategies, mission and objectives.
- Our [Employee Resource Groups \(ERGs\)](#) are organically driven by the unique, diverse needs of our operating groups, and we encourage local employees to create communities that represent their personal experiences, passions and perspectives.
- We actively contribute to efforts reducing inequalities through Enterprise Holdings' [Fill Your Tank](#), a program to address food insecurity in disproportionately affected populations, including seniors and disadvantaged communities of color.
- Our [Supplier Diversity Policy](#) helps increase the number of minority-owned, women-owned, veteran-owned, and other socially or economically disadvantaged small businesses that supply goods and services to our organization. We will continue to implement supplier diversity best practices and maintain more than \$4 billion in spending annually with diverse businesses worldwide.
- As required by the UK Modern Slavery Act, we publish an [Annual Statement](#) of the actions we have taken to understand potential forced labor and human trafficking risks related to our business and that of our subsidiaries and their supplier network, and to document the steps taken to mitigate any such risk.



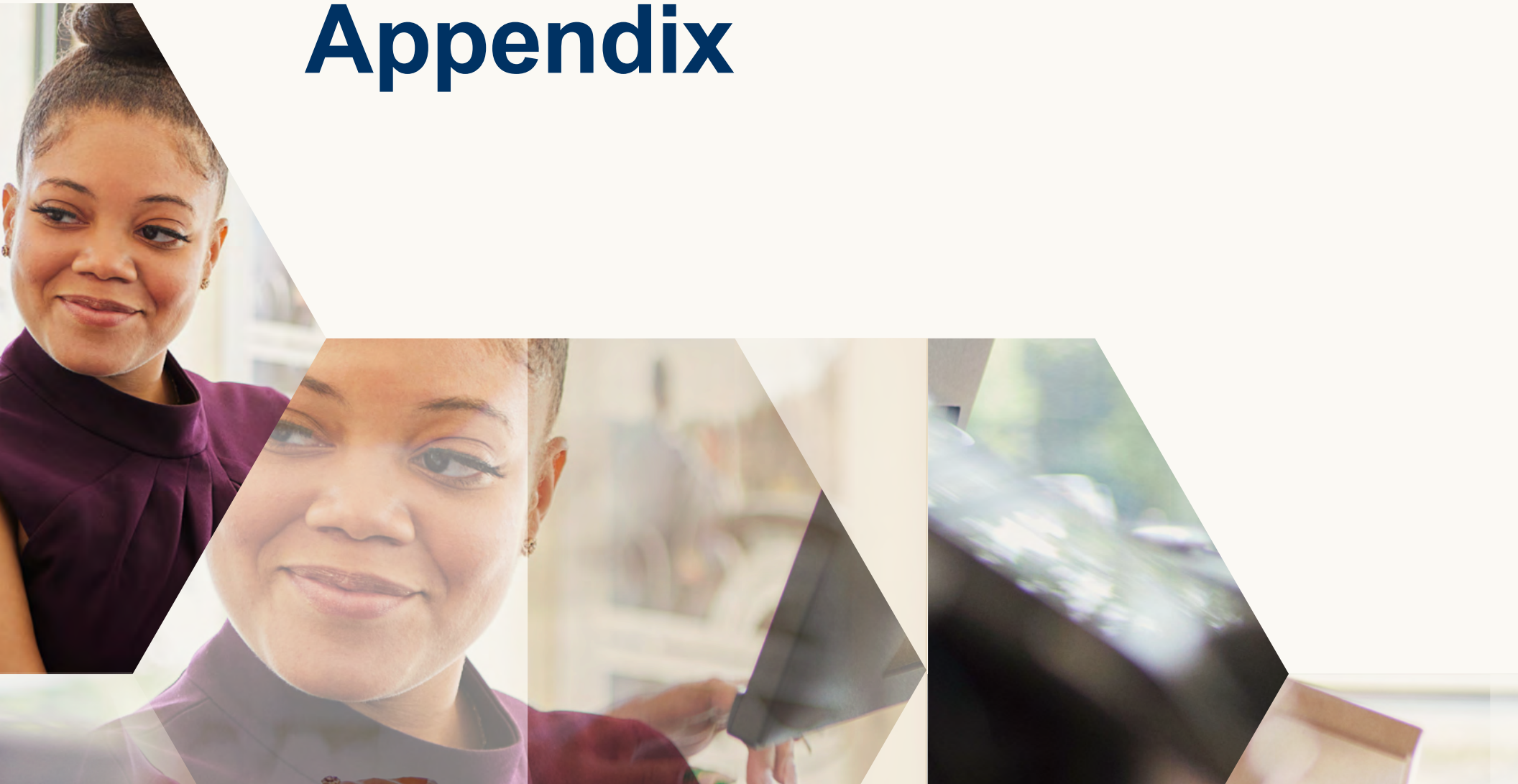
## Ensuring sustainable consumption and production patterns

**As part of our efforts to operate responsibly and reduce our environmental impact, we seek opportunities for responsible consumption through sustainable maintenance, resource conservation and other strategic partnerships and initiatives.**

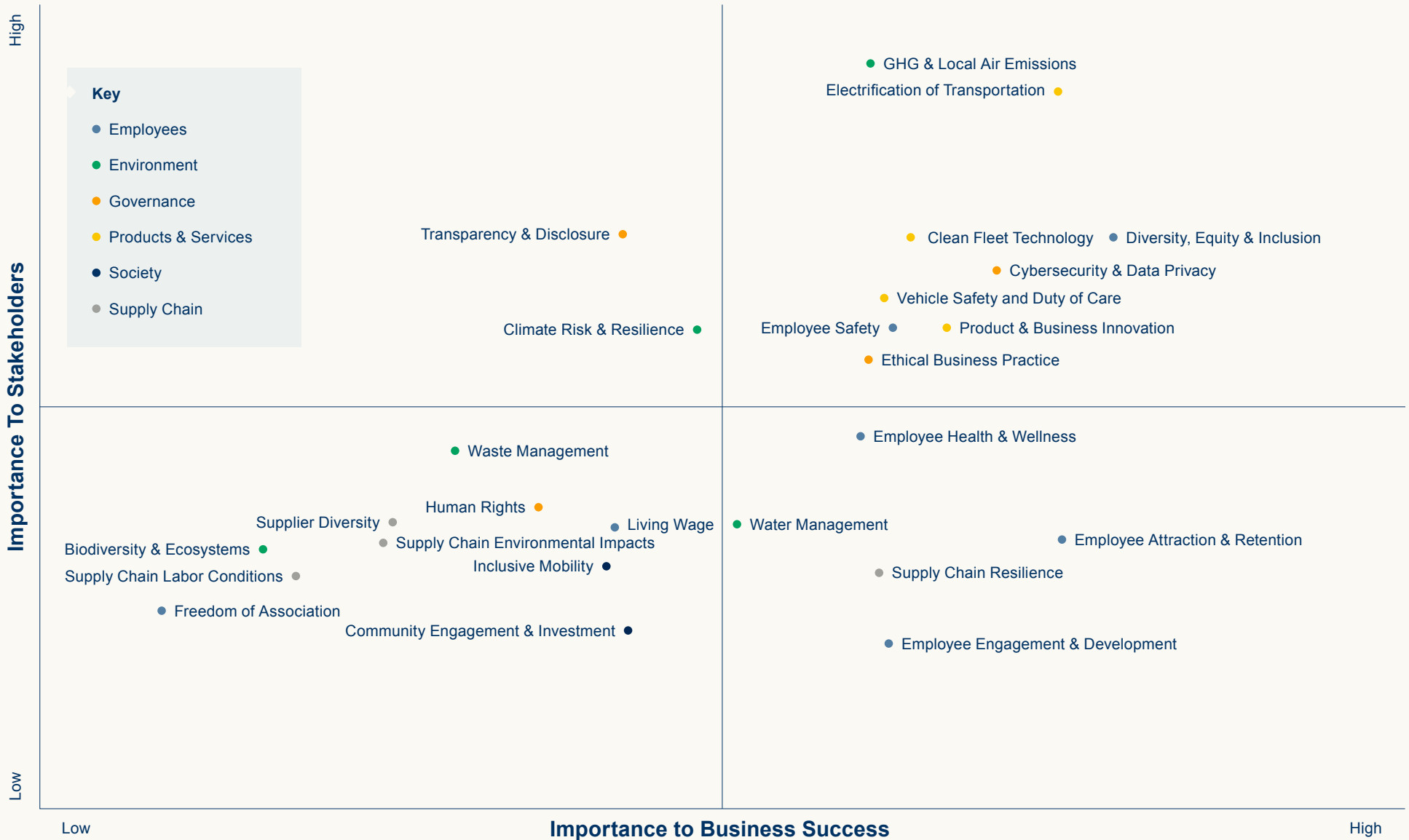
- We repurpose more than 3,500 tons of used tire rubber each year and we recycle windshields and license plates through our [Sustainable Maintenance Programs](#).
- We have implemented [product life cycle improvements](#) for our vehicles to reduce waste. And we have a closed loop process on oil usage that allows us to recycle engine oil through our partnership with Safety-Kleen® and PetroChoice®.
- SMART energy system upgrades throughout select branch offices help us lessen energy use, while the use of LaunchPad® mobile tablets has helped us reduce paper use in our facilities. We strive to partner with collision repair centers that use water-based paints rather than oil-based options to support sustainable consumption.



# Appendix



# Materiality Matrix



# GRI Index

## GRI 2: General Disclosures

DISCLOSURE	FY22 LOCATION/RESPONSE
2-1 Organizational details	Enterprise Holdings, Inc. is a privately-held company with headquarters located in Clayton, Missouri.
	About Enterprise Holdings, p. 6
	<a href="#">FY22</a>
2-2 Entities included in the organization's sustainability reporting	About Enterprise Holdings, p. 6
2-3 Reporting period, frequency and contact point	About This Report, p. 3
2-4 Restatements of information	Information restated from previous reports is included as needed to provide context and demonstrate progress.
2-6 Activities, value chain and other business relationships	Partially Reported: About Enterprise Holdings, p. 6 Our Approach to Sustainability, p. 11 Moving Our Industries Forward, p. 55 Strengthening Our Supply Chain, p. 56  <a href="#">Automotive Value Chain</a>
2-7 Employees	Partially Reported: Employee Demographics, p. 33
2-9 Governance structure and composition	Building a Legacy of Leadership for the Long Term, p. 57
2-11 Chair of the highest governance body	Building a Legacy of Leadership for the Long Term, p. 57
2-12 Role of the highest governance body in overseeing the management of impacts	Partially Reported: Building a Legacy of Leadership for the Long Term, p. 57
2-13 Delegation of responsibility for managing impacts	Partially Reported: ESG Committee, p. 60
2-22 Statement on sustainable development strategy	Letter from the CEO, p. 5
2-23 Policy commitments	Partially Reported: Strengthening Our Supply Chain, p. 56
	<a href="#">United Kingdom Modern Slavery Act Disclosure Statement — Fiscal Year 2022</a>
	<a href="#">Employee Code of Conduct</a>

DISCLOSURE	FY22 LOCATION/RESPONSE
2-24 Embedding policy commitments	Partially Reported: <a href="#">Enterprise Holdings Compliance and Ethics</a>
2-26 Mechanisms for seeking advice and raising concerns	<a href="#">Employee Code of Conduct</a>
2-28 Membership associations	<b>NGOs:</b> Alliance for Transportation Electrification, American Automobile Labeling Act, American Car Rental Association, American Red Cross, Arbor Day Foundation, Association of Canadian Car Rental Operators, Carsharing Association, Climate Impact Partners, 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, The Nature Conservancy, Truck Renting and Leasing Association, U.S. Travel Association, United Way, University of California-Berkeley Transportation Sustainability Research Center, University of Missouri and World Travel & Tourism Council.  <b>Government Agencies:</b> U.S. Department of Energy Clean Cities Coalition Network, U.S. Forest Service and U.S. Travel and Tourism Advisory Board
2-29 Approach to stakeholder engagement	Partially Reported: Our Approach to Sustainability, p. 11

## GRI 3: Material Topics

DISCLOSURE	FY22 LOCATION/RESPONSE
3-1 Process to determine material topics	Partially Reported: Our Approach to Sustainability, p. 11
3-2 List of material topics	Our Approach to Sustainability, p. 11
3-3 Management of material topics	Partially Reported: Our Approach to Sustainability, p. 11

## GRI 201: Economic Performance

DISCLOSURE	FY22 LOCATION/RESPONSE
201-1 Direct economic value generated and distributed	Partially Reported: About Enterprise Holdings, p. 6 Supporting the Communities Where We Live and Work, p. 45

### GRI 203: Indirect Economic Impacts

DISCLOSURE	FY22 LOCATION/RESPONSE
203-1 Infrastructure investments and services supported	Partially Reported: Preparing the World for EVs and AVs, p. 22 Investing in Tomorrow's Transportation Solutions, p. 24 Supporting the Communities Where We Live and Work, p. 45

### GRI 204: Procurement Practices

DISCLOSURE	FY22 LOCATION/RESPONSE
204-1 Proportion of spending on local suppliers	Partially Reported: Strengthening Our Supply Chain, p. 56

### GRI 205: Anti-corruption

DISCLOSURE	FY22 LOCATION/RESPONSE
205-2 Communication and training about anti-corruption policies and procedures	Partially Reported: In 2022, 99% of the employees required to participate completed the anti-corruption training. <a href="#">Enterprise Holdings Supplier Code of Conduct</a>

### GRI 301: Materials

DISCLOSURE	FY22 LOCATION/RESPONSE
301-2 Recycled input materials used	Partially Reported: Extending the Vehicle Life Cycle, p. 56 Managing Waste, p. 52

### GRI 302: Energy

DISCLOSURE	FY22 LOCATION/RESPONSE
302-5 Reductions in energy requirements of products and services	Partially Reported: Driving Efficient Mobility Options, p. 18

### GRI 303: Water and Effluents

DISCLOSURE	FY22 LOCATION/RESPONSE
303-1 Interactions with water as a shared resource	Partially Reported: Conserving Water, p. 52

### GRI 304: Biodiversity

DISCLOSURE	FY22 LOCATION/RESPONSE
304-3 Habitats protected or restored	Partially Reported: Enabling Progress Through Our Global Philanthropic Initiatives, p. 47 Conserving Water, p. 52

### GRI 305: Emissions

DISCLOSURE	FY22 LOCATION/RESPONSE
305-1 Direct (Scope 1) GHG emissions	Partially Reported: FY22 GHG Emissions Data, p. 51
305-2 Energy indirect (Scope 2) GHG emissions	Partially Reported: FY22 GHG Emissions Data, p. 51

### GRI 306: Waste

DISCLOSURE	FY22 LOCATION/RESPONSE
306-2 Management of significant waste-related impacts	Partially Reported: FY22 GHG Emissions Data, p. 51

### GRI 401: Employment

DISCLOSURE	FY22 LOCATION/RESPONSE
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Partially Reported: Prioritizing Employee Safety, Health and Well-Being, p. 41

### GRI 403: Occupational Health and Safety

DISCLOSURE	FY22 LOCATION/RESPONSE
403-1 Occupational health and safety management system	Partially Reported: Employee Safety, p. 41
403-2 Hazard identification, risk assessment, and incident investigation	Partially Reported: Employee Safety, p. 41
403-9 Work-related injuries	Instances of work-related injury are reported to a worker's manager. The incident is formally logged and reported to Enterprise Holdings' risk management team.
403-10 Work-related ill health	In FY22, there were no reported occurrences of occupational disease as employees are not involved in on-the-job activities that present an unusually high risk.

### GRI 404: Training and Education

DISCLOSURE	FY22 LOCATION/RESPONSE
404-2 Programs for upgrading employee skills and transition assistance programs	Partially Reported: Fostering a Culture of Opportunity, p. 38

### GRI 405: Diversity and Equal Opportunity

DISCLOSURE	FY22 LOCATION/RESPONSE
405-1 Diversity of governance bodies and employees	Partially Reported: Employee Demographics, p. 33 Board of Directors, p. 59

### GRI 413: Local Communities

DISCLOSURE	FY22 LOCATION/RESPONSE
413-1 Operations with local community engagement, impact assessments, and development programs	Partially Reported: Supporting the Communities Where We Live and Work, p. 45

### GRI 416: Customer Health and Safety

DISCLOSURE	FY22 LOCATION/RESPONSE
416-1 Assessment of the health and safety impacts of product and service categories	Partially Reported: Enhancing Customer Health and Safety, p. 29