

FY24

Environmental, Social and Governance Report

enterprisemobility.com

About Enterprise Mobility™

Enterprise Mobility is a leading provider of **mobility solutions** with operations in more than 90 countries and territories around the world. Enterprise Mobility's brands and services offer a range of transportation and travel offerings, including car rental, fleet management, flexible vehicle hire, carsharing, vanpooling, truck rental, luxury rental, retail car sales and vehicle subscription, as well as other transportation technology services and solutions, to provide mobility options that are accessible, efficient and convenient for customers.

Mobility Brands



FOUNDED IN
1957

9,500+

GLOBAL NETWORK LOCATIONS AS OF FY24
(airport and neighborhood; includes franchises)

\$38 BILLION

ANNUAL REVENUE (FY24)*

2.4 MILLION+

GLOBAL FLEET*

90,000+

GLOBAL WORKFORCE*

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

Approach to Sustainability

Enterprise Mobility takes a future-focused approach to sustainability and is working to implement initiatives that promote sustainable growth and drive economic value while keeping future generations in mind.

We strive to create long-term value for all stakeholders by collaborating across the globe to foster innovation, manage our environmental footprint and invest in team members while building strong communities and enduring relationships. As the organization and its range of mobility solutions grow, we are pursuing new and more efficient ways to embed sustainable practices into operations and the value chain.

Enterprise Mobility's sustainability strategy is informed by the organization's material topics, and reporting is prepared in reference to the Global Reporting Initiative (GRI) 2021 Standards. The organization's sustainability efforts are also aligned with five of the 17 United Nations Sustainable Development Goals (SDGs) where we believe operations have the potential to drive progress and impact global communities.

“As a global organization, Enterprise Mobility takes a long-term approach to sustainability and seeks to implement strategies and innovations centered around the needs of team members, customers, partners and communities.”

Chrissy Taylor
Enterprise Mobility President & CEO



ESG Reporting Resources

We understand that measuring and reporting on sustainability goals and initiatives is critical to a range of stakeholders. **This summary report showcases FY24 highlights and is accompanied by additional resources on the Enterprise Mobility website, including:**

- ESG 2025 Goals
- ESG Performance Data
- FY24 GRI Index



Advancing Sustainable Mobility

Enterprise Mobility is helping advance more sustainable mobility by offering innovative, flexible and accessible transportation solutions. These offerings are also helping individuals, local governments and businesses reduce the carbon impacts of travel and enhance mobility in their communities.

CAR CLUB EXPANDS SHARED MOBILITY

In the United Kingdom and Ireland, **Enterprise Car Club** offers members cost-effective, on-demand carsharing services. **In FY24:**

- Enterprise Car Club began supporting the **City of Edinburgh Council** with the first phase of plans to install around 70 new electric vehicles and charging bays for members, making it Enterprise Car Club's biggest EV fleet for a single local borough or council in the U.K.
- Enterprise Car Club helped the **U.K. Defence Science and Technology Laboratory** (Dstl) reduce an estimated 372,000 miles and more than 100 metric tons of CO₂e supply chain emissions from its business travel activities over a 12-month period by having on-site dedicated vehicles.



CARSHARE DRIVES SUSTAINABLE SOLUTIONS

In North America, France, Spain and Germany, **Enterprise CarShare** ensures participants have access to an on-demand fleet of vehicles and helps companies reduce mileage reimbursement and meet sustainability goals. **In FY24:**

- Enterprise CarShare eliminated the use of plastic membership cards and paper mailings globally to reduce waste.
- Enterprise CarShare worked with **Herzebrock-Clarholz** in Germany to expand its e-mobility pilot for municipal employees to include driving services for senior citizens.
- Enterprise CarShare helped Importaco, a food and drink producer in Spain, reduce its carbon footprint by more than 20 metric tons of CO₂e annually by introducing six Enterprise CarShare vehicles to serve over 100 employees.

EMPOWERING PEOPLE WITH A BETTER WAY TO COMMUTE

Commute with Enterprise works with public transit agencies and local businesses to provide workers a flexible shared-mobility option that replaces single occupancy vehicles through one of the largest vanpooling operations in North America. **In FY24:**

- Commute with Enterprise partnered with the Shelby County Health Department to improve air quality, reduce traffic congestion and help individuals reduce the carbon footprint of their daily commute through the **Memphis Area Rideshare Program**. Between October and December 2023, the program reduced almost 241.2 metric tons of CO₂e while saving roughly 27,000 gallons of fuel and eliminating approximately 30,000 vehicle trips.*
- Commute with Enterprise **worked with R.W. Beckett**, a North American leader in manufacturing combustion products, to introduce vanpools to employees and co-op students with limited public transportation access and to support their corporate sustainability goals. The company reduced 57.2 metric tons of CO₂e while saving over 165,000 commuter miles.†



* Estimated fuel savings based on assumed number of single-occupancy, standard gasoline vehicles (SOV) taken off the road with an average fuel consumption of 25.4 miles per gallon as most recently reported by the EPA. CO₂e emissions reduction estimate calculated through EPA Greenhouse Gases Equivalencies Calculator and based on assumed number of SOVs taken off the road due to Commute with Enterprise vanpools. Estimated vehicle trips eliminated based on assumption that each daily vanpool rider (less the driver) equals one eliminated vehicle trip.

† Estimates based on 2023 Commute with Enterprise reporting and U.S. EPA Calculator, and assuming participants previously drove alone. Co2 Equivalency according to the EPA Greenhouse Equivalencies Calculator [commutewithenterprise.com/showmethemath](https://www.commutewithenterprise.com/showmethemath).

Embracing the EV Transition

Electrification is a key part of a sustainable mobility strategy. We are focused on putting customers first and building strong public and private partnerships to address expanding power and charging infrastructure needs and foster equitable access to electric vehicles (EVs).

UNDERSTANDING THE FUTURE OF ELECTRIC POWER WITH XCEL ENERGY

Enterprise Mobility and Xcel Energy collaborated on a study, co-created with Jacobs, focused on future electric power needs of U.S. airports. The study found a narrowing window of opportunity to build the large-scale infrastructure required to support electrification of operational, cargo and passenger needs. Specifically, the study indicated that by 2050, airports could require nearly five times more power than their current peak power demand.

INCREASING AFFORDABLE ACCESS TO EVS

Enterprise Mobility, BlueHub Energy, Fermata Energy and Codman Square Neighborhood Development Corporation launched the first vehicle-to-grid (V2G) pilot program for multifamily affordable housing in the nation. The pilot pairs V2G bidirectional charging with the Nissan LEAF EV to tap into the car's battery as an alternative clean energy source for individuals in an affordable housing complex in Boston.

ENABLING ELECTRIFICATION IN THE PUBLIC AND PRIVATE SECTORS

Through the expertise and service provided by Enterprise Mobility team members and mobility lines, we are helping businesses, public sector organizations and municipalities add EVs to their fleets. **In FY24:**

- The city of Cambridge, Massachusetts, developed a **Clean Fleet Initiative** to accelerate its transition to electric vehicles. The initiative contains greenhouse gas (GHG) emission targets, acquisition guidelines and a plan for the installation of charging stations and electrical infrastructure. To help support the city's emission reduction goals, Enterprise Fleet Management leased 18 all-electric vehicles for various departments.
- The **South Pasadena Police Department** became the nation's first law enforcement agency to completely replace its gasoline-powered vehicles with EVs. This milestone was achieved with support from Enterprise Fleet Management, which helped provide 10 Tesla Model Ys as patrol vehicles and 10 Tesla Model 3s for detective and administrative duties.
- Costain, an infrastructure solutions company, partnered with Enterprise Flex-E-Rent to complete one of the U.K. **construction sector's first pilots** to test the use of electric vans on major project sites. Enterprise Flex-E-Rent equipped pilot vehicles with technology to gather EV usage data and installed up to 25 charging points at the three pilot locations for convenient power access.



Putting People First

Staying true to the organization's **founding values**, we strive to deliver people-first experiences that meet the needs of those we serve. This simple philosophy guides how we support and engage with customers and the workforce, cultivate partnerships, grow the business and give back to local communities.

ENABLING EMPLOYEE MOBILITY

Enterprise Mobility's "promote-from-within" culture highlights our dedication to providing development opportunities for team members across all levels of the organization. In FY24, we revamped the internal web platform My Career, which offers team members a one-stop shop for researching internal career paths, exploring open positions and submitting applications to drive career advancement opportunities and support employee mobility within the organization.

PROMOTING A CULTURE OF INCLUSION

We are focused on fostering a workplace where everyone can thrive and contribute their best. The goal is to facilitate a consistent experience for each team member — no matter their background or beliefs. And in doing so, promote a culture of inclusion, respect, and sense of belonging in the workplace. In FY24, we established a new training program to improve the way we collect feedback from global team members. The goal of this training is to identify and remove unnecessary barriers for all team members.

ENABLING WORKFORCE STABILITY

Investing in the health of local industries and economies is fundamental to building a thriving business. We are working to support initiatives and programs that can create a multiplier effect, where the benefits extend far beyond immediate operations. **For example:**

- The **Collision Engineering Career Alliance**, which was co-founded by the Enterprise Mobility Foundation and Ranken Technical College in St. Louis, supports the demand for highly skilled collision repair technicians. Since its founding in 2020 as a pilot at four schools across the United States, the program has expanded to seven schools and achieved a 100% job placement rate before graduation and an 87.5% retention rate across its partner programs. Today, the program is expanding from an innovative, hybrid apprenticeship model to an industry catalyst to address the ongoing worker shortage in the collision repair industry.
- In FY24, Enterprise Mobility **recruited more than 100 new technicians** to its Flex-E-Rent business, expanded its technician training program and invested more than £1 million in diagnostic and workshop equipment to support the U.K. and Ireland commercial vehicle rental sector's repair and maintenance capabilities.



RECORD RETENTION

of global team members in FY24

NEARLY 22,000

team members were promoted or took on new roles in FY24

Recognized as an

EXCEPTIONAL WORKPLACE

by Gallup, as a Winner with Distinction of the **2024 Gallup Exceptional Workplace Award**.

Supporting Local Communities

At Enterprise Mobility, we continue to focus on strengthening local communities one neighborhood at a time. We foster a culture of employee giving and volunteerism, and fund programs through global operating groups and the Enterprise Mobility Foundation that steward the environment, drive social progress and empower the places where we live and work.



RESPONDING TO NATURAL DISASTERS

In response to the wildfires that devastated the town of Lahaina on Maui's northwest coast, the Enterprise Mobility Foundation donated \$250,000 to the Hawai'i Community Foundation's Maui Strong Fund to support recovery efforts. The Foundation also donated \$250,000 to the American Red Cross to support the immediate search-and-rescue operations and disaster relief efforts in the aftermath of the wildfires. This gift was in addition to the Foundation's \$1 million annual gift that supports the American Red Cross Annual Disaster Giving Program.

PILLAR INITIATIVES

The Enterprise Mobility Foundation oversees a variety of pillar initiatives, including Enterprise Mobility's signature programs, ROAD Forward and Fill Your Tank, focused on creating positive impacts through long-term partnerships with nonprofit organizations in areas where we operate.

\$85 MILLION

donated to charitable organizations worldwide by Enterprise Mobility through its operating groups and the Enterprise Mobility Foundation in FY24.

90%+

More than 90% of grants awarded were identified by global team members in FY24.



Supporting Health and Safety

At Enterprise Mobility, supporting the well-being and safety of team members and customers is a top priority. We are working to reduce safety risks, enhance health and safety procedures, and provide education through communication and training.

CREATING A SAFE WORKING ENVIRONMENT

Enterprise Mobility values a safe and healthy workplace for all. **We work to:**

- Comply with health and safety requirements throughout operations;
- Conduct safety risk assessments within operating groups; and
- Implement risk management procedures to reduce workplace injuries and eliminate hazards.

The organization's Safety Incident Management System provides a centralized platform across North America to track, investigate and reduce employee injuries. We also provide the operating groups with procedures and training options to mitigate risks and help maintain a safe and healthy work environment. Enterprise Mobility training programs are assigned based on the responsibilities of individual team members and cover job hazard communications and workplace safety in the curriculum.

KEEPING CUSTOMERS HEALTHY AND SAFE

At Enterprise Mobility, safety is a top priority. Branches are notified of preventative maintenance requirements, and vehicles in need of service are taken to appropriate service providers. Enterprise Mobility receives regular updates from auto manufacturers alerting the operations of any vehicles that are subject to a safety recall. When a vehicle is identified, a mandatory hold is activated in the rental management system until the applicable repair or remedy is provided and completed.

Enterprise Mobility's **Standard of Care** also supports high-quality vehicle maintenance and customer service. Across mobility lines, this may include vehicle-cleaning practices, low-touch digital tools, following and exceeding manufacturer's guidelines for repairs and final vehicle check documentation.

To support both team member and customer safety in the rental branches, Enterprise Mobility performs self-audits of the facilities for workplace safety and security and complies with local safety regulations.



Doing Business Ethically

Enterprise Mobility's success is not only defined by financial performance but also by the integrity of its team members' actions and decisions. We hold ourselves to high standards in day-to-day business conduct and aspire to always do the right thing for team members, customers, the industry and communities.

Our purpose, vision and founding values set the foundation for an ethical culture. Team members and senior leadership alike are guided by the Code of Conduct, which reinforces a commitment to ethical behavior in all aspects of the organization.

To support these standards and behaviors, we have implemented policies and statements for the organization, as well as suppliers and franchisees, which are available on our Compliance and Ethics webpage.

Supply Chain Management

Enterprise Mobility holds partners to high standards and strives to prioritize relationships with suppliers that share the organization's values and commitment to quality, integrity and safety. **Here's a look at some of the ways we are working to manage the supply chain responsibly:**

- **Supplier Relationships:** Across the organization, we continue to expand our efforts to connect with and support businesses of all sizes and backgrounds, creating opportunities and fostering economic growth in the communities where we operate.
- **Supplier Code of Conduct:** The Supplier Code of Conduct outlines expectations for suppliers to uphold high standards of quality, integrity, excellence, safety, legal compliance and respect for human rights.
- **Supply Chain Risk:** In FY24, we began using a tool to assess risk in the supply base in Germany and are working to integrate the program more broadly. This investment reflects a commitment to continuously strengthen supply chain management.
- **Coupa:** We introduced this platform in March 2021 to digitize the procurement and payment processes. The platform allows quicker payment terms, supporting access to capital for smaller suppliers, as well as the ability to process invoices electronically, which is reducing paper waste across the organization.

Small/Disadvantaged
Business Spending in FY24

\$3 BILLION+
IN THE U.S.

\$2.9 MILLION
IN CANADA

**NEARLY \$300
MILLION**
IN THE U.K.

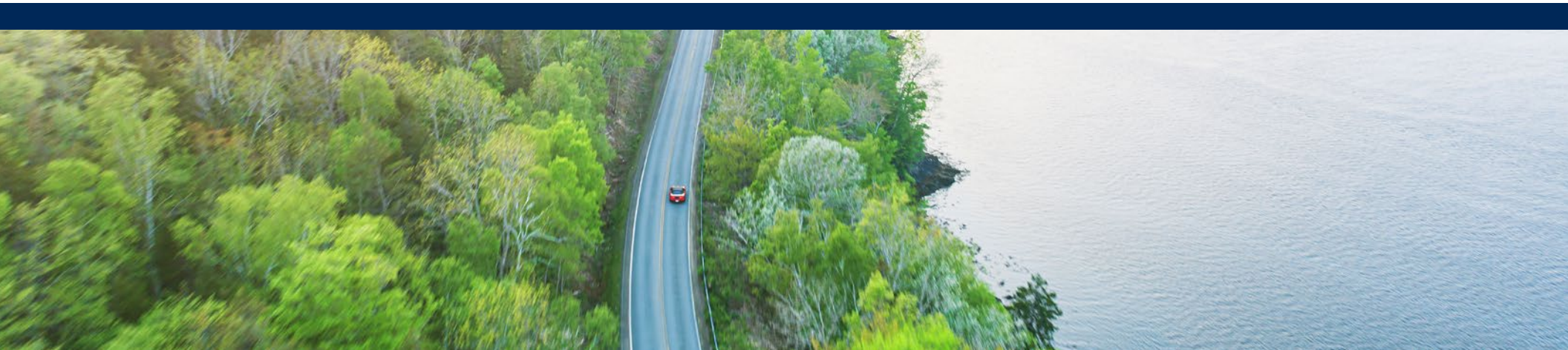
About This Report

The FY24 ESG report is a summary report showcasing environmental, social and governance highlights from Enterprise Mobility's* operations through the fiscal year ending July 31, 2024.[†] Unless specifically noted, this report, including all data, goals and references to Enterprise Mobility, excludes Enterprise Fleet Management, Inc. and its subsidiaries, as well as Enterprise Mobility's independent franchises.

This report builds on previous reports to share progress toward the organization's ESG 2025 goals and provides certain updates to stakeholders on ESG progress to date. The report was prepared in reference to the Global Reporting Initiative (GRI) 2021 Standards and the United Nations Sustainable Development Goals.

To learn more about Enterprise Mobility and the organization's sustainability efforts, please visit enterprisemobility.com.

For questions about this report, please contact sustainability_department@em.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, flexible vehicle hire, carsharing, vanpooling, car sales, truck rental, vehicle subscription, luxury rental and technology solutions to make travel easier and more convenient for customers. Enterprise Mobility manages the Enterprise Rent-A-Car, National Car Rental and Alamo brands. 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 convey information regarding many of the corporate entities within the Enterprise Holdings, Inc. family of companies, Enterprise Fleet Management, Inc. and their respective subsidiaries, and the Enterprise Mobility Foundation. In this report, "Enterprise Mobility" is used to reference particular corporate entities and/or the Enterprise Mobility brand. These references are for clarity and readability and are not intended to convey or supplant existing corporate structures.

[†] The reporting cycle for this report 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 that we do not control and may not be independently verified by Enterprise Mobility. 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 Mobility's current expectations; however, actual outcomes could differ due to a variety of factors.