

Hertz[®]



Corporate Responsibility Report 2017



About Hertz



The Hertz Corporation has been in the Vehicle Rental Business since 1918

In those days, our entire fleet consisted of 12 Ford Model-Ts. Hertz has grown to operate the Hertz, Dollar, Thrifty, and Firefly vehicle rental brands in approximately 10,200 corporate and franchisee locations across North America, Europe, Africa, Asia, Australia, Latin America, The Caribbean, the Middle East and New Zealand. In short, you can find our operations virtually everywhere around the globe.

Hertz owns the vehicle leasing and fleet management leader Donlen, operates the Hertz 24/7 car sharing business in international markets and sells vehicles through Hertz Car Sales. From humble beginnings, we've built ourselves into one of the largest airport vehicle rental companies in the world.

For more information, visit hertz.com



\$8.8 Billion

Total 2017 Revenues



37,000

Approximate Employees Worldwide



10,200

Approximate Corporate and Franchise Locations Worldwide



+800k

Vehicles Worldwide

Hertz

dollar
CAR RENTAL

Thrifty
CAR RENTAL

Firefly
CAR RENTAL

DONLEN
A Hertz Company

A Letter from the CEO

Thank you for taking the time to learn more about The Hertz Corporation's global corporate responsibility (CR) program and performance. We are pleased to share this report, which highlights Hertz's corporate responsibility outcomes for 2017. While our program is early in its development, we've accomplished a lot and are excited about the road ahead!

As the world's most iconic and recognizable vehicle rental brand, Hertz has a unique and important responsibility to remain responsive to the needs of our employees, provide our customers dependable and innovative solutions, support the communities in which we proudly operate and maintain a positive impact on the environment.

We believe that managing our businesses ethically and responsibly is critical to our success as well as the right thing to do. As such, we are committed to continuous improvement that drives sustainable innovation and enhances our business performance in three key areas: People, Planet and Product. Because at Hertz, "we're here to get you there" as responsibly as possible.

Hertz has been a leader in the global travel industry for 100 years, and we are committed to remaining at the forefront of this space. To realize this vision, our investment in our people, brands, community and environmental stewardship will remain steadfast. We view corporate responsibility as a long-term journey, not a destination. Hertz is working to expand the scope of our corporate responsibility programs and reporting by addressing topics our stakeholder base helped us identify, implementing strong management approaches and providing cases that highlight our efforts.

For our current stakeholders – we thank you for your support. And for those of you considering joining us – thanks for your interest. We welcome your feedback and suggestions as we continue our pursuit of responsible and smart mobility.

Sincerely,
Kathryn V. Marinello



Corporate Responsibility Pillars

Our CR efforts are focused on three areas where we believe we can make a concentrated, structured difference: People, Planet and Product.



People

Our commitment to fostering a positive workplace environment that values diversity and giving back to the communities where we live and work.

Employee Matters

- Work-Life Balance
- Career Development
- Health and Wellness

Diversity

- Equal Opportunities
- Inclusion
- Supplier Diversity

Community

- Corporate Philanthropy
- Employee Giving
- Engagement and Volunteering



Planet

Our commitment to reducing the impact that our operations have on the environment.

Environment

- Water Conservation
- Climate and Energy
- Renewable Energy
- Waste Reduction and Recycling
- Green Construction



Product

Our commitment to ensuring safety and designing innovative, sustainable solutions for our customers.

Safety

- Vehicle Safety
- Workplace Safety
- Consumer Safety Advocacy

Smart Mobility

- Fuel-Efficient Fleet
- Innovative Mobility Solutions
- Sustainable Products and Services





2017 Progress and Performance Milestones



LEED-Certified Buildings across North America



1,913 MWh of Solar Power Produced, Enough to Power approximately 175 Homes/Year



More than 8,000 Hybrids in the Global Fleet



OSHA Rate Improved by approximately 10% 2017 YoY



80% of U.S. Fleet at 28+ MPG Highway



87% Participation in Our 2017 Employee Voice Survey



100% of Employees Trained or Retrained in Ethics and Compliance



People



Our People are the Foundation of Our Business

Each of our approximately 37,000 employees worldwide helps drive our progress, innovation and success. As a global company, we have a responsibility to ensure our people are taken care of and thrive in their environment. We are growing our business in a way that is inclusive and supportive to all. Attracting and retaining top talent is more than a measure of our business success; it's a measure of who we are and what we value.

Benefits

We strive to offer a benefits and rewards package that is competitive. We provide benefits that leverage the best of global programs, yet vary by country and reflect local practices and cultures. Hertz provides a variety of competitive benefits, support programs, discounts and career development to support the full spectrum of our employees' needs.

Investing in Our People

Healthcare – We offer a variety of medical, dental, pharmacy and vision plans to provide the best options to our employees and their families. 100% of in-network preventative care for U.S. employees is covered by Hertz whether our employees choose to see their doctors in-person or even take advantage of Virtual Visits over their mobile devices or laptops. And now, Hertz is the first in our industry to offer a new free resource to our employees called Care Coordinators, to help our employees navigate the healthcare environment as true advocates, source doctors, provide clarity about medical bills – while helping our people save money.

Financial Security – Hertz offers supplemental medical insurance to help employees cover costs if ever faced with a serious medical diagnosis or accident. Hertz also covers the cost of basic life insurance. We provide flexible spending accounts to make those pre-tax dollars go further. We offer a 401(k) income savings plan with a company match to make saving for retirement even easier. We also now offer medical insurance for pets!

Wellness and Well-being programs – Hertz offers an Employee Assistance Program at no cost which provides confidential access to trained professionals to help manage financial issues, parenting, aging parents, anxiety or depression and more. Also, our employees and covered family members can earn wellness rewards by taking steps toward a healthy lifestyle. Programs are available to help with quitting tobacco, managing weight and much more.



More than 2,000,000 Hours of Training Globally

Benefits and Discounts – Hertz offers a host of benefits and discounts to support our people, including: device protection, commuter benefit program, legal plan, car purchasing discounts, tuition reimbursement, employee referral program and discounts to local and national attractions.

Learning and Development / Career Opportunities – At Hertz, we're always focused on talent development and providing training and development opportunities for job progression. In 2017, we delivered more than 2,000,000 hours of learning and development for our people globally.



Employee Voice Survey Results

Our annual Employee Voice Survey helps ensure we hear our employees. It measures and evaluates employee engagement and assesses alignment with our business objectives and culture.

The results allow us to evaluate what we are doing well and what we can be doing better. In addition, we believe in transparency with our employees. That's why we share the survey results with them, highlighting actions we are taking to improve the company for both employees and customers.

- 87% Response Rate – a best in class participation rate
- 87% of employees understand how their job contributes to the goals of the company
- 82% of employees say they would recommend Hertz's rental cars and services to their friends and relatives
- 89% of employees understand how they contribute to putting the customers first

Case Study

Expanding Career Opportunities Across the Globe

When Laura Smith joined the Hertz team 14 years ago, it was a big change. After building a career in the classroom as a teacher, she switched industries to begin building a new team for Hertz in Dublin, Ireland. Known for her persistence, Laura set her sights on success when she joined Hertz, earning a variety of promotions and rising through the ranks. When she was offered an opportunity to work abroad at The Hertz Corporation's world headquarters in Southwest Florida, Laura jumped at the chance. She currently serves as the Vice President of Customer Success for North America. When asked about the secret behind her success, Laura is eager to share. "I believe things don't happen by accident or luck. If you work hard, are ambitious and you set a vision of what you want, you can get there!"



According to Laura, "Every employee is responsible for driving their own career. Once you set your goals, tap into the great support and tools that Hertz provides to help along that journey." Following her own advice, Laura took full advantage of Hertz's tuition reimbursement program to fuel her success, earning a master's degree in corporate strategy from Trinity College in Dublin. But she didn't stop there. She went on to complete the Executive Education Program at the International Institute for Management Development and a year at the Wharton School's Executive Education Program at the University of Pennsylvania.



Diversity and Inclusion

Employee Resource Groups

Employee Resource Groups (ERGs) are voluntary, employee-led groups that serve as a resource for our colleagues by fostering a diverse and inclusive workplace. Members of the ERGs work together to create a positive work environment at Hertz by focusing on engagement, recruitment and retention efforts.

The groups provide personal and professional development through mentoring, volunteerism and community involvement. We encourage all employees to join these groups.



**WORKING FAMILIES
GROUP**



**MULTICULTURAL
GROUP**



**WOMEN
AND ALLIES**



**YOUNG SPIRITS
AND ALLIES**



**VETERANS
AND ALLIES**



**PRIDE
AND ALLIES**



Diversity Trainings Across Our Portfolio

In 2017, we created a unique inclusion workshop opportunity for our managers and employees.

Hundreds of our employees spent two days learning how to deliver the workshop, "Leveraging Our Differences," so that we can easily spread the message across the Company. Participants gained increased insight regarding how their cultural backgrounds impact how they see the world and their interactions with others.



Over 600 managers were trained in the workshop in our inaugural year.

Women at Hertz

At Hertz, we recognize women who make a difference in and for our organization. These women personify the "HER" in Hertz by working hard, having a positive attitude and demonstrating leadership qualities that inspire and motivate their colleagues.

We have a rich history of putting women at the forefront of our 100-year company – from the ads featuring strong, professional women in the 1940s and '50s to the executives leading the company today. In 2017, we received the Women's Choice Award for America's Most Recommended Car Rental Service for the fifth consecutive year.



CEI Human Rights Index Score

We received a 95 out of 100 on the Human Rights Campaign Foundation's 2018 Corporate Equality Index.

This index is the national benchmarking tool on corporate policies and practices pertinent to lesbian, gay, bisexual, transgender and queer employees.



Communities

We believe community involvement is critical to operating as a responsible business. That's why we are committed to creating stronger, healthier places to live and work, whether through corporate philanthropy, employee giving or volunteerism. We have a long-standing commitment to our communities. Here are some examples of the great work our teams around the globe have been involved in throughout 2017.

- The Multicultural Employee Resource Group sponsored a Thanksgiving Food Drive to benefit a local organization in Fort Myers, Florida. They exceeded their goal, sponsoring nearly 60 meals for families in need.
- The Women's Employee Resource Group held a clothing drive for the Dress for Success nonprofit at more than 70 Hertz locations nationwide.
- The Multicultural Employee Resource Group and The Hertz in the Neighborhood group provided approximately 350 backpacks with school supplies to local underprivileged children in Southwest Florida and more than 800 school supply items to children in Oklahoma City.
- Team Hertz raised about \$15,000 in donations to benefit the National Multiple Sclerosis Society.
- Hertz Europe employees took part in the British 10K, organized by Virgin Sport. The team ran to raise funds for Cancer Research UK.
- Young Spirits and Allies members participated in more than 10 volunteer events with Junior Achievement through the JA in a Day program.
- Team Tampa, Florida, joined forces with Pinellas County Habitat for Humanity during the holiday season to build a house for a deserving family. Managers and employees from both airport and off-airport operations spent three days over a week-long period, putting their "hearts" and "muscles" to good use.



Employees in Estero, Florida, participated in the Making Strides Against Breast Cancer walk with family and friends. The team raised more than \$4,000 for the American Cancer Society.



Bike MS: Country Challenge, New Jersey



Candy for Troops & Costumes for Kids



Team Tampa, joined with Habitat for Humanity



2017 AIDS Walk LA: Hertz employees raised \$3,230

- The Veterans Employee Resource Group collected bottle caps to support a local nonprofit in purchasing a service dog for a local veteran in Southwest Florida.
- A team of more than 35 rider volunteers in the Northeast region took on the Bike MS: Country Challenge, a 110-mile, two-day cycling adventure through New Jersey's back roads and historic towns.
- A group of Chicago-area employees and their families participated in the 11th Annual Trout Valley Turkey Trot on Thanksgiving Day in Trout Valley, Illinois. Trout Valley was the original estate of John D. Hertz.
- Hertz, Dollar and Thrifty employees participated in the 2017 AIDS Walk LA in October. Decked out in Hertz T-shirts, they walked the 6.2 miles through downtown Los Angeles to show support, compassion and good will for those living with HIV AIDS. Hertz employees raised a total of \$3,230, which will go toward finding a cure.
- Members of the OKC Pride Employee Resource Group walked in the 30th annual OKC Pride Parade.
- The Working Families & the Veterans Employee Resource Groups co-sponsored a Candy for Troops & Costumes for Kids collection. Employees donated more than 150 pounds of leftover Halloween candy and other treats for military personnel overseas, as well as gently used costumes for a local children's organization.
- For the past 20 years, Hertz has sponsored the Global Travel and Tourism Partnership, a leading charitable organization bringing Travel & Tourism education to over 660,000 students in public secondary and tertiary schools every year.

Employee Relief Fund

When unexpected disastrous events happen, we often hear from employees who want to help their teammates. In response, we established the Hertz Employee Relief Fund in 2016 to make it easier for us to help fellow colleagues. Our fund is supported, in part, by the generous contributions of Hertz team members across North America. For employees who suffer unexpected hardships, we're here to help. With a 100% company match to the Employee Relief Fund, Hertz has provided relief support for house fires, flooding and even unexpected medical bills.

When our employees suffered as a result of severe storms and hurricanes, we used the Relief Fund to support recovery efforts and purchase much-needed supplies. Our employees, especially, put the "heart in Hertz" during those trying times. Our team packed and shipped over 150 boxes of supplies to those in need.

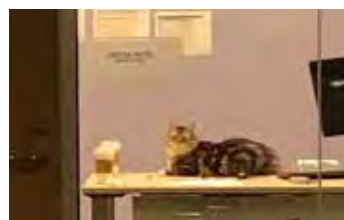
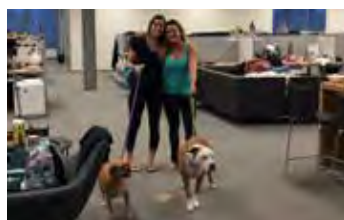




The 2017 Hurricane Season

The 2017 hurricane season was incredibly difficult for our employees and our customers. Hurricanes Harvey, Irma and Maria brought consecutive major weather events to so many of the areas where our people live and work. We've always been focused on taking care of our people and our customers — this hurricane season was no different.

In response to Hurricane Irma, we opened our World Headquarters building in Estero, FL, as a shelter for employees and their family members. Organizers anticipated hosting a few dozen people, but we welcomed nearly 500 people, around 150 pets and 30 members of the local sheriff's department who used the facility as a command post. Those seeking shelter quickly stepped up to help run everything, from meal service to housekeeping. One employee's spouse dubbed the facility the "Hertz Carlton."





Volunteers to the rescue!

Colleagues from across the Southwest Region did not hesitate to give up their Labor Day weekend to lend a hand to their Houston peers.



The Houston Intercontinental (IAH) and Houston Hobby Airport (HOU) teams rallied and reopened before either airport resumed flight operations. According to Houston General Manager Kris Lafour, once the storms cleared, Intercontinental and Hobby were "overwhelmed with employees arriving with their sleeves rolled up and a 'let's do this' attitude."

The Heart in Hertz

Shortly after Irma, our operations faced Hurricane Maria, which decimated the islands of Puerto Rico and St. Thomas. Employees at our Headquarters, shortly after their own disaster, came together and packed and shipped more than 150 boxes of supplies for our employees on the islands. Affected employees from each of these disasters were able to apply for aid through our Employee Relief Fund.

The theme for the summer of 2017 was "the heart in Hertz." We supported each other, took care of our customers and lent helping hands to strangers in their times of need.



Planet



We Take Our Role as a Steward of the Environment and Local Communities Seriously

We are committed to reducing the impact our operations have on the environment and communities through sustainable business practices, strategic decision-making, community partnerships and smart investments in future technologies.

Management Approach

Our Standards of Business Conduct policy guides our use of sound environmental and sustainable practices across all our locations. This document is consistent with applicable environmental and safety laws and regulations.

Our Environmental Policy applies to all global locations and covers regulatory requirements, inspections, storage of hazardous materials and spill prevention and control. The policy also outlines the due diligence process required for all property to be acquired or leased by Hertz to identify any potential environmental concerns.

The Corporate Responsibility Statement goes beyond compliance, encouraging employees to take part in reducing the company's environmental footprint. In this document, we challenge our employees to raise the bar by asking them to consider potential environmental, health and safety impacts in daily business decision-making processes, share and apply environmental best practices across the organization and encourage strong environmental stewardship both in and beyond the workplace.



Green Building

Hertz incorporates sustainable design and construction practices across the company, based on LEED standards. LEED is a green building rating system administered by the U.S. Green Building Council. Following LEED standards ensures our rental and corporate locations are as environmentally sustainable as possible. These standards also aim to enhance the health and comfort of building occupants, improve overall building performance and deliver cost savings. Our world headquarters in Estero, Florida, is LEED Gold certified. Six additional Hertz U.S. locations are LEED certified, with two more locations in planning or under development to receive certification.

Clean Energy

Reducing energy use is not enough. Hertz has invested in innovative technologies to make clean, renewable energy a reality. To date, we have installed 10 solar panel systems at rental locations and corporate offices. These locations collectively produce 1,913 MWh of electricity annually – that’s enough energy to power approximately 175 homes for an entire year!

Energy Efficiency

We partnered with the Environmental Defense Fund Climate Corps fellowship program to help move the needle in energy efficiency at some of our North American locations. Our summer fellow evaluated and implemented LED lighting upgrades at select locations.



We're a proud EPA Green Power Fortune 500 Partner.

Resource Conservation

Hertz works to integrate environmental sustainability across its operations, from our car washes to the way we build our rental locations. Resource conservation and waste reduction is at the forefront of that integration. We are committed to waste minimization across our global footprint.



1.5+ Million Gallons of Solvents and Used Oil Recycled



4,070 Pounds of IT Equipment Recycled



313,900 Total Number of Recycled Tires



1,212 Tons of Paper Shred and Recycled, Equivalent to 20,340 Trees Preserved



4,615 Tons of Waste Recycled



96% Average Recycling Rate at Our Hertz European Service Center

Case Study

The Hertz European Service Center (HESC) in Dublin, Ireland, and Heathrow Airport in London maintain ISO 14001-certified environmental management systems, which serve as a model for other locations.

We look to these locations to help us deploy best practices throughout our global locations. These practices include reducing negative environmental impacts, minimizing waste, reducing costs and promoting employee education and engagement.

We have a dedicated team in Europe responsible for environmental management. This team works with a third-party contractor that reports findings and recommendations to increase efficiencies. Because ISO audits occur every four years, our team is moving swiftly to implement incremental efficiencies by 2019 when the next audit is scheduled to occur. We're committed to leading our industry forward, and we believe the rigor and credibility set forth by certain frameworks, such as ISO standards, will help us pave the way.





World Headquarters Spotlight

In spring 2014, after 26 years in Park Ridge, New Jersey, we packed our bags and headed to our new LEED Gold headquarters in Estero, Florida. We constructed our Florida headquarters building to promote the following:

1. Resilience and Climate Change Preparedness
2. Habitat Protection
3. Energy: Efficient, Clean and Renewable
4. Employee Health, Well-being and Balance
5. Smart Mobility

Today, our LEED Gold-certified building stands as an example of resilient, responsible business and offers a space that employees are proud to be a part of and continue to make better.



Ongoing Efforts

Our employee cafeteria is 4-Star Green Restaurant® Association Certified. The purpose of the certification is to measure environmental accomplishments and provide a pathway for the next steps of increased environmental sustainability. Our on-site cafeteria partner works to source local, seasonal and organic ingredients for our employees and guests.



Fast Facts

- 11% of the total HQ building materials content, by value, has been manufactured using recycled materials
- The building receives about 22% of its energy from the solar panels on the roof of the parking garage
- 32 electric vehicle chargers on site are coupled with preferred-parking signage for hybrid and electric vehicles
- 55 bike racks encourage alternative transportation
- The building features a daycare center for employees' children. The center incorporates environmental education into the curriculum
- Centralized waste and recycling stations throughout the building encourage resource mindfulness



Product



Smart Mobility

We maintain a substantial network of company-operated vehicle rental locations and fleet management services. Following standardized procedures enables us to provide consistent quality and service. We also have franchisees and partners that operate rental locations under our brands throughout the world. Hertz works to make sustainable mobility a viable, global reality by providing customers and communities with convenient access to fuel-efficient, low-emission and alternative-fuel travel solutions.

Ultimate Choice Puts Customers in Charge

Our new Ultimate Choice program redesigns the rental experience in the U.S. by allowing customers to choose the vehicle they drive from within the class reserved at no additional cost rather than having one assigned to them. We rolled out improved lot designs, bold signage and a wider variety of vehicles, including low-emission vehicle models. Ultimate Choice is just one more way Hertz is reinventing the rental experience for our loyal customers.

Hertz 24/7

Hertz 24/7 is our smart mobility option that offers immediate access to the vehicle you need, when you need it, where you need it and for as long as you need it. Our car-sharing service allows for the luxury of having a vehicle without the cost of owning it. The app and web portal allow customers to simply book, unlock and drive our vehicles.

Electronic Options

Hertz customers in select locations now have the option to receive rental agreements and return receipts electronically. That means faster pick-up/return times and less paper.



Fuel Efficiency

Fuel efficiency matters to our customers, so when it comes to choosing a vehicle, we help our customers make more informed and environmentally friendly decisions. We highlight our fuel-efficient vehicles on our website, using a green leaf icon and by showing a vehicle's specific fuel economy. For our business customers, we provide return-on-investment calculations to show the monetary savings of renting a hybrid or other fuel-efficient vehicles.



Over 8,000 Hybrids
Worldwide



67% of U.S. Fleet Averages
32+ MPG



Green Traveler Collection

One of the ways we are able to offer clean, low-emissions technology is through our Green Traveler Collection, a curated vehicle class organized around alternative-fuel vehicles. Available in select locations, all of the vehicles in the Collection, including hybrid cars, offer customers significant fuel economy and lower emissions.

Carbon Emissions Reporting and Offsets Program

Reducing travel costs is important to our corporate customers. That's why Hertz offers services to help these customers manage and meet their cost objectives while reducing the environmental impact of business travel.

Carbon Footprint Analysis: Hertz launched a new carbon offset program that provides corporate customers worldwide with the opportunity to reduce the carbon footprints associated with their vehicle rentals through the purchase of carbon offsets. Carbon offsets support emission reduction projects, which benefit the environment in communities around the world.

We've partnered with TerraPass, a leading carbon offset provider, to administer the program. The partnership allows Hertz to provide timely and accurate carbon emission reporting to customers. The report feeds directly into a personalized platform, which allows corporate customers to then purchase carbon offsets, if desired, to neutralize their environmental impact.



"At Hertz, we recognize our obligation to help ensure the long-term health of our planet," said Bob Stuart, Executive Vice President Global Sales. "We're proud to implement this carbon emissions reporting and offsets program, which complements our ongoing efforts to reduce our impact through numerous corporate responsibility initiatives."

Green Business Travel Program: Hertz partners with many of its corporate customers to create personalized green travel programs aimed at reducing carbon emissions and fuel costs associated with vehicle rentals. Additionally, we offer customization of green fleet goals to help companies reduce fuel costs and expand their employees' use of alternative-fuel vehicles.

Dedication to Safety

Customer safety at our facilities and on the road is a top priority. We are committed to protecting the health and safety of our customers. Our commitment gives them confidence when renting with Hertz. Visible management commitment, line responsibility, measurement, awareness, accountability and resources form our corporate safety program. The structure consists of training, enforcing safety rules, accident investigation, statistical analysis, medical control, workplace design, industrial hygiene assessments, job safety analysis, employee observation and intervention and much more.

This year, Hertz revised its Corporate Safety Manual in the U.S. to update compliance items and reflect current business needs. The team also redesigned two safety modules: Basic Safety Training and Driver Safety Training. These are available to Hertz employees in multiple languages. As a result of our efforts, our OSHA Rate, used to evaluate our company's injury and illness experience over time, improved by approximately 10% YoY.



Donlen Case Study

Safety in Numbers: Reducing Risks Using Data

Donlen Corporation, a Hertz company specializing in innovative fleet management, is helping customers significantly improve the safety of fleets with data from telematic devices, such as Donlen's DriverPoint. Using DriverPoint, fleet managers have access to an application that collects and records important fleet data such as driver location, routes traveled and even how the vehicle is being driven.

In 2012, Fisher Auto Parts integrated DriverPoint into their fleet with the help of Donlen, starting with a sample of 50 vehicles. The test was so successful in improving safety that by the end of 2013, Fisher integrated DriverPoint across their entire fleet. In the two-year period following integration, Fisher vehicles using DriverPoint saw a dramatic improvement in safety, including:

- 92% decrease in average acceleration events per hour
- 36% decrease in average deceleration events per hour
- 34% decrease in accidents per million miles

In 2016, Fisher turned to Donlen again for additional safety enhancements. Previously, more than 90 percent of Fisher's fleet was made up of vehicles that any employee could drive, as opposed to vehicles assigned to one individual driver. By implementing Donlen's Driver Identification device across their fleet, Fisher's branch managers could monitor each employee and his/her respective vehicle and track driving behavior, including the types of risky driving behavior that occur prior to accidents.

For Fisher Auto Parts, the result of using both Donlen's DriverPoint and Driver Identification devices added up to a significant boost in safety. Fisher's fleet safety rating, (a composite score on a scale of 1 to 10 representing harsh accelerations/decelerations and speeding), jumped from 3.9 to 8.1. In addition, from 2012 to 2016, preventable accidents declined from 2.7 to 1.5 per million miles.

This achievement in safety and risk assessment did not go unnoticed. In 2017, Fisher Auto Part's Vice President Of Risk Services, Joe Rader, earned the Automotive Fleet's 2017 Fleet Safety Award. Rader was primarily responsible for the decision to integrate Donlen's services across the Fisher fleet.

Global Safety Policy Spotlight

Setting the Standard for Safety

Since 2010, the Hertz Europe Service Center in Dublin has maintained OHSAS 18001 certification for its occupational health and safety (OH&S) management system. This is no easy feat – the OHSAS 18001 standard exemplifies the best of the best when it comes to health and safety. It provides a comprehensive framework for best practices in measuring, managing and improving an organization's health and safety impact.

Hertz also has representation on one of the National Expert Committees, which is inputting the development of the new global occupational health and safety standard: ISO 45001. We are looking forward to being up-to-date once the migration from OHSAS 18001 to ISO 45001 is complete. The Hertz Europe Service Center is not just a successful Hertz location – it provides a robust model from which we can identify practices that can benefit our other locations around the world.





Awards and Recognition

2017 Corporate Responsibility Champion Award, National Diversity Council

2017 GreeningATL Excellence Awards in Waste Management and Product Innovation, Hartsfield-Jackson Atlanta International Airport

2017 4-Star Green Restaurant Certification for Hertz WHQ Café

2017 Named Best Car Rental Company in GT Tested Reader Survey Awards

2016 Project ICARUS Sustainability Outstanding Achievement Awards, Global Business Travel Association; Awarded in the Travel Supplier category.

Best Car Rental Company in the World in the 2016 Best in Business Travel Awards

Women's Choice Award: Most Recommended for Business Travel, Loyalty Program, Overall Customer Service and Overall Value for five consecutive years

Travel Weekly Readers' Choice Awards – named Best International Car Rental Company for 13 consecutive years

Travel Weekly Magellan Awards – Hertz Blog received Gold while our Ultimate Choice advertising/marketing campaign and Gold Plus Rewards® loyalty program won Silver

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Report Boundaries: 2017 fiscal year ending December 31, 2017, unless otherwise noted. All data refers to the Hertz Corporation. Sources include Hertz proprietary data, supplier and customer provided proprietary data, unless otherwise specified or referenced.

