



2012-2013
CORPORATE RESPONSIBILITY REPORT

STANDING PROUD



ABOUT THIS REPORT

Welcome to our second corporate responsibility report. Since releasing our first report, which covered our corporate responsibility activities for the calendar years 2010 and 2011, we have worked to better define what sustainability means to us and how our sustainability efforts affect our customers, our employees, the environment and the communities where we operate.

Following our acquisition of RSC in 2012, we established 2013 as the new baseline for our reported metrics. Due to comparability issues between United Rentals and RSC, we elected to exclude data from 2010 and 2011 from this report.

REPORT CONTENT

We are reporting against the Global Reporting Initiative's (GRI) G4 Guidelines, and intend to produce an "in accordance" Core report next year. The data includes information from our wholly owned facilities and subsidiaries in the U.S. and Canada, and we note the calculation methodologies where relevant.

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For questions or comments about this report please contact Heidi Rawe, senior director for sustainability, at sustainability@ur.com.

HIGHLIGHTS



MORE THAN 11,800 EMPLOYEES
AT 839 UNITED RENTALS LOCATIONS
IN NORTH AMERICA



DONATED TO THE
COMPASSION FUND



INCIDENT RECORD IN MORE THAN
88% OF OUR BRANCHES



100% OF INVOICES
ARE PAPERLESS



HOURS OF TRAINING
PER EMPLOYEE ANNUALLY



100% EMPLOYEES TAKE OUR
ETHICS AND CODE OF CONDUCT
TRAINING ANNUALLY



\$3 MILLION IN ENERGY SAVINGS
THROUGH LIGHTING UPGRADES



21% DECREASE IN WATER
CONSUMPTION SINCE 2012

A MESSAGE FROM OUR LEADERS



JENNE K. BRITELL
Chairman



MICHAEL J. KNEELAND
President and Chief
Executive Officer

It's an honor and a pleasure to present our second corporate responsibility report, the first since our merger with RSC. Standing Proud is an apt theme for this report because we have so much to be proud of—not the least of which is how we have successfully combined two stellar organizations to form a single company with world-class prominence. Today we're more unified and focused than ever before.

We have a lot to be proud of in terms of corporate responsibility, too. In a very short time, we have become a leading force for sustainability within the equipment-rental industry. We aim to serve our customers with innovative approaches that help them work safer, faster and greener.

Two great examples of this are our Total Control and FAST programs. Total Control helps customers save up to one-third on total equipment costs while reducing fuel use and carbon emissions. FAST enables us to deliver and pick up equipment safely, quickly and efficiently, improving our customers' operational efficiency.

Within United Rentals, a big source of pride in 2013 was the launch of the United Compassion Fund, our first-ever employee-funded program designed to help fellow employees in times of unexpected hardship. This program is truly an example of the spirit and caring of our United Rentals family.

TOTAL CONTROL HELPS CUSTOMERS SAVE UP TO

1/3

ON TOTAL EQUIPMENT COSTS.

We're also proud to support and employ military veterans, who make up 11% of our US workforce. In our experience, veterans epitomize our core strengths of cooperation, discipline and a strong work ethic.

As our company continues to grow, we are maintaining our focus on combining the advantages of our size and reach with the benefits of a truly local approach. Each United Rentals branch is very much a part of the community where it's located, and each one reaches out to help local charitable organizations.

One of our biggest challenges moving forward is to maintain this unique combination while addressing both our own sustainability issues and those of our customers. We're proud to say that we feel very confident that United Rentals people are up for the challenge.

We look forward to updating you on our progress.



“United Rentals has a clearly defined set of principles and values based upon respect for our people, respect for our customers, and respect for the environment and our communities. Our commitments go beyond simple compliance as we transform our business to meet competitive challenges and work toward implementing our vision of the future.”

MICHAEL J. KNEELAND
President and Chief Executive Officer

A man with grey hair and safety glasses is operating a scissor lift. He is wearing a white work shirt with a 'United Rentals' logo and a name tag that says 'Nicky'. He is also wearing a safety harness and gloves. The background shows a construction site with a blue sky and some structural elements.

OUR APPROACH

We view sustainability and corporate responsibility as applying our best-in-class range of solutions and unparalleled reach to make our customers' operations efficient, hassle-free and in compliance with regulations. In short, we help our customers achieve their business objectives by making our sustainability strategy a core part of our own business.

This strategy encompasses our operations, our customer offerings and our commitment to the communities where we do business. As part of this approach, we are investing in innovative ways to achieve operational excellence and improve environmental performance.

ENGAGING WITH OUR STAKEHOLDERS

Our key stakeholders are our employees, customers, stockholders, and the communities in which we live and work. As a company, our direct interaction with these groups forms the basis for our engagement and influenced the development of this report.

We have an ongoing practice of soliciting employee suggestions and working to evaluate and implement the best ones. We encourage employees to share their opinions about the company and its strategic direction during our periodic town hall meetings. We've established an email address for employees to submit their ideas and suggestions on how to make United Rentals an even better place to work. We have engaged an independent firm to conduct

annual employee engagement surveys. Responses to these surveys have led to more frequent recognition of employee achievements, workplace improvements, employee involvement in decision-making and better communications overall.

We also communicate with stockholders through a number of investor relations activities, such as in-person meetings and quarterly conference calls (see the Investor Relations section of our website for more information); we engage customers and solicit their feedback; and we engage with local communities on disaster preparedness and relief.

GUIDING FROM THE TOP

At United Rentals, effective governance means a lot more than a commitment to the highest standards of ethics and business integrity. It also means leveraging a strong leadership team to guide our corporate responsibility efforts. We believe that every person at United Rentals—from our chief executive officer to branch managers to administrative assistants—has a role to play in making our company a better corporate citizen.

“Sustainability starts with taking care of employees and, through them, our customers. United Rentals’ focus on safety, environmental health, efficiency and community gives our employees the understanding that we expect great things not just from our leadership but from every employee. Our employees go above and beyond for our customers, and therefore our stockholders, because they know we strive to have the safest, most efficient and environmentally friendly job sites in the industry. As we accelerate the implementation of kaizen in our operations, the role our employees play in sustainability will grow and the benefit to our customers, the environment and, ultimately, our stockholders will as well.”

JOSÉ B. ALVAREZ

Senior lecturer and member of the United Rentals Board of Directors

BOARD OF DIRECTORS



NAMES ARE LISTED BELOW IN THE ORDER OF PRESENTATION IN THE PHOTOGRAPH ABOVE.

DONALD C. ROOF
Director

BOBBY J. GRIFFIN
Director

JOHN S. MCKINNEY
Director

FILIPPO PASSERINI
President, Global Business
Services, and Chief Information
Officer
The Procter & Gamble Company

PIERRE E. LEROY
Director

JENNE K. BRITELL, PH.D.
Chairman

MICHAEL J. KNEELAND
President and CEO
United Rentals, Inc.

JASON D. PAPASTAVROU, PH.D.
Founder and CEO,
ARIS Capital Management

L. KEITH WIMBUSH
Director

JAMES H. OZANNE
Director

JOSÉ B. ALVAREZ
Senior Lecturer
Harvard Business School

BRIAN D. MCAULEY
Chairman
Pacific DataVision, Inc.

SINGLETON B. MCALLISTER
Partner
Husch Blackwell

SUPPLY CHAIN

OUR APPROACH

We are committed to procuring high quality products and providing extraordinary service to our customers. United Rentals collaborates with our suppliers to reduce end-to-end supply chain costs through joint initiatives and keeping communication lines open. In our suppliers, we look for the right pricing, superior product quality and consistency in supply. We leverage technology and promote its use to enable efficient business processes and achieve faster results.

Our strategic sourcing methodology is an integral part of our wider business strategy to improve profitability and, in turn, stockholder value. Our sourcing methodology is directly linked and specific to URI's business. Our disciplined approach illustrates opportunities within the supply base to either reduce cost or increase the value of products or services required by URI. In addition it includes a heightened awareness and management of total cost of ownership (TCO) and sustainability.

SUPPLIER DIVERSITY

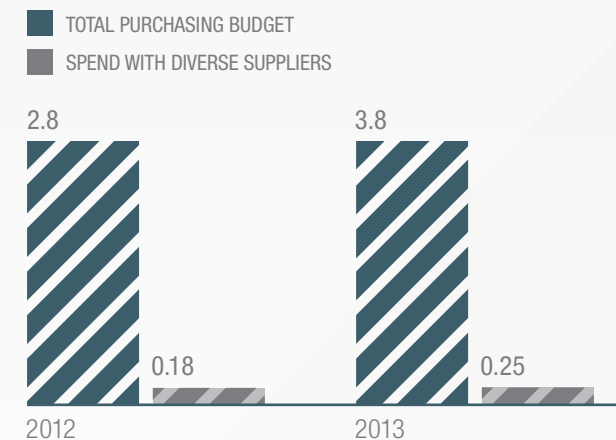
Our Supplier Diversity program plays an important role in our overall commitment to enhance the growth and development of the communities we serve. The ever-changing nature of the economy requires us to remain competitive. We believe all companies must proactively reach out and include the broadest range of people, ideas, products and services possible.

As we continue to define and refine our position in the marketplace, we consciously do all we can to increase the opportunities for diverse businesses and ensure that they are afforded equal opportunity to participate in our procurement processes.

To qualify for United Rentals' Supplier Diversity program, a company must be at least 51% owned, controlled and managed by a minority, woman, veteran or service-disabled veteran, or be classified as a HUBZone, small business, small disadvantaged or 8(a) Supplier.

OUR SPEND WITH DIVERSE SUPPLIERS HAS INCREASED EACH YEAR SINCE WE BEGAN TRACKING IT.

TOTAL AMOUNT SPENT vs. AMOUNT SPENT WITH DIVERSE SUPPLIERS [IN BILLIONS]



Our diversity spending is primarily with various suppliers of indirect goods and services that support our infrastructure, including:

- › Travel Services
- › Fuel
- › Transportation & Delivery Services
- › Small Parts
- › Equipment Leasing Financing
- › Marketing Services
- › IT Services
- › Vehicle Up-fit Services
- › Contingent and Permanent Staffing Services
- › Consulting Services

We track and can report on the following diversity designations:

- › Minority Business Enterprise (MBE)
- › Woman Business Enterprise (WBE)
- › Small Disadvantaged Business (SDB)
- › 8(a) Business Development Program
- › Veteran Business Enterprise (VBE)
- › Disabled Veteran Business Enterprise (DVBE)
- › HUBZone
- › Small Business Enterprise (SBE)
- › Lesbian, Gay, Bisexual and Transgender (LGBT)
- › Alaskan Native

In 2013, United Rentals was awarded a National Diversity Excellence Award by Associated Builders and Contractors, Inc. for supplier diversity and in 2014 was named as a leader in corporate supplier diversity by Women's Enterprise magazine.

IN 2014, UNITED RENTALS WAS SELECTED AS ONE OF THE

TOP 100 LEADERS

IN CORPORATE SUPPLIER DIVERSITY BY *WOMEN'S ENTERPRISE (WE) MAGAZINE*.

WE IS THE PUBLICATION FOR WBENC, THE CERTIFYING BODY FOR WOMEN-OWNED BUSINESSES IN THE U.S.



CUSTOMERS THE TOOLS TO SUCCEED

Our goal is to help our customers to safely build better businesses and stronger futures. We seek to accomplish this by providing them with the best people, equipment and solutions available.

\$85B

GREEN BUILDING
MARKET

28,000

CUSTOMER SURVEYS
CONDUCTED EACH YEAR

ENABLING BETTER BUSINESSES

Not long ago, the idea of clean, heavy equipment was completely incongruous. But we're working to change that through innovative approaches that not only improve efficiencies, but also help our customers complete jobs faster, improve working conditions and create healthier communities.



That's because United Rentals is focused on enabling better businesses for our customers. Not simply renting equipment.

INDUSTRY-WIDE SUSTAINABILITY EFFORTS

The world is not the same place it was even a few years ago. The green-building market has grown from \$12 billion in 2008 to \$85 billion in 2013. There are new incentives—and increased regulatory pressure—to encourage cleaner construction. More equipment is rented than owned and twice as many companies reported on sustainability efforts in 2013 than in 2008.

United Rentals saw these changes coming. As a result, we believe we have the boldest and most proactive sustainability voice within the equipment-rental industry. That has helped us deliver the types of industry-leading services and products that enable customers to respond to market trends and capture new business. At the same time, we're looking for ways to enable value chain environmental sustainability to deliver increased value to customers, the community and other key stakeholders.

UNITED RENTALS' GOAL

IS TO LEAD THE INDUSTRY IN SUSTAINABILITY.

DOING THE RIGHT THING AT THE RIGHT TIME

As a sustainability leader in the equipment rental industry, one of our objectives is to support customers in achieving greater resource efficiency and reducing impact. We do this in two ways: through services we offer to customers, such as Total Control®, and through internal programs such as FAST Dispatch.

TOTAL CONTROL

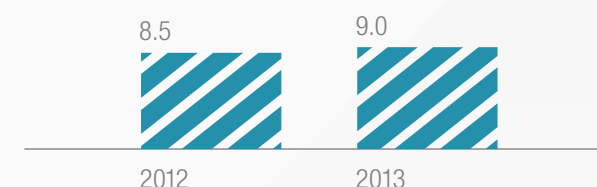
This advanced equipment management system proactively informs customers about how they are using the equipment they rent from us. By allowing them to see and manage their equipment usage patterns, location and availability, Total Control helps customers save up to one-third on total equipment costs. It also helps reduce fuel use, engine load and other customer-use metrics while increasing productivity, boosting wrench time and streamlining processes.

FAST DISPATCH

Our Field, Automation, Strategy, Technology (FAST) truck dispatch system uses GPS technology and handheld computer devices to optimize our routing, dispatch and equipment loads. By enabling us to safely, quickly and efficiently deliver and pick up equipment to and from customers, FAST Dispatch helps customers get their work done safer and faster, improving their operational efficiency. As of July 2013, 93% of United Rentals branches were using FAST Dispatch and we had GPS devices on more than 6,400 pieces of equipment, an increase of more than 50% over 2012.

FAST	2012	2013
BRANCHES ON FAST	537	657
ON-TIME DELIVERIES (%)	91.3%	93.2%

DISPATCHES PER DRIVER PER DAY



USING 5S TO IMPROVE CUSTOMER SERVICE

We have implemented the 5S system company-wide to enhance customer service by improving the efficiency with which we work. United Rentals employees use the 5S methodology to organize their workplaces to reduce waste and optimize productivity.

By the end of 2013, 96% of United Rentals locations were 5S-certified, with an average score of 92%. Our 5S implementations have resulted in a significant reduction in waste and a substantial improvement in employee engagement and satisfaction. In 2014, we're taking 5S to the next level with a program called Ops United 2. It incorporates a number of Lean initiatives including a process called kaizen, a Japanese continuous improvement practice to explore ways to improve operations and to better serve our customers. Eight branches have gone through the pilot program. All of them are using kaizen events to improve the flow of equipment and delivery times with a goal of increasing dispatch and service efficiency.

THE 5S SYSTEM

1S **SORT**
Identify, classify and prioritize all store items

2S **STORE FLOW**
Determine how best to expedite flow for customers, paperwork and equipment for a smoother-running operation

3S **SHINE**
Maintain a clean, organized and professional workplace

4S **STANDARDIZE**
Develop consistent service operations by establishing routines and schedules

5S **SELF-DISCIPLINE**
Support the 5S program and motivate employees through self-assessments and training

EFFICIENCY IMPROVEMENTS

	2012	2013
BRANCHES CERTIFIED UNDER 5S	<10%	96%
EQUIPMENT WITH TELEMATICS	3,131	6,549
SPEND ON FIELD MAINTENANCE (\$)	41,752,957	40,916,463
OEC UNAVAILABLE (%)	11.14%	10.94%
NO. OF BRANCH AUDITS PERFORMED	N/A	304



GAUGING CUSTOMER SATISFACTION

We conduct monthly transaction surveys to measure customer satisfaction using the Net Promoter Score (NPS) methodology. Using this approach, we ask customers to tell us, on a ten-point scale, how willing they are to recommend United Rentals to others. The three-minute surveys are conducted by phone with randomly selected customers within six weeks of a transaction. We survey between 2,000 and 3,000 customers a month, for a total of approximately 28,000 surveys per year.

Our average score increased slightly from 2012 to 2013. We share each month's score with front line branch managers and district managers to help them understand how we are doing as a company in customer satisfaction. Scores are also provided as part of investor communications and in responses to requests for proposals.

Results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period relating to information about:

- › **The organization as a whole**
- › **A major product or service category**
- › **Significant locations of operation**



TOWARD A CLEANER FUTURE

As the construction industry continues to be affected by new environmental regulations and requirements, United Rentals is committed to helping our customers meet their sustainability goals or requirements on every project. We actively monitor developments in clean construction across North America, and are working to document engine-tier-level information for our entire rental fleet to get a clearer picture of the engine-tier-level composition.

We also worked with the U.S. Green Building Council's LEED® (Leadership in Energy and Environmental Design) rating system to develop a credit that encourages contractors seeking LEED certification to reduce emissions from non-road diesel-fueled equipment and on-road fueled vehicles used during construction. This credit provides an incentive for contractors to use equipment and vehicles with lower carbon emissions to protect the health of their employees, as well as surrounding communities.

U.S. GREEN BUILDING COUNCIL

Developed a credit that encourages contractors seeking LEED certification to reduce emissions from non-road diesel-fueled equipment and on-road fueled vehicles used during construction



TELEMETRICS

Using telematics on generators and long-term rentals to collect operating data remotely increases efficiency and optimizes preventive maintenance. Within five years, every piece of equipment we rent could incorporate this technology.

REDUCING IDLE TIME

An idling engine can waste up to one-and-a-half gallons of fuel per hour. That's why, in 2011, we launched an idle-time-reduction program to branches that use our FAST system. At the end of 2013, 657 branches and 1,771 drivers were part of the idle-time-reduction program. As a result of the effectiveness of this program, we have changed our target to reduce idle time from 22% to 16%.

CUSTOMER SAFETY

Safety is the top priority on any work site. At United Rentals, we take our role as a safety and training advocate very seriously, and work with our customers on a wide range of training options. For example, our Trench Safety training courses—which include excavation for competent person instruction and confined space entry training—are available online and in the classroom. Both of these courses are required by OSHA on excavation job sites. We also offer job site safety classes and training in how to safely and effectively use the equipment our customers rent from us. It's all part of our goal to help our customers instill best practices in construction safety.

WE ARE NORTH AMERICA'S
LARGEST SUPPLIER OF SPECIALIZED
TRENCH SAFETY SOLUTIONS AND
SPECIALTY PRODUCTS.





EMPLOYEES

BEING THEIR BEST

We help our employees do and be their best for our customers by providing them with the training, safety programs and support they need to be successful. In turn, employees take care of each other in a number of ways.

11.8K

EMPLOYEES IN THE
U.S. AND CANADA

11%

OF OUR U.S. WORKFORCE
ARE VETERANS

TAKING CARE OF OUR OWN

At United Rentals, we take care of each other in a number of different ways every day. This attitude is exemplified by our employee-supported United Compassion Fund and Vacation Donation program, which help employees recover from tragedies and financial hardships.

Launched in early 2013, the United Compassion Fund has received donations from more than 1,400 employees. Those donations, in addition to a company seed donation of \$25,000, pushed total donations to more than \$180,000 by July 2014. To date, the fund has granted more than \$85,000 to 21 employees. Most grants have helped with a

medical crisis in the employee's immediate family or aided following a death in the employee's family.

A steering committee comprising four branch employees reviews every application and makes all grant decisions. In 2014, we have applied for tax-exempt status for the fund, which will allow employees to make tax-deductible donations.

The Vacation Donation program lets full-time, non-union employees donate currently accrued vacation hours to full-time, non-union employees who have used all their own paid time off due to a serious health condition, a death in the immediate family, or to care for immediate family members who have

a serious health condition. In 2012, 16 United Rentals employees received 1,304 donated hours of vacation time. In 2013, 45 employees used 5,480 hours.



THE COMPASSION FUND

An employee who lost a spouse to cancer was awarded a grant from the United Compassion Fund to assist with funeral expenses.

“Words cannot express how grateful I am. Losing a loved one is hard enough to deal with then the financial burden hits you at the worst time ever. The Compassion Fund took all the weight of financial issues off my shoulders and allowed me to stay focused on my children and family, and

we are eternally grateful for that. Please be sure to thank everyone that is involved in the Compassion Fund. When I return to work, I will be sure to sign up to have funds deposited into the Fund from my pay so other families can have the same benefits as I have received.”

EMPLOYEE BENEFITS

When employees have confidence in their future and security for their families, they can dedicate themselves to a job well done. We provide these benefits to full-time employees:



- › Medical
(with prescription drug coverage)
- › Dental
- › Vision
- › Employee Assistance Program
(a confidential, free program that helps employees handle work, home, personal and/or family issues)
- › Disability Benefits
- › Life and Accident Insurance
(company-paid and voluntary)
- › Auto, Home and Pet Insurance
- › Supplemental Benefits
- › Wellness Day
(to complete annual preventive care check-up)
- › Retirement Plan
- › Maternity and Military Leave
- › Paid and Unpaid Time Off
- › Undergraduate Education Assistance
- › Service Awards and Employee Discount Programs
- › Vacation Donation and Vacation Buy Up
(U.S. only)
- › Flexible Spending, Health Savings and Transportation Spending Accounts
(U.S. only)
- › Alternative Work Arrangement
(Canada only)
- › Apprenticeship Education Tuition Reimbursement
(Canada only)

EMPLOYEE WELLNESS

In 2013, United Rentals launched Live Well, a program designed to help employees achieve and maintain good health. The program's premise is that the more employees know about health and wellness, the more likely they are to make better choices and reduce the risk of developing a chronic health condition. The program includes:

PAID WELLNESS DAY

Offered each year to active, full-time, non-union employees. The paid day is to cover an annual physical exam.

HEALTH COACHING AND CONDITION MANAGEMENT PROGRAMS

Health coaches are available to serve as personal advocates to employees. They will assist with identifying and establishing goals, helping to overcome obstacles, and helping to keep employees motivated.

ANNUAL HEALTH RISK ASSESSMENT

Employees can take this online, confidential health and lifestyle survey. When completed, they receive a personal report with valuable insight into health status, as well as risk assessments and suggestions on improvements that can help employees achieve wellness goals.

TOBACCO-FREE PLEDGE AND TOBACCO CESSATION PROGRAM

Employees who pledge tobacco-free status can qualify for discounts on their monthly medical plan contributions. Smokers ready to quit can take advantage of a free program based on positive behavior modification and group support.

24/7 NURSE LINE

Registered nurses are available to employees 24/7 to help them make health decisions.

FUTURE MOMS

This wellness program is designed to help expectant moms have a healthier pregnancy and delivery. The program includes individualized attention from a registered nurse, phone calls, educational materials and lifestyle coaching.

WELLNESS CUP CHALLENGE

This six-week event in the fall encourages employees to increase their daily physical activity. The operational regions compete against each other, and the top Region wins bragging rights and a donation to the United Compassion Fund in the Region's name. During the 2013 challenge, more than 450 million steps were taken by thousands of participating employees.

EMPLOYEE TRAINING

CENTERS OF EXCELLENCE

In 2012, we began implementing Centers of Excellence (COE), which are training hubs, at eight high-performing United Rental branches. The COEs are designed to provide training for newly hired and experienced United Rentals' employees.

We schedule a minimum of three 2–5 day classes per month at each of the eight COEs. The centers provide structured and consistent new hire training specific to the new hires' positions. The courses focus on hands-on training on the key United Rentals systems, processes and equipment. The COE approach ensures consistent training for each new employee. Classes are kept small, limited to 12 employees to ensure a rich experience for all participants.

TechSTART:

Designed for service technicians, this course focuses on the key skills needed for technicians to be successful in their roles. This includes modules provided by the equipment manufacturers on the basics of troubleshooting equipment.

RentSTART:

Designed for inside sales representatives (ISRs), this course focuses on the key skills needed for ISRs to be successful in their roles. This includes customer service skills, system and process knowledge to improve the customer's experience and equipment knowledge modules provided by the manufacturers. In these instances, the manufacturers focus on helping the ISR guide customers to the right equipment for their project.

DriveSTART:

Designed for new drivers, this course focuses on the elements of safely operating a delivery vehicle at United Rentals. Key modules in this class include safely loading and unloading equipment and proper tie-downs. It also helps drivers learn our hand-held computers, which are an important part of our paperless delivery process.

LeadSTART:

Designed for new branch, operations and service managers, this course focuses on the key skills required to lead a branch or branch team. This is our one START program that is hosted at our corporate headquarters and includes instruction from our safety, risk, sales and finance teams.

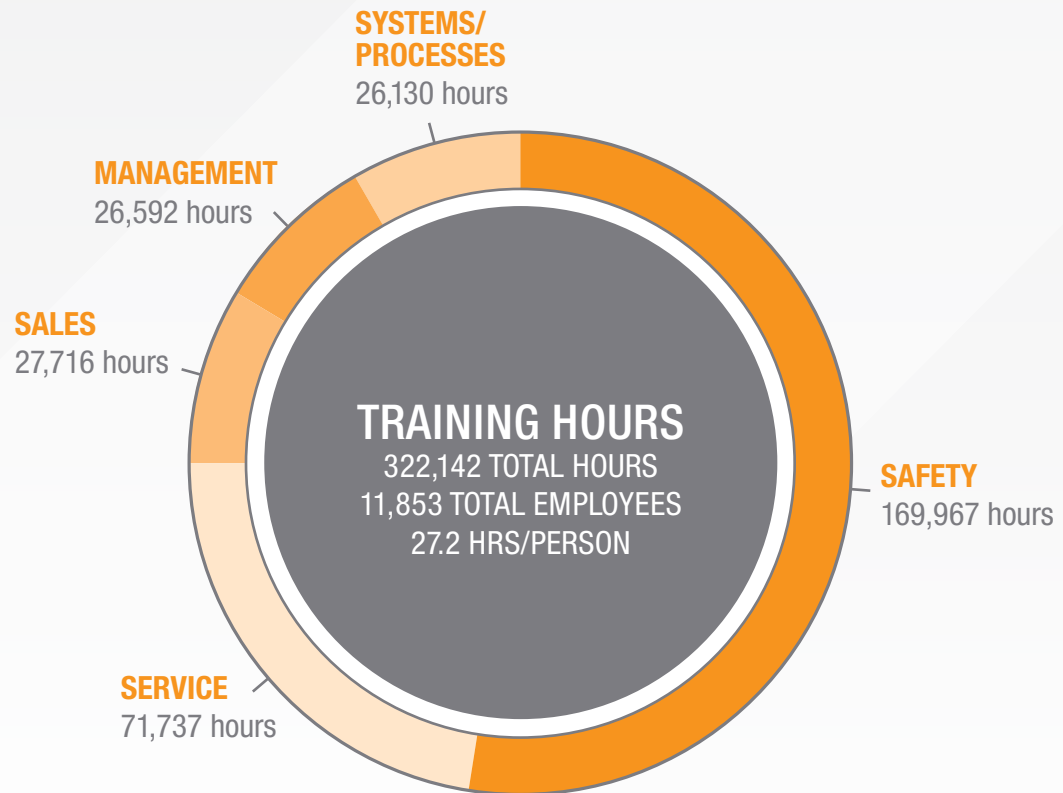
TRAINING GOALS AND ACHIEVEMENTS

In 2013, we provided more than 322,000 hours of training, an average of 27 hours per year per employee. Each year we appraise the performance of all active employees, and employees' managers create and manage development plans for employees across all business functions.

Special attention is paid to the development plans for those employees who may be suitable for supervisory and management positions. These plans help develop skills and competencies that are essential in successful managers and directors, such as communication, creativity, independent thinking, problem-solving, decision-making and collaboration.

A key tool used in the creation of these development plans are position-based experience maps. These experience maps highlight the key on-the-job experiences needed to be successful in a given role. By focusing on these experiences for development, there can be movement and growth toward a particular position.

TRAINING HOURS IN 2013



SUPPORTING AND EMPLOYING VETERANS

We're proud to be a major employer of U.S. military veterans, who exemplify our core strengths of cooperation, discipline and a strong work ethic. Veterans make up more than 11% of our U.S. workforce, and our partnership with the nonprofit Workforce Opportunity Services (WOS) is an important part of our veterans program.

Our partnership with WOS is a work-study program that helps integrate veterans into our branch workforce and helps them build meaningful, prosperous careers. The program—the first of its kind—has enabled United Rentals to hire mechanics, service technicians and other employees who have received combined training from WOS, equipment manufacturers and United Rentals.

One of those employees is Alma Rogers, a mechanic who went to WOS after leaving the Navy in early 2013. “The program is awesome,” she said. “The training includes both classroom instruction and hands-on sessions with equipment manufacturers.” Alma points out that there can be differences in the ways military and civilian mechanics work with the same equipment. “They really taught



me how to make the transition to a civilian job and how to do the job right,” she says. “My military experience helped, but I wouldn’t have known how to do as much without the classroom training that was provided.”

We hope to triple the scope of our involvement with the program with a goal of adding 30 new military veterans to our staff every four months.

A “TOP 100 MILITARY-FRIENDLY EMPLOYER”

We're honored that *G.I. Jobs* magazine ranked United Rentals 12th on its list of the nation's Top 100 Military-Friendly Employers. We have been among the top 100 for five consecutive years. Recently the magazine profiled Andrew Lamb, a United Rentals outside sales representative and active Army Reserve officer. Asked how he got his job, he told *G.I. Jobs*, “I searched the Internet for the top Military-Friendly Employers and found that United Rentals was high on the list. I discovered an opening in my hometown of Syracuse, New York, and applied. I could not be more thankful for the way things have turned out!”

VETERAN EMPLOYEES	2012	2013
U.S.	993	1,147
% WORKFORCE	9.7%	11.2%

EMPLOYEE SAFETY

SAFETY AS A CORE VALUE

Our commitment to safety defines who we are and what we value most as the leader in a very challenging industry: the personal safety of our employees. Simply stated, we want every employee to go home at the end of the day the same way they came to work. This commitment means providing our employees with the tools, environment and knowledge they need to work safely every day. It means setting high standards and expectations and empowering our employees to take personal responsibility for protecting themselves and each other.

We demonstrate this value every day by emphasizing “safety first” in all aspects of how we manage, maintain and grow our extensive infrastructure and equipment fleet. We also recognize that our safety performance and reputation figure significantly in our ability to attract and retain the best employees and loyal customers—and in securing our safety leadership role in the industries and communities we serve.

KEY METRICS IN 2013



11%

REDUCTION IN THE RECORDABLE INJURY RATE

- › from 1.41 in 2012 to 1.25 in 2013
- › 88% branches with zero incidents
- › 166% of improvement in near-miss reporting
- › Zero fatalities

UNITED IN OUR COMMITMENT TO LIVE AND WORK SAFELY

Following our merger with RSC, we assimilated and strengthened best practices from both cultures, along with expanded safety education programs, communication and a higher standard for our safety performance as “Team United.”

As a result, we are making significant progress in our journey toward achieving a world-class safety culture. From 2012 to 2013, our Occupational Safety and Health Administration (OSHA) recordable injury rate declined 11%, with more than 85% of our branches maintaining a zero incident record for 2013.

WHY WE WORK SAFELY: A PERSONAL RESPONSIBILITY

At United Rentals, we believe safety must be driven by leaders at all levels who inspire and engage our employees through their own actions. In addition to providing our teams with exceptional resources and training, we are building a culture that emphasizes personal empowerment and responsibility.

To this end, we introduced targeted safety communications channels in 2012 and 2013 that provide a framework for raising and sharing safety challenges, best practices and personal achievements that encourage cross-functional interaction at the branch level. Through daily safety huddles, required monthly awareness training and quarterly online retention testing, employees are sharpening their focus on safety—both at work and

at home—by identifying, avoiding, isolating and eliminating hazards that could injure themselves or others.

An online near-miss reporting system, combined with each employee's authority to stop unsafe actions, also gives employees additional tools to share their observations and safety awareness. This information gives us leading indicators of trends and challenges that we can address preventively.

United Rentals also invested in an innovative data management system in 2013 to further track and analyze safety-related metrics that are used to refine training and policies. A series of Region Safety Summits provide a forum for branch and district leaders to exchange proven best practices.

Also in 2013, we launched a comprehensive network of employee safety champions throughout the company. These individuals are specially trained and charged with working with branch leadership to build a safety culture that supports United Rentals' safety objectives. In addition, we introduced a Safety Mentoring Program for short-service employees in 2013, which helps ensure that new team members

understand and adapt to our safety-focused culture right from the start. Our most recent employee engagement survey indicated that we are making significant inroads in achieving a world-class safety culture, with some 95% of our employees stating that they are confident in our commitment to safety.

VEHICLE AND ROAD SAFETY

As a major North American transportation company with a team of nearly 1,000 commercially licensed drivers, vehicle and road safety are of paramount importance. We have expanded our communications and training on road safety awareness to all employees, with an emphasis on driving and vehicle maintenance skills and tips they can apply both at work and while off the job. We completed an 18-month initiative in 2013 requiring all employees to complete driver simulator training that emphasizes decision driving. In addition, all commercial drivers are required to be current on fuel management training.

INDUSTRY LEADERSHIP

In late 2013, United Rentals was named a Charter Member of the Campbell Institute, the National Safety Council's environmental, health and safety

THROUGH DAILY SAFETY HUDDLES, REQUIRED MONTHLY AWARENESS TRAINING AND QUARTERLY ONLINE RETENTION TESTING,

EMPLOYEES ARE SHARPENING THEIR FOCUS ON SAFETY.

center of excellence. We were chosen after a rigorous selection process that recognized our vision and unwavering commitment to safety. United Rentals looks forward to the opportunity to be part of this respected group of thought leaders in the fields of health, safety and the environment. The Institute is a driving force in positively impacting safety and sustainability across all industries. As a Charter Member of the Institute,

WORLD-CLASS SAFETY TRAINING AND EDUCATION

- › Comprehensive safety education required for all employees
- › Cultural value of “Safety First” with 360-degree hazard awareness
- › Safety leadership and observation training

ROBUST SUPPORT FOR INDUSTRIAL INITIATIVES

- › Safety professionals dedicated to industrial support
- › Safety strategy and management system focused on industrial risks, standards and best practices

BRANCH-FOCUSED SAFETY INITIATIVES

- › Culture of sustainable safety and operational excellence
- › Root cause-focused process improvement and sharing of lessons learned across the company

United Rentals confirms our position as a leader in the areas of safety and sustainability.

We have also begun exploring additional opportunities to expand and share our safety training resources and expertise externally. In 2013, we laid the initial groundwork for an innovative customer training program that will further position us as an industry safety leader.

BUILDING A DIVERSE WORKFORCE

Providing superior service is a key component of United Rentals' business strategy, so we aim to attract and engage a diverse workforce that will meet—and even anticipate—the needs of customers. In making employment decisions at our branches, we seek to hire locally as much as possible.

To best serve our customer base, United Rentals actively recruits committed and enthusiastic individuals with a variety of backgrounds and experiences. We see diversity as key to our competitive advantage in the marketplace, as it strengthens our ability to serve a wide range of customers. Diversity encourages creative thinking and enriches both internal and external relationships.

One way we work to further our commitment to diversity is in our support for the advancement of women in the construction industry. Seven years ago, we launched a mission to further cultivate

diversity and inclusion at United Rentals. Through Women in Leadership forums and Women in Construction meetings, we connected and engaged the women of United Rentals with their peers nationwide. In 2013, we rebranded our efforts and launched our Women United initiative across the company. During the year, this culturally diverse program held ten mentorship and leadership development sessions with more than 300 women in attendance.

During 2014, we are continuing our efforts with additional Women United events and other initiatives to further build the strength and voice of this vital community.

THE ROLES OF WOMEN AT UNITED RENTALS CONTINUE TO GROW

- › In 2013, 225 women were hired and promoted into Branch Sales and Management positions, bringing the total to more than 500
- › A 50% increase in female hires in 2013
- › We are proud to have 22 U.S. female veterans among us
- › At our annual management meeting held in Indianapolis in January 2013, 100 women attended our annual Women's Leadership Luncheon
- › For the past three years, women have been named as top award winners throughout the company
- › Tenure is strong, with 25% of the female workforce employed at United Rentals for more than ten years

The company is committed to ensuring that Equal Employment opportunities at United Rentals are provided to all applicants and employees in all phases of our operations without regard to any protected characteristics. We are likewise committed to providing our employees with a work environment free from unreasonable harassment, interference, hostility or offensive behavior from any source. United Rentals strictly prohibits unlawful harassment, discrimination and retaliation of any kind.



EMPLOYEES GLOBALLY	2012	2013
LOCATION — AVERAGE HEADCOUNT		
U.S.	10,194	10,048
Canada	1,414	1,517
EMPLOYMENT STATUS		
Full-Time	11,289	11,834
Part-Time	17	10
Temporary	6	9
TOTAL	11,312	11,853

UNIONIZED EMPLOYEES	2012	2013
BY REGION		
U.S.	693	702
Canada	127	150
% UNION	7.3%	7.2%
TOTAL	820	852

KEY METRICS IN 2013

50%

INCREASE IN FEMALE HIRES

> 9% increase in total minority headcount

> 12% increase in total female headcount

A man wearing safety glasses, blue gloves, and a high-visibility vest is working on the engine of a piece of heavy machinery. The background is a clear blue sky.

ENVIRONMENT

DOING^{THE} RIGHT THING

Our simple rule of doing the right thing for all of our stakeholders extends to our own operations. We're working to lead the industry in sustainability by reducing the environmental impact of our own operations and those of our customers.

21%
DECREASE IN WATER
USE SINCE 2012

102K MT
CO₂e
GHG EMISSIONS IN 2013

IMPROVING ENVIRONMENTAL PERFORMANCE

We deliver industry-leading service, technology and advice to help our customers capture new business and respond to market trends. That includes reducing their—and our—environmental impact.

As we continue to transform from an equipment-rental company to a business services company, we're investing in a corporate-wide, innovative approach to improving environmental performance. Our unparalleled reach and our innovations make us uniquely positioned to help optimize the use of construction equipment resources within the construction value chain.

Our focus remains on reducing the amount of energy and water we use, decreasing greenhouse gas emissions, and reducing the amount of material used and waste generated. We also help our customers reduce their own environmental impacts by supplying them with more efficient equipment.

OUR UNPARALLELED REACH AND INNOVATIONS MAKE US UNIQUELY POSITIONED TO HELP OPTIMIZE THE USE OF CONSTRUCTION EQUIPMENT RESOURCES.

GREENHOUSE GASES

WORKING TO CUT GHG EMISSIONS

We have identified greenhouse gas (GHG) emissions related to our use of energy (including fuel) as our most significant direct environmental impact. While GHGs increased from 86,212 metric tons (MT) of CO₂e to 102,496 MT of CO₂e between 2012 and 2013, energy intensity did drop from 20.94 MT of CO₂e/\$M to 20.69 MT of CO₂e/\$M.

GHG EMISSIONS	2012	2013
TOTAL (MT CO₂e)	86,212	102,496
Scope 1	41,812	56,805
Scope 2	39,011	38,772
Scope 3	5,389	6,919
REVENUES (\$M)	4,117	4,955
GHG INTENSITY (MT CO₂e/\$M)	20.94	20.69

GHG EMISSIONS DETAIL	2012	2013
SCOPE 1 (MT CO₂e)		
NON-RENTAL FLEET	25,586	33,048
Diesel—U.S.	7,264	9,958
Gasoline—U.S.	1,948	3,266
Diesel—Canada	11,689	14,432
Gasoline—Canada	4,684	5,392
RENTAL FLEET	1,333	1,751
Diesel—U.S. & Canada	1,102	1,453
Gasoline—U.S. & Canada	232	298
NATURAL GAS	14,893	22,006
TOTAL SCOPE 1	41,812	56,805
SCOPE 2 (MT CO₂e)		
TOTAL SCOPE 2 (Electricity use)	39,011	38,772
SCOPE 3 (MT CO₂e)		
Employee travel (Miles)	19,383,949	24,885,883
TOTAL SCOPE 3 (Employee travel)	5,389	6,919
TOTAL GHG EMISSIONS (MT CO₂e)	86,212	102,496

SCOPE 1 CONVERSIONS

1 liter = 0.264 gallons

1 gallon gasoline = 0.585 kgCO₂e or 0.000585 MT CO₂e1 gallon diesel = 0.687 kgCO₂e or 0.000687 MT CO₂e1 liter diesel = 0.0026008 MT CO₂e1 liter gasoline = 0.0022144 MT CO₂e1 therm of natural gas = 0.005394 MT CO₂e

Fuel use for the rental fleet only includes purchases by United Rentals, and does not include additional fuel purchased by customers without United Rentals' knowledge.

SCOPE 2 CONVERSIONS1 MWh = 0.44548 MT CO₂e**SCOPE 3 CONVERSIONS**

1 mile traveled by air = 0.278025 kg CO₂e,
or 0.000278025 MT CO₂e



**DOWNLOAD CARBON TRUST'S
CONVERSION FACTORS PDF**

ENERGY USE

At United Rentals, we continually evaluate our programs to optimize energy use. For example, we evaluate the Seasonal Energy Efficiency Ratio (SEER) rating for the air conditioning on all new buildings and assess each building's glass and heating efficiencies. We also provide energy scorecards to our branches to help them track their year-over-year energy use.

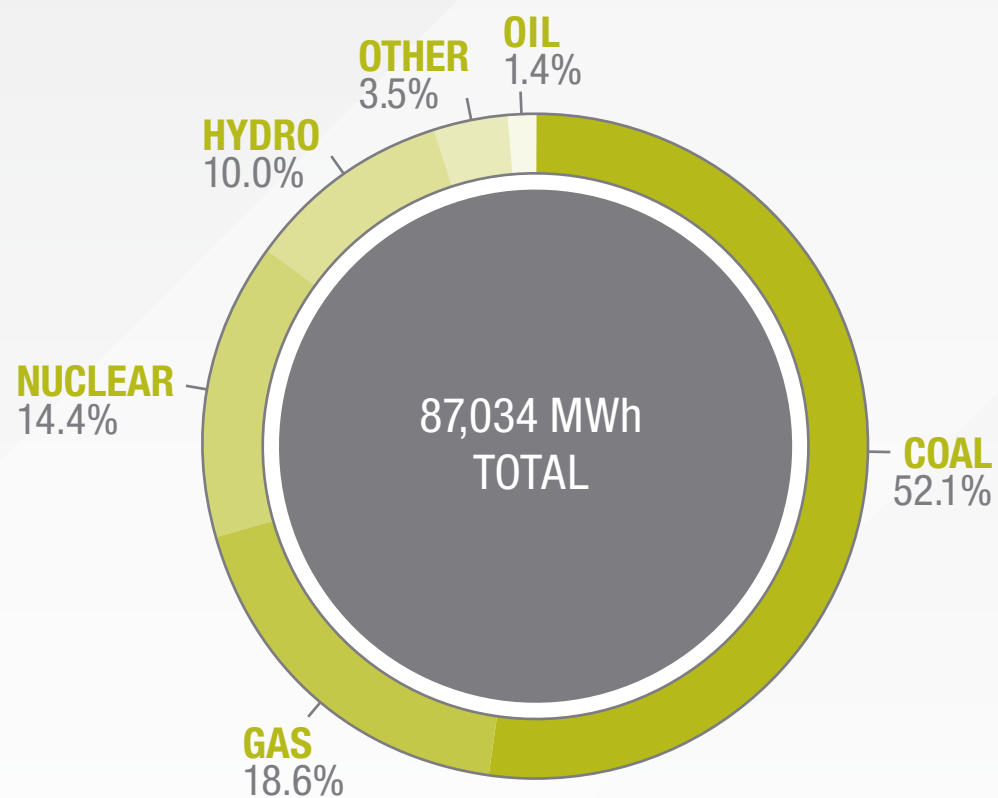


ENERGY USE — SCOPE 1	2012	2013
NON-RENTAL FLEET		
Diesel—U.S. (gallons)	10,573,917	14,494,687
Gasoline—U.S. (gallons)	3,330,385	5,583,187
Diesel—Canada (liters)	4,494,446	5,549,121
Gasoline—Canada (liters)	2,115,258	2,435,034
RENTAL FLEET		
Gasoline—U.S. & Canada (gallons)	396,094	510,112
Diesel—U.S. & Canada (gallons)	1,603,517	2,114,640
NATURAL GAS (THERMS)	2,760,964	4,079,663

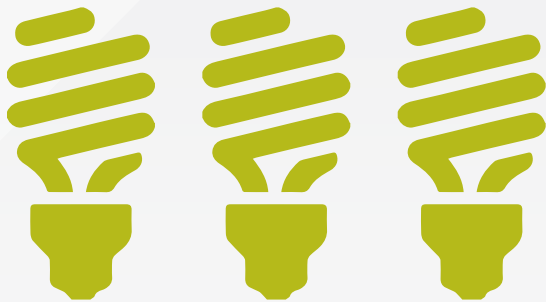
NOTES: The data above only reflect fuel purchases made through our fuel card program. The RSC fleet numbers for the first half of 2012 are an estimate. Percent of UR non-rental fleet covered by fuel card program: 91% (2012); >94% (2013). Fuel use for the rental fleet only includes purchases by United Rentals, and does not include additional fuel purchased by customers without United Rentals' knowledge.

ENERGY CONSUMPTION — SCOPE 2	2012	2013
ELECTRICITY USE (MWh)	87,571	87,034
COAL	51.5%	52.1%
GAS	19.2%	18.6%
NUCLEAR	14.8%	14.4%
HYDRO	9.6%	10.0%
OTHER (WIND, SOLAR, GEOTHERMAL, OTHER)	3.7%	3.5%
OIL	1.2%	1.4%

2013 ELECTRICITY CONSUMPTION — SCOPE 2



LIGHTING UPGRADE



\$2.3M

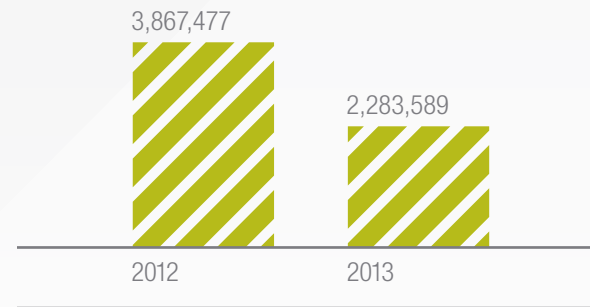
SPENT ON ENERGY-EFFICIENT LIGHTING
UPGRADE IN 2013

In our last report, we described the transition we've been making to more energy-efficient lighting at our branches to replace outdated lighting fixtures, which are one of the largest consumers of energy.

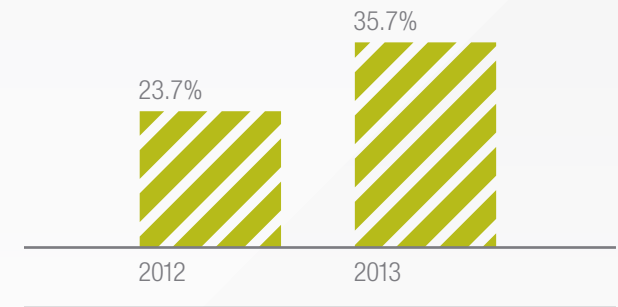
In 2012 and 2013, we replaced more than 26,000 T-12 metal halide fixtures with energy-efficient T-8, T-5 and LED bulbs, saving nearly 11,000 kWh

of electricity and almost \$2 million in costs. Equally important, these steps eliminated some 17 million pounds of CO₂. By the end of 2014, we expect to complete lighting upgrades in 100 facilities. These upgrades are expected to produce annual savings of \$3 million. Remaining facilities will continue to be evaluated on an annual basis for improvements.

SPEND ON LIGHTING UPGRADE (\$)



FACILITIES WITH UPGRADED LIGHTING (%)



MATERIALS AND WASTE MANAGEMENT

REFURBISHING EQUIPMENT, MANAGING MATERIALS AND REDUCING WASTE

Extending the useful working life of our equipment is part of both our sustainability and overall business strategies. Refurbishing reduces the capital required for replacement units and maximizes the performance of our existing fleet while lowering the ongoing operating costs of maintaining the equipment. It also helps in the transition to newer engine tier levels for certain classes, can assist in leveling out peaks in replacement cycles for specific categories and prevents equipment from entering the waste stream.

Since 2006, we have worked with our suppliers to refurbish approximately \$43.4 million worth of equipment. With our initial refurbishment effort complete, we have expanded the program to cover additional types of equipment—including compressors and generators—and are evaluating equipment categories and specific makes and models for refurbishment opportunities that meet operational needs and fit within our capital replacement plans.

EQUIPMENT REFURBISHMENTS	2012	2013
TOTAL	869	261
INVESTMENT	\$32,233,308	\$43,393,866
EXAMPLES OF MATERIALS PURCHASED	2012	2013
BATTERIES (#)	102,625	121,399
FILTERS (LBS)	611,252	774,274

Waste is one of our most significant environmental impacts, partly because we handle a variety of chemicals that could cause significant harm to the environment if managed incorrectly during or after use. Due to the risks associated with materials use and waste generation, we closely manage these issues and continually evaluate our branches to ensure they are managing these streams properly.



Safety-Kleen Systems, North America's largest re-refiner of used oil, and provider of parts-cleaning services, handles all of our hazardous and chemical waste. Safety-Kleen's process ensures that any potentially harmful waste is handled correctly and appropriately. Safety-Kleen also re-refines our used oil, which reduces greenhouse gases and heavy metal emissions compared to burning used oil as fuel. Re-refining transforms oil into a renewable resource.

Waste Management and Republic Services are strategic suppliers to United Rentals for handling general refuse, and we have the ability to verify their compliance with our recycling requirements.

We also work with qualified vendors and leasing companies that are recognized leaders in electronic recycling and disposal.

FILTER AND BATTERY RECYCLING	2012	2013
BRANCHES USING A VENDOR FOR FILTER DISPOSAL (%)	9.70%	59%
USED BATTERIES RETURNED TO DEKA (%)	90.34%	87.91%
USED BATTERIES RETURNED TO INTERSTATE (%)	87.75%	84.30%

WASTE (TONS)	2012	2013
HAZARDOUS	72	609
Landfilled	3	2
Energy recovery	38	78
Recycled	31	529
NONHAZARDOUS	27,643	30,830
Landfilled	12,237	11,756
Energy recovery	142	23
Recycled	15,264	19,051

WATER USE

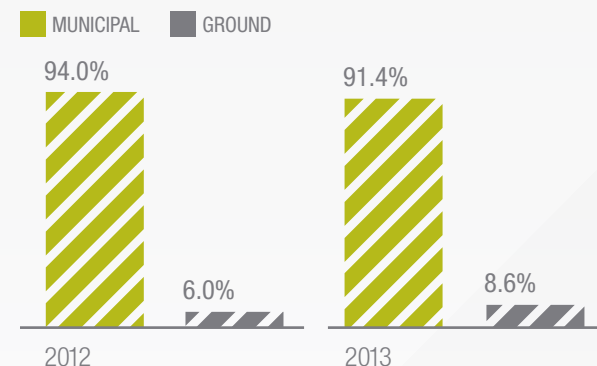
Our water use is limited primarily to washing equipment returned by customers. Due to the relatively low volume of water used in our business, we don't consider water to be one of our most significant issues. However, we still closely track our consumption and recognize the need to manage this resource carefully. Some United Rentals branches use a closed loop water recycling system for washing equipment to eliminate water discharge.

REDUCING OUR CONSUMPTION



21%
DECREASE FROM 2012

MUNICIPAL WATER VS. GROUND WATER



WATER USE (KILOGALLONS)	2012	2013
TOTAL	200,764	158,292
United Rentals—U.S.	140,113	151,517
United Rentals—Canada	7,672	6,775
RSC	52,979	0
WATER REUSED	16,964	19,084
Percent Reused	8.4%	12.1%

COMPLIANCE AND SPILLS

We seek to operate in full compliance with all local, state and federal environmental regulations. Depending upon the location of our business, some of our activities—including storm water management and other environmental items—may be regulated. If we identify compliance deficiencies, we work to correct them immediately. We conduct regular training on shipping hazardous waste, spill response and overall environmental management.

We use an electronic environmental management system to assist in tracking compliance requirements specific to our operating locations. Our corporate Health Safety and Environmental Sustainability (HSES) department conducts random visits to numerous branches each year to audit compliance with applicable environmental regulations and company policies.

COMPLIANCE DATA*	2012	2013
NUMBER OF SIGNIFICANT SPILLS	12	34
VOLUME OF SIGNIFICANT SPILLS (GALLONS)	437	630
MONETARY VALUE OF SIGNIFICANT FINES (\$)	6,675	9,740
NOTICES OF VIOLATIONS (NOVs)	13	17

**Increase is due primarily to merger.*



COMMUNITIES HELPING BUILD COMMUNITIES

There are more than 11,800 employees at 839 United Rentals locations in 49 U.S. states and all 10 Canadian provinces—and we give every one of them individual and collective support. After all, we don't just live and work in our communities. We also help build them.

\$648K

DONATED TO CHARITIES
IN 2013

5 FAMILIES

OF VETERANS RECEIVED
MORTGAGE-FREE HOMES

GETTING INVOLVED WITH OUR COMMUNITIES

One of our key values is being community-minded—being an outstanding corporate citizen and neighbor at all times and in all ways.

This takes many forms across the U.S. and Canada every day, through community engagement and volunteer work. Taking a local approach, we seek out and help numerous local charitable organizations.



ONE OF OUR KEY VALUES IS BEING AN OUTSTANDING CORPORATE CITIZEN.

EDUCATED CANINES ASSISTING WITH DISABILITIES — PROJECT HEAL

Educated Canines Assisting with Disabilities (ECAD) is a non-profit organization that performs the actual training of service dogs to assist with everyday tasks. Project HEAL is focused on providing these extraordinary dogs to service men and women who have been injured in the Iraq and Afghanistan wars. United Rentals has sponsored ECAD since 2012 through company and employee donations.

VETERAN HOUSING

Five families of veterans in Atlanta received mortgage-free homes from United Rentals, Operation Homefront and Wells Fargo as part of the Homes on the Homefront program.

CHARITABLE CONTRIBUTIONS (\$)*	2012	2013
GIVING BY REGION		
U.S.	310,947	614,973
Canada	26,059	33,021
TOTAL	337,006	647,994
EMPLOYEE DONATIONS (\$)		
EDUCATED CANINES ASSISTING WITH DISABILITIES (ECAD)	11,521	10,109
RED CROSS	11,760	5,946
COMPASSION FUND	—	49,215
TOTAL	23,281	65,270

NOTES: As of 12/31/12, 1 CAD = 1.0056 USD; As of 12/31/13, 1 CAD = 0.9394 USD. In 2013, the company also expensed \$25,000 for the Compassion Fund.

*Totals include employee donations.

PROVIDING HELP WHEN IT'S NEEDED MOST

We work to help communities plan for—and clean up in the aftermath of—weather-related and man-made emergencies. In 2013, our assistance included two significant events.

MOORE, OKLAHOMA

The afternoon of May 20 forever changed the lives of many people in and around Moore. We assisted in the rebuilding of all those affected by the devastating tornado, and branches throughout the region responded immediately to fill the needs of emergency crews. Employees also rallied together to donate items and assemble care packages to send to Moore.

DENVER, COLORADO

Extreme flooding in September prompted all-hands response from United Rentals Power & HVAC. Branches pitched in by sending technicians and equipment to Denver so the local team could help respond to the emergency.

To help communities get the supplies they need, when they need them, United Rentals has established procedures and resources to help us respond to crises. Our Customer Care Service Center in Tampa, Florida, is open 24 hours a day,

UNITED RENTALS HELPS AROUND THE WORLD



seven days a week, to coordinate the movement of equipment, supplies and information throughout the U.S. and Canada.

GRI INDEX

We are reporting against the Global Reporting Initiative's (GRI) G4 Guidelines, and intend to produce an "in accordance" Core report next year. The data includes information from our wholly owned facilities and subsidiaries in the U.S. and Canada, and we note the calculation methodologies where relevant.

GENERAL STANDARD DISCLOSURES

PAGE #/RESPONSE

Strategy & Analysis

1	CEO Letter	4
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Organizational Profile

3	Organization name	United Rentals, Inc.
4	Primary brands, products, and services	<u>Annual report</u> (pages 2–3, 7–8)
5	Headquarters location	Stamford, CT
6	Where the organization operates	U.S. and Canada
7	Nature of ownership and legal form	United Rentals, Inc. is a holding entity incorporated in Delaware, publicly held, and listed on the New York Stock Exchange (NYSE: URI).
8	Markets served	<u>Annual report</u> (pages 5–6, 8)
9	Scale of the organization	31 <u>Annual report</u> (pages 3, 23, 26, 79–86, 96–97)
10	Total number of employees by type	31
11	Collective bargaining agreements	33
12	Supply chain description	10 <u>Annual report</u> (page 9)

GENERAL STANDARD DISCLOSURES

PAGE #/RESPONSE

Organizational Profile (continued)

13	Organizational changes during the reporting period	<u>Annual report</u> (pages 3, 9)
15	External charters, principles, or other initiatives	None
16	Membership associations	American Rental Association California Rental Association Association of General Contractors National Association for Women in Construction National Hispanic Construction Association U.S. Green Building Council

Material Aspects & Boundaries

17	Entities included in financial statements	United Rentals, Inc.
18	Process for defining report boundaries and content	2
22	Restatements	None
23	Changes from previous reports in terms of scope and/or boundaries	2

Stakeholder Engagement

24	Stakeholder groups	7, 16, 30, 44
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Report Profile

28	Reporting period	2
29	Date of most recent report	2

GENERAL STANDARD DISCLOSURES

PAGE #/RESPONSE

Report Profile (continued)

30	Reporting cycle	2
31	Report contact	2
32	“In accordance” option, GRI Index and report assurance	2
33	Policy regarding report assurance	The data in this report have not been externally assured.

Governance

34	Governance structure of the organization	Committee Composition
38	Composition of the board and its committees	Committee Composition
39	Whether the chair of the board is also an executive officer	4
40	Nomination and selection processes for the board and its committees	Nominating and Corporate Governance Committee Director Independence 2014 Proxy (pages 6–7)
41	Board conflicts of interest	Corporate Governance Guidelines
49	Process for communicating critical concerns to the board	Communicating with the Board
51	Remuneration policies for the board and senior executives	2014 Proxy (pages 21–57)
52	Process for determining remuneration	2014 Proxy (pages 24–27)
53	Stakeholders’ views on remuneration	2014 Proxy (page 25)

Ethics & Integrity

56	Code of conduct	Code of Conduct
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SPECIFIC STANDARD DISCLOSURES

PAGE #/RESPONSE

Economic

EC1	Economic value	Annual report (pages 26, 54)
EC3	Benefit plan coverage	Annual report (page 89)
EC4	Financial assistance from the government	N/A
EC8	Indirect economic impacts	Annual report (page 26)

Environmental

EN1	Materials by weight or volume	39
EN3	Energy consumption (Scope 1 + 2)	36–37 Diesel—2.64 PJ Gasoline—0.89 PJ Natural Gas—0.43 PJ Electricity—0.31 PJ
EN6	Energy reductions	38
EN9	Water sources affected by withdrawals	No water bodies have been significantly affected by our water withdrawal, and withdrawals are not made from sensitive water sources.
EN10	Water recycled and reused	41
EN15	GHG emissions (Scope 1)	35

SPECIFIC STANDARD DISCLOSURES

PAGE #/RESPONSE

Environmental (continued)

EN16	GHG emissions (Scope 2)	35
EN17	GHG emissions (Scope 3)	35
EN18	GHG emissions intensity	34
EN19	Reduction of GHG emissions	34
EN23	Waste by type and disposal method	40
EN24	Significant spills	42
EN25	Hazardous waste	40
EN26	Biodiversity affected by runoff	No water bodies are significantly affected by our water discharges.
EN27	Mitigation of environmental impacts of products and services	14, 17
EN28	Products and packaging materials reclaimed	40
EN29	Environmental fines and sanctions	42
EN30	Environmental impacts from product distribution and employee travel	35

Labor Practices

LA2	Benefits provided to full-time employees	21
LA4	Notice periods regarding operational changes	Two weeks
LA5	Workforce represented in health and safety committees	100%
LA6	Rates of injury, occupational disease, lost days, absenteeism, and work-related fatalities	26, 27

SPECIFIC STANDARD DISCLOSURES

PAGE #/RESPONSE

Labor Practices (continued)

LA7	Workers with high incidence risk of diseases	N/A
LA8	Health and safety topics covered in agreements with trade unions	Yes, 100%
LA9	Average hours of training for employees	24
LA11	Employees receiving performance and career development reviews	100%
LA12	Composition of governance bodies and employees	9, 31

Human Rights

HR2	Employee training on human rights	100%
HR8	Incidents of violations involving rights of indigenous peoples	N/A

Society

S01	Local community engagement, impact assessments and development programs	No formal grievances have been filed, but impact assessments have not been done.
S02	Negative impacts on local communities	No formal grievances have been filed, but impact assessments have not been done.
S04	Communications and training on anti-corruption	Employees and board members: 100%
S06	Political contributions	N/A
S08	Fines for non-compliance with laws	42
S011	Grievances about impacts on society	No formal grievances have been filed, but impact assessments have not been done.

SPECIFIC STANDARD DISCLOSURES

PAGE #/RESPONSE

Product Responsibility

PR2	Non-compliance concerning the health and safety impacts of products and services	42
PR5	Surveys measuring customer satisfaction	16
PR6	Sale of banned or disputed products	N/A
PR8	Complaints regarding breaches of customer privacy and losses of customer data	United Rentals has not received any substantiated complaints.