

LEADING THE WAY

2018 CORPORATE
RESPONSIBILITY
REPORT

United Rentals®

 **United Rentals®**



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Indices



We now have a presence in
**49 American states, 10 Canadian
provinces** and **4 European countries**

25%

Growth in our
workforce in 2018,
up to 18,500 by
year-end

92%

Branches that operated
for the full year
injury-free

18

Straight quarters
with an injury rate
at or below 1.0

1,786

Veterans at United
Rentals, nearly 10%
of our workforce

\$2.1M

Spent on upgrading to
more energy-efficient
lighting at our facilities

0 MT

Hazardous waste sent
to landfills in 2018

80%

Branch managers
promoted from
within, up from
60% in 2013

SASB

This report represents our
first use of the Sustainable
Accounting Standards Board
(SASB) standards

2018 HIGHLIGHTS

FROM THE CHAIRMAN AND CEO

United Rentals' mission is to deploy the best people, equipment and solutions to enable our customers to safely build a better and stronger future.

In 2018, we made notable progress in continuing to build a sustainable future for the benefit of our employees, customers, communities and our planet. At the same time, the size of our company increased substantially, giving us a larger platform for corporate responsibility.

The most dramatic growth stemmed from our acquisitions of five rental companies, the largest being BakerCorp and BlueLine. Through these integrations, our workforce grew by more than 25% in 2018—from 14,800 employees in January, to 18,500 by year-end.

In total, nine quality operations have been integrated into our organization over the past two years, including our first presence in Europe last July. It's inspiring to see how well the teams began to work together as one. Collaboration has a ripple effect—it's good for our company and for all our stakeholders.

Collaboration is also implied in our core values of safety first, a passion for people, visible leadership, customer-driven, absolute integrity, community-minded, continuous innovation and sustainability. Teamwork is good business—customers like to work with collaborative teams because, among other things, it's far more likely they'll get great service.

Underpinning our values is our company's mission: to deploy the best people, equipment and solutions to enable our customers to safely build a better and stronger future. These same concepts apply to the hundreds of thousands of daily interactions that result from our operations. United Rentals gives a lot of thought to what this means in terms of building a better future as a responsible corporate citizen.

FROM THE CHAIRMAN AND CEO

This 2018 Corporate Responsibility Report documents our thinking and our progress. You'll see that the sections are connected by common themes: safety, efficiency, productivity, innovation and a shared sense of purpose. Safety, in particular, touches every part of our culture. We ended 2018 by delivering our 18th straight quarter with a recordable rate at or below 1.0. That's an admirable safety record in any industry, but we see a different future, one where our TRIR goal is zero.

The last part of the report contains our disclosures within the frameworks provided by the Global Reporting Initiative (GRI) and the Sustainable Accounting Standards Board (SASB), with further details about our performance across a host of environmental, social and governance (ESG) topics.

In December 2018, mindful of our increase in scale, our Board of Directors took an additional step to strengthen our sustainability governance structure. The Nominating and Corporate Governance Committee amended its charter to take formal responsibility for ESG policies and practices, making the oversight of these three areas of corporate responsibility even more cohesive.

In closing, while it's important to look at how far we've come, we're far more interested in looking at how far we can go. This is how the best companies endure—by forging new advantages through investments in people. We're proud to share the team's most recent progress, and we look forward to continuing the narrative in future reports.

On May 8, 2019, Michael Kneeland, formerly Chief Executive Officer, became Non-Executive Chairman of the Board, and Matthew Flannery, formerly President and Chief Operating Officer, became President and Chief Executive Officer in a planned leadership succession announced in January 2019.





FLEET & EQUIPMENT

Building technology into the jobsite

United Rentals has always been about helping customers work safely and productively. Today, this means using technology to optimize workflows, realize cost efficiencies and make data-based decisions.

Our technologies empower our customers to be more efficient in the ways they utilize equipment. Sometimes that means renting less equipment from us in the short term—but we're more interested in building trust and creating a consistently superior standard of service to drive sustainable growth. We also believe that our capacity for innovation is a competitive advantage that will continue to create long-term value for our investors.

33%

TOTAL EQUIPMENT COST

average reduction realized in 2018
by customers using our **Total Control®**
technology.

Connecting the jobsite through innovation

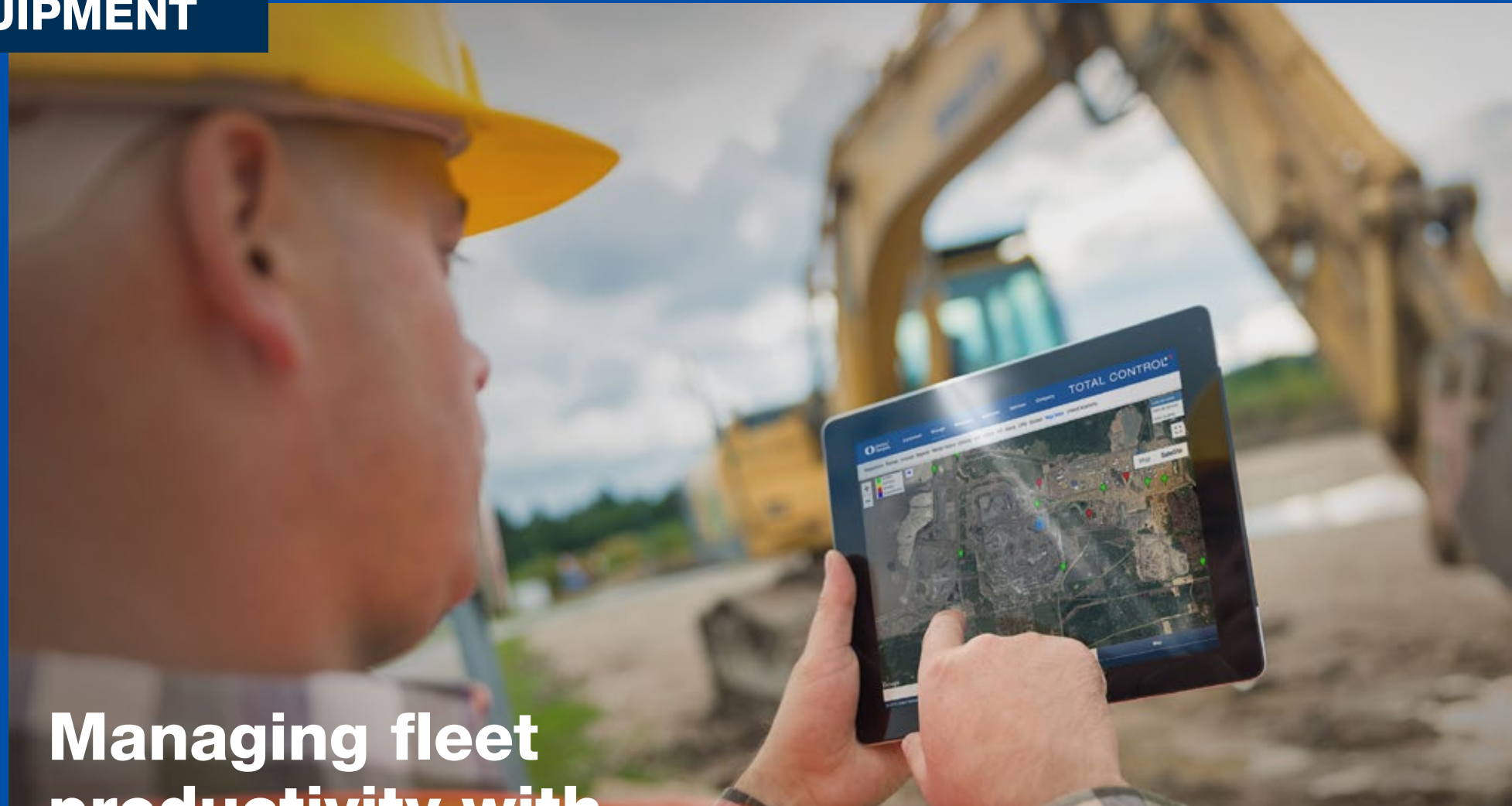


Today, we gather data from more than 300,000 pieces of United Rentals equipment outfitted with telematics technology.

In 2012, that number was only about 3,000. Another 10,000 pieces of bulk, non-itemized equipment have the same capabilities, generating valuable information about fuel use, idle time, battery charge status and pump pressure. Our customers benefit from telematics through greater visibility into run-time and utilization data such as fuel alerts, and a better ability to geo-locate equipment.

Our telematics initiative is managed by our Services and Advanced Solutions Group, a United Rentals team that brings drones, wearables and other disruptive technologies to construction and industrial jobsites. Drones are a good example of a technology that was slow to be adopted by our industry but is seeing a recent upsurge in interest.

The advantages of drones are compelling—they can provide a survey-grade view of a site very quickly for about one-tenth the cost of an on-the-ground team, and with far less risk. Project managers use drones to perform quality inspections in hard-to-reach places, such as elevator shafts, as an alternative to requiring someone to work at height.



Managing fleet productivity with Total Control®

Total Control® is our proprietary software suite that provides customers with a single, transformative solution for equipment productivity. Total Control helps customers manage their equipment fleets in real time through

greater visibility and accountability, with the goal of improving the utilization of resources. By reducing downtime and avoiding on-site productivity gaps, Total Control can help a customer cut annual equipment rental costs by up to a third.

Driving fewer miles for pickup and delivery

In addition to helping our customers operate more efficiently, we use a customized logistics and route optimization tool for delivering and picking up equipment. This technology allows our dispatchers to create a plan to load trucks in a way that utilizes as much trailer deck space as possible, and in a sequence that keeps our trucks within concentrated geographies and preferred traffic patterns.

We're using this technology to help reduce the number of miles we drive while performing more deliveries and pickups on each trip. This results in fewer empty loads, lower fuel consumption and emissions per total work, less fuel consumed idling in traffic, and less wear and tear on our delivery equipment. Ultimately, we're decreasing the cycle time associated with renting our equipment, lowering our costs and lessening our environmental impact.





LOCATIONS & PERSONNEL

Safety first and always

As our company grows, so does the need to ensure a world-class work environment for our employees. This requires a 360-degree focus on our people—from comprehensive safety training and career development, to our purpose-driven culture, to our United Compassion Fund, which uses employee donations to assist members of our United Rentals family. Our capacity to engage and inspire our people is the cornerstone of our ability to exceed our customers' expectations and sustain our growth.

92%

**INJURY-FREE
— BRANCHES —
IN 2018**

Maintaining safety leadership

Our most important differentiator is safety, because of its vital importance to our employees and customers. Unsafe behavior can have a direct impact on our business. Given our steady acquisition and integration activity of the past two years, we're proud that our safety performance has continued to be an industry-best. In 2018, we had a total recordable incident rate (TRIR) of 0.79, toward a goal of zero.

Goal

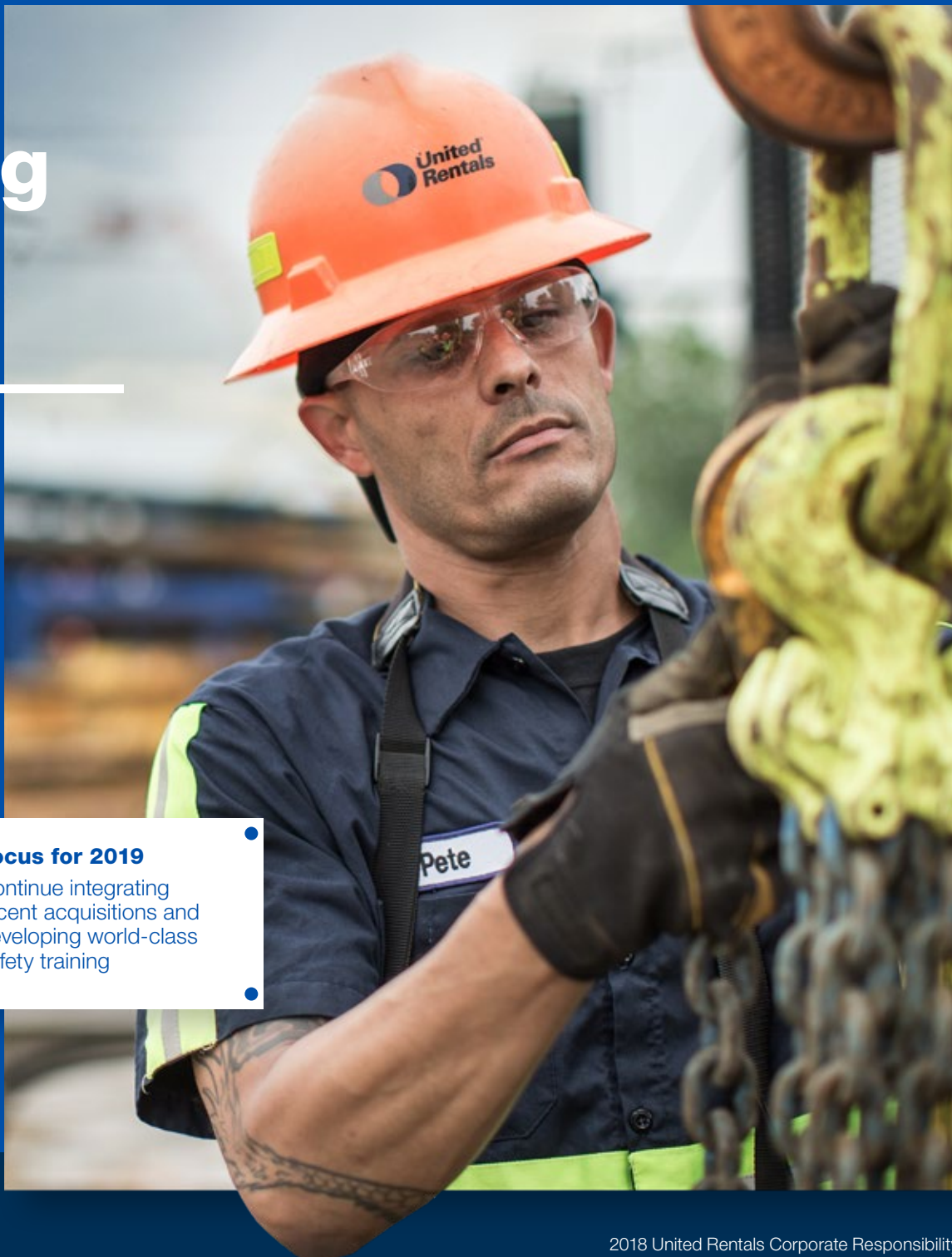
Achieve a TRIR of zero

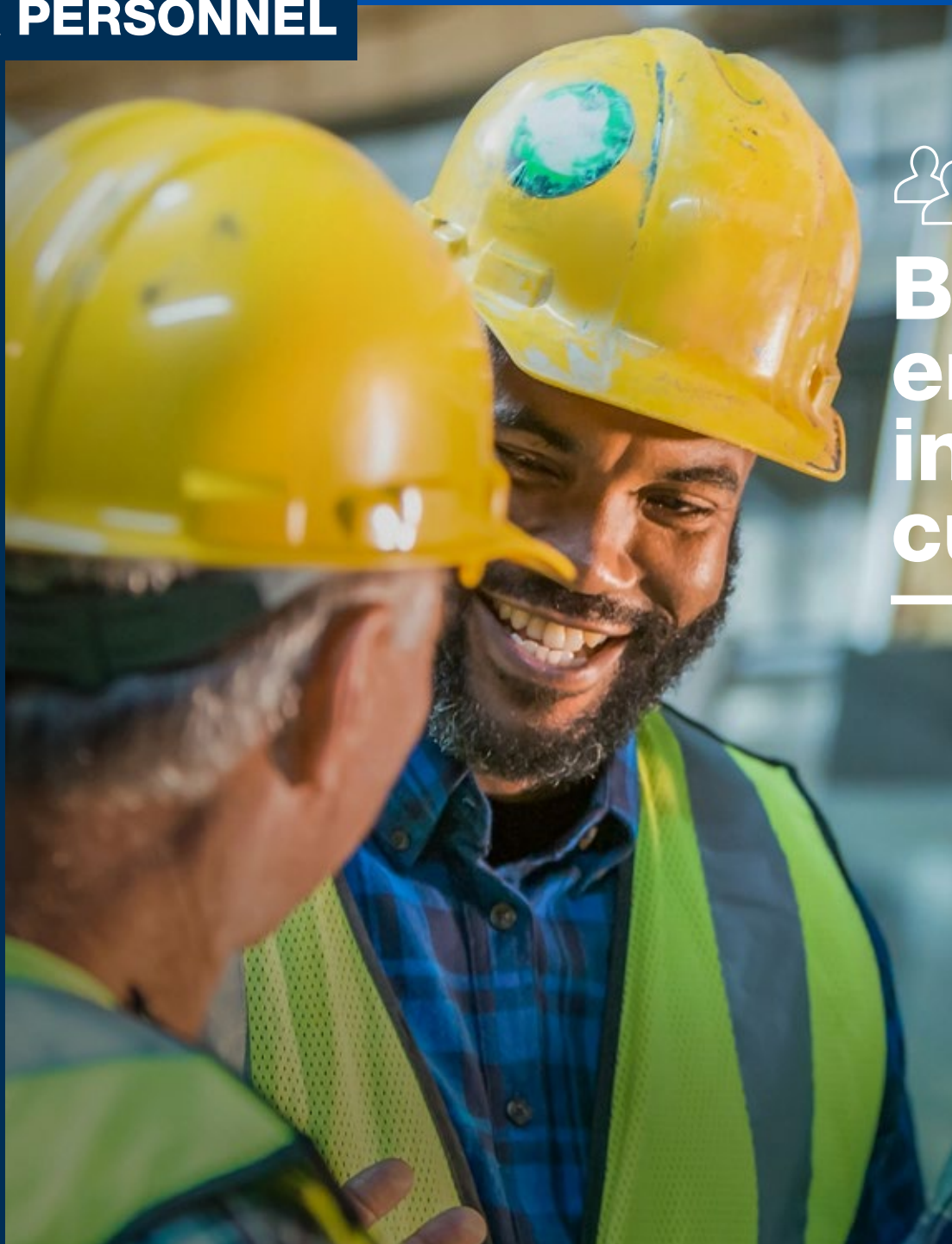
Progress

18 straight quarters with a recordable rate at or below 1.0

Focus for 2019

Continue integrating recent acquisitions and developing world-class safety training





Bringing new employees into our safety culture

In 2018, we acquired five companies. These employees quickly saw that we are united in our core value of safety. We encourage all employees to communicate best practices from their previous work experience, and we've integrated a number of these practices into our safety infrastructure.

Moving forward, our goal is to continue motivating all United Rentals employees to be proactive about safety awareness and incident prevention. We remain open to refining our existing programs and developing new ways to further our leadership stance on safety.



Preparing for disasters

While United Rentals has always responded to disasters near our locations, in 2018 we began to take a more structured approach to our response. We've trained a first-responder team comprising more than 800 company volunteers across North America, whose first objective in any emergency is to help our employees who have been affected.

Once we confirm the safety of our people and the safe operating condition of our branches, our next objective is to get our operations up and running as quickly as possible. We can then help take care of our communities and our customers.

earlyAlert

We work with Early Alert®, an emergency management company that provides 24/7 real-time monitoring for extreme hazards that could affect our operations in North America, including severe weather, earthquakes, terrorism, civil unrest, and major transportation incidents.



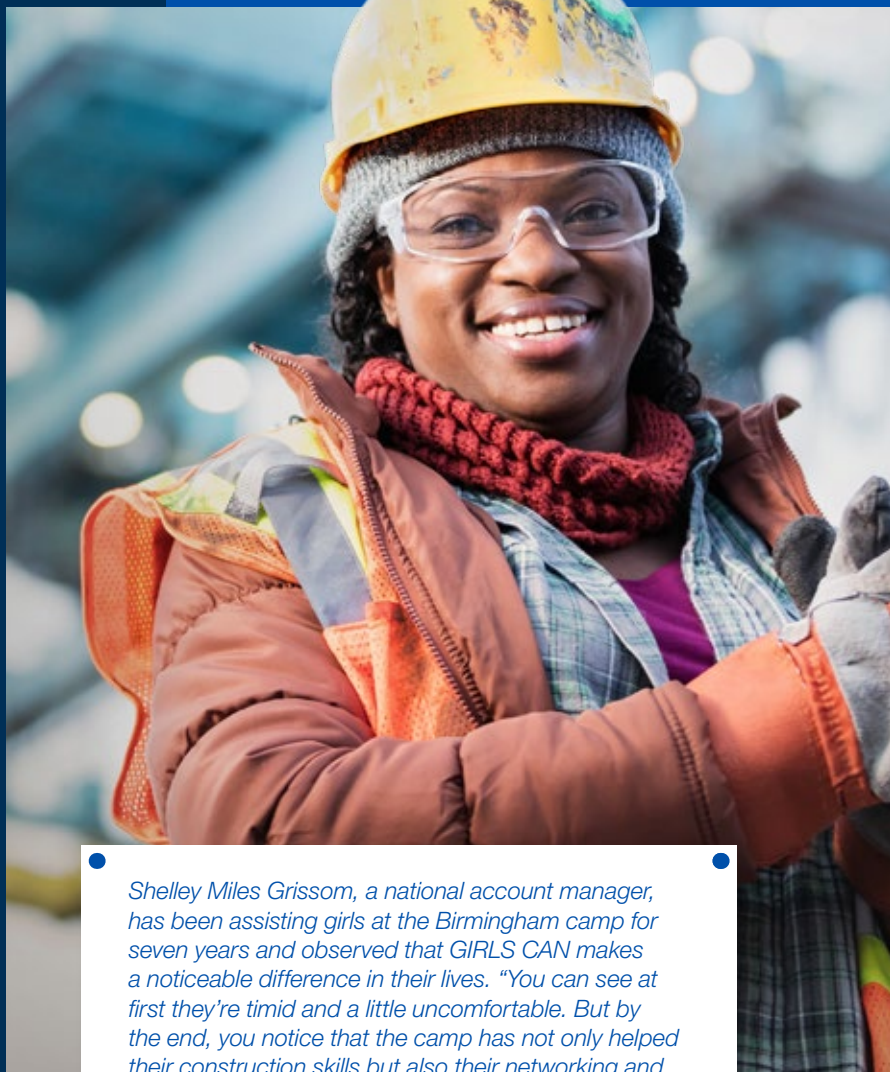


Diversity and inclusion

Employee Resource Groups

We believe that a diverse workforce is key to our continued business success. Our ability to support our customers and continually improve as a company is made stronger by the varied backgrounds and perspectives of our employees.

Recognizing that the key to maximizing diversity is ensuring team members feel included, supported, valued and respected, we support three employee resource groups (ERGs). Not only do these groups support our business objectives and our diversity and inclusion initiatives, they also enhance the professional development and productivity of our employees and further enhance relationships with our customers and communities. All three ERGs are multicultural, voluntary and inclusive of all employees.



Shelley Miles Grissom, a national account manager, has been assisting girls at the Birmingham camp for seven years and observed that GIRLS CAN makes a noticeable difference in their lives. "You can see at first they're timid and a little uncomfortable. But by the end, you notice that the camp has not only helped their construction skills but also their networking and people skills. It builds their confidence."

Employee Resource Groups

Women United

Women United works to transform our historically male-populated industry by raising awareness of the competitive advantage of diversity. In addition, this group supports inclusion through networking, education and the promotion of career opportunities for our female employees. Women United is open to all active employees, not just women.

Women United's initiatives include:

- Sponsoring GIRLS CAN Construction Camp in Alabama, which exposes female high school students to careers in construction; and
- Sponsoring or hosting various chapters of Camp NAWIC, a day camp for high school girls sponsored by the National Association of Women in Construction that shows girls different opportunities within the construction industry.

From time to time, Women United co-sponsors day camps together with United Rentals customers. These partnerships further enhance relationships with our customers while supporting an important cause.

Additionally, Women United participates in and supports activities led by charitable organizations such as Dress for Success, Habitat for Humanity's Women Build projects and Susan G. Komen to help spread awareness during October for Breast Cancer Awareness Month.



10% OF OUR EMPLOYEES
— ARE —
VETERANS

Employee Resource Groups

Veterans United

Not only does hiring veterans honor military service, the importance we place on leadership, teamwork, discipline, diversity and a strong work ethic aligns with military values.

Veterans United focuses on four areas related to military veterans:

1. Providing support through Workplace, our internal networking website
2. Offering resources, recognition and career opportunities for our veteran employees
3. Continuing to improve our veteran recruiting and hiring practices
4. Helping veterans in our communities and the organizations that support them

Our hiring practices and our engagement efforts have earned our U.S. operations the following recognition in 2018:

- Top 10 Military Friendly Employer – G.I. Jobs
- Top 10 Military Friendly Spouse Employer – G.I. Jobs
- Top Military Friendly Supplier Diversity, Gold Award – G.I. Jobs
- Top Veteran Friendly Companies List, Best of Best Results List – U.S. Veterans Magazine
- Best for Vets – Military Times

At United Rentals, we don't just help vets—we help their spouses, too. Since 2013, we've been a member of the Military Spouse Employment Partnership (MSEP), to connect military spouses with job opportunities at United Rentals.



Employee Resource Groups

Veterans United (cont.)

STEP Program

United Rentals created STEP (Service to Employment Program), a unique work-study program to help veterans transition back into working life. Through 10 weeks of in-class and hands-on training, veterans learn technical and workplace skills, meet with our leaders, and hear what it's like to work at our branches with our service teams. Since inception of the program, 281 individuals have graduated from STEP.

Helping vets when they need it most

We partner with the Fisher House Foundation in the U.S. and Valour Place in Canada, which provide a network of comfort homes with free or low-cost lodging for veterans and military families receiving treatment at nearby military medical centers.

LOCATIONS & PERSONNEL



Employee Resource Groups

Together United

This ERG brings together the wealth of multicultural talent within United Rentals to build a more inclusive, diverse, and empowering workforce through personal, team, and community building efforts. Together United focuses on:

- Attracting and developing diverse talent;
- Promoting a workplace of inclusion by celebrating our culture through meaningful conversations and communications; and
- Strengthening the bond between our employees and their communities, thus establishing United Rentals as a good corporate citizen in the markets we serve.

In 2018, Together United members partnered with Rebuilding Together, a nonprofit organization dedicated to helping low-income homeowners in underserved neighborhoods by improving the safety and health of their homes. Additionally, an annual Pajama and Book Drive organized by Together United raised a total of 6,152 pajamas, 4,179 books and \$2,806 in cash.

In 2018, United Rentals was awarded the National Diversity Excellence Award by the Associated Builders and Contractors, for the 8th consecutive year in a row.

6,152

**PAJAMAS
COLLECTED**

Engaging our workforce

We work hard to provide a positive work environment for our people, and we take a four-pronged approach to employee engagement:

Training

Best-in-class training is one of the most important ways to maximize engagement and retention, and we offer a wide array of training solutions (classroom, hands-on and eLearning) and coaching to our employees. Approximately 1,000 of our employees are also instructors or certified evaluators for these programs.

Compassion

The United Compassion Fund is an employee-funded 501(c)(3) charity that provides financial assistance to fellow employees in need. In 2018, \$700,000 in donations to the fund were voluntarily made by our employees, and 132 grants were issued by the Fund's all-employee board.

Teamwork

A cohesive team with a clear mission and shared goals performs most effectively. That's why we focus a great deal of time and effort on team-building and on promoting diversity and inclusion.

Leadership Development

It is essential to continually cultivate our next generation of leaders. Our Live2Change leadership training program teaches our branch managers how to assess the current safety culture at their location, and how to better understand the challenges and opportunities that face our company. We also offer a three-day Leadership Acceleration Program (LEAP) that comprises a series of activities designed to mirror the realities of a branch manager position. Lastly, our Leadership, Influence, Focus and Teamwork (LIFT) program helps to prepare the next generation of leaders in a three-year cohort experience that involves in-person leadership and management training.

In LIFT, I was challenged and asked to think outside the box. That has helped me grow tremendously as a leader and created a desire for me to pay it forward when growing the talent on my team.

– LIFT graduate





The importance of communication

Communication among employees at all levels fosters openness, accountability and respect. This, in turn, promotes engagement and a sense of belonging. Workplace by Facebook®, our virtual community for United Rentals employees, connects our people in a collaborative setting, no matter where they're physically located. Other communication channels include quarterly all-employee calls, town hall meetings, engagement surveys and UR Ideas, which encourages grassroots suggestions from employees.

LOCATIONS & PERSONNEL



Gauging our progress

We're proud to have been named by Forbes magazine as one of the world's top employers. Still, we never take our people for granted. To ensure that our many engagement and retention efforts are working, we measure turnover, periodically ask for direct feedback through surveys and track employee referrals and internal hires.

In 2018:

Voluntary turnover was an industry-low

10%

Our most recent employee engagement score was an exceptionally high

93%

Employee referrals were a company-best:

40% of our hires were through employee referrals

Over **80%** of branch managers placed were promoted from within, up from 60% five years earlier

CUSTOMERS & SUPPLIERS

Continuously improving

United Rentals was built to keep changing for the better. It's our nature to look for ways to improve, whether that involves expanding the curriculum that has already trained thousands of workers across our industry, pledging a new level of service to customers, or creating long-term value for our investors.

Putting the customer first

In 2017, we implemented 1UR, an intense focus on the customer championed at the highest levels in our company. In 2018, 1UR began to permeate our entire organization in its first full year of implementation. In 2019, we expect that our branch teams will drive measurable improvements in customer service through 1UR collaboration.

1UR is a logical extension of our culture—it unites us in solving challenges for customers that we couldn't solve individually, such as meeting equipment needs through cross-branch collaboration. It keeps our employees focused on leveraging their collective strengths and provides a strong framework for creating value for all our stakeholders.



**unites us in solving challenges
for our customers that we
couldn't solve individually.**



United Academy[®] training

I've been working on jobsites and driving lifts for decades, and I never expected to walk away with as much important information as I did from training. And that goes for all my people who were there.

– Customer, speaking about United Academy

United Academy[®] is the primary conduit for our industry-wide training offering. This is not just for our employees; anyone can take courses through United Academy. With the robust United Academy learning platform, successful course completions are registered into the person's record, and can be accessed online either on any computer or mobile device, using their name or the QR code available in their United Academy wallet card. This process supports our goal of making the industry safer by providing easy access to confirm worker's qualifications and certifications.

In 2018, United Academy's curriculum expanded to 435 training courses, including virtual reality simulation on heavy equipment. In December, the International Powered Access Federation (IPAF) announced a groundbreaking partnership with United Rentals that allowed us to deliver IPAF-certified operator training on mobile work platforms across North America. This exciting development underscores our industry leadership on safety training.

Supplier diversity

To remain competitive in our evolving marketplaces, we proactively seek to do business with diverse suppliers. The United Rentals Supplier Diversity Program connects us with the broadest possible range of people, ideas, products and services. We do everything we can to ensure that diversely owned businesses are afforded equal opportunity to participate in our procurement processes. In 2018, 6.7% of our overall procurement spending was with diverse suppliers. As a result of our supplier diversity efforts, we received the following corporate supplier diversity award in 2018:

- Top Military Friendly Supplier Diversity, Gold Award – G.I. Jobs (third consecutive year)



Partnering with NFL teams to support communities

In 2018, United Rentals launched a partnership agreement with MetLife Stadium in New Jersey as its “Official Equipment Rental Partner” for the Giants and Jets professional football teams. This partnership incorporates a variety of safety initiatives related to our “Safety First” platform, including donations to local high school football programs, on-site equipment safety demonstrations, and fan safety reminders on event days. It gives us another way to give back to local communities through charitable partnerships with the teams, as well as to honor our employees and customers who are veterans during special military moments at home games.



Turns for Troops: Giving back to those who have served

In 2018, we continued our support for Turns for Troops (T4T), a program that benefits the important work of SoldierStrong. Our partnership with Rahal Letterman Lanigan Racing team generates a \$50 donation from United Rentals to SoldierStrong for each racing lap that driver Graham Rahal completes in the 2019 NTT IndyCar Series.

Founded in 2009, SoldierStrong began as a mission to donate items to soldiers fighting in the deserts of Iraq and Afghanistan. Today, the organization helps injured military veterans take the next step of their journey with unwavering support, therapy and rehabilitation.

Since 2016, we have donated more than \$670,000 to SoldierStrong through our T4T program, enabling us to give back in a meaningful way to those who have served while highlighting our commitment to performance, innovation and safety.

<https://turnsfortroops.ur.com>



GRI/SASB DISCLOSURES

Organizational profile

GRI 102-1	Organization name
GRI 102-2	Primary brands, products, and services
GRI 102-3	Headquarters location
GRI 102-4	Location of operations
GRI 102-5	Ownership and legal form
GRI 102-6	Markets served

United Rentals is the largest equipment rental company in the world, with headquarters in Stamford, Connecticut, USA, and operations in the United States, Canada, Puerto Rico and Europe.

United Rentals, Inc. (“Holdings”) is a holding entity incorporated in Delaware, publicly held, and listed on the New York Stock Exchange (NYSE: URI). It conducts its operations primarily through a wholly owned subsidiary, United Rentals (North America), Inc. (“URNA”), and subsidiaries of URNA. Holdings’ primary asset is its sole ownership of all issued and outstanding shares of common stock of URNA.

We serve three principal end markets for equipment rental:

Industrial and other non-construction

Industrial and other non-construction rentals represented approximately 50% of our rental revenue in 2018, primarily reflecting rentals to manufacturers, energy companies, chemical companies, paper mills, railroads, shipbuilders, utilities, retailers and infrastructure entities.

Non-residential construction

Non-residential construction rentals represented approximately 46% of our rental revenue, primarily reflecting rentals related to the private construction of office space, lodging, healthcare facilities, entertainment venues and other commercial purposes, as well as public infrastructure construction, such as utilities, airports, roads and bridges.

Residential construction

Residential construction rentals represented approximately 4% of our rental revenue in 2018, primarily reflecting rentals of equipment for the construction and renovation of homes.

Organizational profile

United Rentals is classified as a service provider. The solutions we provide to customers typically include the rental of tangible assets, sales of used equipment, and numerous other value-added services.



General Rental Solutions

Our General Rental operations offer heavy and light equipment and tools for general construction projects, aerial work, renovation, industrial projects and homeowner requirements. We offer these rentals to customers on an hourly, daily, weekly or monthly basis. Our customers gain access to state-of-the-art technologies and "best fit" equipment for each job, while receiving 24/7 customer care from the largest customer service organization in the industry. Our experts help customers:

- Manage risk and compliance
- Control expenses, cash flow and inventory
- Save on storage and warehousing
- Reduce downtime
- Eliminate need for maintenance
- Save on disposable costs
- Track equipment usage and costs
- Gain business intelligence
- Conserve capital



Specialty Rental Solutions

Our Specialty Rental operations provide customers with access to specialized equipment and expertise to meet requirements beyond those of typical construction and industrial jobs. We typically categorize these capabilities for go-to-market purposes as:

- **Power and climate control**, including planning, installation and on-site monitoring
- **Fluid transfer, storage and filtration**, including engineering services
- **Trench safety**, including system specification and engineering services
- **Portable site sanitation**, including delivery, set-up and pumping services
- **Tool solutions**, including on-site stocking, management and storage
- **Communications**, including event and public safety planning, and mobile communications center technology

Organizational profile

GRI 102-7

Scale of the organization

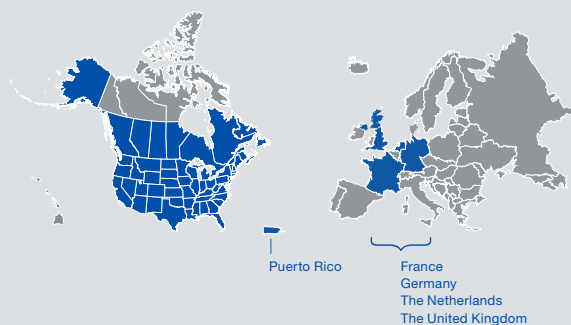
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RT-IG-000.A

Number of units produced

Our customer service network is the largest of its kind in the world. We offer approximately 4,000 classes of rental equipment to customers, primarily in the construction and industrial sectors. We conduct our business through approximately 1,197 branches (year-end 2018), a centralized reservation service and automated online ordering.

To serve specific sectors of our customer base, we have a comprehensive National Accounts program, industrial specialists, government sales specialists and emergency response teams. Our United Academy® portal provides safety and operator training and certifications to help our customers maintain safe worksites and comply with regulations such as OSHA.

We have a presence in 49 U.S. states, 10 Canadian provinces, Puerto Rico and Europe.



Scale of the organization

	2015	2016	2017	2018
Rental Locations	897	887	997	1,197
United States (including territories)	775	769	874	1,038
Canada	122	118	123	148
Europe	—	—	—	11
American states	49	49	49	49
Canadian provinces	10	10	10	10
European countries	—	—	—	4
Number of units produced (pumps)	N/R	N/R	N/R	114

Note: Following its acquisition of BlueLine in October 2018, United Rentals now has branches in Puerto Rico.

N/R: not reported

We are primarily a service provider that offers equipment for rent to construction and industrial companies, manufacturers, utilities, municipalities, homeowners, government entities and other customers. In addition to renting equipment, we sell new and used equipment, as well as related parts, service and contractor supplies. The vast majority of the equipment that we sell is generic product purchased directly from third-party manufacturers. However, a small portion of our business involves the assembly of components to create specific pump configurations (“pumps”) that we sell to our customers for their own use. For example, in 2018, we assembled 114 pumps.

For information on our financials, please see our [2018 Annual Report](#), pages 3, 27, and 53–59. For detailed information on our locations, please see page 24 of our [2018 Annual Report](#).

Organizational profile

GRI 102-8

Information on employees and other workers

SASB
RT-IG-000.B

Number of employees

United Rentals had approximately 18,500 total employees as of December 31, 2018, with 16,218 of them in the U.S., 2,012 in Canada, and 166 in Europe. Approximately 99% of our employees were full-time.

Employees	2015	2016	2017	2018
Total	12,700	12,500	14,800*	18,500*
Salary	4,000	3,900	4,600	5,700
Hourly	8,700	8,600	10,200	12,800
Union	850	850	1,100	1,350
Non-Union	11,850	11,650	13,700	17,150
By Region				
Total	12,700	12,500	14,800*	18,500*
United States (includes territories)	11,090	11,076	13,323	16,218
Canada	1,610	1,424	1,477	2,116
France	—	—	—	51
Germany	—	—	—	45
Netherlands	—	—	—	45
United Kingdom	—	—	—	25
Full-time	N/R	N/R	99.0%	99.0%

*The relatively large increases in total employees in 2017 and 2018 are primarily due to our major acquisitions in those years—NES Rentals in April 2017, Neff Corporation in October 2017, BakerCorp in July 2018 and BlueLine in October 2018.

N/R: not reported

Organizational profile

GRI 102-9

Supply chain

United Rentals' supply chain starts with our identification of needs for equipment within the markets we serve. Based on these needs, we determine specifications for the equipment and ensure that our suppliers can timely provide the needed equipment. We purchase the equipment, giving us ownership of each asset, which we depreciate during its useful life. We rent the asset to our customers up to a point prior to its full useful life before selling it. Because United Rentals equipment is extremely well-maintained under our ownership, it typically commands premium prices in the used equipment marketplace. The average age of our equipment fleet overall at December 31, 2018, was 47.9 months.

Supplier Diversity	2015	2016	2017	2018
Total purchasing budget (\$ Millions)	\$3,160	\$3,624	\$4,359	\$4,683
Spend with diverse suppliers (\$ Millions)	\$184	\$218	\$278	\$315
Overall spend with diverse suppliers (%)	5.8%	6.0%	6.4%	6.7%
Increase in spend with diverse suppliers (%)	N/A	18%	28%	13%

N/A data is not available as data point was not previously tracked.

Supplier Diversity Overview

United Rentals, Inc. (URI) is the world's largest equipment rental company. At United Rentals, Inc., we proactively seek diverse suppliers. We believe that companies who actively embrace diversity and consistently demonstrate their commitment to the many communities they serve, establish a sustainable competitive advantage in the marketplace. United Rentals' Supplier Diversity program plays an important role in our company's 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. All companies must proactively reach out and include the broadest range of people, ideas, products and services possible. United Rentals' Supplier Diversity program does just that.

Doing Business with United Rentals

As United Rentals defines its position in the ever growing and changing marketplace, we consciously do all we can to:

- Increase the opportunities for diverse-owned businesses.
- Ensure that diverse businesses 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, service-disabled veteran, or be classified as Hub Zone, small business, small disadvantaged, LGBT, or 8a Suppliers.

Organizational profile

Diversity Spend

Through its Supplier Diversity program, United Rentals builds relationships with businesses capable of providing commodities and services at competitive prices. Successful supplier relationships are very important to the success of our business. We ultimately only award contracts based on mutual trust, merit, and most importantly, how a relationship with a particular supplier will benefit our company. We encourage both prospective and current suppliers to complete a Supplier Profile using our Supplier Diversity system. Doing so allows us to match a supplier's capabilities with our requirements. Along with registering, we ask that suppliers provide us with copies of their current Supplier Diversity Certification. Our registration site can be found at www.ur.com/supplierdiversity.

Diversity Spend

In 2018, United Rentals spend with diverse suppliers totaled \$315,202,049.

Category	2018 Total
Minority Business Enterprise (MBE)	\$16,564,573
Woman Business Enterprise (WBE)	\$35,759,089
Small Business Enterprise (SBE)	\$235,592,873
Disadvantaged Business Enterprise (DBE)	\$524,465
Disabled Veteran Business Enterprise (DVBE)	\$782,608
Historically Underutilized Business Zone (HUBZone)	\$292,348
Small Disadvantaged Business (SDB)	\$18,011,441
Veteran Business Enterprise (VBE)	\$7,643,552
Disabled	\$5,539
LGBT	\$25,560
Total Diversity Spend	\$315,202,049

Organizational profile

GRI 102-10

Organizational changes

We completed the acquisitions of BakerCorp and BlueLine in July 2018 and October 2018, respectively. We include financial data from the acquired businesses in our reported financial data immediately upon acquisition. However, we were unable to measure some non-financial data (e.g., environmental and social metrics) from the acquired businesses immediately upon acquisition. Accordingly, some non-financial metrics presented in this report do not fully reflect the impact of the acquired businesses. We expect that our 2019 metrics, which will be reported in our next report, will more fully reflect the impact of the acquired businesses.

The environmental and social metrics related to our acquisitions of NES Rentals in April 2017 and Neff Corporation in October 2017 are included in this report for the first time.

More information on these acquisitions can be found in our [2018 Annual Report](#) on pages 73–80.

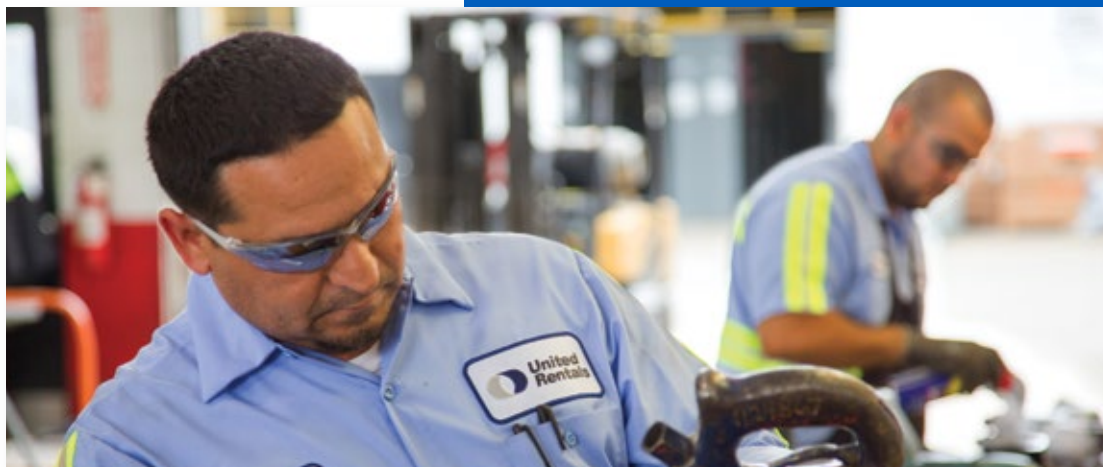
GRI 102-13

Membership associations

As a large corporation, we belong to many associations and organizations, including local ones. Here is a list of the main national-level associations and organizations to which we belong in the United States.



- American Rental Association (ARA)
- Associated Builders and Contractors (ABC), including 51 chapters
- Associated Equipment Management Professionals (AEMP)
- Associated General Contractors (AGC)
- Independent Electrical Contractors Association (IEC)
- National Association for Women in Construction (NAWIC)
- National Electrical Contractors Association (NECA)
- National Safety Council (NSC)
- National Utility Contractors Association (NUCA)



Ethics & Integrity

GRI 102-16

Values, principles, standards, and norms of behavior

Safety First

Act, and require others to act, in a manner that puts the safety of our employees, customers and communities first.

A Passion for People

Build a diverse workplace that challenges all employees to grow professionally and embrace teamwork.

Visible Leadership

Lead by example in every business decision and action, with a sense of humility and responsibility.

Customer-Driven

Support the best interests of our customers and develop better ways for them to succeed at their jobs.

Absolute Integrity

Always do the right thing, honor commitments and ensure appropriate corporate governance.

Community-Minded

Be an outstanding corporate citizen and a good neighbor in every sense by being helpful, respectful, law-abiding and friendly.

Continuous Innovation

Contribute to a culture of innovative thinking that empowers employees to improve quality, efficiency and customer service.

Sustainability

Engage in practices that lead to positive change by encouraging social accountability and environmental responsibility.

To view the United Rentals Code of Ethical Conduct, please click [here](#).

Governance

GRI 102-18	Governance structure
GRI 102-22	Composition of the highest governance body and its committees
GRI 102-23	Chair of the highest governance body
GRI 102-24	Nominating and selecting the highest governance body
GRI 102-33	Communicating critical concerns
GRI 102-35	Remuneration policies
GRI 102-36	Process for determining remuneration
GRI 102-37	Stakeholders' involvement in remuneration

United Rentals' comprehensive governance practices are designed to establish and preserve management accountability, provide a structure that enables our Board of Directors to set objectives and monitor performance, and assure the efficient and responsible use of resources.

Our current Board of Directors is shown [here](#).

As of May 8, 2019, the Chairman of the Board is Michael Kneeland and the Lead Independent Director is Bobby Griffin. Our President and Chief Executive Officer is Matthew Flannery. Mr. Flannery is also a member of the Board.

The Board of Directors has four committees: Audit Committee, Compensation Committee, Nominating and Corporate Governance Committee (see more below), and Strategy Committee. Michael Kneeland, the Chairman, does not serve on any committee, but is a member (ex officio) of all committees. Additionally, all Board members are invited to attend all committee meetings.

Additional details can be found in our [2019 Proxy Statement](#) (pages 2, 13–21, 24–27, 33–34).

Nominating and Corporate Governance Committee

The general responsibilities of the committee include developing criteria for evaluating prospective candidates to the Board or its committees and identifying and recommending such candidates to the Board; taking a leadership role in shaping the corporate governance of the Company and developing the Company's Corporate Governance Guidelines; and coordinating and overseeing the evaluation processes for the Board and management as required by the Company's Corporate Governance Guidelines. Additionally, the committee oversees the company's policies and practices related to environmental, social and governance (ESG) matters.

Communicating with the Board

Communications to the Board can be addressed in writing to the Board or to a particular director or directors, as the case may be, and mailed to:

United Rentals, Inc.

100 First Stamford Place, Suite 700
Stamford, CT 06902
Attention: General Counsel

All communications will be submitted to the relevant director or directors.

Executive Compensation

The foundation of our compensation philosophy is to ensure that our executive compensation program is designed to align with our business strategy to drive long-term value. Our compensation philosophy is supported by three pillars: stockholder alignment, market competitiveness, and internal balance.

Our executive compensation program emphasizes variable pay that aligns compensation with performance and stockholder value and has three key elements: base salary, annual incentive compensation and long-term incentive compensation. Each of these elements serves a specific purpose in our compensation strategy, as explained on page 43 of our 2019 Proxy Statement.

Additional details about executive compensation, including stakeholder engagement about executive compensation, can be found in our [2019 Proxy Statement](#) on pages 37–69.

Stakeholder Engagement

GRI 102-40 List of stakeholder groups

GRI 102-41 Union representation

GRI 102-42 Stakeholder identification

GRI 102-43 Approach to stakeholder engagement

GRI 102-44 Key topics and concerns raised through stakeholder engagement

Our key stakeholders are our employees, customers and investors, and the members of communities in which we live and work. We engage with our stakeholders on an ongoing basis to gain a better understanding of issues that are important to them.

Specifically, we engage with our customers to gather feedback about their satisfaction with our services, our equipment performance and the overall health of our customer relationships. We've developed a closed-loop system that ensures customers receive prompt

attention from appropriate resources based on the type of feedback they provide.

In addition, we integrate customer input into our daily operations and high-level learning; this aids us in defining best practices, aligning priorities with customer needs and developing solutions that help our customers succeed.

See page 4 of our 2019 Proxy Statement for information about our investor outreach activities.

Union representation

2015

2016

2017

2018

% of employees covered by a collective bargaining agreement

6.7%

6.8%

7.4%

7.3%

	Employees	Customers	Investors	Community members
How we engage	Employee surveys	Formal surveys	One-on-one meetings and calls	Volunteering
	Town hall meetings	Informal conversations	Quarterly earnings calls	Philanthropy
	Internal social media (Workplace®)		Annual stockholders' meeting	Disaster preparedness
	Employee resource groups			
Key issues	Safety	Customer service	Capital investments	Volunteering
	Career development	Equipment selection	Asset efficiency	Disaster relief
	Employee engagement	Pricing	Financials	
	Training	Safety training	Sustainability leadership	
	Benefits and compensation		Corporate governance	

Reporting Practice

GRI 102-45

Entities included in consolidated financial statements

The data included in this report relates to our wholly owned subsidiaries in the U.S. and Canada. We completed the acquisitions of BakerCorp and BlueLine, our two largest acquisitions of 2018, in July and October, respectively. While revenues from these acquisitions are included in our financial data, related non-financial data (e.g., environmental and social metrics) will not be fully reflected in our reporting until our 2019 report, due to be published in 2020.

GRI 102-46

Defining report content and topic boundaries

GRI 102-47

List of material topics

The material topics addressed in this report reflect our most recent materiality assessment, which was conducted in 2016. This assessment involved industry research and a competitive analysis, and a review of these topics with senior executives and subject-matter experts at United Rentals. For purposes of this report, “material topics” are those that are important to our stakeholders or the success of our business and where we have a potentially significant impact on the environment, society or the economy.

Given how much our business has grown over the past three years, we plan to refresh our materiality assessment and update the list of material topics in next year’s report.

Material topic	Boundary*	Location/Notes
Customer satisfaction	Inside	See our 1UR section, page 22
Diversity	Inside	Page 59
Employee engagement	Inside	Page 53
Employee safety and well-being	Inside	Page 55
Energy use & GHG emissions	Inside/Outside	Pages 41–44 and 47–49
Impact of products	Inside/Outside	While we track energy use and GHG emissions related to getting our products to and from jobsites, much of the impact of our products comes from customer use, which we are only beginning to track using telematics technology. See page 7 for more information.
Local communities	Inside	Page 61
Privacy	Inside	Page 61
Recycled materials	Inside	Page 40
Training and education	Inside	Page 58

*“Inside” refers to impacts that are within United Rentals’ operational control. “Outside” denotes that the responsibility for these impacts can be found in the supply chain and/or with customers.

Reporting Practice

GRI 102-48 Restatements of information

GRI 102-49 Reporting changes

Any restatements or clarifications are mentioned in the footnotes accompanying the performance data tables. There have been no meaningful changes in terms of our material topics or boundaries. For readers’ reference, we are including a SASB index in this report for the first time this year.

GRI 102-50 Reporting period

GRI 102-51 Date of most recent report

GRI 102-52 Reporting cycle

This Corporate Responsibility Report covers our progress with corporate responsibility through the 2018 calendar year. Our last report, covering 2017 initiatives and data, was published in 2018. We issue our Corporate Responsibility Report annually.

GRI 102-53 Contact point for questions regarding the report

For questions or comments about this report, please contact James Dorris, Vice President, Health, Safety, Environment and Sustainability, and Executive Sponsor, United Academy®, at sustainability@ur.com.

GRI 102-54 Claims of reporting in accordance with the GRI Standards

GRI 102-55 GRI Content Index

GRI 102-56 External assurance

An index for GRI disclosures can be found beginning on page 62.

This report references the following GRI Standards from 2016: General Disclosures, Materials, Energy, Water, Emissions, Effluents and Waste, Environmental Compliance, Employment, Labor/ Management Relations, Occupational Health and Safety, Training and Education, Diversity and Equal Opportunity, Human Rights, and Customer Privacy.

Management Approach disclosures are included for our material topics. Other disclosures that we have reported on in the past, and have deemed non-material, continue to be included in this report due to general stakeholder interest.

This is our eighth Corporate Responsibility Report, and neither our data nor this report have been externally assured.

Materials

GRI 301-3 Products and packaging materials reclaimed

SASB RT-IG-440b.1 Revenue from remanufactured products

We work with Safety-Kleen®, which re-refines our used oil. This allows us to reuse it for lubrication, rather than burning it for energy recovery, which releases carbon dioxide. In 2018, this solution enabled us to avoid emitting 10,489 metric tons of CO₂e, which is equivalent to the carbon sequestered by 271,832 trees grown for 10 years in an urban environment.

Additionally, in 2018, we processed 86,608 pounds of recycled IT equipment.

In 2018, United Rentals earned \$664M from the sale of refurbished equipment.

Our refurbishment program allows us to extend the life of older equipment which reduces the need to buy new equipment. In addition to being cost efficient, our refurbishment program reduces the amount of resources and energy associated with manufacturing and distributing new equipment.

Management Approach

United Rentals is committed to minimizing adverse impacts on the environment everywhere we do business. Equipment rental is environmentally friendly by nature because it encourages the shared utilization of products that already exist. This reduces pollutants associated with the manufacturing process, as well as emissions associated with distribution. Nevertheless, some of the activities involved in equipment rental have a direct impact on the environment.

In 2018, our Board of Directors' Nominating and Corporate Governance Committee amended its charter to take formal responsibility for oversight of the company's environmental practices, together with social and governance policies (ESG). We have a number of policies in place to reduce energy, recycle waste, dispose of harmful substances properly, and generally safeguard the environment, with monitoring in place as detailed below.

Materials and Recycling	2015	2016	2017	2018
Refurbishments				
Pieces of equipment refurbished	778	370	160	213
Refurbishment investment	\$27,637,014	\$15,300,000	\$8,843,000	\$14,312,964
Emissions avoided				
Emissions avoided through closed-loop recycling program for used oil (MT CO ₂ e)	8,410	8,248	8,950	10,489
Materials recycled				
Weight of recycled IT assets (lbs)	69,146	24,012	63,677	86,608

Energy

Management Approach

Energy efficiency is a prominent part of our commitment to environmental stewardship and sustainability. Increasingly, our customers are looking for ways to reduce the energy usage associated with their projects. We invest in energy-efficient equipment technologies, and our employees know that they have a responsibility to speak up if they see energy waste or improper emissions.

Our practices to mitigate energy use include an electronic scorecard used by all our branches to track usage levels and identify potential areas of improvement, and our FAST (field automation systems technology) program, which optimizes delivery and pickup routes and loads, reducing fuel consumption. Additionally, our company drivers' idling times are documented as part of their performance evaluations tied to compensation.

Part of our energy reduction initiative includes lighting retrofits, which is the practice of replacing components in our lighting system with components that use energy more efficiently. We initially began our lighting retrofit program in 2011 as a way to drive returns through lower costs. As the program progressed, we learned that it led to other benefits, beyond cost — for example, the improved lighting provided a safer work environment and also improved employee morale. Given the many benefits of the program, we are continuing it beyond its initially contemplated end date, allowing us to complete retrofits at locations we gain through acquisitions.

Energy

GRI 302-1 Energy consumption within the organization (Scopes 1 + 2)

SASB RT-IG-130a.1 Energy consumption

Over the last several years, we have grown significantly in scale due to acquisitions — in particular, our acquisitions of NES and Neff in 2017 and BlueLine and BakerCorp in 2018 — and organic growth. For context, our total revenue was \$8.047 billion in 2018 compared with \$5.817 billion in 2015, a 38% increase. As we have grown, our absolute energy consumption has necessarily increased. However, we continue to evaluate how best we can limit that increase and mitigate the impact.

Energy Use (Scope 1)	2015	2016	2017	2018
Non-rental fuel total (gallons)	22,169,830	24,169,702	25,330,785	35,611,707
Diesel	14,251,522	15,187,361	15,967,150	22,134,188
United States	N/A	13,918,404	14,815,036	17,500,460
Canada	N/A	1,268,957	1,152,114	4,534,769
France	—	—	—	28,939
Germany	—	—	—	40,169
Netherlands	—	—	—	12,961
United Kingdom	—	—	—	16,890
Gasoline / unleaded	7,918,308	8,982,341	9,363,635	13,477,519
United States	N/A	8,112,269	8,481,516	9,927,814
Canada	N/A	870,072	882,119	3,549,705
Natural gas (therms)	4,039,627	3,917,896	4,259,941	5,601,231
United States	N/A	2,887,026	3,116,904	4,270,278
Canada	N/A	1,030,870	1,143,037	1,288,818
France	—	—	—	20,759
Germany	—	—	—	16,683
Netherlands	—	—	—	3,564
United Kingdom	—	—	—	1,129

Note: Natural gas data for France is for two out of four of our branches.

N/A data is not available as data point was not previously tracked.

Energy

GRI 302-1

Energy consumption within the organization (Scopes 1 + 2)

SASB
RT-IG-130a.1

Energy consumption

Energy Use (Scope 2)	2015	2016	2017	2018
Electricity use (MWh)	86,487	84,426	88,797	99,914
United States	N/A	70,535	75,022	85,000
Canada	N/A	13,891	13,775	14,674
France	—	—	—	56
Germany	—	—	—	60
Netherlands	—	—	—	87
United Kingdom	N/A	N/A	N/A	37
Grid Sources (U.S. and Canada)				
Coal	37.5%	32.9%	27.5%	27.1%
Gas	26.6%	30.1%	30.8%	33.7%
Hydro	12.9%	11.7%	16.3%	12.4%
Nuclear	17.6%	17.5%	16.6%	17.5%
Wind	—	—	5.2%	5.3%
Oil	1.0%	0.8%	0.4%	0.4%
Other (biomass, fossil, geo-thermal, solar, unknown)	4.4%	7.0%	3.1%	3.5%

Notes: The percentages in this table were calculated using the Environmental Protection Agency's (EPA) Emissions and Generation Resource Integrated Database (eGRID), which can be found at https://ghgprotocol.org/sites/default/files/Emission_Factors_from_Cross_Sector_Tools_March_2017.xlsx. Electricity use data for France is for two out of four branches. Electricity use data for the UK is for one out of two branches.

Our electricity source breakdowns are for North America only, and do not yet include our European operations.

N/A data is not available as data point was not previously tracked.

Energy

Energy-Efficient Lighting	2015	2016	2017	2018
Spend on lighting upgrade (\$ Millions)	\$2.9	\$1.9	\$1.2	\$2.1
% of facilities with upgraded lighting*	58%	71%	69%	62%

*The number of sites increased by more than 100 between 2016 and 2017 and by 200 between 2017 and 2018.

GRI 302-2

Energy consumption outside of the organization (Scope 3)

Energy Use (Scope 3)	2015	2016	2017	2018
Employee air travel (miles)	28,238,607	29,166,282	30,382,965	35,875,342



Water

GRI 303-1

Water withdrawal by source

GRI 303-2

Water sources significantly affected by withdrawal of water

United Rentals' water consumption primarily is used for the washing of equipment between rentals, with the remainder being for personal use at our branches. No water bodies were significantly affected by our water withdrawal, and withdrawals are not made from sensitive water sources.

Our branches that are not connected to a sewer have a closed-loop water recycling system for washing equipment.

In 2018, 92% of our water withdrawal was municipal water and 8% was groundwater.

Water Sources	2015	2016	2017	2018
Municipal water	95.6%	97.2%	93.1%	92.0%
Groundwater	4.4%	2.8%	6.9%	8.0%

Water

GRI 303-3

Water recycled and reused

Water Use (kilogallons)	2015	2016	2017	2018
Total	250,557	357,902	288,935	238,432
United States	239,090	345,885	227,367	204,731
Municipal	239,090	338,298	212,063	190,866
Groundwater	—	7,586	15,304	13,865
Canada	11,467	12,018	61,569	33,344
Municipal	11,467	9,598	57,056	29,485
Groundwater	—	2,420	4,513	3,859
France	—	—	—	41
Municipal	—	—	—	41
Groundwater	—	—	—	0
Germany	—	—	—	115
Municipal	—	—	—	115
Groundwater	—	—	—	0
Netherlands	—	—	—	126
Municipal	—	—	—	126
Groundwater	—	—	—	0
United Kingdom	—	—	—	75
Municipal	—	—	—	75
Groundwater	—	—	—	0
Water reused	16,096	14,747	29,204	26,224
Percentage reused	6.4%	4.1%	10.1%	11.0%

Notes: Water data for France is for one out of four of our branches. Water data in Germany is for three out of four of our branches.

Emissions



GRI 305-1

Direct greenhouse gas (GHG) emissions (Scope 1)

Over the last several years, we have grown significantly in scale due to acquisitions — in particular, our acquisitions of NES and Neff in 2017 and BlueLine and BakerCorp in 2018 — and organic growth. For context, our total revenue was \$8.047 billion in 2018 compared with \$5.817 billion in 2015, a 38% increase. As we have grown, our absolute GHG emissions have necessarily increased. However, we continue to evaluate how best we can limit that increase and mitigate the impact. Further, we focus on our GHG intensity performance (see page 49), which seeks to adjust for our growth.

Management Approach

We have the ability to track the energy use and GHG emissions of our own facilities, as well as our vehicles transporting equipment and tools to and from jobsites. However, it's far more complex to document the impact of our products once they leave our control and are in the hands of our customers.

Through the use of telematics technology (see page 7), we're beginning to gain insights into how our customers use our products. In the coming years, our goal is to have real-time input on fuel consumption, emissions, safety, and the performance of our tools and equipment on jobsites, and use this data to help our customers utilize our products more efficiently, with a lighter carbon footprint.

GHG Emissions

Scope 1 (Fossil Fuels)	2015	2016	2017	2018
Total (MT CO₂e)	227,008	245,633	258,732	329,911
Non-rental vehicle diesel consumption	139,396	150,144	157,853	183,035
Non-rental vehicle gasoline consumption	65,775	74,701	77,872	117,035
Natural gas	21,837	20,788	23,007	29,841
United States	N/A	15,230	16,801	22,713
Canada	N/A	5,558	6,206	6,918
France	—	—	—	103
Germany	—	—	—	83
Netherlands	—	—	—	18
United Kingdom	—	—	—	6

N/A data is not available as data point was not previously tracked.

Emissions

GRI 305-2 Indirect greenhouse gas (GHG) emissions (Scope 2)

GRI 305-3 Other indirect greenhouse gas (GHG) emissions (Scope 3)

Scope 2 (Electricity Use)	2015	2016	2017	2018
Total (MT CO₂e)	39,973	39,976	36,892	41,191
United States	N/A	35,485	32,839	37,111
Canada	N/A	4,490	4,053	3,910
France	—	—	—	40
Germany	—	—	—	42
Netherlands	—	—	—	62
United Kingdom	—	—	—	26

Note: Natural gas data for France is for two out of four of our branches.

N/A data is not available as data point was not previously tracked.

Scope 3 (Supply Chain)	2015	2016	2017	2018
Employee air travel (miles)	5,618	5,856	4,423	5,403

Emissions

GRI 305-4

GHG emissions intensity

GHG Intensity	2015	2016	2017	2018
Total GHG emissions (MT CO ₂)	272,600	291,465	300,047	376,505
Revenue (\$ Millions)	\$5,817	\$5,762	\$6,641	\$8,047
GHG intensity (MT CO ₂ /\$M revenue)*	46.9	50.6	45.2	46.8

Notes: The calculation for the figures on pages 47–48 used the conversion factors provided by the Greenhouse Gas Protocol, and are as follows:

U.S. diesel: 10.15 kg CO₂/gallon
 U.K. diesel: 9.99 kg CO₂/gallon
 Other diesel: 10.131 kg CO₂/gallon
 U.S. gasoline: 8.81 kg CO₂/gallon
 Other gasoline: 8.59873 kg CO₂/gallon

*United Rentals acquired NES in April 2017, Neff in October 2017, BakerCorp in July 2018 and BlueLine in October 2018. Because NES, Neff, BakerCorp and BlueLine did not have programs in place to gather emissions data, emissions data for each acquired business was not included in our metrics immediately on acquisition date. Accordingly, the GHG intensity number presented above for 2017 and 2018 is likely lower than actual GHG intensity in those years because the numerator does not include all NES, Neff, BakerCorp and BlueLine GHG emissions post acquisition date, while the denominator does include all revenue post acquisition date.

As noted on page 47, over the last several years, we have grown significantly due to acquisitions, which has led to an increase in our absolute GHG emissions. In addition to GHG emissions growing due to a larger footprint, our GHG emissions grow as we integrate acquisitions because additional resources are used as part of the integration and consolidation process to, for example, move fleet between branches. This necessary step allows for the creation of expected efficiencies.

As part of focus on continuous improvement, we monitor emerging technologies that may help us reduce our GHG emissions. At this time, electrified and hydrogen tractors are in the developmental and piloting stages. Additionally, propane and natural gas fueled tractors have challenges that do not make them a viable alternative at this time. We continue to assess other options as they are identified.

Effluents & Waste

GRI 306-2

Waste by type and disposal method

Waste (tons)	2015	2016	2017	2018
Hazardous Waste	721	67.4	68.7	35.8
Landfilled	9	4.6	2.8	0.0
Energy recovery	578	57	60	28.3
Recycled	134	5.8	6.1	7.5
Nonhazardous Waste	33,882	38,722	38,503	58,800
Landfilled	13,200	13,847	14,169	22,084
Energy recovery	250	69	73	229
Recycled	20,432	24,806	24,261	36,487

Note: Amounts for 2015 include extraordinary amounts of waste, relative to other years, generated by the commencement of United Rentals' 5S program.

GRI 306-3

Significant spills

Over the last several years, we have grown significantly in scale due to acquisitions — in particular, our acquisitions of NES and Neff in 2017 and BlueLine and BakerCorp in 2018 — and organic growth. For context, our total revenue was \$8.047 billion in 2018 compared with \$5.817 billion in 2015, a 38% increase. As we have grown, our number of significant spills and fines related to spills have increased. However, we continue to focus on spill prevention and how to limit our number of spills, even when integrating acquired businesses.

Compliance and Spills	2015	2016	2017	2018
Significant spills*	17	13	37	37
Significant spills (gallons)*	1,505	1,265	2,686	4,099
Significant fines	\$7,300	\$15,409	\$16,050	\$29,550
Notices of violation	15	11	27	18

*For purposes of the metrics above, United Rentals defines a “significant spill” as any spill greater than 25 gallons or any spill required to be reported under state law.

Effluents & Waste

GRI 306-4 Transport of hazardous waste

Zero
We do not transport hazardous waste.

GRI 306-5 Water bodies affected by water discharges and/or runoff

Zero
No water bodies were significantly affected by our water discharges.

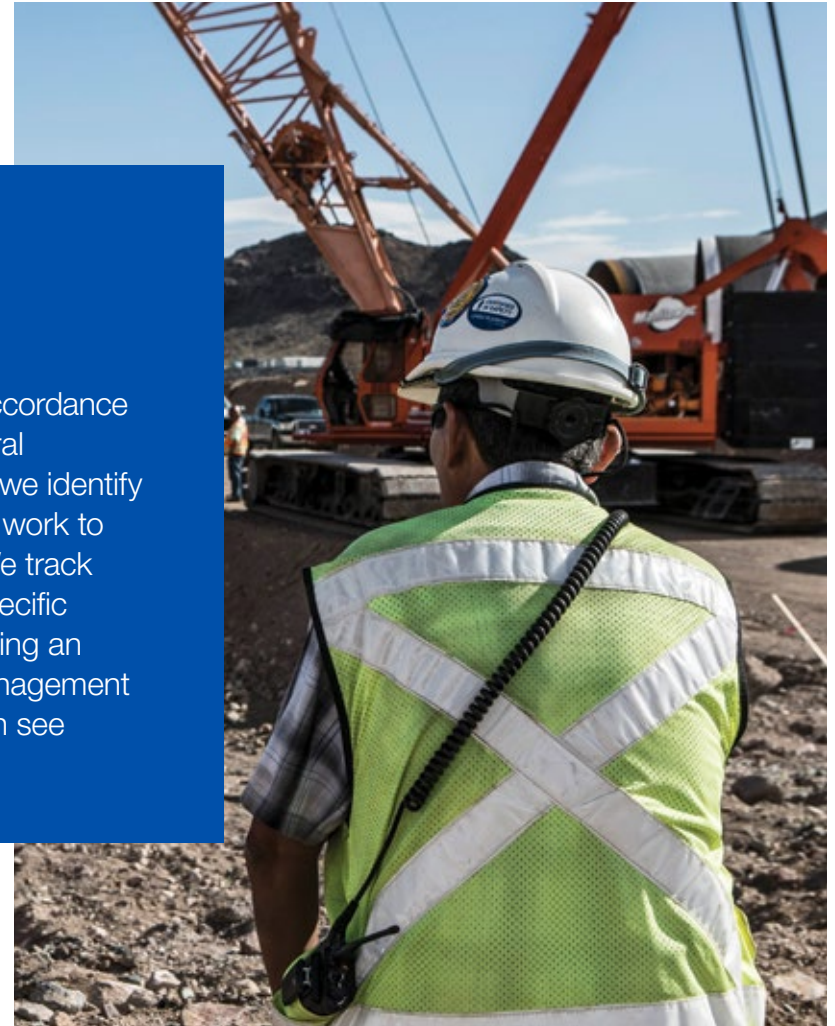
Environmental Compliance

GRI 307-1

Non-compliance with
environmental laws
and regulations



United Rentals operates in accordance with all local, state and federal environmental regulations. If we identify compliance deficiencies, we work to correct them immediately. We track compliance requirements specific to our operating locations using an electronic environmental management system. For more information see GRI 306-3 on page 50.



Employment

Management Approach

We understand that ongoing engagement with our employees is key to keeping them motivated. We also believe engagement will help with reducing hiring costs and turnover, applying intellectual capital effectively and improving our overall company reputation. Some of the ways we foster employee engagement are as follows.

We have three employee resource groups (ERGs) to serve our employees. Our ERGs provide a way for employees to come together and establish more visibility for their constituencies or identity groups, as well as connect with resources available. All three ERGs are voluntary, multicultural and open to all employees:

- **Women United**—supports women in our workplace, industry and communities by engaging our employees in initiatives focused on advancing and developing women
- **Veterans United**—supports military veterans in our workplace, industry and communities by engaging our employees in initiatives focused on advancing and developing veterans
- **Together United**—supports and promotes inclusion for all by creating open dialogue about a wide range of topics of interest to our employees companywide

Not only do these groups support our business objectives and our diversity and inclusion initiatives, they also enhance the professional development and productivity of our employees. For more information about our ERGs, see pages 14–18.

Additionally, we hold town hall meetings where we encourage employees to share their opinions about the company and submit suggestions on how to make United Rentals an even better place to work. We believe that highly engaged employees are more strongly committed to our strategy to provide a consistently superior standard of service to our customers.

Employment

GRI 401-2

Benefits provided to full-time employees that are not provided to temporary or part-time employees

These are the benefits that were available for full-time employees (99% of the employee base) at the end of 2018.

Health and Other Insurance:

Medical and Dental
Vision
Employee Assistance Program
Disability
Life/accident insurance

U.S. Only:

Auto/home/pet insurance, legal assistance

Time Off:

Parental and military leave
Vacation
Vacation donation

U.S. Only:

Vacation buy-up

Financial and Educational:

Retirement plans
Education assistance (undergraduate)
Apprenticeship education reimbursement (Canada only)
Awards for years of service
Employee discount programs

U.S. Only:

Flexible spending, health savings, transportation spending

Wellness:

Paid Wellness Day (to complete annual preventive-care checkup)
Wellness Cup Challenge to encourage daily activity

U.S. Only:

Health management programs for conditions such as high cholesterol, annual health risk assessment, tobacco-free pledge support and cessation, 24/7 nurse line, Future Moms program

Occupational Health & Safety

Management Approach

At United Rentals, safety is a constant focus. Every United Rentals branch has a Safety Champion who works with the branch manager on safety-related activities and performs a monthly inspection. Branch employees begin each day with a safety huddle that covers a specific topic—slip-and-fall prevention, for example, or the importance of wearing proper protective equipment. We emphasize a different safety topic every week.

All branches participate in a warm-up and stretch program called Meta-Posture™ to help prepare physically for the workday ahead. We've identified eight key stretches for employees to do prior to starting work that involves lifting, climbing, pulling and other motions. If conducted routinely for just a few minutes each day, these stretches can keep muscles and joints limber and reduce soft-tissue injuries.

Our Hazard 360 Awareness program urges employees to be alert to potential hazards in their work areas. Before an employee uses a piece of equipment, he or she performs a pre-work walkaround to become aware of the people, objects and conditions (including potential hazards) in the area.

Our company's STOP Work Authority empowers employees to cease work immediately when they identify unsafe acts or conditions, so these risks can be resolved prior to resuming work.

Additionally, we track near misses. We define a near miss as any occurrence that could have led to injury or illness, endangered someone's health, or caused damage to property or the environment. We look at each near miss as an educational opportunity—we ask how and why it occurred and what needs to change so that it doesn't happen again. We had 4,169 near-miss reports in 2018 and 52,136 STOP Work Authorities.

Occupational Health & Safety

GRI 403-1

**Occupational health and
safety management system**

The safety of our employees, customers and communities is our top priority.

Not only is it a fundamental principle that people should be able to expect a safe work environment, but healthy employees are more productive and engaged and typically have higher retention rates. United Rentals has a robust safety management system that incorporates both electronic and written tracking components. We use our electronic system to track relevant leading and lagging metrics while our written system, which is included within our Injury Illness Prevention Plan (IIPP), provides standards from a safety aspect. This system covers our entire workforce.



Occupational Health & Safety

GRI 403-2

Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities

SASB
RT-IG-320a.1

Employee injuries

Employee Safety	2015	2016	2017	2018
Injury-free branches	N/A	92%	92%	92%
Hours worked	30,202,332	29,064,063	31,955,655	38,264,495
Total recordable incident rate (TRIR)	0.71	0.83	0.77	0.79
Fatalities	0	0	0	1
Recordable cases	107	121	124	152
Lost workday cases	50	46	48	69
Lost workday case rate	0.33	0.31	0.30	0.36
Severity rate	12.07	17.8	17.47	26.95
Near miss reports	17,597	16,303	29,607	4,169
Near miss frequency rate (NMFR)	117	112	185	273
First aid reports	599	564	555	681
Experience modification rate (EMR)	0.57	0.68	0.65	0.63
On-time closed corrective actions	N/A	52,000+	34,534	32,367
On-time closed corrective actions closure rate	N/A	91%	88%	83%
STOP work authorities	N/A	1,200+	2,445	52,136

N/A data is not available as data point was not previously tracked.

Despite our companywide focus on safety, an incident occurred during 2018 which resulted in the death of one of our employees. Based on the information we gathered, it appears that our employee, an experienced driver, was fatally injured while repositioning equipment on a trailer. The facts and circumstances surrounding our employee's death have been investigated by the Occupational Safety and Health Administration (OSHA), and as of April 2019, the investigation was concluded and no citations were issued to United Rentals. In response to the incident, we immediately reiterated the relevant safety procedures to all of our employees.

Training & Education

GRI 404-1

Average hours of training per year per employee

GRI 404-2

Programs for upgrading employee skills and transition assistance programs

Management Approach

United Rentals is dedicated to providing training and development opportunities to its employees. In 2018, our employees enhanced their skills through approximately 700,000 hours of training, including safety instruction, sales and leadership training, equipment-related training from our suppliers and online courses covering a variety of relevant subjects.

Employee Training Hours	2015	2016	2017	2018
Total	459,831	528,010	491,635	700,376
Safety	—	309,502	259,758	292,108
Service	—	84,295	84,149	100,272
New Hire	—	35,288	39,748	60,777
Sales	—	31,112	30,789	165,587
Management	—	32,861	29,126	16,083
Systems/process	—	16,551	22,509	24,120
General business skills	—	5,351	8,009	23,306
Business ethics	—	2,046	7,848	2,804
Equipment knowledge	—	6,106	5,702	9,672
Finance	—	2,918	3,997	5,647
Other	—	1,980	—	—
Average Training Per Employee (hours)	36	42	33*	38

*This number has been updated from our 2017 report.

GRI 404-3

Percentage of employees receiving regular performance and career development reviews



100%

All of our employees received regular performance and career development reviews in 2018.

Diversity & Equal Opportunity

Management Approach

United Rentals has a socially and culturally diverse team of employees. We embrace diversity of race, nationality, gender, age, disability, sexual orientation, and gender identity or expression because we believe that our company has a responsibility to reflect the diverse customers and communities we serve. In addition, we know that fostering a respectful environment of equal opportunity can inspire employees to perform at their best.

Our approach to diversity and inclusion is one of continuous improvement, with support from our Board of Directors and executive team. We believe that varied perspectives best leverage employee talents, leading to creative thinking, open communication and greater customer and team engagement.

Consistent with our commitment, we support leading business-based and community-based organizations, such as the National Association for Women in Construction, which seek to level the playing field in the workplace.

For information about our Employee Resource Groups, which help support our diverse team of employees, see page 14 of this report.

Diversity & Equal Opportunity

GRI 405-1

Diversity of governance
bodies and employees

Employee Diversity	2015	2016	2017	2018
Diverse employees hired	694	689	997	1,549
Diverse employees promoted	397	341	428	600
Diverse employees promoted to sales and management	206	200	253	227
Diverse employees in sales and management positions	1,223	1,253	1,611	1,967

Veterans Workforce	2015	2016	2017	2018
Veterans	1,467	1,434	1,544	1,786
Veterans in workforce*	13.2%	11.5%	10.4%	9.8%

Notes: 2017 numbers have been restated from our 2017 corporate responsibility report.

2015 numbers are for the U.S. only; 2016 and 2017 numbers are for the U.S. and Canada; and 2018 numbers are for the U.S., Canada and Europe.

*Veterans in workforce decreased from 2015 to 2016 due to 2016 data including our Canadian workforce, which has a smaller relative veteran population. Veterans in workforce decreased in 2017 and 2018 due to acquired companies in those years having smaller relative veteran populations.

Local Communities

GRI 413-1

Operations with local
community engagement
programs

Management Approach

United Rentals has physical facilities in 49 American states, 10 Canadian provinces, four European countries and Puerto Rico. Through support of nonprofit organizations, creating jobs and encouraging young people, we support our neighbors and local organizations because we believe that vibrant cities and towns are key to our success.

Customer Privacy

GRI 418-1

Substantiated complaints
concerning breaches of
customer privacy and losses
of customer data

Management Approach

Our public website www.UnitedRentals.com/included-content/legal/privacy# contains information about our approach to data security and customer privacy.

We did not receive any substantiated complaints concerning breaches of customer privacy or losses of customer data in 2018.

General Disclosures

#	Description	Response
GRI 102: Organizational Profile		
102-1	Organization name	United Rentals, Inc.
102-2	Primary brands, products, and services	Page 28
102-3	Headquarters location	100 First Stamford Place Suite 700 Stamford, CT 06902 USA
102-4	Location of operations	Page 28
102-5	Ownership and legal form	Page 28
102-6	Markets served	Page 28
102-7	Scale of the organization	Page 30
102-8	Information on employees and other workers	Page 31
102-9	Supply chain	Page 32
102-10	Organizational changes during the reporting period	Page 34
102-13	Membership associations	Page 34
GRI 102: Strategy		
102-14	Chairman and CEO Letter	Pages 4–5
GRI 102: Ethics & Integrity		
102-16	Values, principles, standards, and norms of behavior	Page 35
GRI 102: Governance		
102-18	Governance structure of the organization	Page 36
102-22	Composition of the highest governance body and its committees	Page 36
102-23	Chair of the highest governance body	Page 36

General Disclosures

#	Description	Response
102-24	Nominating and selecting the highest governance body	Page 36
102-33	Communicating critical concerns	Page 36
102-35	Remuneration policies	Page 36
102-36	Process for determining remuneration	Page 36
102-37	Stakeholders' involvement in remuneration	Page 36
102-38	CEO/employee pay ratio	2019 Proxy Statement , page 69
GRI 102: Stakeholder Engagement		
102-40	List of stakeholder groups	Page 37
102-41	Union representation	Page 37
102-42	Stakeholder identification	Page 37
102-43	Approach to stakeholder engagement	Page 37
102-44	Key topics and concerns raised	Page 37
GRI 102: Reporting Practice		
102-45	Entities included in consolidated financial statements	Page 38
102-46	Defining report content and topic boundaries	Page 38
102-47	List of material topics	Page 38
102-48	Restatements	Page 39
102-49	Reporting changes	Page 39
102-50	Reporting period	Page 39
102-51	Date of most recent report	Page 39
102-52	Reporting cycle	Page 39
102-53	Report contact	Page 39
102-54	Claims of reporting in accordance with the GRI Standards	Page 39

General Disclosures

#	Description	Response
102-55	GRI Content Index	Page 39
102-56	External assurance	Data in this report is not externally assured.

Economic

GRI 201: Economic Performance

201-1	Direct economic value generated and distributed	2018 Annual Report , pages 27, 33, 53–54, 56, 59
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Environmental

GRI 301: Materials

Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy	Page 40 Also see GRI 102-47 on page 38.
301-3	Product and packaging materials reclaimed	Page 40

GRI 302: Energy

Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy	Page 41 Also see GRI 102-47 on page 38.
302-1	Energy consumption within the organization (Scopes 1 + 2)	Pages 41–43
302-2	Energy consumption outside the organization (Scope 3)	Page 44

Environmental

#	Description	Response
GRI 303: Water		
303-1	Water withdrawals by source	Page 45
303-2	Water sources affected by withdrawals	Page 45
303-3	Water recycled and reused	Page 46
GRI 305: Emissions		
305-1	Direct GHG emissions (Scope 1)	Page 47
305-2	Indirect GHG emissions (Scope 2)	Page 48
305-3	Other indirect GHG emissions (Scope 3)	Page 48
305-4	GHG emissions intensity	Page 49
GRI 306: Effluents & Waste		
306-2	Waste by type and disposal method	Page 50
306-3	Significant spills	Page 50
306-4	Transport of hazardous waste	Page 51
306-5	Water bodies affected by water discharges and/or runoff	Page 51
GRI 307: Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	Page 52

Social

#	Description	Response
GRI 401: Employment		
Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy	Page 53 Also see GRI 102-47 on page 38.
401-2	Benefits provided to full-time employees	Page 54
GRI 402: Labor/Management Relations		
402-1	Notice periods regarding operational changes	Two weeks
GRI 403: Occupational Health & Safety		
Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy.	Page 55 Also see GRI 102-47 on page 38.
403-1	Occupational health and safety management system	Page 56
403-2	Rates of injury, occupational disease, lost days, absenteeism, and work-related fatalities	Page 57
GRI 404: Training & Education		
Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy	Page 58 Also see GRI 102-47 on page 38.
404-1	Average hours of employee training	Page 58
404-2	Programs for upgrading employee skills and transition assistance programs	Page 58
404-3	Percentage of employees receiving regular performance reviews	Page 58

Social

#	Description	Response
GRI 405: Diversity & Equal Opportunity		
Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy	Page 59 Also see GRI 102-47 on page 38.
405-1	Diversity of governance bodies and employees	Page 60
GRI 413: Local Communities		
Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy	Page 61 Also see GRI 102-47 on page 38.
GRI 418: Customer Privacy		
Management Approach	Explanation of the material topic, its boundary, how the topic is managed, and mechanisms for evaluating the effectiveness of the company's strategy	Page 61 Also see GRI 102-47 on page 38.
418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	Page 61

Sector: Resource Transformation

Industry: Industrial Machinery & Goods

Energy Management

#	Description	Response
RT-IG-130a.1	(1) Total energy consumed, (2) percentage grid electricity, and (3) percentage renewable	Pages 41–44

Employee Health & Safety

RT-IG-320a.1	(1) Total recordable incident rate (TRIR), (2) fatality rate, and (3) near miss frequency rate (NMFR)	Page 57
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Fuel Economy & Emissions in Use Phase

RT-IG-410a.1		N/R
RT-IG-410a.2		N/R
RT-IG-410a.3		N/R
RT-IG-410a.4	Sales-weighted emissions of: (1) nitrogen oxides (NOx) and (2) particulate matter (PM) for: (a) marine diesel engines, (b) locomotive diesel engines, (c) on-road medium- and heavy-duty engines, and (d) other non-road diesel engines	N/R

N/R: not reported

Materials Sourcing

#	Description	Response
RT-IG-440a.1	Description of the management of risks associated with the use of critical materials	N/R

Remanufacturing Design & Services

RT-IG-440b.1	Revenue from remanufactured products and remanufacturing services	\$664 Million
		Also see page 34 of our 2018 Annual Report

Activity Metrics

RT-IG-000.A	Number of units produced by product category	114 pumps (Page 30)
RT-IG-000.B	Number of employees	18,500

N/R: not reported

Corporate Responsibility Report 2018

Corporate Headquarters

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