

Quality Management System

Corporate Responsibility Policy Statement

Enterprise works at the heart of communities, improving services and maintaining essential infrastructure. We are committed to operating in a responsible and sustainable way that delivers tangible benefits for our people, the communities that we serve, the environment and the markets that we work in.

Corporate Responsibility (CR) is a key driver for the way in which Enterprise does business. Our CR Policy helps us to apply our Vision, Principles and Values to our daily operations. It also guides our efforts to improve the impacts that we have on the wider world and the environment, enhances our commitment to follow the best business practices and supports our long-term sustainability. Our CR Policy helps us to identify actions that we can take to serve the interests of wider society that also make us a better, more competitive business.

Enterprise's CR Policy encompasses our approach to sustainability and supports the UK Government Sustainable Development Strategy. It also responds to the sustainability priorities of our customers and stakeholders – including the public sector and the utility companies – and international developments at European Union and United Nations level. We review our CR Policy annually to ensure that it continues to support new strategies and emerging priorities, and develop new initiatives on an ongoing basis.

Our CR approach is structured around four key themes:

- People – ensuring that we have a diverse workforce where our people have a safe, ethical and fair place to work and reach their full potential
- Communities – working closely with the communities in which we operate to maximise our positive impact and ensure sustainable development
- Environment – improving our environmental performance and resource efficiency
- Marketplace – working with customers, suppliers, regulators and other stakeholders so that we can all operate in a more sustainable and responsible way

We also have three cross-cutting themes that influence all elements of CR: Health and Safety, Customers and Suppliers.

We work in close partnerships with our customers and we jointly develop CR initiatives to respond to customer priorities and the specific goals of the partnership.

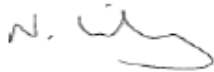
All of Enterprise's employees are engaged with our CR approach and our senior leaders understand the importance of ethical leadership for the performance of the business. Our Chief Executive Officer is responsible for CR throughout the Enterprise Group, while Divisional Managing Directors have responsibility for CR in their Operational and Support areas. The Operational Board also nominates a Board CR Champion to lead on formulating and developing CR Policy and associated procedures for use throughout the Company.

We have appointed a network of internal Navigators to help us chart our course on CR. They act as CR champions, supporting engagement with CR and driving change in their part of the business and also contributing to overall development of our approach.

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We monitor CR progress, which is reviewed at Divisional and Operational Board meetings, and produce an annual CR Report which includes targets for the coming year and reports on progress in a transparent way. Our CR Report is independently audited and we provide the auditors with access to all relevant personnel and documents.

NEIL KIRKBY



Chief Executive Officer

Date : 15th January 2010