ABOUT THIS REPORT

STAKEHOLDER ENGAGEMENT & MATERIALITY

IN 2018
RYDER CONDUCTED A MATERIALITY ASSESSMENT TO GUIDE US GOING FORWARD

RYDER REGULARLY ENGAGES WITH OUR SHAREHOLDERS, POLICY MAKERS, EMPLOYEES, SUPPLIERS, LOCAL COMMUNITIES, CUSTOMERS, AND TRADE ASSOCIATION PEERS ON SUSTAINABILITY TOPICS THAT MATTER MOST TO THEM.

Our approach to engagement and responding to stakeholder input varies both by stakeholder and by topic. The table below outlines our general strategies for engaging various stakeholder groups.

STAKEHOLDER GROUP

STAKEHOLDER GROUP	ENGAGEMENT STRATEGIES	FREQUENCY OF ENGAGEMENT	KEY TOPICS
Customers	Customer Advisory Boards, Customer Satisfaction Index and Net Promoter Score surveys, direct engagement	Daily	Driver shortages, digital platforms, environmental initiatives; operational execution, business continuity
Employees	Ryder surveys, internal social media platform	Regularly	Rewards, recognition, development opportunities, feedback mechanisms, employee benefits
Local Communities	Volunteering, participation in calls and meetings with local governments	Multiple times a year	Safety, emergency response, charitable contributions, strategic initiatives
Policy Makers	Engagement with legislators and regulators; participation with the Customs-Trade Partnership Against Terrorism, Partners in Protection, Federal Motor Carrier Safety Administration	Throughout the year	Vehicle emissions standards, border control, driver safety, tax reform, telematics, security
Shareholders	Investor reports, investor conferences, roadshows, investor meetings, facility tours, earnings calls, direct communications, letters, emails, online information and reports, shareholder outreach, and shareholder proposals	Throughout the Year	Strategic risks and initiatives, financial performance and goals, governance structure and policies, Compensation program
Suppliers	Executive meeting sessions, business review meetings, joint quality improvement projects, training, general dialogues and discussions, structured sourcing activities, letters, emails, recurring reports	Regularly; commonly several times per week	Product quality, demand forecasting, delivery performance, ethical business practices, product roadmap and innovation, strategic partnership opportunities, pricing, regular performance reporting
Trade Associations & Peers	Direct engagement with the Truck Renting and Leasing Association, American Trucking Association, and International Warehouse & Logistics Association	Throughout the Year	Driver shortages, driver/community safety initiatives; regulatory or legislative initiatives

MATERIALITY ASSESSMENT

Ryder conducted a materiality assessment in 2018 to strategically guide our sustainability management and reporting strategy moving forward. This process, in accordance with the Global Reporting Initiative (GRI), included the identification, prioritization, and validation of our most significant environmental, social, and governance (ESG) topics in terms of impact on our industry, our business, and our stakeholders. To identify a universe of potentially relevant ESG topics, we reviewed internal documents, industry and peer reporting, and sustainability frameworks. We prioritized these topics based on level of importance to our business and our stakeholders, including our investors, Board of Directors, peers, customers, suppliers, and others. We then synthesized these findings and validated the results with our leadership. Our findings are outlined in the materiality matrix below.
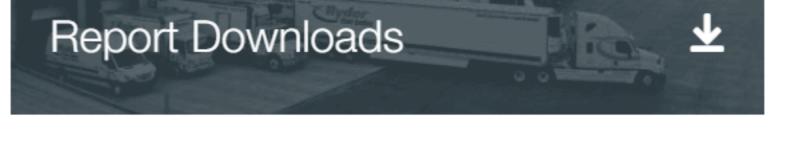
During the validation process, we identified where these topics impact us or our stakeholders across our value chain. The following table outlines the final topics for which this report is based, their definition, and where in our value chain they make the most impact.

TOPIC	DEFINITION	BOUNDARY	LOCATION IN REPORT
Community Investment	Donating time, talent, and contributions to local communities to improve the places we live and work	Internal: Ryder employees and operations External: Communities, Potential employees	Community Investment
Customer Focus	Maintaining positive relationships with customers and demonstrating excellent customer service to ensure continued business growth	Internal: Ryder operations External: Customers	Customer Focus
Diversity & Inclusion	Promoting diversity of backgrounds, perspectives, and experiences throughout our value chain via hiring and procurement practices, and promoting an inclusive workplace	Internal: Ryder employees and operations External: Potential employees, Suppliers	Human Capital, Diversity, & Inclusion
E-Commerce	Providing our customers with capabilities that enable them to capitalize on online commerce and digitization trends	Internal: Ryder operations External: Customers, Suppliers	Innovation in an Evolving Marketplace
Ethics & Integrity	Promoting and adhering to the highest standards of honesty and integrity across business and a culture of ethical behavior	Internal: Ryder operations External: Customers, Governments	Ethics & Compliance
Fleet Energy & Emissions	Reducing the energy use and associated GHG emissions of Ryder's operations, and those of its customers, including through fleet fuel efficiency and alternative fuel technology	Internal: Ryder operations External: Customers, Suppliers, Communities	Fleet Energy & Emissions
Human Capital	Attracting, developing, engaging, and retaining the best talent by providing employees with the tools, training, benefits, and wellness resources necessary to remain engaged and grow their careers	Internal: Ryder employees and operations External: Potential employees, Communities	Human Capital, Diversity, & Inclusion
Operational Energy & Emissions	Reducing energy usage and greenhouse gas emissions generated at facilities and offices; sourcing renewable energy	Internal: Ryder operations External: Environment, Governments	Operational Energy, Emissions, & Waste
Responsible Waste Disposal & Reuse	Reducing and eliminating waste generated by Ryder and its value chain through increased recycling and responsible disposal of waste	Internal: Ryder operations External: Environment	Environmental Stewardship
Safety	Maintaining safety policies and programs, including driver safety procedures, training, and best practices, to ensure employees and customers remain safe and healthy	Internal: Ryder employees External: Customers, Communities	Safety
Security	Maintaining proper security procedures and plans to ensure business continuity for Ryder and our customers in the event of a natural disaster or other emergency; protecting data, intellectual property, and other critical information from destructive forces and unauthorized users	Internal: Ryder employees and operations External: Customers, Governments, Suppliers	Security
Vehicle Sharing	Monitoring and investing in sharing economy trends, technologies, and platforms	Internal: Ryder operations External: Customers	Innovation in an Evolving Marketplace

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