

2020 CORPORATE RESPONSIBILITY
& SUSTAINABILITY REPORT





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LETTER FROM OUR CEO



As a global leader in business payments, FLEETCOR is committed to sustainable business practices. Our products and services enable companies to reduce their carbon footprint, save time and money, and refocus their energies on more meaningful business building pursuits. Our Board of Directors, management team, and diverse workforce all support our vision of a future where every payment is digital, every purchase is controlled, and every business decision is informed.

This year, FLEETCOR celebrates its 20th anniversary and 10 years as a publicly-traded company. We also mark a year of continued achievements in driving positive change in corporate responsibility.

Our newly formed “sustainability working group” will work to identify opportunities to improve our environmental, social, and governance initiatives.

COVID-19 RESPONSE

FLEETCOR is working hard to address the difficult challenges of the COVID-19 pandemic. We have weathered the COVID-19 crisis by ensuring business continuity for our customers and partners. We moved quickly to remote working and supported our employees’ individual needs for a sustainable work/life balance. The safety of our employees and communities in which we operate is paramount, and we are following WHO and CDC guidelines to maintain a safe and healthy working environment, which includes enabling remote work whenever possible. In addition to the safety of our employees and communities, we remain focused on providing uninterrupted service to our customers and partners.

FLEETCOR entered this pandemic from a position of strength, as our operating margin profile, strong balance sheet, and low leverage provide us with significant liquidity. We will continue to monitor the economic health of our customers and our company and will take appropriate actions, as needed.

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ENVIRONMENTAL

We believe environmental sustainability is everyone's responsibility, and FLEETCOR is doing its part by providing carbon offset programs, replacing paper-based payment methods with electronic products, enabling alternative energy purchases and encouraging electronic delivery of customers' invoices and reports. This past November, we relocated our Atlanta headquarters to a modern, LEED certified building, with LED lighting, standing desks for all employees, and nearby access to public transportation.

SOCIAL

Diversity

Our commitment to fostering an inclusive culture has never been more important than in this moment of national reflection. In light of recent events, FLEETCOR is especially proud of our geographically and ethnically diverse employee base. Women represent more than 50% of our global workforce, and over 70% of our domestic employees are women or minorities. This diversity enhances our personal work experiences and boosts our company's performance, but we can do better, and we will continue to strive to do so.

Data Security and Privacy

FLEETCOR is committed to protecting the information assets of our customers. We utilize numerous technical and business controls to ensure sensitive information is transmitted, processed, and stored according to industry best practices and regulatory requirements. FLEETCOR employs dedicated staff to prevent, detect, and investigate fraudulent transactions. We work closely with payment networks (Visa, MasterCard) to apply rigorous fraud protection practices. FLEETCOR fosters a culture of security awareness through timely and thoughtful training to ensure employees are aware of security threats.

GOVERNANCE

Our Board of Directors and management team are highly engaged in conversations with shareholders about our corporate governance. Through these discussions, we have gathered a wide array of perspectives and implemented changes to improve our performance and disclosures. Additionally, the diverse skills and experience of our board members are important contributors to decisions around company strategy and capital allocation, while providing effective oversight of our company.

It is my pleasure to present this, our inaugural Corporate Responsibility and Sustainability Report. We are confident that FLEETCOR's responsible growth strategies supported by our five core values – Innovation, Execution, Integrity, People, and Collaboration – will continue to benefit our employees, customers, and shareholders now and in the future.

Sincerely,



Ronald F. Clarke
Chairman & Chief Executive Officer

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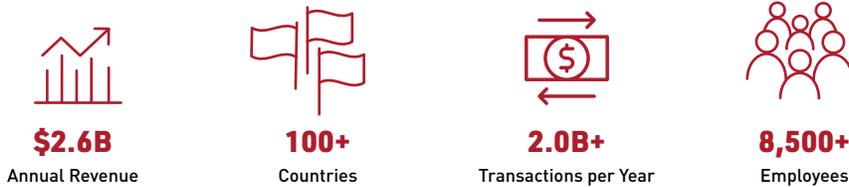
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**BUSINESS
OVERVIEW**

BUSINESS OVERVIEW

FLEETCOR Technologies, Inc. ("FLEETCOR") is a leading global provider of business payment solutions. We help companies of all sizes control, simplify, and secure payment of various domestic and cross-border payables using specialized payment products. We serve businesses, partners, merchants, consumers, and payment networks in North America, Latin America, Europe, and Asia Pacific.



[as of December 31, 2019]

Our solutions give our customers better ways to make payments. These solutions are more effective than old fashioned cash or check. We group our payment solutions into five primary categories: Fuel, Lodging, Tolls, Corporate Payments, and Prepaid. Each is unique in its focus, customer base, and target markets, but they also share a number of characteristics, including focus on business customers, recurring revenue models, specialized acceptance networks that create barriers to entry, high margins, and similar selling systems.

OUR VISION

While digital payments are prevalent in the consumer space, many business payments are still made with outdated and inferior methods. We envision a business world where every purchase is controlled, every payment is digital, and every payment-related decision is well-informed. In this future paperless state, payments will require less time to manage, giving companies more time for what matters most: activities that grow their businesses.

In this future paperless state, payments will require less time to manage, giving companies more time for what matters most.

OUR MISSION

FLEETCOR's mission is to provide businesses with a better way to pay, by replacing outdated payment methods and displacing the incumbent providers. Through the digitization of payments, we create and support robust ecosystems that benefit all participating constituents: payment-making customers, payment-accepting merchants, tax-collecting governments, and FLEETCOR.

OUR STRATEGY

FLEETCOR is a growth company, and we employ a simple three-pronged strategy for growing our business:

More Customers

We invest roughly \$200 million per year in sales and marketing, predominately focused on new customer acquisition. We continue to scale existing sales channels and headcount, enable our sales team with demand generation and other tools, and launch new distribution channels both internally and through partners such as ERP software providers, telematics companies, and banks. We also grow our customer base through acquisitions.

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More Spend

We seek to leverage our existing customer relationships and capture a greater share of their business payment spend. We have developed various “beyond” initiatives, where we extend the utility of an existing payment product without degrading its core value proposition. As such, a customer can take advantage of other offerings without sacrificing the controls and reporting that originally attracted the customer to FLEETCOR. For example:

- Our fuel card customers can enable their cards to allow non-fuel purchases relevant to their business, like allowing a painting crew to buy supplies at a home improvement store so they can finish the paint job.
- Our toll tag customers can use their in-vehicle RFID tags to make other “on the go” purchases like parking, fuel, and fast food.

These use case extensions reduce payment friction, saving our customers time and operational headaches. They can also increase our share of wallet with existing customers and can increase our products’ appeal and applicability to previously unserved customer segments (e.g., urban dwellers who do not use toll roads).

We also create new products, developed internally or in conjunction with partners, to cross-sell to our existing customer base.

More Geographies

We currently serve customers in over 100 countries around the world. We continue to seek attractive opportunities to enter new international markets through acquisitions and partnerships.

Product extensions can increase our share of wallet with existing customers and can increase our products’ appeal and applicability.

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Awards & Recognitions

RECENT ACHIEVEMENTS IN GROWTH AND INNOVATION



FORBES GLOBAL GROWTH CHAMPION (2017-PRESENT)



FORBES WORLD'S MOST INNOVATIVE COMPANIES (2015-PRESENT)



FORTUNE 1000 COMPANY (2017-PRESENT)



S&P 500 MEMBER (2018-PRESENT)

A woman with long dark hair and sunglasses perched on her head is looking at a tablet. She is wearing a dark green top and a silver necklace. The background is a blurred office space with large windows and modern furniture.

SUSTAINABILITY FRAMEWORK

SUSTAINABILITY FRAMEWORK

We believe good governance at all levels is necessary to assure corporate responsibility, which in turn promotes the long-term interests of our shareholders and strengthens our Board of Directors and management accountability. As a part of its primary duty overseeing the Company's corporate strategy, our Board of Directors also oversees how environmental and social issues may impact the long-term interests of our shareholders and stakeholders. At FLEETCOR, we stress that corporate responsibility is part of every employee's job because achieving operational excellence is intrinsically tied to how responsibly we run our business.

We believe that environmental and socially responsible operating practices go hand in hand with generating value for our stockholders, being good neighbors within our communities, and being a good employer to our employees.

STRATEGY AND APPROACH

In 2020, we created a sustainability working group, consisting of internal and external resources to assess environmental, social, and governance ("ESG") factors that are material to our business. Partnering with ICR Governance Solutions, we analyzed our businesses to better understand our material ESG risks and opportunities using the following process.

Step 1: Research

We performed a robust ESG Diagnostic to understand the views held by our shareholders, leading ESG frameworks, and ESG rating agencies. We also utilized aspects of the Sustainability Accounting Standard Board ("SASB"), the Task Force on Climate-related Financial Disclosures ("TCFD"), and the U.N. Sustainable Development Goals ("U.N. SDGs") to evaluate our practices. Based on this research, we identified the 19 ESG topics most relevant to businesses in our industry.

Step 2: Stakeholder Analysis

We analyzed which of the 19 ESG topics are most important to our business, shareholders, and other key stakeholders:

- **Shareholder Analysis** - Analyzed the current FLEETCOR shareholder base, as well as potential new prospective investors, in order to identify key ESG issues impacting shareholder voting history.
- **ESG Rating Agency Analysis** - Identified, analyzed, and summarized the key factors evaluated by the most influential agencies issuing ESG scores, including, but not limited to, Institutional Shareholder Services, MSCI and Sustainalytics.
- **Best Disclosure Practices** - Researched best practices being used by peer companies in order to determine how FLEETCOR can best disclose, share, and communicate its ESG policies, principles, and practices.
- **Internal Feedback** - Considered feedback from employees to help determine which topics have the greatest impact on our business.

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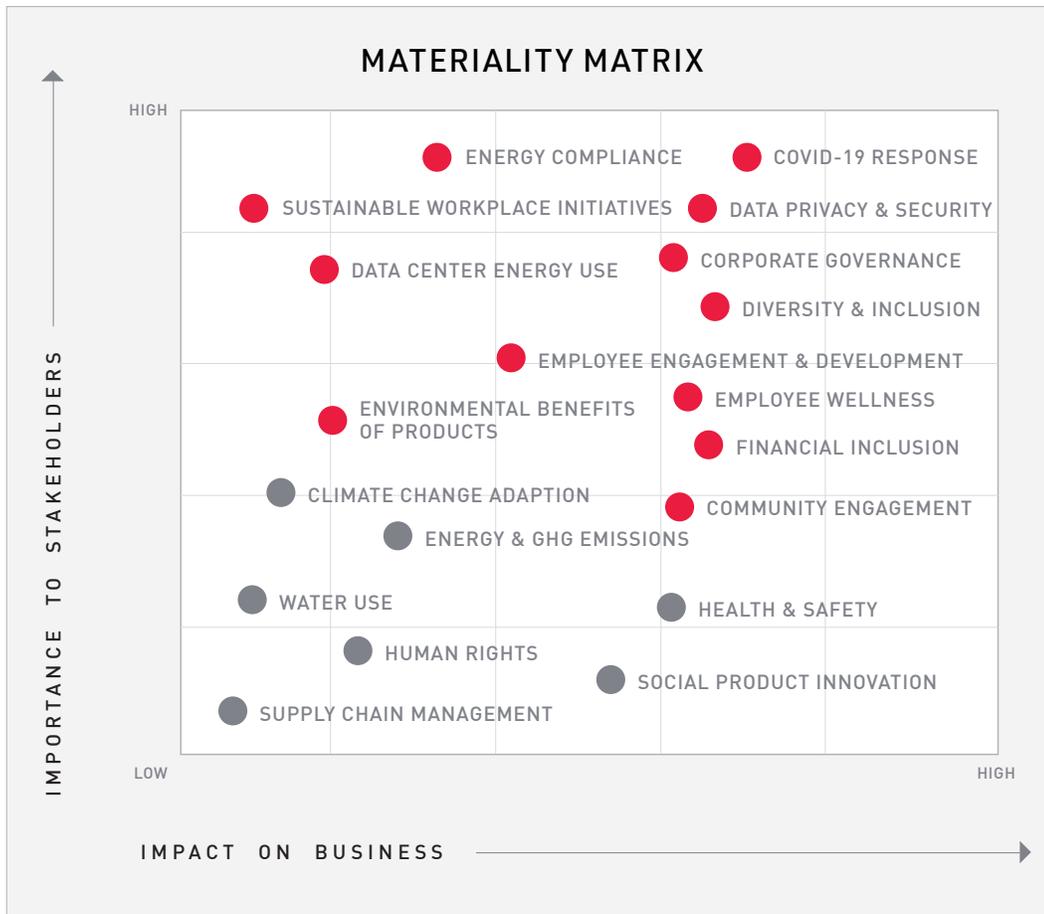
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Step 3: Materiality and Prioritization

We plotted the ESG topics by relative importance to stakeholders and relative business impact in order to prioritize which topics would be addressed in our inaugural Corporate Responsibility and Sustainability report. The following materiality matrix illustrates our findings.



The topics in red are covered in detail in this report as they are most critical to our business and our stakeholders. The topics in gray may not be immediately relevant to companies in our industry, however, we will continue to research them for consideration as secondary disclosures as our ESG initiatives evolve.

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SUPPORTING THE UNITED NATIONS SUSTAINABILITY GOALS

As part of our ESG materiality assessment, we examined how our business activities and ESG initiatives align with the United Nations' Sustainable Development Goals (SDGs). The U.N. SDGs are a collaborative, global effort to protect our planet, end poverty, and help people live in prosperity and peace, and are represented by 17 Global Goals and 189 targets. FLEETCOR will continue to evaluate and enhance our reporting on this important global effort.

While many of the SDGs are not relevant to the operations of FLEETCOR's business, we identified the following goals that are material to the business and the benefits we provide to our customers. To see where each SDG is covered in this report, please click on the icons below:



**COVID-19
RESPONSE**



COVID-19 RESPONSE

FLEETCOR prioritizes the health and safety of our employees while providing uninterrupted service to our customers and partners. FLEETCOR is proud of our quick response to the COVID-19 pandemic. With the diligent efforts of our IT department, over 8,000 employees worked remotely and securely on very short notice. Our business processes, services, and systems remained fully operational while maintaining a safe environment for our employees adhering to local and national guidelines.

COMMUNICATING WITH EMPLOYEES

Throughout the pandemic, communicating with our employees has been critical. Individual mental health and team support is essential to keeping teams successful through a trying time. Our communications include everything from updated office procedures to daily tips on how to navigate everyday challenges stemming from our current state of affairs.

We developed a specific Facebook group for employees to connect with one another and share their helpful quarantine tips and tricks. In addition to posting COVID-19 updates, we post content and topics to support general well-being, like virtual fitness classes and grocery store safety tips. Our leadership team also regularly conducts video conferencing calls with employees.

To remain engaged with our employees, we developed a number of programs such as FLEETCOR Heroes to celebrate employees who demonstrated amazing service, and free e-learning programs to help employees build their skills while working remote.

We want our employees to feel connected even though we are physically apart.



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93%

of employees are able to access the work systems/technology they need to do their role from home

Source: May '20 NA COVID-19 Employee Survey

MAKING THE WORKPLACE SAFE

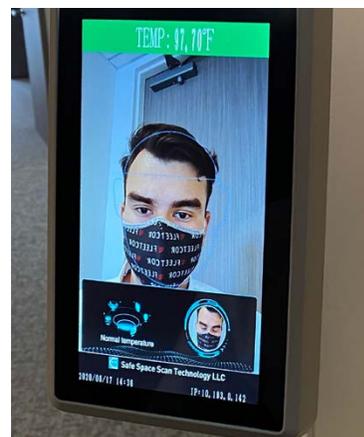
While a full return of all employees to our office campuses is not expected until there are significant advancements in COVID-19 prevention and treatment, we have prepared a phased approach to reopening that minimizes risk and maximizes safety. We recognize the new office environment will be vastly different from office life pre-pandemic. FLEETCOR has undertaken extensive efforts to protect employees who return to the office:

- We sent masks and personal hand sanitizers to their homes along with instructions on how to use them when returning.
- All employees wear masks when they are moving outside of their respective offices and are required to sanitize their hands before and after using things like the copier or vending machine.
- We placed hand sanitizer stations near entrances/exits and other typically high-use areas.



As a team, we are committed to social distancing. Based on floorplan assessments, we provided guidance to employees with offices on how many people they can safely have inside their office space. We placed signage throughout the office to remind employees to keep a safe distance from others including our catchy mantra of “No Handshakes, No Hugs, JUST SMILES.”

Finally, we regularly check our employees’ temperatures to detect possible symptoms using touch-less stations positioned by entrances on each floor.



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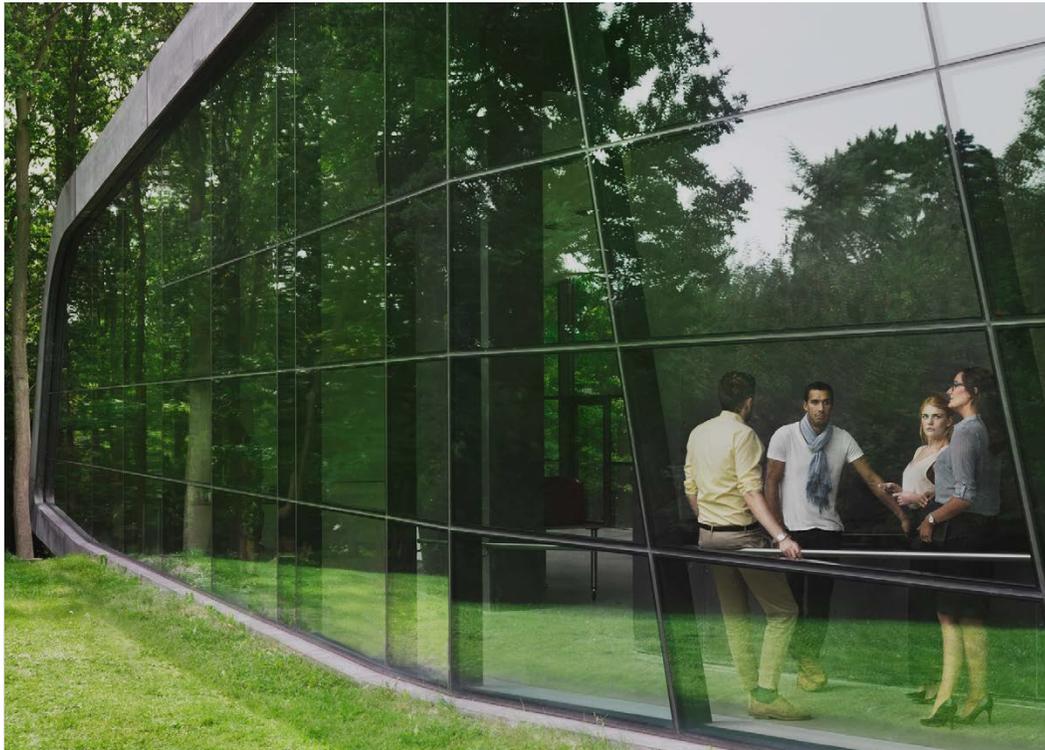
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94% of employees feel safe carrying out their role during the COVID-19 pandemic

Source: May '20 NA COVID-19 Employee Survey



ENVIRONMENTAL INITIATIVES



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ENVIRONMENTAL INITIATIVES

Our Board of Directors and management recognize that we have a role to play in environmental stewardship. Given that FLEETCOR is a business payments solutions company, greenhouse gas (“GHG”), emissions and water and energy usage are not material factors to the day-to-day operations of our business. We believe, however, that environmentally responsible operating practices are important to generating value for our shareholders, being a good partner with our customers, and being a good employer to our employees.

We believe that environmentally and socially responsible operating practices are important.

ENVIRONMENTAL BENEFITS OF PRODUCTS

Carbon Offset Programs

We offer our customers three eco-friendly carbon offset programs across our geographical regions. These programs provide our fuel card customers the opportunity to offset their fleets' carbon dioxide emissions through the purchase of carbon credits or the planting of new woodlands.



6+ MILLION
metric tons offset



10+ THOUSAND
trees planted



2+ MILLION
equivalent in tons
of waste recycled

(Since inception of eco-friendly programs noted below)

A carbon offset represents the reduction, destruction, or capture of one metric ton of carbon dioxide equivalent emissions (CO₂e). That's a technical way of saying that companies can counteract the carbon produced by their day-to-day business processes.

These programs provide our fuel card customers the opportunity to offset their fleets' CO₂ emissions through the purchase of carbon credits or the planting of new woodlands.

North America

Clean Advantage is a FLEETCOR program that provides carbon offsets to our customers, empowering them to manage carbon neutral fleets.

Clean Advantage is administered through GreenPrint, a leading international environmental technology company whose carbon offset process is validated and attested to by a global independent third party. Because upgrading a fleet to zero emission vehicles is expensive, Clean Advantage is an affordable and turnkey way to "make the fleet green" by tracking usage and providing annual reports that measure the program's impact.



USE YOUR FUEL CARD

Simply fuel up your fleet using your fuel card after enrolling in the clean advantage program.



YOUR IMPACT IS CALCULATED

GreenPrint calculates your carbon emissions based on the volume and grade of fuel purchased.



OFFSET YOUR EMISSIONS

GreenPrint invests in carbon-reducing projects and retiring a proportionate number of carbon credits on your behalf for your fleet's emissions.

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Europe

EcoPoint is a carbon mitigation program for our European customers, that creates new woodlands inside and outside of the U.K. Woodland creation offers a way to counteract the CO2 emissions that vehicles produce.

Forest Carbon has been our partner for the EcoPoint program since 2015. In the U.K., Forest Carbon is the leading developer of new certified woodland projects and is a member of the Woodland Carbon Code Advisory Board. The Woodland Carbon Code was developed by the government to allow businesses to support U.K. woodland creation projects to reduce CO2.



Forest Carbon has planted more than nine million trees for corporate partners in more than 150 woodlands.

Asia Pacific

EcoDrive is a tree planting and carbon mitigation program available to our customers in Australia and New Zealand. The EcoDrive program is administered through a partnership between Green Earth Appeal, an institution that plants trees in the developing world, and Green Fleet, an organization that plants trees and vegetation in New Zealand. Both Green Earth Appeal and Green Fleet have been our partners for the EcoDrive program since 2015.

The amount of CO2 offsets generated by the EcoDrive program are in review. FLEETCOR plans to include more details on our CO2 offsets for the Asia Pacific region in future reports.

CARBON OFFSET REPORT (METRIC TONS OF CO2 OFFSET)		
	2019	SINCE 2015
NORTH AMERICA	1,583,491	4,356,102
EUROPE	719,205	2,092,404
TOTAL	2,302,696	6,448,506

Source: 2019 GreenPrint Annual Impact Report and 2019 EcoPoint Customer Information Guide

Payment Cards for Alternative Fuels

Some of our fuel cards can pay for alternative energy, such as electricity and hydrogen. In Europe, FLEETCOR's payment solutions give customers access to an expansive, multibrand network of electric vehicle ("E.V.") charging sites. This simplifies recharging, reduces anxiety of our driver customers, and encourages alternative fuel usage.

United Kingdom

The U.K. fuel market has seen the introduction of a number of new alternative fuels in recent years. Our U.K. fuel brand, Allstar, has launched a new payment card called Allstar One Electric that helps put fleet managers in control of their alternative fuel usage by providing:

- One account to support all refueling needs
- One payment method for all fuel types
- One invoice across all fuel types



Europe

Travelcard fuel payment solutions can be used for a fleet that consists of both electric and fossil fuel vehicles. It boasts the largest E.V. network in Europe, and it continues to grow. In addition, customers can choose to enable the payment of tolls.

- 135,000 charging socket stations across 21 countries
- Convenient app for finding charging stations
- 100% coverage in the Netherlands



Note: Travelcard is a FLEETCOR brand operating in Europe

Benefits of Electronic Payments

FLEETCOR's card solutions provide electronic transactions that cut down on paper and the release of greenhouse gasses, and limit paper-related wastewater. We expect to provide more information on the environmental benefits in the future, including the amount of paper saved from using electronic payments.

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SUSTAINABLE WORKPLACE INITIATIVES

We support workplace initiatives designed to reduce our impact on the environment, whether through reduced energy use or effective waste management, including the following:

- Motion sensor-controlled lighting - Can reduce energy lighting consumption up to 63%¹
- LED lighting - Uses 75% less energy and last 25 times longer than incandescent lighting²
- Time-controlled air conditioning - Can save up to 10% energy costs per year³
- Video & telephone conferencing to reduce meeting-related travel
- Printing defaulted to double-sided
- Recycling
- Reusable cups and water bottles
- Disposal of hazardous waste, such as ink cartridges, batteries, and light bulbs
- DocuSign/e-Docs limits paper usage

ENERGY COMPLIANCE

We believe we should do our part to ensure environmental sustainability and certain international offices comply with the following regulations and associations:

- We are registered with the Energy Savings Opportunity Scheme (ESOS), which assesses energy use and energy efficiency opportunities with respect to facilities and transportation.
- We comply with the Streamlined Energy and Carbon Reporting (SECR) regulations with respect to energy consumption and carbon emissions that will be formally reported in December 2020. The SECR reporting framework is intended to encourage the implementation of energy efficiency measures, with both economic and environmental benefits, supporting companies in cutting costs and improving productivity while reducing carbon emissions.

We believe we should do our part to ensure environmental sustainability.



¹Department of Energy: https://www.energy.gov/sites/prod/files/2015/11/f27/fupwg_fall2015_matour.pdf

²Department of Energy: <https://www.energy.gov/energysaver/save-electricity-and-fuel/lighting-choices-save-you-money/led-lighting>

³Department of Energy: <https://www.energy.gov/energysaver/thermostats>

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DATA CENTER ENERGY USE

Energy consumption and usage within data centers is an important component of the day-to-day operations of our business. FLEETCOR currently outsources the majority of our data center management to third party vendors in different geographic regions and complies with all applicable regulatory requirements. FLEETCOR does not currently collect data on energy usage across these vendors, however, we intend to provide more details in future Corporate Responsibility and Sustainability Reports on how we work with third parties to manage data center energy consumption.

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Case Study

ATLANTA, GEORGIA HEADQUARTERS

In November 2019, FLEETCOR moved its headquarters to a new office building in the Buckhead business district of Atlanta. This location is the center for fintech companies in the Atlanta region and will help FLEETCOR attract and retain talent. Our new headquarters is also an energy efficient building recognized with a LEED certification.

- Energy Star certified
- LEED certified
- Motion controlled lights
- LED lighting
- HVAC smart thermostats
- Track energy, water usage
- Recycling
- Responsibly sourced materials
- Close to public transportation
- Bike racks, secure bike lockers
- E.V. charging stations

Photo Credit: Cousins Properties





SOCIAL INITIATIVES

SOCIAL INITIATIVES

FLEETCOR's values permeate all of our products, services, and activities in the communities we serve around the world. These values include a commitment to diversity and inclusion, both inside and outside the company. Our products empower people to engage in the global marketplace on a level playing field regardless of their means, and our philanthropic activities lift up the most vulnerable among us so that they, too, can realize their dreams. We achieve lofty goals by tapping into our greatest resource, our employees. Their diversity of experiences and opinions create a tapestry of talent that drives innovation and growth, all while protecting the privacy and security of our customers' precious data.

OUR VALUES

We must always celebrate the diversity of our company and our communities and our values foster an inclusive culture. FLEETCOR's culture reflects our history of rapid growth and our continued drive for results. Our entrepreneurial spirit remains strong across our global workforce, and we reinforce these principles in our five core values:



INNOVATION

Figure out a better way



EXECUTION

Get it done quickly



INTEGRITY

Do the right thing



PEOPLE

We make the difference



COLLABORATION

Accomplish more together

These values guide our employees and are infused in all aspects of our company. We are, as a team, united through these shared values and our mission to provide a better way to pay.

DIVERSITY & INCLUSION

Our Commitment to Culture, Inclusion, Diversity & Equality

Together we can foster true belonging. We know different ideas, perspectives, and backgrounds lead to better innovation and results. We are therefore committed to building and nurturing a culture of diversity, inclusion, and belonging by:

- Welcoming people of different backgrounds, cultures, ethnicities, genders, and sexual orientations
- Empowering our people to share their experiences and ideas through open forums and individual conversations
- Valuing each person's unique perspectives and individual contributions

Embracing diversity enables our people to "make the difference" at FLEETCOR.

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Diversity Metrics

This commitment to diversity is especially important during this moment of national reflection. Recent events make it clear that inclusion and social justice is everyone's business. With that in mind, FLEETCOR is proud to cite its geographically and ethnically diverse employee base. Women represent more than 50% of our global workforce, and over 70% of our domestic employees are women or minorities. Despite these positive trends, our work toward achieving an egalitarian workplace is never complete and will remain a focus moving forward.



International Women's Day

FLEETCOR recognized International Women's Day 2020 on all of its global campuses by reaffirming a pledge to celebrate women's achievements, challenge gender stereotypes, and call out gender-based actions or assumptions. The #eachforequal mindset is reflected in the accomplishments of women at all levels of FLEETCOR's workforce.



* Minority includes all employees not identifying as Caucasian

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Employee Spotlight
DIVERSITY AWARD WINNERS



Both Alissa Vickery and Crystal Williams received “Women Worth Watching” Awards from Diversity Journal.



Alissa Vickery
 Chief Accounting Officer



Crystal Williams
 Chief Human Resources Officer

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EMPLOYEE ENGAGEMENT AND DEVELOPMENT

Employee Surveys

Each year, FLEETCOR conducts an employee survey. The purpose of the survey is to measure employee experience, give employees a voice, and use employee feedback to improve and build our organizational capability.

Leadership Development

FLEETCOR promotes and supports employee development and organizational effectiveness by providing high-quality learning and development programs. These programs are designed to meet individual, team, departmental, and organizational needs and objectives. We strive to enhance learning and development programs to create a better workplace environment and to build a stronger FLEETCOR. Our courses and programs include:

Employee Development Courses

- Self-guided business skills
- Self-guided desktop skills
- Anti-harassment and anti-discrimination
- Personal growth and development (facilitator led)

Leadership Development Rotational Program

- Leadership Development Rotational Program
- Global Leadership Program
- Team Development Program

We strive to enhance individual learning and development as the means to create a better workplace environment.

In addition, we offer a comprehensive internship program which leads to several full-time hires every year.

Recognition Programs

The annual Chairman's Club recognition program provides top sales performers incremental compensation through restricted equity awards.



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FLEETCOR also offers a tenure based recognition program, honoring employees with service anniversaries after their first year and after each five year increment.

EMPLOYEE WELLNESS

Benefits

We provide an attractive benefits package to our employees to ensure both their personal and professional well-being. Benefits may vary by region, but examples include:

- Paid Time Off (including Vacation, Sick, Community Service)
- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- AD&D Insurance
- Disability Insurance
- Flexible Spending Account (FSA)
- 401K
- Access to Online Health Advocate
- 24/7 access to Employee Assistance Program (EAP)

Perks and Sponsored Activities

Employee perks vary depending on office location. Examples include:

- Discounted rental cars
- Discounted or free gym memberships
- Discounted or free Weight Watchers memberships
- Discounted cellular plans



In addition, FLEETCOR sponsors employee sports teams and activities across the globe to encourage both employee exercise and camaraderie outside of work.

Wellbeing Challenge

FLEETCOR values its employees' health and wellness. The FLEETCOR Wellbeing Challenge program encourages employees across our Europe and Asia Pacific office locations to exercise for 30 minutes a day for four months. Employees record their activities and workouts via a specific sports app and prizes are awarded to employees who complete the challenge.



COMMUNITY ENGAGEMENT

FLEETCOR recognizes that success as a business enterprise is affected by the vitality of the communities in which our people work and live and the viability of the nonprofit organizations that serve the needs and interests of these communities.

At FLEETCOR, our corporate culture is defined by a genuine spirit of caring and giving back to our communities. Employees are given one day of community service paid time off each year to volunteer their time assisting approved organizations. Through a well-organized philanthropy program, we actively support several civic, community, health, and welfare initiatives and pursue a variety of volunteer efforts in the communities in which we operate.

FLEETCOR believes in giving back to the local communities in which we live and work. As a result, each of our campuses across the globe selects its own local charities that it wants to support. The charities we support through donations and matching employee contributions include:



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Latin America



Europe



Asia Pacific



DATA PRIVACY AND SECURITY

FLEETCOR is committed to protecting the information assets of its customers. To that end, we employ numerous technical and business controls to protect customer data, defend against malware, and monitor our security measures constantly.



PROTECTING CUSTOMER DATA

- We ensure the confidentiality, integrity, and accessibility of customer data with administrative, technical, and physical measures
- The handling of credit card data and other confidential data meets or exceeds industry and regulatory requirements
- Confidential data is stored, transmitted, and processed in accordance with industry best practices, which include but are not limited to, file integrity monitoring, data encryption at rest and in motion, secure configuration management of systems, and data loss prevention controls



MALWARE DEFENSE

- We utilize industry leading endpoint protection, which provides anti-virus protection, host-based firewall, intrusion prevention, data loss prevention and hard disk encryption
- We implement technical controls both at the network perimeter and at the host level. For network protection of data, eMail Gateway security products perform anti-virus scanning of email messages as well as perform anti-spam, anti-phishing, and custom message filtering
- We deploy advanced persistent threat (APT) protection agents to all endpoints to augment the detection and elimination of new malware, ransomware, and zero-day threats
- We employ an endpoint detection and response (EDR) solution on all systems, which is monitored 24/7/365



DATA SECURITY MONITORING

- Enterprise-class firewalls are utilized at all network ingress and egress points and DMZs, intrusion prevention systems that are monitored around the clock and a variety of other network access controls
- Our security systems work closely with the security and risk management groups of the payment card networks (Visa, MasterCard) to ensure its fraud protection practices are aligned with industry best practices
- We assess vulnerabilities using a variety of tools to perform routine scheduled scans of its internal and external networks and critical applications
- We employ dedicated staff to prevent, detect, and investigate fraudulent transactions

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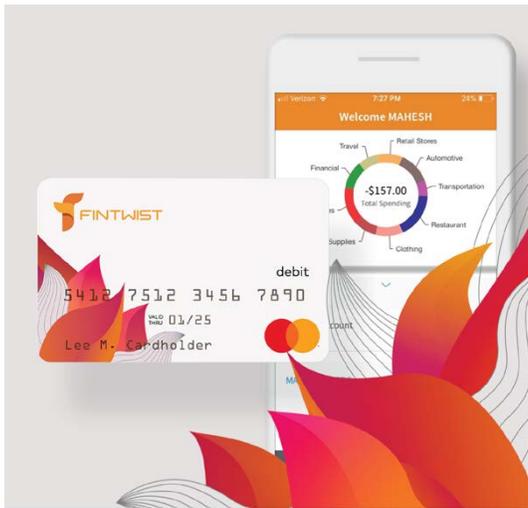
FLEETCOR utilizes independent third parties to provide validation of controls and compliance in several different areas. Examples include third-party audits for compliance with Sarbanes-Oxley regulatory requirements, PCI DSS, U.K. Cyber Essentials, GDPR and ISO 27001 requirements as well as third-party technical vulnerability assessments, and penetration tests to validate external and internal findings.

We employ numerous technical and business controls to protect customer data, defend against malware, and monitor our security measures constantly.

FINANCIAL INCLUSION

Paycards

In the U.S., we provide prepaid debit cards, or paycards, for employees of our customers. Our customer's unbanked or underbanked employees receive their payroll earnings on the paycards and can use them for shopping, travel, etc. without ever needing to deposit their payroll into a bank account. Our paycards allow unbanked and underbanked employees to avoid check-cashing outlets and related fees.



Note: Fintwist is a FLEETCOR brand operating in North America

Our paycards allow unbanked and underbanked employees to avoid check-cashing outlets and related fees.

Transportation Cards

In Brazil, FLEETCOR offers prepaid transportation cards and vouchers that may be used as a form of payment on public transportation such as buses, subways and trains. These cards are distributed to employees as a transportation benefit and help ensure all employees have the same opportunities to pursue job positions that require a daily commute.



Note: VB is a FLEETCOR brand operating in Brazil

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A photograph of a modern office building interior. The scene is dominated by a curved balcony with a light-colored wooden handrail and a glass railing. Two men in dark suits are standing on the balcony, engaged in conversation. The man on the left is looking towards the man on the right, who is gesturing with his hands. The background shows a multi-story building with large windows and a ceiling with a repeating geometric pattern of dark rectangular panels. The overall lighting is bright and natural, suggesting a daytime setting.

GOVERNANCE INITIATIVES

GOVERNANCE INITIATIVES

OUR BOARD OF DIRECTORS

FLEETCOR's Board of Directors and management team have embarked on an enhanced effort to be responsive to our stakeholders. This includes a commitment to structuring our corporate governance policies to include a wide array of perspectives and a high level of transparency. We are confident that this renewed focus will benefit our shareholders, employees, and customers around the world.



To oversee our complex, global business, our Board of Directors is comprised of experienced individuals who are engaged in their duties and invested in our company's success. Our Board recognizes the importance of independence from management and ensures its responsiveness to shareholders by directly connecting directors' interests with those of our shareholders. Our Board and management have taken a long-term view toward shareholder engagement as critical to driving growth and creating shareholder value. As a result, we regularly engage with our shareholders throughout the year by multiple means to encourage ongoing, meaningful dialogue.

We encourage you to visit the "Corporate Governance" area of the "Investor Relations" section of our website (investor.FLEETCOR.com), where you will find detailed information about our corporate governance practices including our key governance documents listed below.

- Corporate Governance Guidelines
- Code of Business Conduct and Ethics
- Policy Regarding Interested Party Communications with the Board of Directors
- Insider Trading Policy
- Board Committee Charters

FORWARD-LEANING CORPORATE GOVERNANCE

In response to our shareholder engagement efforts over the past five years and recent shareholder votes at our annual meetings, we have taken significant steps to adopt many corporate governance best practices:

- Board Director diversity search criteria
- Declassified Board of Directors
- Majority voting in Director elections
- Expanded shareholder engagement
- Proxy access
- No supermajority shareholder voting
- Regular review of governance practices
- Expanded environmental, social and governance, or ESG initiatives

BOARD OF DIRECTORS COMPOSITION

Our Board currently consists of nine highly experienced and engaged members. Except for our CEO, all of our directors are independent under the NYSE rules. We continually focus on Board composition to ensure an appropriate mix of tenure and expertise that provides fresh perspectives and significant industry and subject matter experience. The complexity of our global business requires oversight by experienced, informed individuals that understand our industry, our challenges, and our company on a deep level. Our directors' diverse backgrounds contribute to an effective and well-balanced Board that provides valuable insight to, and effective oversight of, our senior management team.

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DIRECTOR EXPERIENCE



PAYMENTS, FINANCIAL SERVICES, AND FINANCE
Informed about industry



FINANCE & ACCOUNTING
Understands the financial complications of our business



MARKETING & ADVERTISING
Participates in expanding our business and brand awareness



TECHNOLOGY & INNOVATION
Equipped to respond to rapidly changing technology



GLOBAL BUSINESS
Able to navigate the global opportunities of our business



CYBER & INFORMATION SECURITY
Committed to maintaining customer trust

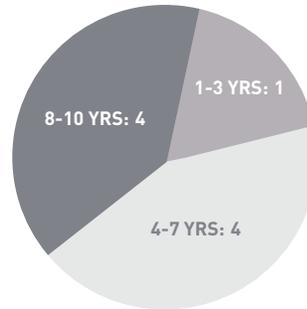


BUSINESS DEVELOPMENT & STRATEGY
Able to respond to fast moving changes



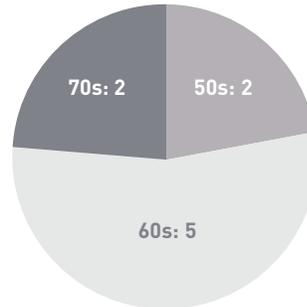
OTHER PUBLIC COMPANY LEADERSHIP OR BOARD SERVICE
Experienced in large-scale strategy and operations

TENURE*



*SINCE COMPANY IPO IN 2010

AGE



THE BOARD'S ROLE IN RISK OVERSIGHT

Our Board, together with its committees, is responsible for overseeing our risk management. Active communication exists between board members and leadership and is crucial for a mutual understanding of corporate strategy, risk and risk oversight. Management maintains a list of all enterprise-wide risks.

As a business payment solutions company – the identified enterprise risks encompass four key themes:

- Information Technology
- Regulatory requirements
- Talent, culture and reputation
- Product competitiveness

Management, along with internal audit, performs an annual enterprise-wide risk assessment, which maintains and refreshes the list of relevant risks affecting the company. These risks are mapped to specific board committees by the audit committee for oversight. For example, human resource and compensation related risks are delegated to the compensation committee for oversight; the audit committee leads the oversight of financial risks; information technology related risk are delegated to the information technology committee for oversight. Regular discussion occurs related to these risks as delegated to the various committees and at the Board level.

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Employee Spotlight
CFO OF THE YEAR AWARD WINNER

ATLANTA
BUSINESS
CHRONICLE



Eric Dey
CFO

FLEETCOR is very pleased that the Atlanta Business Chronicle named Eric Day as CFO of the Year. Eric has been a key force in FLEETCOR's sustained growth and governance controls since he joined FLEETCOR over 18 years ago. We wish him well as he retires in 2020!

IN CONCLUSION

As FLEETCOR celebrates its 20th anniversary and 10 years as a publicly-traded company, we also mark a year of continued achievements in driving positive change across environmental sustainability, culture and diversity, and corporate responsibility. This inaugural Corporate Responsibility and Sustainability Report has described many of our ESG efforts as a company. As we look to the future, FLEETCOR will continue to engage with its stakeholders to improve its evolving ESG initiatives.

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