



Merchants **FLEET**

SUSTAINABILITY AT MERCHANTS FLEET





MERCHANTS COMMITMENT

Merchants is committed to a corporate culture that celebrates sustainability and encourages community involvement, investment, and volunteerism. Since 1962, Merchants has been a leader in the New Hampshire community and today, that family spirit not only extends to our locations into Rosemont, Illinois and San Antonio, Texas, but it reaches across the United States through our green-fleet programs.

As sustainability is an integral part of doing business, the Merchants strategy is focused on a four-point plan:

- The Environment
- Partners
- Fleet Management
- People

THE ENVIRONMENT

Managing the long-term impact of business on the environment will benefit generations to come. Within Merchants facilities, we are focused on our impact on the environment and take strides to mitigate this impact in the following ways:

- **Energy Management**

Merchants facilities leverage energy management studies to measure usage and to deploy reduction strategies. These strategies reduce consumption in heating, cooling and the management of our datacenters and high efficiency lighting is deployed in our buildings and on our dealer lots.

- **Recycling**

Automotive fluids, batteries and tires are all recycled through professionally managed programs that are focused on repurposing the resources into their next useful life. Employees in the corporate office capitalize on the recycling of office products within their departments and at their own workstations.

- **Watershed Management**

Responsibly managing water as a resource is critical as a New Hampshire based organization. Merchants' ownership has personally taken the initiative to work with the State of New Hampshire by designing safe and efficient water management programs specifically relating to severe and costly flooding at its headquarter location to benefit other local businesses and the community at large.



FLEET MANAGEMENT



Merchants Fleet Management is a SmartWay partner and affiliate. We work with commercial and government fleets to lower their impact on the environment while reducing total cost of ownership. Through its state of the art TotalView offering, Merchants provides powerful tools and consulting expertise to lower fuel consumption and reduce carbon emissions. Customized solutions and sustainable fleet policies are tailored leveraging:

Optimal Vehicle Selection

Picking the most efficient vehicle for the company's culture and vehicle application.

Best Fueling Options

Matching the best traditional or alternative fueling solutions to customers' needs while putting the required controls in place to eliminate unwanted consumption.

Carbon Equivalent Data

Detailed reporting provides consumption and emissions output for the overall fleet down to the individual vehicle.

Route Management, Idle and Speed Reduction Technologies

Cutting edge telematics solutions can be leveraged to lower emissions and reduce consumption by improving driver behavior.

Managed Maintenance Programs

Vehicles that are not properly maintained can impact fuel efficiency by over 40% which can cause increased waste and excessive fuel consumption.

Driver Behavior

Drivers can impact fuel efficiency by over 30% according to the Environmental Protection Agency; educating and providing driver's ongoing feedback is critical to any fleet sustainability policy.

Car Sharing

Fleet rightsizing is a way to reduce an organization's carbon footprint. Merchants FleetShare technology provides fleets with the ability to effectively manage a car sharing program.

PARTNERS

Selecting responsible vendors is critical for any business and is especially important to Merchants in the automotive industry. These long-term managed partnerships focus on multiple principles within our supply chain:

Safeguarding of customer and employee health and safety.

Respect for the environment, responsible waste management, and optimal use of resources.

Organizations that demonstrate a commitment to technology solutions designed to lower emissions and impact to the environment.



PEOPLE

Investing in people is at the core of Merchants' values; we demonstrate this commitment in multiple ways:

- **Employees**

At Merchants, we value our culture and our collaborative approach. This approach is part of what awarded us as one of Business NH Magazine's 2015 Best Company to Work for. Comprehensive

wellness, educational reimbursement and benefits programs are provided, and company sponsored breakfast are among just a few of the diverse offerings.

- **The Community**

Merchants is deeply invested in the community. On a monthly basis the Merchant's Charitable Contributions Committee meets to review philanthropic solicitations to support not-for-profit organizations throughout the community and surrounding areas. Merchants serves its community through various ways of giving – volunteer hours, memorabilia for auction/raffles, exposure on the digital billboard at its corporate office and monetary donations.



At Merchants, employees, management and ownership are dedicated to our long-term commitment to serving our customers, community, and the environment.

