



**LAZ PARKING**  
COVID-19  
SERVICE OFFERINGS

# A Letter From the CEO

**A**t LAZ Parking, the health and safety of our customers, clients, and employees across our 3,100 locations is, and always has been, one of our highest priorities. Throughout this national pandemic, we have closely monitored guidance from the U.S. Centers for Disease Control and Prevention (“CDC”), as well as state and local health officials around the country. We are committed to maintaining a safe and clean environment at all of our parking facilities in accordance with CDC guidelines, in addition to training our employees on health and safety best practices.

This service offering guide will provide insight into the ways in which LAZ Parking has adapted our operating procedures to meet the new realities we are all facing as our nation navigates this unprecedented time.

Over the past four decades, LAZ has faced many business challenges. We want you to know that the Spirit of LAZ, which is rooted in our Never Ever Give Up mentality, has never been stronger! We are looking out for our customers, clients, employees and communities with a renewed sense of passion and resolve.

We never take for granted the trust and confidence our landlords and clients place in us and we will continue to work hard to earn your trust every day! We hope these guidelines provide you and your stakeholders the ability

to “arrive with peace of mind” as we all pull together to navigate this new normal. Please do not hesitate to contact your local LAZ Parking representative with any questions, concerns or suggestions on how we can best serve your unique needs.

With Gratitude,



Alan Lazowski  
Chairman, CEO + Founder





# LAZ CARES

[ Arrive with peace of mind. ]

## Touchless Mobile Payments

Customers pay for parking without ever touching a machine or interacting with staff.



## LAZ PreScreen

LAZ PreScreen offers three customizable tiers of service, but rest assured, each level still offers powerful frontline protection and peace of mind.



## Cleaning and Disinfecting Services

Deep cleaning and sanitization of high-touch surfaces with certified disinfectant.



## Mobility Services

Mobility solutions for all of your transportation needs.



## LAZ Ambassadors

Frontline experts for providing traffic control, wayfinding, luggage handling and wheelchair services.



## Customized Parking Programs

Strategic planning and operational guidance for your property.



## Monthly Parking

Comprehensive solutions to meet increased parking demands.



## Curbside Pick-Up / Drop-Off

Contactless package pick-up and drop-off for commercial and retail centers.

## 04. Touchless Mobile Payments



# Touchless Parking Using LAZgo

**L**AZ has been the leader in online parking payments for years. So, it's simple and fast to set up one of our safe and innovative touchless parking solutions at any location. As always, we collaborate with our clients to figure out which of the following proven approaches works best for their customers.

## Snap to Park

As simple as taking a photo with your phone, customers just scan a QR code at the location and our LAZgo platform does the rest.

- At gated locations, the customer uses a Web Widget for full integration with the location – so the gate goes up when they arrive.
- For ungated locations, the customer proceeds directly to payment and their stay is checked by license plate. Either way, it's as easy as Snap, Pay and Go!



## Text to Park

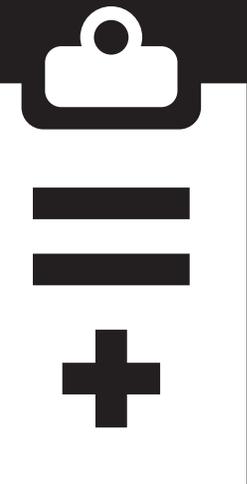
Text to Park gives customers another quick, convenient cashless parking experience. At ungated locations it works the same way as Snap to Park, but the customer simply sends a text to start their session. They get a customizable return text and their stay is checked by license plate.



## App

For more frequent parkers, the LAZ Parking app is the fastest and most convenient way to pay. The app lets customers search and buy Reserve Ahead, Park Now and Event parking products in just a few taps. With one press they can repeat their last purchase and if they're running longer than expected they can extend their time from afar. Our eCommerce team can onboard a new location to LAZgo in just a few quick steps!

## 06. LAZ PreScreen



# LAZ PreScreen

**A**s we begin to emerge from the COVID-19 pandemic, screening of potential risks is critical in safely moving the world forward. And LAZ Parking is ready to do our part, with an innovative new service line that prescreens visitors as they arrive, before they enter a workplace or venue. We offer three customizable tiers of the PreScreen service, but rest assured, each level still offers powerful frontline protection and peace of mind.

Powered by Vizsafe's Geoaware® StaySafe solution, tier 1 requires visitors download a free app prior to arrival at your destination. After completing a short questionnaire, they are instructed to visit a touchless screening kiosk upon arriving. A PreScreen Squad member will greet the visitor and can assist as they scan the QR from the app and use the scanner that monitors real-time health symptoms. If they pass the health check at this checkpoint, they will be cleared to proceed to their destination.

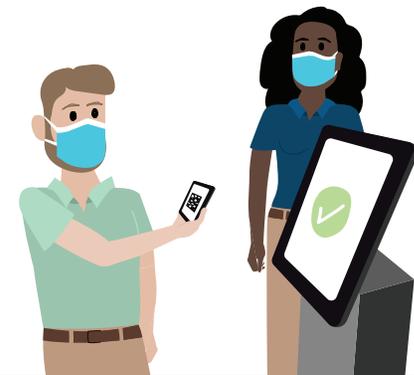
Tier 2 offers the flexibility of two different options. In option 1, your visitors are in the driver's seat! After opening the designated web link, they are prompted to answer a series of questions that can be customized based on the needs of your business. You can even choose to have visitors enter their own temperatures into the questionnaire. After completion they are issued a QR code that they can show proving they passed, it's that simple! With option 2, our PreScreen Squad

greet visitors as they arrive at the location, and after following a series of simple screening questions that ensure both thoroughness and efficiency, visitors are either cleared to continue, or asked to exit. This option also allows our PreScreen Squad to administer a temperature screening if desired.

In tier 3, our PreScreen Squad is present every step of the way! Members of our PreScreen Squad can help with pre-screening and temperature checks at key points of ingress. Additionally, our trained special event staff can provide critical public safety support, by encouraging social distancing and enforcing local crowd restrictions at beaches, parks and recreational facilities.

We will work with our clients to ensure that the LAZ PreScreen process meets business needs, CDC and other government safety recommendations in light of COVID-19 and applicable law.

LAZ is proud to partner with Vizsafe and USHealthyWork.



## 08. **Cleaning and Disinfecting Services**



# Safety & Health

**S**ANITIZING  
+ DISINFECTING ROUTINELY



**A**WARE  
OF PHYSICAL DISTANCING



**F**OLLOW  
PPE PROTOCOL  
+ CDC GUIDELINES



**E**FFECTIVE  
PERSONAL HEALTH  
+ HYGIENE



**A**s a people-first company, keeping our employees safe is our highest priority. We believe it is our responsibility to help mitigate the spread of COVID-19 within the community by establishing the expectation that all LAZ family members adhere to the guidelines on cleaning, disinfecting and personal protection.

## Safety

**Cleaning:** All employees are asked to complete a Safety Orientation Session, which includes COVID-19 safety. These interactive learning experiences comply with guidelines and best practices established by the CDC and, as appropriate, OSHA and other government regulatory agencies. Training varies by level and is assigned based on an individual's role. All LAZ locations have enhanced cleaning schedules for sanitizing and disinfecting high-touch areas. This includes sanitizing high-touch areas at least twice daily and more often for higher traffic locations. After a general cleaning is completed the surfaces are followed up with an EPA-approved disinfectant.

**Social Distancing and Protective Barriers:** Our goal is providing a safe environment at all our locations, and we will continue to adhere to the 6-foot social distancing guidelines set forth by the CDC. Signage will be communicated as appropriate reminders throughout the location with floor markers, via an app or posters. Plexiglass shields or

barriers can be used in close quarters for shuttle drivers, cashier booths and/or valet stands.

## Health

All our employees are instructed to follow proper hand washing guidelines, as outlined by the CDC. When soap and water are not readily available, hand sanitizer (pre-approved by the FDA) is an acceptable back up method. Emphasis is placed on washing hands after touching high touch surfaces, in addition to before and after a customer transaction. As per the CDC, Personal Protective Equipment (PPE) varies by location and by job description. LAZ follows CDC guidelines related to the distribution and use of PPE and we follow OSHA guidelines related to risk factors by job duties. We work with our clients to determine the appropriate type of PPE based on those requirements.

# 10. **Mobility Services**



# Mobility Services

**W**hether you are continuing existing mobility or shuttle services, starting a new program or altering your existing operations, our goal is to provide safe transportation for all passengers. We have modified seating protocols to reduce ridership capacity under or at 50% to reduce crowding and contact within the shuttle. When possible, we have removed or omitted seating immediately behind our drivers to assist with social distancing. If shuttles are equipped with two doors, a rear-door may be utilized to minimize exposure to other passengers and our driver. Shuttle operations have expanded their cleaning policies to include pre-trip, post-trip and mid-shift cleanings of high frequency touch point areas. Deep commercial

cleaning of each shuttle will occur at regular intervals. Deep commercial cleaning will include high grade disinfectants in all interior and exterior areas of the shuttle especially in seating areas.



## 12. LAZ Ambassadors



# LAZ Ambassadors

## Valet Services

**W**e've redefined the first and last impression for creating a seamless guest arrival and departure experience throughout the COVID-19 health crisis. LAZ Valets and Ambassadors are cross trained in all positions to ensure efficiencies and continuity. From the moment a guest arrives we take all necessary precautions to keep them safe, and insure they have a memorable experience. We have implemented numerous alternative options if you're looking for a new valet parking experience. From implementing touchless parking that's as easy as Snap, Pay & Go – LAZ Ambassadors will welcome your guests on the drive and direct them to a QR code customized for your facility. The customer snaps the QR with their phone camera, pays via LAZgo and goes right to their parking location. We can even give visitors the ability to enter and exit as many times as they want during their stay.

## Cashier

**W**hile we encourage touchless payments as frequently as possible, we understand that circumstances may arise where a cash and/or credit card transaction is needed. Our cashiers are trained to greet guests with eye contact and a friendly wave hello, sanitize their hands before and after each transactions and use plastic trays to transfer items to the customer, as required.

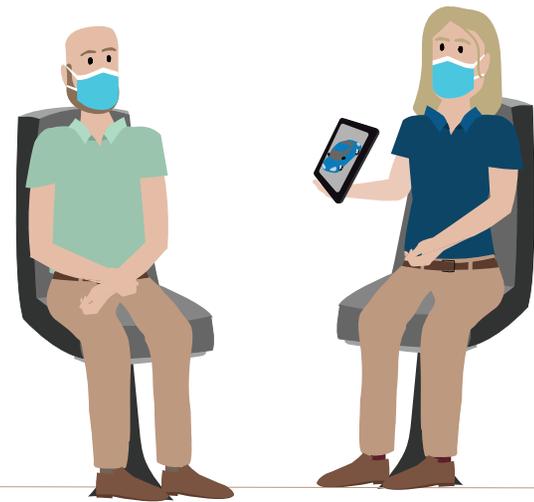


## 14. Customized Parking Programs



# Customized Parking Programs

**D**uring this COVID-19 pandemic, many businesses have experienced new operational challenges that include everything from seeing people avoiding mass transit and ridesharing to putting larger demands for on-site self-parking. With thousands of locations across the nation we have taken these challenges head-on and developed strategic planning and operational guidance for each of our client's unique properties. We are equipped to develop customized operating procedures in accordance with our client's unique needs while also maximizing our safety measures. Our market experts are available to help design updated transportation routes, while balancing the importance of maximizing capacity and staying aware of new social distancing measures. We review all operational plans with our clients on a regular basis and look for ways to improve the overall experience for the guest as your unique situation evolves during this crisis.

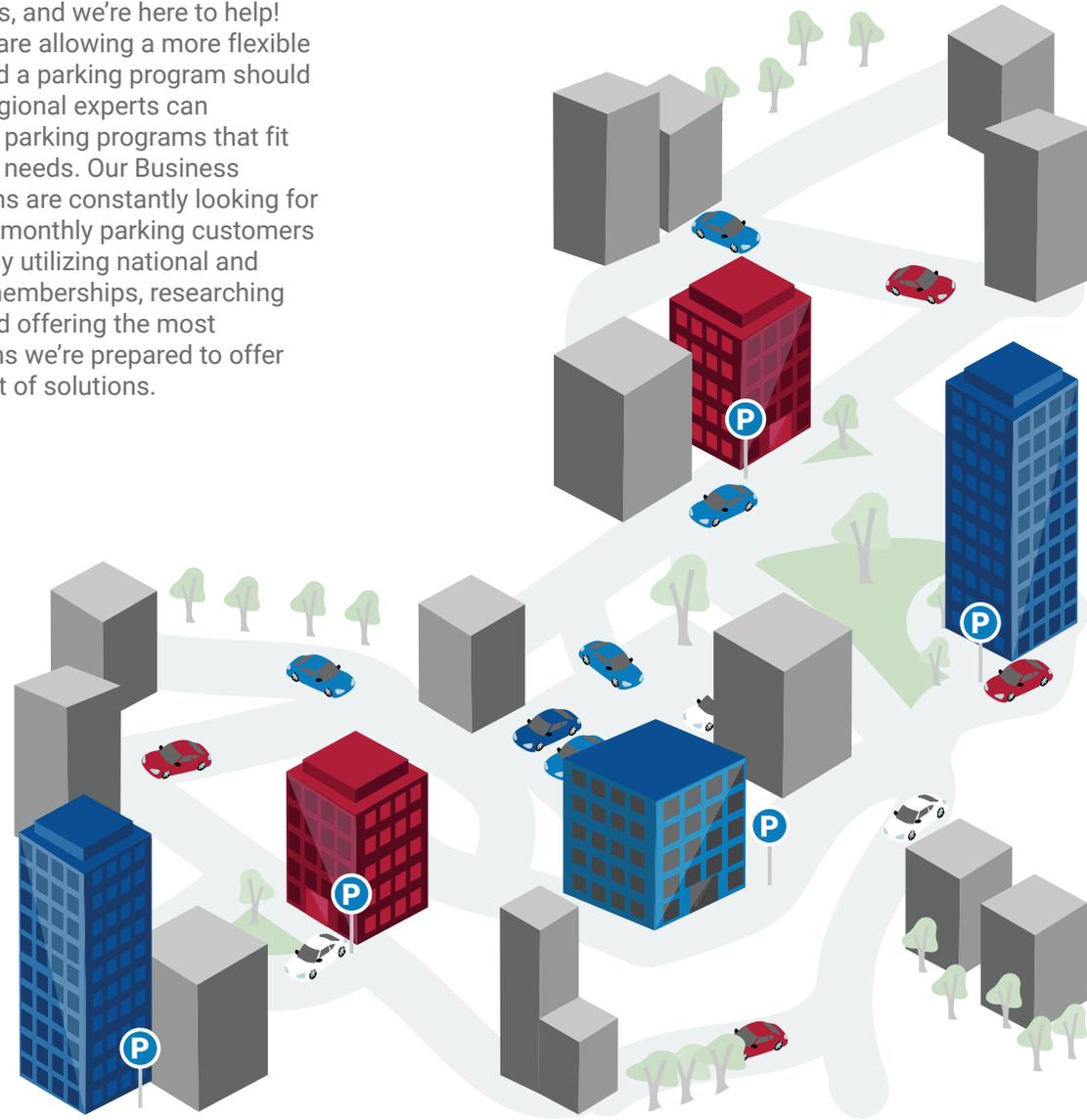


## 16. Monthly Parking

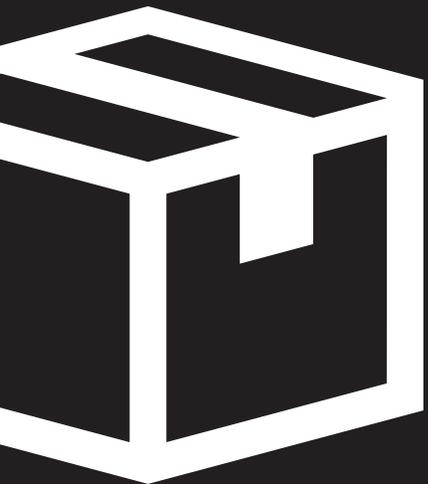


# Modified Monthly Parking Programs

**T**he CDC recommends offering employees incentives to use forms of transportation that minimize close contact with others, and we're here to help! Many businesses are allowing a more flexible work schedule, and a parking program should reflect that. Our regional experts can customize flexible parking programs that fit your stakeholder's needs. Our Business Development teams are constantly looking for new ways to drive monthly parking customers to your facilities. By utilizing national and regional parking memberships, researching industry trends and offering the most innovative solutions we're prepared to offer you a complete set of solutions.



## 18. **Curbside Pick-Up / Drop-Off**



# LAZ Curbside Services

**L**AZ Curbside Services provides a contactless package pick-up and drop-off for commercial and retail centers. This effortless new service starts with your customer purchasing a product from an online retail store. The retail store handles all aspects of the transaction, from processing the payment and fulfilling the order, to making sure the product is ready for pickup and entering the completed order into our ticket line (via FLASH system).

Once the completed order enters the FLASH system, a LAZ Ambassador is notified and retrieves the product from the retailer. Next, it is placed in a LAZ secure storing area and entered into the queue for pickup. Once the guest arrives, they pull up to a designated area and tell the LAZ Ambassador that they are picking up an order. The LAZ Ambassador will take their contact info (phone, identification and order confirmation number), retrieve the order and bring it out to the vehicle. It's a contactless and seamless transaction for your customers!

