



LAZ Parking Guiding Leadership Principles During the COVID-19 Crisis

The following principles have been established to guide our LAZ leaders during this crisis:

1. **Be Healthy and Safe:** LAZ Leaders will look out for one another in order to ensure the health and safety of ourselves, our families and the all the stakeholders we serve.
2. **Maintain Our People-First Culture:** LAZ Leaders will use the LAZ Way and our core values as a compass to guide decisions through these uncharted waters. Our belief in Conscious Capitalism and Elevating Humanity Through Business must be considered to ensure the long-term success of our employees, clients, customers, vendor partners and the communities we serve.
3. **Protect the Financial Vitality of the Company:** LAZ Leaders will do everything within their power to protect the long-term financial security of the company in order to survive this crisis. They will strive to keep as many of our existing employees employed, while also looking out for the best interests of our furloughed employees so we can bring them back to work as quickly as possible.
4. **We Are Resilient:** LAZ Leaders will be a shining example of resiliency throughout this process. We will use our power of positive thinking and take a can-do approach to every challenge we face. We will **Never Ever Give Up**, we will set goals, we will recognize that our mission is bigger than ourselves and that we are driven by a higher purpose. We exist to protect the livelihood of our employees, as well as the company and we will act with grace, faith and compassion. We will express love and rely on our families and friends. We will be flexible in our thinking. We will pause before making decisions, work together as a team, think in creative new ways and consider all our options as we manage our way through this crisis.
5. **We Will Continuously Improve:** LAZ Leaders will be open to growing and learning from this experience. We will look to come out of this stronger than ever. We will improve all of our systems, processes, best practices and endeavor to find new ways of running our business. We will be more efficient and productive because we will understand our business even better. We will find new opportunities and be seen as the company that took care of all its stakeholders, as well as the entire parking industry. We will get back on track as quickly as possible to regain our foothold as the fastest growing parking company in the nation and a national employer of choice.