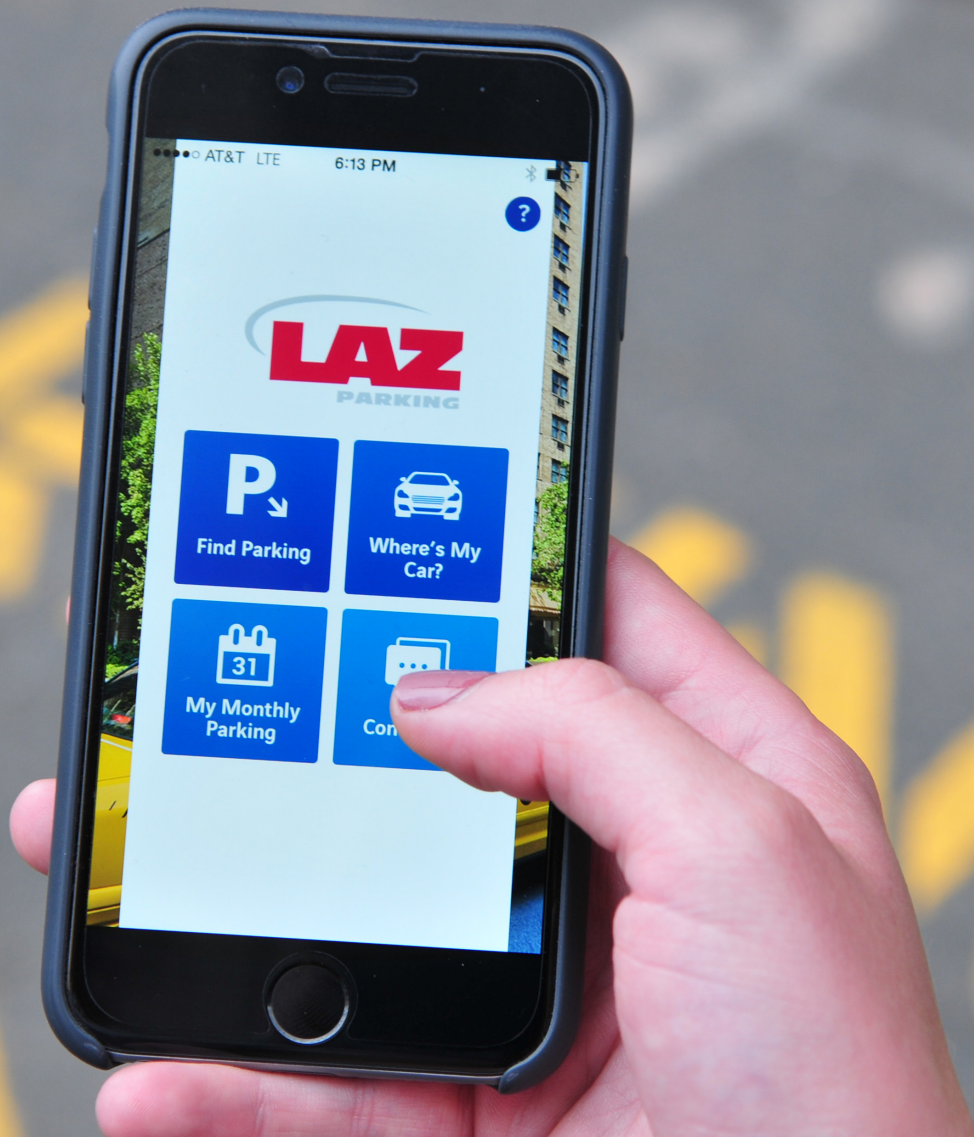




ENVIRONMENT / SOCIAL / GOVERNANCE

# DRIVING CHANGE 2024 IMPACT REPORT





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**LAST YEAR, we published our inaugural Impact Report, which detailed our Environmental, Social, and Governance (ESG) efforts and accomplishments.** We committed to incorporating ESG into business-as-usual at LAZ to help manage risks, protect value, drive innovation, create a better work environment, and improve how we manage and operate our business.

**Like all good things at LAZ,** caring for people and giving back is deeply engrained in our DNA and company culture. For decades we have successfully supported our employees and clients. Now, more than ever, we are driven to become part of the new sustainable economy with the goal of leading our industry for the years ahead.

**LAZ has committed to an extensive ESG program and a proactive approach to implement sustainability principles into our business model.** Some of those key initiatives are EV Charging Expansion, E-Commerce Solutions, Idle Reduction Programs, Sustainable Procurement, Last-Mile Logistics Optimization and proudly promoting conscious behaviors amongst all our stakeholders. By embedding sustainability into our daily mindset, we are transforming the way we do business and creating positive change across our portfolio in the United States and Canada.

**As you read this report,** you will see we continue to invest in our People, our Partners and our Planet, drive meaningful progress for the environment, and deliver on our commitments. For all the progress we are celebrating, we are just getting started. Please join us in making a difference by using business as a force for good in this world and elevating humanity together. ~Big Hugs, **Al Laz**



# COMPANY OVERVIEW







Al Lazowski, Jeff Karp and Michael Harth in the early days



Jeff, Al, Michael and Mike Kuziak

**THE ROOTS OF LAZ PARKING** are founded on childhood friendships formed in the mid-1970s when Alan Lazowski, Jeff Karp, and Michael Harth became best friends in a small town near Hartford, Connecticut. Fast forward to today, LAZ Parking is now the largest and fastest-growing privately held parking company in the United States. We are **IPMI accredited parking organization (APO)**, with distinction, with over 40 years of experience in the industry. This year, for the first time ever, we **expanded our operations internationally** into Calgary and Edmonton, Canada.

**LAZ's growth and success as a company stem from our core mission, values, and practices.** We believe that people are our greatest asset, and we seek to create opportunities for our over **15,000 employees**. As a **"People First"** company we believe LAZ has the responsibility to **elevate humanity through business**. This belief is a part of our DNA and at the core of everything we do. The tenets of **Conscious Capitalism** are our north star and the foundation of our company culture and business. Caring for our people and the communities we serve is reflected in the work that we do.





**MISSION:** People are our greatest asset and we are committed to creating opportunities for their growth, both financially and personally.

**VALUES:** Our values are the “rules” we play by, or the non-negotiable behaviors we are committed to following.

**PRACTICES:** The Practices are the basic operating standards that ensure we deliver consistent high-quality service for our clients and their guests.



AT LAZ WE understand this business is not just about a space to park a car. It’s about **respect and commitment to people**. Fostering a positive people-first culture that prioritizes employee well-being, development, and inclusion, has allowed us to attract and build a world-class workforce.

## RACE / ETHNICITY OVERVIEW OF ALL EMPLOYEES

	MAN/ MALE	WOMAN/ FEMALE	GRAND TOTAL	MAN/ MALE	WOMAN/ FEMALE	% OF ETHNICITY
AMERICAN INDIAN / ALASKA NATIVE	42	16	58	72.41%	27.59%	0.40%
ASIAN	619	116	735	84.22%	15.78%	5.03%
BLACK OR AFRICAN AMERICAN	3443	1294	4737	72.68%	27.32%	32.45%
HISPANIC OR LATINO	3773	1204	4977	75.81%	24.19%	34.09%
NAT HAWAIIAN/STH PACIFIC ISLANDER	51	13	64	79.69%	20.31%	0.44%
NOT APPLICABLE (NON-US)	1		1	100%	0.00%	0.01%
NOT SPECIFIED	43	16	59	72.88%	27.12%	0.40%
TWO OR MORE RACES	363	102	465	78.06%	21.94%	3.19%
WHITE	2751	751	3502	78.56%	21.44%	23.99%
GRAND TOTAL	11086	3512	14598	75.94%	24.06%	100%

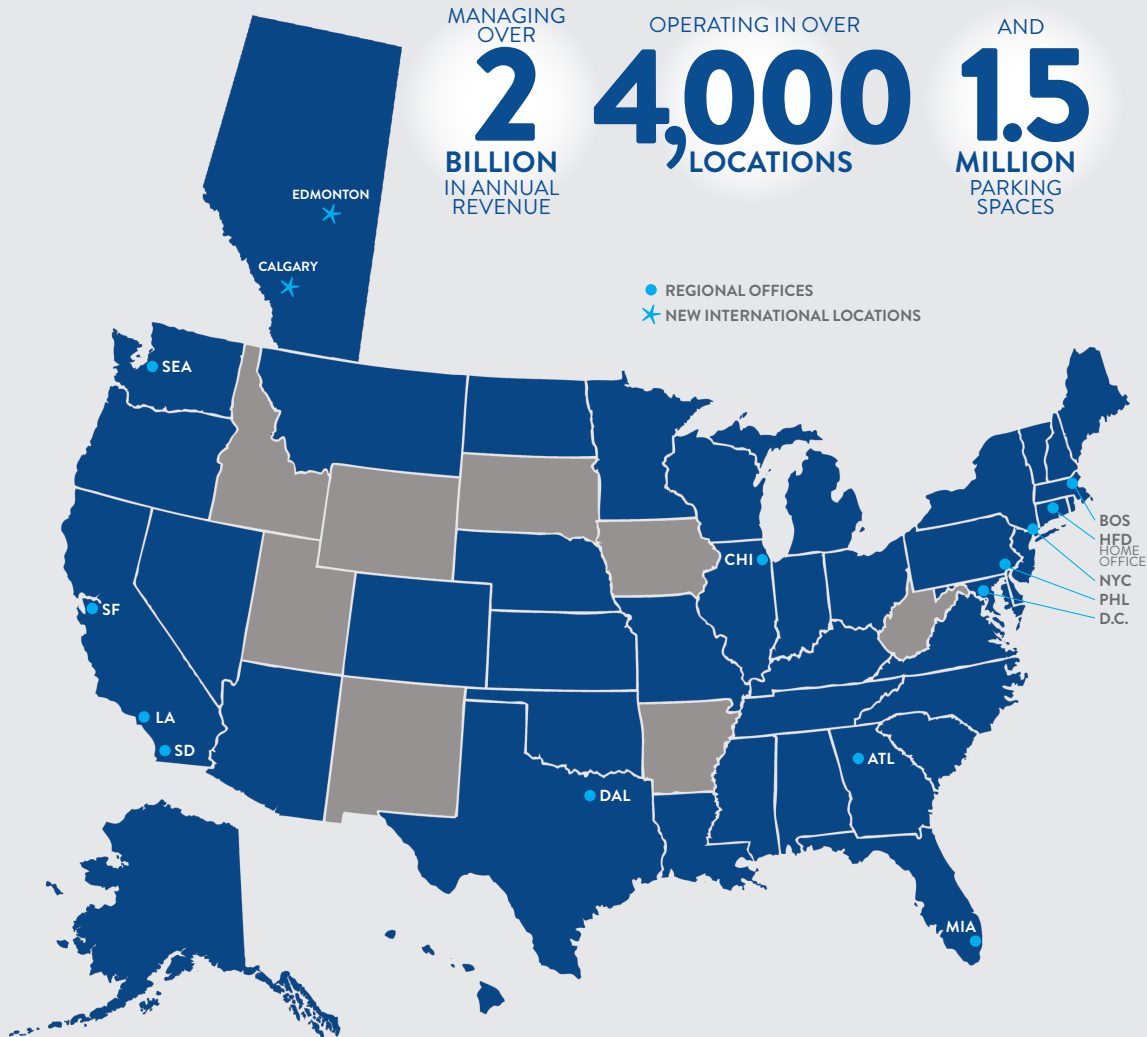
FULL-TIME STAFF ANNUAL RETENTION **86%**

GENDER OVERVIEW

**24%**  
FEMALE

**76%**  
MALE





**OUR PARKING EXPERTISE is second to none.** We provide parking and mobility services for all sectors of our communities.



## OUR SCOPE OF WORKS INCLUDES:

  
**HOSPITALITY  
+ VALET**

  
**OFFICE  
BUILDINGS**

  
**GOVERNMENT +  
MUNICIPAL**

  
**HEALTHCARE  
SERVICES**

  
**UNIVERSITIES**

  
**RETAIL +  
MIXED USE**

  
**SHUTTLE  
SERVICES**

  
**RESIDENTIAL  
BUILDINGS**

  
**AIRPORT  
SERVICES**

  
**EVENT  
PARKING**





“In 2023, we set the foundation for a multi-year ESG strategy. This year, we celebrate many firsts and look forward to continually expanding our program coverage and expertise in the ever-changing ESG environment.”

**Michael Harth –**  
**Chief Culture Officer**  
**+ Founder**

**LAZ’S COMMITMENT TO A stakeholder driven model has made our ESG-related work a foundation for our continued success as a business.** We are committed to our three core principles, **accountability, stakeholder success, and risk mitigation.** In 2023, we set the foundation for educating, inspiring and engaging LAZ Nation on key ESG initiatives and announced our strategic Road Map for the years ahead. This year we share examples of how LAZ continues to embed ESG into business-as-usual and advance our purpose to our **People, Partners, and Planet.**

## OUR REPORTING CADENCE:







## **GHG INVENTORY** ✓

Completed our first greenhouse gas emissions inventory on our Scope 1 and Scope 2 emissions, with a high-level estimate of our Scope 3 emissions.

## **GLOBAL REAL ESTATE BENCHMARK (GRESB ASSESSMENT)** ✓

The 2023 assessment score of 83 (out of 100), reflects a 51% improved performance in terms of Environmental, Social and Governance measurements compared to our initial 2022 results.

## **DIVERSITY, EQUITY + INCLUSION (DE+I)** ✓

LAZ's DE+I National Committee hosted their 1st Annual DE+I Strategy Summit where they created a roadmap and accountability model for 2025.

## **TALENT & DEVELOPMENT** ✓

Implemented a new Learning Management System platform to ensure delivery of consistent, timely and relevant learning to all employees with the ability to track utilization and KPIs for future programming.

## **LAZ CHARITABLE FOUNDATION** ✓

LAZ Charitable Foundation organized the first-ever company-wide LAZ Day of Giving supporting 75 national and international non-profit organizations.



# ENVIRONMENT



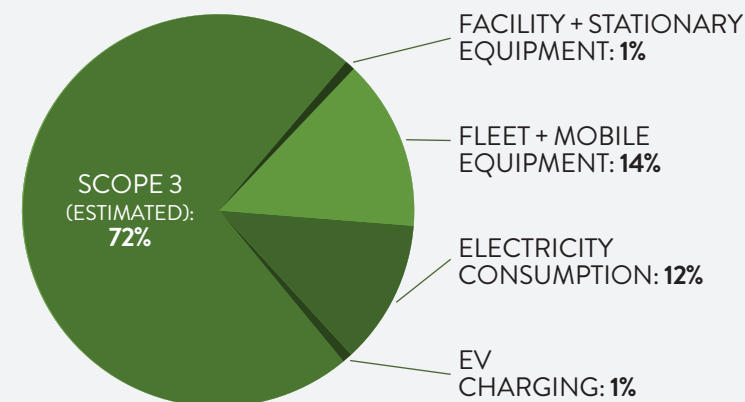


**IN 2024, LAZ, WITH THE ASSISTANCE of our partners at Quinn + Partners,** completed our first Greenhouse Gas (GHG) Emissions Inventory of our fleet vehicles, facilities and EV charging units. The objective is to understand our emissions footprint and to pinpoint LAZ's most carbon intensive business lines. This inventory was prepared in accordance with the Greenhouse Gas Protocol and aligned with ISO 14064-1:2018, covering our 2023 Scope 1 and 2 emissions, with a high-level estimate of our Scope 3 emissions.



**For this reporting year, LAZ's total Scope 1 + 2 emissions are 9,694 tCO<sub>2e</sub>** (tons of carbon equivalent) **and including the estimated Scope 3, total emissions are 34,677 tCO<sub>2e</sub>** (tons of carbon equivalent). The findings of this inventory will assist in measuring our program progress, while informing LAZ on ways to advance our environmental initiatives. LAZ is committed to completing a GHG inventory annually and improving our data collection/management processes to ensure high quality insights from our results.

SOURCE ACTIVITY	EMISSIONS tCO <sub>2e</sub>
SCOPE 1	5,250
SCOPE 2	4,444
TOTAL SCOPE 1 + 2	9,694
SCOPE 3 (ESTIMATED)	24,983
<b>TOTAL</b>	<b>34,677</b>







**IN FEBRUARY 2023, LAZ held its first sustainability summit.** LAZ Senior Leaders gathered to review ESG goals and build a strategic approach for advancing environmental programs. This included the development of five EARTH teams representing five strategic initiatives to embed ESG into day-to-day operations. Our EARTH team projects builds culture and feeds to best practice.



**“I had the privilege of leading the EARTH team focused on Embracing Digitization, where we really promote LAZgo and the adoption of digital transactions.** At LAZ, we’re passionate about reducing our carbon footprint—a value many of us carry into our personal lives. However, translating this passion into our operations can be challenging. That’s where the EARTH teams come in. We align our environmental goals with LAZ’s mission to create value for our clients and opportunities for our employees, making sustainability a core part of our business strategy.” – **Willie Walker, Technical Sales Director**

## **E**MBRACE DIGITIZATION

- **Leader: Willie Walker**
- This EARTH team seeks to utilize technology to reduce environmental impact of operations

## **A**DVANCE ELECTRIFICATION

- **Leader Brandon Meyers**
- This EARTH Team seeks to promote and support an electric vehicle transition

## **R**EWARD CONSCIOUS BEHAVIORS

- **Leader: Shannon Damboise**
- This EARTH Team seeks to create programs that encourage sustainable behaviors

## **T**RUST RESPONSIBLE SUPPLIERS

- **Leader: Meghan Reed**
- This EARTH Team seeks to facilitate responsible partnerships and procurement processes

## **H**EAL THE ATMOSPHERE

- **Leader: Chris Kovitya**
- This EARTH Team seeks to reduce air pollution across operations by encouraging alternative transportation



## EMBRACING DIGITIZATION

### E-Commerce

**LAZ is consistently seeking new ways** to reduce our environmental impact and improve our customers' experience. With ticketless exit, we are able to do both. Below we include year-over-year growth for this effort.

	2023	2024
# OF TICKETLESS LOCATIONS	203	268
# OF TRANSACTIONS	161,000	536,893
PAPER SHEETS SAVED	515,000	918,992
LBS OF CO2 DIVERTED	2,700	9,019.8

### Digitizing the Workplace

**We continue to digitize our workplace** by transitioning documents found in our offices and locations to reduce paper waste. Some examples of how we are digitizing workplace paper documents include: HR onboarding paperwork and employee handbooks for frontline staff, online training material for our national symposiums, and expanding the capabilities of our internal BI data reporting platforms.

## ADVANCING ELECTRIFICATION

### EV Growth

**This year, LAZ welcomed a new Senior Director of EV Partnerships** who is responsible for providing LAZ with the necessary expertise to continue to grow our EV commitment nationwide. Below we include data on LAZ's EV presence this year for 238 ports at 39 locations:

	2023	2024
CO2 EMISSION SAVINGS (KG)	80,507	258,046
REVENUE GENERATED	\$24,965.68	\$107,853.04
ENERGY DELIVERED (kW)	115,794	371,152

### BP Partnership

**LAZ partnered with BP to bring BP Pulse**, an ultra-fast public EV charging hub to 20 cities over the next 5 years. Under the agreement, the ultra-fast charging sites will host level three chargers, be open to the public 24/7, and provide drivers with up to one hour of free parking while charging.



# REWARDING CONSCIOUS BEHAVIOURS

## E-Waste

LAZ's IT Department is seeking to create a national e-waste recycling program to streamline LAZ- issued device returns. To help inform these efforts, we conducted a pilot project at seven regional offices. LAZ employees were given the opportunity to turn in LAZ-issued or personal devices to be refurbished or recycled by a certified third-party vendor. The pilots helped our IT team refine the process for a national e-waste recycling program.

	HARTFORD	NY/NJ	DALLAS/TULSA	SO CAL (LA/OC/SD)
# OF DEVICES COLLECTED	95	30	226	258
LBS OF WASTE DIVERTED	1,460	845	1,592	1,856
# OF UNITS INVENTORIED	10	3	11	12

In addition, our IT Team identified 50+ iPhones, tablets, and laptops for refurbishment. These devices will be reintroduced to LAZ inventory and will offset the cost of purchasing a new device or early termination fee.

## Paper Waste

For our second year, 25 LAZ locations took part in our Shred-It recycling program. Our YOY comparison, right, indicates an increase in paper waste diverted from landfill.

	2023	2024
WASTE DIVERTED (LBS)	14,820	20,160
TREES SAVED	127	172

## DRIVING CHANGE: TEXAS MEDICAL CENTER

At LAZ we are all about “Driving Change”. We seek to inspire people to find their own way to reduce environmental impact and live more sustainably. Robert Knox, Director of Parking Operations, and his team at Texas Medical Center, inspired by an ESG call to action, decided to take action and make their location more environmentally friendly.

These are the results of their efforts:

- Provided 60+ employees with LAZ water bottles / cups to reduce waste.
- Held an e-waste collection drive and recycled 17 devices.
- Transitioned paper documents to digital forms to reduce waste, CO2 emissions, and cost.





## TRUSTING RESPONSIBLE SUPPLIERS

### Procurement

This year, LAZ welcomed our new **Director of Procurement**, who is responsible for providing support to the organization for purchasing services and products. The goal for the procurement department is to utilize LAZ's purchasing power to help decrease expenses and support operations as needed. By centralizing the purchasing process LAZ will make the buying and contract negotiations more efficient and effective. The department will also automate the RFP process by utilizing the Fresh Service system for purchasing requests. This will help centralize Request for Proposals (RFP) while utilizing the new automated contract system for tracking and renewal purposes. (EVISORT).

### Preferred Suppliers

LAZ is committed to partnering with Suppliers that incorporate ESG into their products and services. This past year, LAZ has secured Halo as our preferred vendor for promotional products. LAZ employees will benefit from a vast range of promotional products and swag that are made with sustainability as a core consideration.

## HEALING THE ATMOSPHERE

### Samsara and Fleet Telematics Schedule Updates

Up from 82% in 2023, this year 94.75% of LAZ fleet vehicles are fully integrated with Samsara telematics software which helps track shuttle performance and emissions.

### MOVING THE NEEDLE: UC MERCED IDLE REDUCTION PILOT PROJECT



The “Moving the Needle” Idle Reduction initiative took place from August 20th through the remainder of Q4 2024. The objective was to decrease emissions, educate drivers, conserve fuel, and evaluate the efficiency of existing routes. Under the leadership of **Florentino Valle, Operations Manager at UC Merced**, the pilot project provided our fleet drivers with in-depth training and achieved a reduction in idle times even when temperatures exceeded 100 degrees! Idling rates reduced from 19% in 2023 to an average of 9% throughout the pilot which accounts for a **32,755.3kg (34.7 tCO2) reduction in projected CO2 emissions**. The UC Merced team has maintained an average idle rate of 9% since the conclusion of the project and set a goal to an additional reduction of 25-30% in idle time. LAZ plans to integrate the findings of this pilot nationally as a new comprehensive driver training protocol.



CASE STUDY 1

**COACHING FOR SUCCESS**  
LAZ U 101



The **LAZ U 101 planning team** implemented sustainable actions at the 2024 graduation ceremonies that are as follows:

- 🌱 Coordinated flight arrivals/departures to encourage carpooling
- 🌱 Created online virtual handbook to reduce paper waste
- 🌱 Used sustainable cutlery/plateware to reduce waste
- 🌱 Pre-ordered food via survey to reduce food waste
- 🌱 Educated participants on LAZ's ESG program

CASE STUDY 2

**EARTH DAY / ARBOR DAY**  
**CHALLENGE**

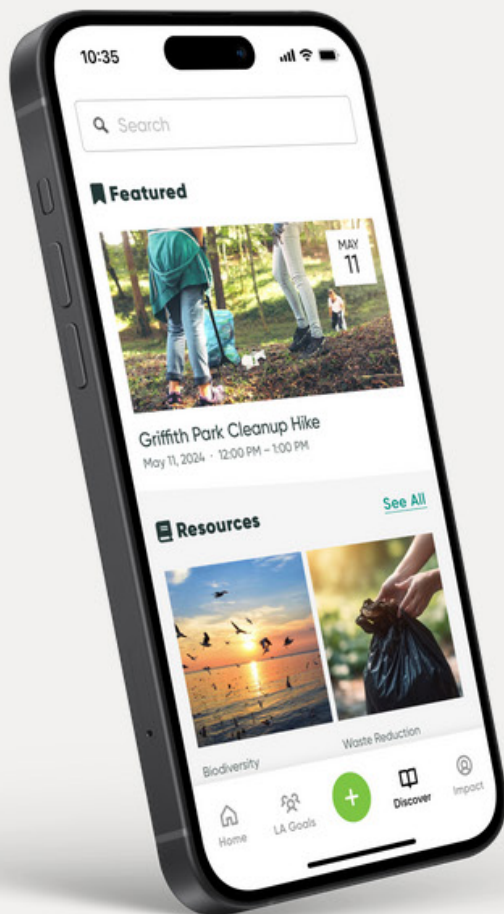


**LAZ's second annual Earth Day/Arbor Day celebration** resulted in 9 events across 5 regions. A total of 145 LAZ volunteers completed 400+ hours of work serving LAZ communities and the planet. Below we include highlights of the impact from the events:

- 🌱 Over **500** pounds of trash and weeds collected
- 🌱 **100** Fraser Fir seedlings distributed, eliminating **5,000** pounds of CO2 from the atmosphere
- 🌱 First of its kind gardening event where **50+** small shrubs and flower flats were planted



## CASE STUDY 3 DASHBOARD.EARTH PILOT



**THIS YEAR, WE** expanded our partnership with **Dashboard.Earth**, an LA-based APP who collaborates with local communities to provide knowledge, tools, and resources to impact climate change where they live. We targeted LA and San Diego-based employees to engage in climate education and incentivize participation in environmentally friendly behaviors through in-APP rewards. Our pilot focused on composting and providing participants with the resources to begin these actions at home. Participants were tasked with downloading the APP, setting up an account and logging their composting actions as well as completing the entry and exit surveys. Here are some takeaways from the survey (right), and data on actions (below)

	LA	SD
CLIMATE ACTIONS LOGGED	749	1,461
LBS WASTE DIVERTED (ANNUALIZED IMPACT)	5,200	8,775
LBS CO2 AVOIDED (ANNUALIZED IMPACT)	2,000	3,686

**80%**

of new composters said they intend to continue.

**73%**

felt proud LAZ is doing something to help

and this pilot project made them aware that they can fight climate change.

**86%**

are interested in learning about ways to adapt to climate change.

**74%**

believe individual actions matter when addressing climate change.



# SOCIAL







**WE RECOGNIZE OURSELVES** as a **people company** rather than a **parking company**. As a **“People First”** company, it’s not what we do, it’s how we do it. Sometimes it is the little things, other times, it’s the big things. Most always, it’s our **Never Ever Give Up** spirit. Big or small, it always comes down to one thing: **Our People!**

An integral part of LAZ’s core values is ensuring we are creating programing that uplifts, supports, and educates our people.

## KEY SOCIAL PROGRAMS INCLUDE:

TALENT DEVELOPMENT

DIVERSITY, EQUITY, AND INCLUSION

AMPLIFY WOMEN

LAZ CHARITABLE FOUNDATION





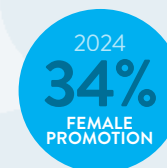
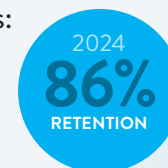


**AS PART OF OUR MISSION** to provide opportunities for our employees, our Talent & Development team focuses on creating training and development programs that equip our managers with the skills to lead highly engaged teams. Last year's programming consisted of building the capacity of our managers through targeted and tiered leadership development programs. As a result, LAZ showed significant growth in all training programs both in terms of reach and participation.

At LAZ, we value our employee input and view it as an essential mechanism for improving our employee work experience. In 2024, our annual **Associate Engagement Survey** received record-breaking participation!

	2023	2024
SURVEY RESPONDENTS	4,834	6,111
PROUD TO BE A LAZ EMPLOYEE AND BELIEVE IN THE LAZ WAY	75%	79%

Historically, our programming has had a significant impact on organizational health with key results:







## LEARNING MANAGEMENT SYSTEMS (LMS)

**WE DELIVER CONSISTENT, timely, and relevant learning to all employees.** Managers and HR have access to up-to-date tracking and reporting on all learning initiatives.

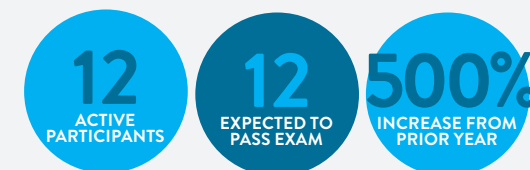
- **September - 15,000 employees enrolled in compliance trainings.**
- **Topics:** Sexual Harassment Prevention, Workplace Violence Prevention, Security Awareness, Golf Cart Safety.
- **Service Line-Specific Support**
  - Valet Onboarding Program
  - Just CARE Certification Program
  - Business Development Skill Building

**59,362**  
ENROLMENTS

**32,650**  
COMPLETIONS

## LEARNING PROGRAMS CERTIFIED ADMINISTRATOR OF PUBLIC PARKING (CAPP)

**OUR GOAL IS** to increase the number of LAZ employees with **CAPP credentials**, thereby positioning the company to better serve our clients.



100% of active participants would recommend the program. They say it provides the necessary guidance and mentorship to prepare for and pass the exam.



## COACHING FOR SUCCESS FOUNDATIONS WORKSHOP



A program for all people managers that brings coaching to the front lines, ensuring our leaders have the skills to coach team members while walking the lots, parking cars, and delivering 5-Star customer service. Since inception in 2023, **1,265 managers** (75% of eligibility) have completed this workshop.

OVER  
**40**  
SESSIONS  
FACILITATED

**796**  
LEADERS  
GRADUATED

**98%**  
SATISFACTION  
RATING

**78%**  
LEADERS  
COMPLETED

## COACHING FOR SUCCESS LAZ U 101



Now that LAZ U 101 builds on the CFS foundations workshop and is all-in on coaching, we want to reposition the program as part of our larger Coaching for Success initiative. This year's new curriculum carried four main focuses:

- Leadership transcendence
- Leadership in action
- Cultivating trust and care
- 70:20:10 Model integration

**34%**  
GRADUATES  
FEMALE

**67**  
NEW  
GRADUATES

**66%**  
FROM DIVERSE  
BACKGROUNDS

**93%**  
INCREASED  
CONFIDENCE IN  
LEADERSHIP  
ROLE

## LEADERS OF TOMORROW (L.O.T) SUMMIT



Originally created as a training event for our Hospitality service line, this four-day "Leaders of Tomorrow" program targets new managers who are eager to champion the LAZ culture with their teams.

**43**  
GRADUATES

**44%**  
GRADUATES  
FEMALE

**46%**  
GRADUATES  
DIVERSE

**84%**  
GRADUATE  
PROMOTION  
RATE





**DIVERSITY, EQUITY, AND INCLUSION** comprises the central “S” in **LAZ’s ESG program**. It continues to be at the forefront of all we do to ensure our workplace demographics is equally represented at all levels of leadership.

## DIVERSE LEADERS SYMPOSIUM

A three-day summit focused on cultivating a network of allies to create and foster inclusive spaces where every individual feels valued and respected and knows they belong. The focal point for this, our fourth symposium for diverse leaders, was on Allies in Action for the LGBTQIA+ community.

- JUNE 2024
- 50+ ATTENDEES

## DE+I DIGITAL FORUMS

Employees were invited to join our online community on “Engage,” our employee communication platform. Within the Diversity, Equity, and Inclusion Community, employees can connect with fellow LAZ family members, join conversations, and stay actively involved in driving our DE+I efforts.

- 586+ MEMBERS
- 381% INCREASE IN PARTICIPATION OVER 2023

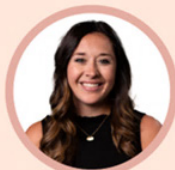
## DE+I IMPACT REPORT

**LAZ’s 2023 DEI Impact Report** was published in 2024 to provide a look back at how we have ignited inclusive practices locally, allowing us to have a tremendous company-wide impact. This Impact Report is informed by our 2023 DE+I Survey providing a deep dive into how surveys can drive meaningful change.

- 2,414 RESPONDENTS
- 5 AREAS OF FOCUS
  - DIVERSITY
  - EQUITY,
  - INCLUSION,
  - BELONGING,
  - INCLUSIVE BEHAVIORS



**Maggie DiPaolo**  
VP, People & Culture



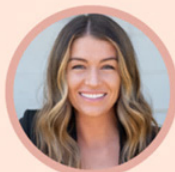
**Kim Spagnulo**  
National Senior Director,  
Marketing & Communications



**Haley Helsin**  
Senior HR Business Partner



**Stephanie Barnes**  
VP, Healthcare Services



**Kansas Crane**  
Senior Director,  
Partnerships



**Wendy Taylor Wampler**  
VP, Learning & Talent  
Development



**Dorcal Jimenez**  
Director, Quality Control



**Marissa Souza**  
Senior Manager, National  
Talent Acquisition



**Cindy Hefner**  
RVP, Northern California

## PERCENTAGE OF WOMEN IN LEADERSHIP ROLES

2022	2023	2024
23.9%	23.21%	23.63%

**THIS NATIONAL PROGRAM** has the primary mission to empower women at LAZ Parking by providing a supportive community that inspires connection, mentorship, and amplifies women's voices. In addition to a national steering committee, Amplify has seven regional subcommittees to further embed this programming into all levels of the organization.

## NATIONAL PARKING CONFERENCES

**LAZ was a 2024 luminary sponsor** for the National Parking Association (NPA) Convention. Ten female LAZ leaders also attended the Women in Parking (WIP) conference hosted by NPA, 3 of which were sponsored by Amplify. Highlights on our participation are included below

- 3 FEMALE LEADERS HONORED WITH THE NPA 40 UNDER 40 AWARD
- 2 FEMALE LEADERS PARTICIPATED IN WIP CONFERENCE PANELS
- AMPLIFY NATIONAL COMMITTEE MEMBER JOINS WIP ADVISORY COMMITTEE

## CHARITY + AWARENESS

**Each year AMPLIFY chooses specific organizations** to provide donations of time and fundraising dollars. This year AMPLIFY supported the following charities.

- 35 BUSINESS SUITS DONATED TO DRESS TO SUCCESS
- \$12,500 RAISED FOR DAVE THOMAS FOUNDATION
- 50 VOLUNTEER HOURS FOR MERCY HOUSE
- 40 MEALS DONATED TO PROJECT HOPE FOR THE HOMELESS

## VOICES

**A core principle of AMPLIFY** is to provide professional advice and career development to LAZ women across the country. All members are given the opportunity to experience this through our Amplify Advice videos and Coffee Chats. The Chats are an informal meeting for women in the workplace with the primary purpose of networking to establish connections with other female professionals.

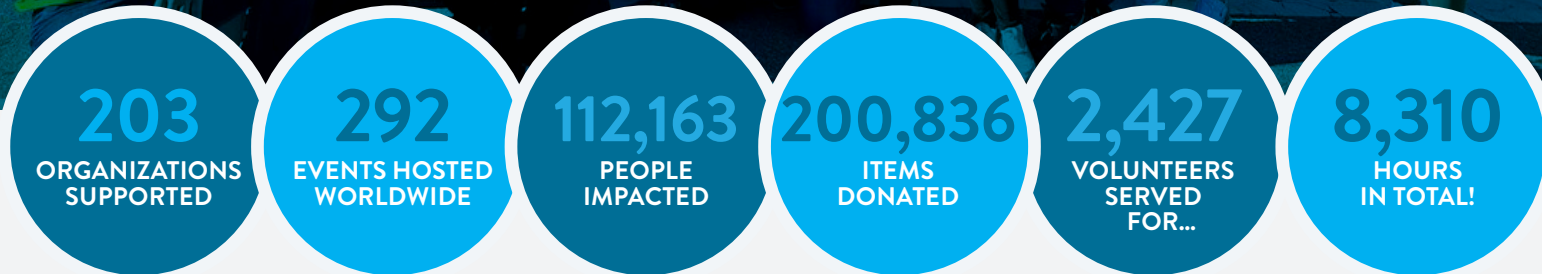
- 11 HOME OFFICE COFFEE CHATS WITH 528 PARTICIPANTS TOTAL
- 8 REGIONAL COFFEE CHATS WITH 420 PARTICIPANTS

**19.4%** OF SUPERVISORS UP TO VP TITLES ARE FEMALE





## 2024 ANNUAL STATS



THE LAZ CHARITABLE FOUNDATION is the giving arm of LAZ Parking with the mission to bring hope and opportunity to underserved communities. In alignment with our annual theme “Pay it Forward”, LAZ Charitable challenged our regions to take part in the **LAZ Day of Giving**. This first-ever company-wide event helped over 75 non-profit global organizations in 8 countries and 40 states through donations of time and resources. Initiatives ranged from a free medical clinic and feeding orphaned children to community clean-up, tree-planting projects and support for the Ronald McDonald houses in multiple locations. LAZ Day of Giving Stats:







# G V E R N A N C E





**We believe that strong corporate governance is critical to our success.** Our governance structure and practices enable us to manage risks, ensure our actions align with our values, and foster a culture of integrity. Prioritizing the long-term viability of our stakeholders produces stronger outcomes. Strong corporate governance is critical to our success. We have established our corporate governance structure with three goals:

## GOVERNANCE STRUCTURE GOALS:

1. BALANCE STAKEHOLDER'S INTERESTS
2. MANAGE OUR BUSINESS RISKS
3. FOSTER A CULTURE OF INTEGRITY





**AS AN INDUSTRY LEADER**, we understand the responsibility of maintaining **high standards of ethical conduct**. We have many systems and policies in place to ensure our actions and stakeholders comply with all necessary legal or governance requirements. Additionally we have developed comprehensive training programs on multiple topics that are tailored to the needs of our team members. At the time of hire and throughout employment, all team members receive training that meets and exceeds all federal and state requirements.

Team members have multiple options for reporting concerns and discrimination, harassment, retaliation, or other workplace misconduct. In addition to the compliance hotline, the HR team is well equipped as a resource to team members. Members of the HR team receive training that covers topics and related LAZ policies like bullying, harassment, discrimination, sexual harassment, and violence in the workplace. Below we outline key guidelines to our commitment to ethical conduct across LAZ.

## KEY GUIDELINES FOR ETHICAL CONDUCT

BUSINESS CODE OF CONDUCT

CONFIDENTIAL COMPLIANCE HOTLINE & REPORTING PROCESS

ANTI-BRIBERY AND ANTI-CORRUPTION

HUMAN RIGHTS

SAFE WORKING ENVIRONMENT

EQUAL OPPORTUNITY EMPLOYER





**ON A NATIONAL LEVEL, LAZ completes annual ESG benchmark assessments** to assess the organization's business practices and performance on environmental, social, and governance issues. These diagnostic results help LAZ advance our overall ESG and sustainability initiatives throughout the company.

## GLOBAL REAL ESTATE SUSTAINABILITY BENCHMARK (GRESB) ASSESSMENT

We completed the GRESB assessment for the second year with the following results:



We also participated in the **EcoVadis Assessment** and **Carbon Disclosure Project (CDP)** and will report on the outcomes in future reporting.



**LAZ'S SAFETY DIVISION** includes building a safety mindset from day one of employment. This safety culture is continuously reinforced through daily check in meetings, monthly training sessions, quarterly meetings and seasonal safety programs. These programs are designed to help leaders identify workplace hazards and implement changes to prevent accidents or injury. We have a Health and Safety Policy in place nationally which outlines the behaviors and expectations for our employees to follow to ensure workplace safety for all our stakeholders.

## AVERAGE # OF DAYS LOST DUE TO INJURY

2023	2024	A	REDUCED ITIFR IN
<b>66.7</b>	<b>33.8</b>	<b>50%</b>	<b>15 OF 17</b>
DAYS MISSED	DAYS MISSED	REDUCTION	REGIONS

FOR  
**2024**  
LAZ  
EARNED...

...AN  
**85%**  
AVERAGE  
SAFETY AUDIT  
SCORE...

...ACROSS  
**1,136**  
FACILITY VISITS  
COMPLETED  
!





**At LAZ, we take safeguarding sensitive data seriously.**

To keep this information secure and ensure the privacy of our stakeholders, we have developed a cybersecurity program which we believe is in line with industry best practices. This program utilizes a defense in depth strategy, with controls at each layer to protect and defend LAZ's computing environment.

LAZ's VP of Technology, reporting to the President of Technology, is responsible for leading the development of our information security policies, practices, and technology, which aim to detect, prevent, and respond to cybersecurity risks.



**ZERO**  
security  
breaches  
since  
2022



**Passed SSAE18  
SOC Audit and  
PCI-DSS Credit  
Card Compliance**  
with no negative  
findings



**Earned 800 out of  
840 security score**  
from Probably and  
Bit Sight.



## PROCUREMENT

**Securing partnerships with vendors who align with LAZ's core values and Code of Conduct is essential.** To that degree, we created the LAZ Supplier Code of Conduct to make sure our suppliers and their subcontractors provide services directly to LAZ clients that are aligned with our values. Our procurement team is developing a Procurement Policy that outlines ESG and human rights commitments to ensure goods and services are obtained in a responsible and ethical manner.

## AUDIT

**Maintaining the safety and security of our locations is of the utmost importance to LAZ.** Our audit team, through comprehensive in-person visits and digital platforms, ensure that our locations are following our code of conduct, maintaining safe practices, and securing high quality reporting data.

	2023	2024
AUDITS COMPLETED	827	858
AVERAGE AUDIT SCORE	90.21%	90.72%
LOCATIONS AUDITED	776	783

## AUDIT SCOPE

**We complete a prioritization metric** that assigns a risk assessment score to all locations across LAZ Nation. This Prioritization Metric assesses the risk associated with each location based upon six factors such as total revenue and level of automation. Points are assigned to each location that translate into a classification of audit frequency per year. For example:

- We always audit all higher risk / higher revenue locations.
- All airport operations are audited at least twice per year.
- Some locations where we don't handle revenue and only provide staffing are designated as lower potential risk for loss.

## AUDIT TEAM HIGHLIGHTS:

**We transitioned new auditors in 4 of 14 positions** and have filled and fully trained all positions. Our fully staffed Audit Team will allow us to increase location coverage, and the number of audits completed.





## CREATING AN INNOVATIVE, POSITIVE AND PEOPLE-FIRST FUTURE.

At LAZ, we believe that managing environmental, social, and governance (ESG) issues is fundamental to our business success and creates long-term value for our clients, customers, employees, investors, and other stakeholders. Our 2024 IMPACT Report solidifies our commitment to an extensive ESG program and a proactive approach to implement sustainability principles into our business model. Over the next year, we will remain focused on our ESG benchmark assessments and overall data collection and reporting. In addition, we are committed to expanding the coverage of our environmental initiatives and building out an extensive road map that supports our Net Zero commitment to be aligned with international standards.