



SP+ CORPORATION

2021 Environmental, Social and Governance Report



2021

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Message from the Chairman & CEO

I am pleased to present the 2021 Environmental, Social and Governance (ESG) Report from SP Plus Corporation. This report highlights our commitment to integrating our ESG Guiding Principles into our everyday business practices.

ESG GUIDING PRINCIPLES

- + Incorporating clean, efficient and innovative technologies and methods into our mobility operations to mitigate our **Environmental** impact.
- + Cultivating a safe, engaging and inclusive **Social** environment to enrich the lives of our employees and the people in the communities we serve.
- + Ensuring responsible corporate **Governance** practices to build and maintain trust with our stakeholders.

Historically, we have published an annual Sustainability Report to capture our progress as a responsible corporate citizen. In 2021, we refined our framework for collecting data, planning initiatives, defining metrics, and reporting those results to our stakeholders. This report covers 2021, and serves as a bridge between where we stand today and our future ESG plans, priorities and reporting.

I am immensely proud of the 17,000 SP+ employees across the country who directly interact with a wide-range of customers, clients, partners and neighbors on a daily basis.

As an industry leader, our expansive reach enables us to engage and serve as champions for ESG initiatives with the same passion we demonstrate toward providing inclusive work environments that value safety, ingenuity and diversity. We take the responsibility for delivering on this very seriously.

Our work over the past year to advance our commitment to ESG is a team effort that involves people at all levels of our organization. I look forward to sharing our achievements and demonstrating year-over-year, long-term value in subsequent editions of this important report.

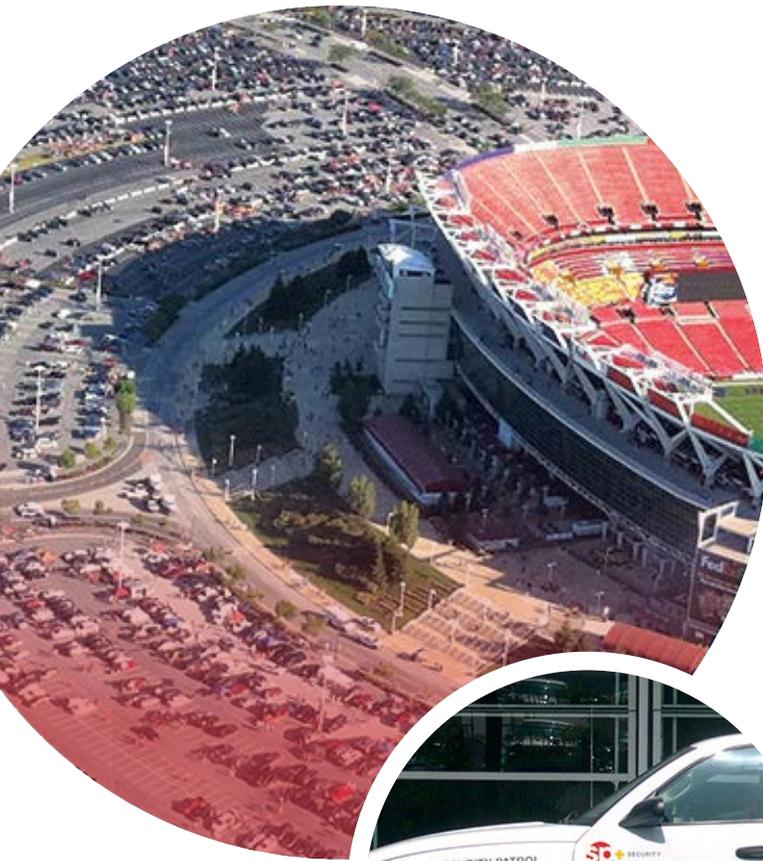
“Our expansive reach enables us to engage and serve as champions for ESG initiatives with the same passion we demonstrate toward providing inclusive work environments that value safety, ingenuity and diversity.”



Marc Baumann
Chairman and Chief Executive Officer

About SP+

SP Plus Corporation (SP+), (Nasdaq: SP), facilitates the efficient movement of people, vehicles and personal belongings with the goal of enhancing the consumer experience while improving bottom line results for our clients. The Company provides technology-driven mobility solutions, professional parking management, ground transportation, remote baggage check-in and handling, facility maintenance, security and event logistics to aviation, commercial, hospitality, healthcare and government clients across North America.



MISSION, VISION & VALUES

SP+ is built on excellence and integrity. At SP+, we strive to develop innovative solutions to improve the effectiveness and efficiency of everything we do for our stakeholders—investors, employees, clients and communities.

As our industry changes and the needs of our clients evolve, SP+ has made a deliberate decision to invest in the explorative process of developing new Mission, Vision and Value statements that reflect our growth and the expansion of our services. That process is underway and we look forward to launching and implementing our Purpose & Promise that will guide our company into the future.



2021 Snapshot

WHERE WE OPERATE



WHO WE ARE

- + 17,000 Employees
- + 70% Full-Time Employees
- + 30% Identify as Female
- + 67% Identify as Diverse
- + 28% Represented by Labor Unions
- + 57,000 Annual Training Hours for Employees
 - 16,000 for Managers
 - 10,800 Training Courses Completed

WHO WE SERVE

- + 3,024 Commercial Facilities
- + 76 Airport Clients
- + 21 Airlines Served
- + 6 Cruise Lines Served
- + 45 million Shuttle Passengers
- + 1.9 million Parking Spaces Managed



KEY FINANCIAL FIGURES

\$41.8MM
Free Cash Flow

\$94.8MM
Adjusted EBITDA

\$1.93
Adjusted EPS

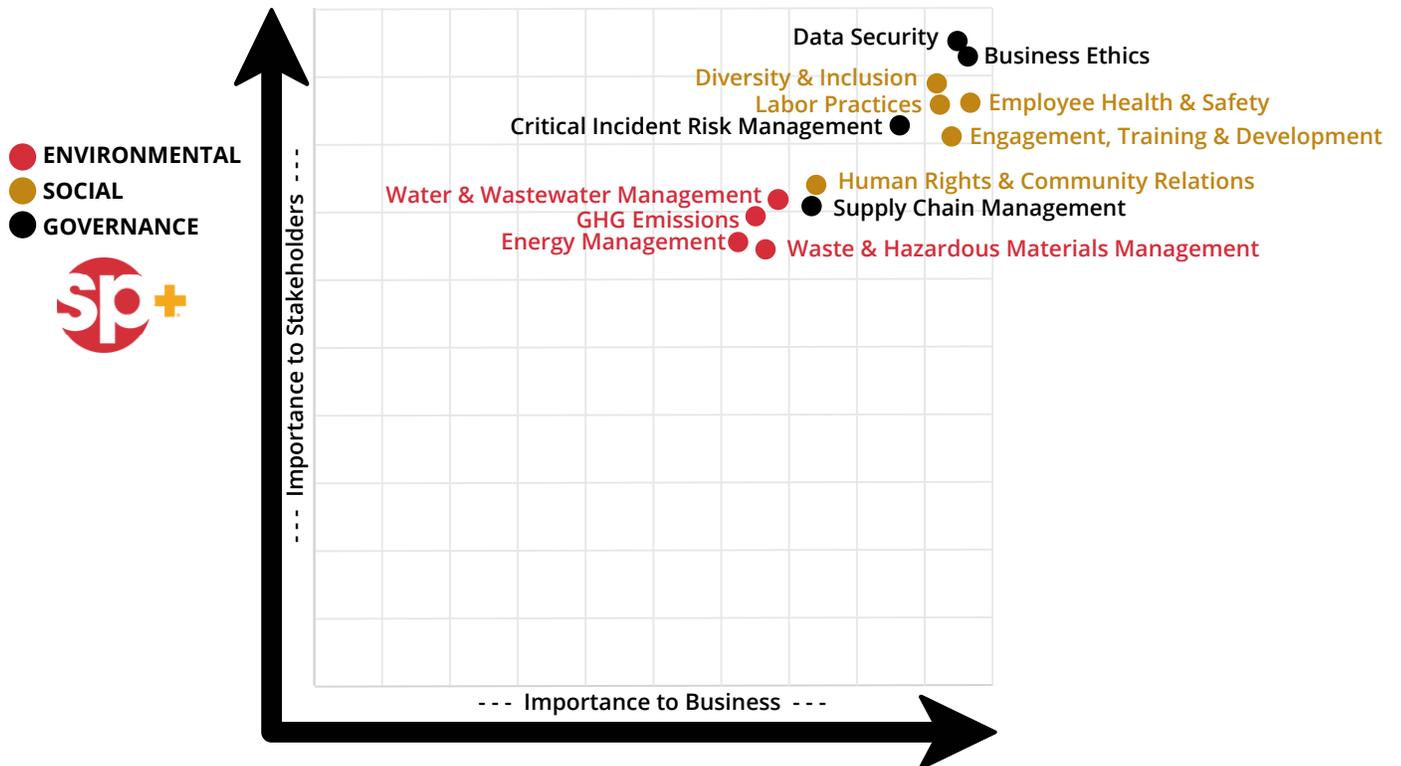
About This Report

This report serves as a bridge between our Sustainability Reports of the past into our ESG Reports of the future—with the intention of laying the groundwork for future ESG reporting and communications.

The topics in this report were identified through a multi-step process that included engaging key internal and external stakeholders and referencing third-party reporting frameworks and relevant sector guidance for ESG reporting and disclosure in our industry. Additionally, we conducted a materiality assessment which identified the ESG topics most relevant to our company and its stakeholders. Where possible, this report references SASB's Sustainability Accounting Standard for Professional & Commercial Services.

SCOPE This ESG report covers January 2021 through December 2021 and includes information collected from SP+ business units, subsidiaries and operations over which the company has operational control.

MATERIALITY





GOVERNANCE



SP+ works to ensure responsible corporate **Governance** practices to build and maintain trust with our stakeholders.

- + Data Security
- + Business Ethics & Professional Integrity
- + Critical Incident Risk Management
- + Supply Chain Management



Data Security

As cyberattacks aimed at businesses continue to rise, we understand the importance of having a solid approach to safeguard against bad actors and protect our informational assets.



APPROACH TO CYBER RISKS

SP+ has adopted a holistic approach to identification, prioritization and remediation of information security risk. In conjunction with a third-party, we conducted a holistic risk assessment of our environment and have transformed those results into a dynamic and living risk register utilizing the NIST RMF methodology. Our methodology utilizes both process and automation related tools to evaluate any application or system that houses employee, client or customer information.

Our decision to migrate to a cloud-based model for storing and managing data has helped advance our efforts to secure our informational assets by adhering to the policies and guidance set forth by AWS, Google and other partners.

In 2021, SP+ had no data breaches, resulting in no confidential business or personally identifiable information from our customers or employees being affected.

AWARENESS

The SP+ Information Security team consistently alerts and reminds employees of current and potential cyber risks, and provides direction and tips for mitigating any infiltration of our systems using the company email and intranet platforms. Phishing simulations are conducted monthly across our network user base to help educate employees. Results are reported to SP+ Executive and leadership teams with additional training provided as needed.

In conjunction with the SP+ Learning & Development department, users are required to complete annual training related to cybersecurity, phishing awareness and regulatory compliance obligations.

DATA BREACHES



ZERO

Data Breaches



ZERO

Customers, Clients or Employees Affected

Business Ethics & Professional Integrity

CODE OF CONDUCT

SP+ employees help solidify our reputation as a top-notch service provider that focuses on our customers and clients to best meet their business needs. Each employee has a responsibility to uphold our reputation.

Our [Code of Business Conduct](#) gives employees guidelines for conducting company business and provides explanations of policies, procedures and ethical standards that guide our business practices. Topics include: Accounting, Auditing and Financial Matters; Antitrust Laws; Gift & Entertainment Policy; Lobbying & Political Contributions; and Conflicts of Interest, among others.

ETHICS & COMPLIANCE HOTLINE

SP+ wants to know about any issues that obstruct our commitment to providing a safe and ethical work environment that is free from harassment and discriminating conduct. We encourage every employee to report potentially fraudulent, illicit, or dangerous activities.

Employees can speak with a live specialist or report their concerns via a hotline which gives employees the option to anonymously and confidentially ask policy questions or report incidents via phone, text, or online.

Hotline access information—including a toll-free number, mobile number for texting, QR code and a website with an online form—is posted at staffed locations and is also available through online internal sites.

SP+ investigates all reported allegations and appropriate action is taken when necessary. The number of concluded cases concerning corrupt practices brought against SP+ or its employees during the 2021 fiscal year was zero.

ENVIRONMENTAL COMPLIANCE

SP+ has a designated Environmental Compliance Officer (ECO) who is responsible for the development and dissemination of our environmental policies and establishing standards for hiring vendors/suppliers to perform environmentally sensitive activities on behalf of SP+. The ECO develops standards for contracts and procedures involving water use and also serves as a resource for SP+ University's Environmental Compliance Training Program and addressing Ethics & Compliance Hotline issues.

Additional disclosures relating to regulatory environment and environmental compliance can be found in the company's [Annual Report on Form 10-K](#).



The number of concluded cases concerning corrupt practices brought against SP+ or its employees during 2021 was zero.

Critical Incident Risk Management

SP+ is committed to actively managing operational risks, and reducing the likelihood that our business will have negative impacts on our community or the environment. While most risk management takes place at the field operations level, actions are monitored at the corporate level to help support those efforts with resources and data that can be used to improve results.

As an organization, SP+ supports its field operations using the following methods:

- Monitoring, reviewing, and reporting on key safety metrics
- Conducting regular, on-site consultations and assessments by experienced safety professionals
- Observing and providing guidance on a variety of risk and safety issues
- Recognizing employees who excel at demonstrating safe work practices
- Requiring frequent virtual, classroom, and on-the-job training
- Continuously communicating safety information on a regular basis

SMARTDRIVE

SP+ uses SmartDrive, a vehicle event recording system in our vehicles. The system includes both internal and external facing cameras that continuously record and transmit data following a triggered event. Common triggers include hard stops, acceleration, speeding, collisions and hard turns. Once triggered, 20 seconds of video transmits to the SmartDrive operations center where trained representatives review the

video for unsafe behaviors, including mobile device usage, seat belts, and other distractions or events. Videos are scored and distributed to location managers and coaches who review the events with the involved drivers to offer guidance and discipline, if applicable. The objective is to use the video and score to prevent repeat behavior and also exonerate wrongly-accused drivers when necessary.

SmartDrive scores are collected for drivers and locations and used for coaching throughout the organization. These insights help us reduce hazardous behaviors and vehicle accidents. Furthermore, we use this information to modify driving habits such as quick acceleration, hard braking and speeding, which are all leading causes of excess fuel consumption.

SmartDrive videos are used for training purposes and locations are encouraged to use these videos as part of our continuous focus on safety.

COMPREHENSIVE TRAINING

Additional information acquired through SmartDrive (surveys, claims and incident reports) is used for training purposes so that employees can learn about real scenarios and avoid repeating incidents. Training resources are delivered via the SP+ University training portal, intranet, and other methods.



Supply Chain Management

SP+ recognizes the need to develop monitoring systems, metrics, policies, and improved oversight of supply chain management involving supplier screening, impact, and engagement. The Company is now working with its major suppliers to identify opportunities to benchmark metrics and collect relevant data that will become part of the procurement process.



ENVIRONMENTAL



SP+ incorporates clean, efficient and innovative technologies and methods into our mobility operations to mitigate our **Environmental** impact.

- + GHG Emissions
- + Water & Wastewater Management
- + Energy Management
- + Waste Material Management

GHG Emissions

ELECTRIC VEHICLE CHARGING

SP+ has one of the largest parking operator networks of electric vehicle charging stations in the United States, with more than 3,500 charging ports across nearly 550 facilities. We are proud to support the global automotive industry's transition to an all-EV future. To accelerate our growth plans, SP+ entered into an enterprise strategic partnership with ChargePoint, North America's largest electric vehicle infrastructure company. The partnership will help us electrify our parking facilities with the industry's most advanced networked charging solutions and meet the future demand for e-mobility. Leveraging ChargePoint's technology stack, EV owners will soon be able to easily find, reserve, access, charge and pay for both parking and charging with a single transaction on either partner's app.

In 2021, we selected a national electrical contractor to serve as an installation partner to help us work toward our goal of making electrical vehicle charging a turnkey solution for

our clients. Under this partnership, we formalized our standard processes for research, identification and application for available incentives.



HYBRID WORK MODEL FOR CORPORATE SUPPORT

Since the pandemic, we made a thoughtful decision to adopt a hybrid work model for corporate support employees who are based in our corporate headquarters and regional support offices. This move significantly cut down on employee commute times and related emissions.

Water & Wastewater Management

Environmental Protection and Compliance is part of the mandatory training program required for all SP+ employees, which revolves around the Company's related policies.

POWER WASHING & SWEEPING

SP+ performs power washing, lot sweeping, scrubbing and various car wash services at some parking facilities. Stringent guidelines are enforced to comply with the Clean Water Act of 1977, which addresses the recapture and treatment of run-off wastewater by employees and third-party vendors hired to perform these services.

SP+ has one of the largest parking operator networks of electric vehicle charging stations in the United States, with more than 3,500 charging ports across nearly 550 facilities.



Energy Management

SP+ seeks to purchase and utilize energy efficient equipment and conserve energy by turning off lights and unplugging appliances when not in use.

PARKSMART

SP+ is an active member of Parksmart, which gathers information about green technologies that are applicable to the parking industry. Parksmart is administered by Green Business Certification, Inc. and complements LEED and other certifications.

Parksmart is the world’s only rating system designed to advance sustainable mobility through smarter siting, design and operations while using fewer resources. Developed by industry experts, it defines, measures and recognizes high-performing sustainable garages and provides a roadmap for new and existing facilities to implement innovative, solution-oriented strategies. SP+ has been recognized for achieving Parksmart Certification and has had representation on both the board of directors and its committees.

SP+ offers a site survey tool to assess garage structure and environmental footprint to improve a facility’s sustainability. Recommendations may include lighting improvements, EV charging stations, recycling programs, air quality, and low-impact building materials. Once improvements are undertaken, facilities are eligible for a Green Garage Certification through Parksmart. Green Garage Certification may be awarded to a facility that reduces its environmental impact, increases energy efficiency and performance, manages parking spaces efficiently, encourages alternative mobility options and strengthens community relationships.

SP+ has a team who have completed the Parksmart Advisors Certification Program and are qualified to lead clients through the certification process by evaluating the sustainable attributes of parking facilities and preparing applications for submission.



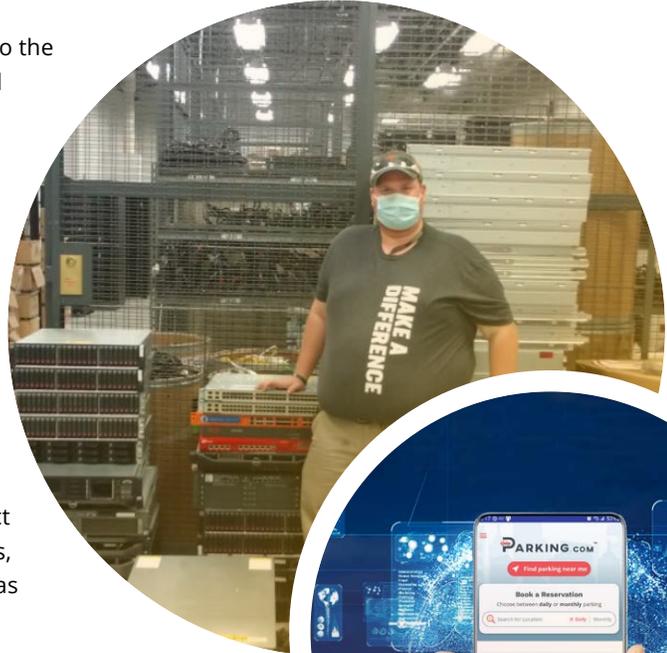
Waste Material Management

CLOUD-BASED BUSINESS SYSTEMS

SP+ made significant strides toward moving its internal business systems to the Amazon Web Service (AWS) Cloud, which allowed us to retire outdated and underutilized systems that were no longer relevant to our operations.

The migration reduced the approximate days spent to procure and build a new server from 60 days to 60 minutes, cut our total number of servers by nearly 30%, and freed up space in three server rooms that were previously filled with physical hardware.

We are eager to expand upon our environmental objectives as we look to digital partners who share and adhere to their own ESG standards and policies.



PAPERLESS PAYMENT PROCESSES

To reduce printing and postage needs, SP+ promotes the adoption of direct deposit of checks. Procurement and payment processes are fully paperless, and an online expense reporting process for employee reimbursements has eliminated the need to submit paper receipts.

PRINT CONSCIOUSNESS

Embracing a hybrid work model for our corporate support offices has afforded us opportunities to save space, reduce the use of ink and paper, and consolidate printers. Shared printers produce less waste while promoting the use of modern work practices, systems and technologies. We have almost entirely eliminated individual desktop printers, and have adopted a code system which gives employees an extra opportunity to “think” before completing a print job.

This initiative has helped us significantly decrease waste, toner cartridges, and the energy associated with maintaining those assets at our corporate offices.

The SP+ Marketing Department and Business Development teams have decreased the printing of physical marketing materials in exchange for digital alternatives available via links and QR Codes directed to online platforms and collateral collections.

SPHERE® TECHNOLOGIES BY SP+

SP+ developed Sphere® as a suite of technology solutions that drives end-to-end mobility and delivers a frictionless experience. This platform and its products transformed SP+ into an industry-leading, single-source technology solutions provider. Designed to change how consumers interact with our facilities, Sphere® has led SP+ into the future of parking, transportation and mobility services. Benefits include electronic transactions that are touchless and paperless, and solutions that reduce or eliminate time spent driving around to search for a parking spot. Sphere® product categories include: Sphere Commerce™, Sphere iQ™, Sphere Remote™, Sphere Custom™ and Sphere Express™ which increase performance, manage parking spaces efficiently, and encourage alternative mobility options. For more information on technology solutions included in Sphere, please visit <https://inform.spplus.com>.





SOCIAL



SP+ cultivates a safe, engaging and inclusive **Social** environment to enrich the lives of our employees and the people in the communities we serve.

- + Diversity, Equity & Inclusion
- + Human Rights
- + Labor Practices
- + Employee Health & Safety
- + Employee Engagement, Training & Development
- + Community Engagement

Diversity, Equity & Inclusion (DE&I)

Our objective at SP+ is to create an environment that attracts, retains and advances the best talent and values diversity of experiences and perspectives. We are intentional about creating an inclusive workplace at every level.

DEFINING DIVERSITY, EQUITY AND INCLUSION AT SP+:

Diversity means valuing our differing identities, including differences as a result of gender, ethnicity, sexual orientation, gender identity, religion, age, physical and mental ability, military service and experience, to name a few.

Equity focuses on seeking to ensure equal access to opportunities for every member of our SP+ team.

Inclusion means building a culture where we harness our diverse perspectives to create a better SP+.



OUR DE&I STRATEGY

The SP+ Inclusion Council was established as a group of multi-talented senior leaders from our Commercial and Aviation Divisions, as well as corporate support functions who hold influential decision-making roles at SP+. The Council is charged with setting the Company's diversity, equity and inclusion strategy, developing the related priorities and activating those initiatives.

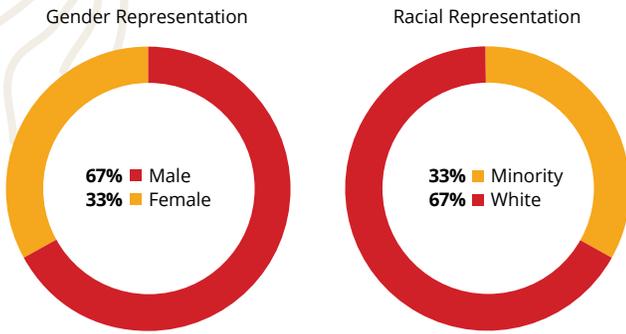
Led by the Inclusion Council, SP+ introduced a forum within its network named "Perspectives" to share resources and opportunities to internal employees.

Drawing from best practices shared by leaders from other companies with successful diversity programs and gaining first-hand insight by conducting an internal survey and multiple focus groups with our own employees, the Inclusion Council set our multi-year diversity, equity and inclusion strategy around three key priorities:

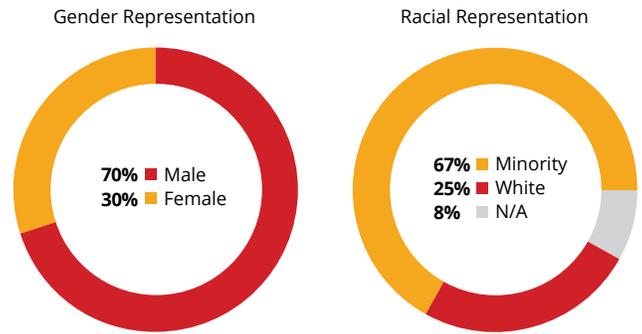


The Inclusion Council has been tasked with examining the Company's current approach for onboarding and career development to ensure consistency and expand inclusion. Future plans will bring noticeable progress toward achieving those goals.

Board



All Employees



WOMEN'S ADVISORY FORUM

The SP+ Women's Advisory Forum (WAF) is dedicated to fostering growth, leadership, and success for women. The principal objective of the WAF is to advance an environment of inclusion that ensures that the most talented and innovative women of SP+ have the necessary resources and opportunities to contribute to the company's future growth.



RECOGNITION FOR DE&I

The SP+ Aviation Division was awarded the Airport Minority Advisory Council's AMAC Inclusive Leadership Award at the 36th Annual Airport Business Diversity Conference. The award is given to a business or corporation that demonstrates diversity and inclusion within its corporate procurement and employment structure.



WAF is dedicated to fostering growth, leadership, and success for women



Nicole Hankins
Senior Vice President,
Southwest Operations

Nicole has served on the boards of BOMA, ACS, EBG, and Women in Parking (WIP) and co-founded the SP+ Women's Advisory Forum. She is the recipient of the WOMEN IN PARKING IMPACT Award by the National Parking Association.

Human Rights

At SP+, we are committed to treating all of our stakeholders—including our employees, clients, customers, shareholders and vendor partners, as well as members of the communities in which we operate—with dignity and respect, and also to partnering with our stakeholders to help them to do the same.

RESPECT FOR HUMAN RIGHTS

We support the principles outlined in the Universal Declaration for Human Rights, (www.un.org/en/documents/udhr). We emphasize treating individuals with dignity and respect inside our organization and throughout our supply chain. In the areas of our operations where we lack managerial control, we seek to promote compliance with this objective. We are dedicated to complying with applicable laws and implementing appropriate controls wherever we operate.

SP+ is committed to ensuring all work is voluntary. We do not tolerate the use of forced, bonded or indentured labor, involuntary prison labor, slavery or human trafficking in our workplaces and throughout our supply chain.

Child labor will not be used under any circumstances. All employees must meet the minimum age requirement set by local laws.

VALUING DIVERSITY & INCLUSION

We value the diversity of the people with whom we work and the contributions they make. We have a long-standing commitment to equal opportunity and intolerance of discrimination and harassment. We are dedicated to maintaining workplaces that are free from discrimination or harassment on the basis of race, creed, color, ancestry, gender, sexual orientation, marital status, religion, national origin, age, physical disability, mental disability, medical condition, veteran status, or any other legally protected status as defined by applicable laws. Regardless of personal characteristics or status, SP+ does not tolerate disrespectful or inappropriate behavior, unfair treatment or retaliation of any kind. Harassment is unacceptable in the workplace and in any work-related circumstance outside the workplace.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

We respect our employees' right to associate or not associate with third-party organizations, join, form or not join a labor union, seek representation, bargain or not bargain collectively

in accordance with local laws, without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, we are committed to establishing a constructive dialogue with their freely chosen representative.

MINIMUM WAGE, HOURS AND BENEFITS

We are committed to compensating our employees competitively relative to the industry and local labor market. We operate in full compliance with applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits. Working hours for our employees shall be limited to what is permitted by local laws.

WORKPLACE HEALTH AND SAFETY

We strive to provide a workplace that is free of accidents, injuries and exposure to health risks and will engage with employees to continue to improve health and safety practices in our workplaces.

ANTI-CORRUPTION

Corruption in any form, including but not limited to, bribery, extortion and coercion, is strictly prohibited.

ACCOUNTABILITY

These principles apply to any persons performing work on behalf of the company. We also expect that our clients, customers, suppliers, vendors, and others engaged in business with SP+ value and respect human rights and adhere to these principles.

Employees are encouraged to raise any concerns with their manager or any officer of the Company, Human Resources, or to submit a report via our 24-hour hotline.

Labor Practices

WAGES

All employees in the SP+ payroll system earn at least the minimum wage. If a tipped employee does not earn at least minimum wage between their hourly rate and tips, then the company supplements the wage accordingly to meet that threshold.

LABOR RELATIONS

We are frequently engaged in collective bargaining negotiations with various union locals. Approximately 28% of our employees are covered by collective bargaining agreements and represented by labor unions, which include various local operational employees. No single collective bargaining agreement covers a material number of our employees.

TURNOVER

Our employee retention rate is better than the average level for companies in similar industries with a comparable mix of salaried and hourly employees.

Turnover rates (Voluntary = 41%; Involuntary = 13%) are highest for employees under the age of 30. Rates decrease for those between 30 and 50, with turnover lowest for employees over 50.



Employee Health & Safety

Maintaining a safe and healthy environment for our employees and the customers we serve is a top priority. We proactively focus on accident prevention by promoting a “Spirit of Safety” culture and engaging with all stakeholders to maintain safety and health programs that meet or exceed industry best practices.

Our robust safety program provides an abundance of resources for employees at all levels of the organization, including discussion materials for meetings, PSA videos, flyers/posters, and a dedicated section of the SP+ intranet packed with tools, training, and other programs focused on communicating policies, processes and procedures.

COMMUNICATING SAFETY

Within the SP+ Risk Management department is a dedicated Safety Team tasked with keeping best practices and updated policies at the front of employee minds. Clear and frequent communication helps reinforce a culture of safety at SP+.

Safety posters, flyers, and physical signage educate employees on a variety of important safety topics, and serve as tangible reminders of our collective Spirit of Safety. *Safety Spots* serve as physical communication boards to hang in break rooms and other high-traffic areas across the company to communicate safety statistics and goals to employees.

Speaking of Safety booklets feature hundreds of scripts used for site-level safety meetings along with *Safety Topics*, a collection of situational stories used to prepare employees for realistic scenarios involving potential risks, and the steps that can be taken to avoid them.

Breaking News from the Field is a weekly video segment featuring safety ideas which are shared with employees along with *Safety Snapshots*, monthly memes sent as quick reminders about best practices. *Risk Alerts* are sent periodically to SP+ operations teams to address specific safety issues. Field Managers receive our monthly *Safety Toolkit 4 Managers*, which is used to facilitate mandatory, onsite safety meetings. Finally, regular *Safety Page* updates on *Spin and MiniSpin*—our user-friendly sections of our field intranet sites—ensure that safety remains top of mind.

SP+ has a number of programs which help to incentivize employees to take an active role in fostering a culture of safety. Our *Loss Control Incentive* provides monetary rewards to managers who achieve predetermined metrics and risk mitigation standards. *Safety Badges* are being designed to recognize individuals who complete supplementary training related to safety. And our *Safety Star of the Year Award* is presented annually to an individual who exceeds goals and personifies the company’s commitment to safety.

EXPANDING POLICIES

During the COVID-19 pandemic, we closely followed CDC and OSHA guidelines and introduced new policies to help our employees and clients navigate through the various phases, including the closing and reopening of some operations. The SP+ COVID-19 Taskforce, assembled at the start of the pandemic, continued to work closely with the company’s executives and operations teams to swiftly communicate process and policy changes across the organization. Safety was at the center of each decision made.

No work-related fatalities occurred in 2021. Four OSHA citations were issued.

Our Safety Star of the Year Award is presented annually to an individual who exceeds goals and personifies the company’s commitment to safety.



Justin Rogers
Vice President, Regional Manager,
Commercial Operations

Pictured left to right:
Jim Buczek, Chief Operations Officer, Commercial
with Justin Rogers, VP, Regional Manager and Safety Star of the Year,
and Marc Baumann, Chairman & CEO

Employee Engagement, Training & Development

EMPLOYEE LEARNING, LEADERSHIP & DEVELOPMENT

Preparing employees to lead and work effectively is critical to our success as an organization, and our ability to meet client expectations. Employee learning begins on day one, with onboarding and orientation for all new employees, including on-the-job training, e-learning, and classroom instruction.

SP+ University, our online portal and employee learning management system, provides employees with access to hundreds of courses and resources, and allows Managers to track the learning progress of their employees and enroll them in required courses. Instructor-led learning compliments the online portal, with onsite instruction on topics including service excellence, operations, sales, professional standards, as well as required training to promote a positive work environment.

We strive to develop leaders at every level of the organization. Our strategic career development leadership program drives performance, and results. New managers are required to complete a rigorous training regimen on operational and safety topics, with 30, 60, and 90-day benchmarks tied to the completion of operational training offered both online and through webinars. The success of our leadership program is measured in part by participation, feedback and results such as business growth, safety and operational effectiveness.

Developing operational knowledge is just part of the leadership development journey. Our redesigned *New Manager Academy* focuses on building the foundational leadership competencies needed to manage an operation. Training topics include Effective Communication, Finances, SPot-On Feedback Model, Engaging and Coaching Employees, Workforce Management, and Performance Management—with industry specific training and certifications available in Healthcare, Hospitality, and Airports.

We want our employees and leaders to be the leaders in providing excellent service. Our “train-the-trainer” model prepares leaders to coach and train their employees in our service excellence model. Learning continues through the employee life cycle as we build on foundation skills in our Senior Manager as well as Regional Manager Training Programs.

In addition to technical training courses, SP+ offers additional leadership assessments and career development planning resources. Our Human Resources team strives to identify development needs, and to ensure that we are offering courses, activities, and other development opportunities as-needed. Regional Training Managers communicate and collaborate with leaders to ensure that we are meeting our operational and client needs.

Identifying and engaging high potential (“HiPo”) employees is critical to the success and longevity of our organization. Our *Talent Calibration and Review Process* (conducted annually) rates employees for both performance and potential. From these discussions, we can identify where we have bench strengths and gaps and try to close those gaps by looking at our possible candidates for specific roles in specific areas. We also identify development needs to ensure that candidates get resources required to grow their careers.

Locally, our managers should always be reviewing the progress of their employees and identifying development needs. When performance or knowledge gaps are identified, Regional Training Managers will be contacted to assist in identifying training or other performance solutions. The learning team will make recommendations based upon root cause analysis and work collaboratively with our HR partners and Operations teams to develop learning and performance solutions.

In 2021, our Learning & Development team began identifying courses to align with our Diversity, Equity & Inclusion (DEI) strategy. Future courses will include general descriptions and definitions of DEI, Unconscious Bias training, and how to develop a culture of inclusion.

<p>236 Courses Offered</p>	<p>36,942 Hours Completed via SP+ University</p>
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Community Engagement

With more than 17,000 employees across the United States, Canada and Puerto Rico, we connect with members of the communities we serve through outreach, philanthropic partnerships, networking, and supporting community programs that enrich the lives of the people who live there.

PHILANTHROPY

SP+ supports dozens of causes and organizations through fundraising, awareness campaigns, events, donations of time, collection of goods and monetary contributions. In 2021, we gave to a variety of charitable organizations with a national reach, including the *American Heart Association*, *Ronald McDonald House Charities* and the *United Way*, as well as *Dress for Success* clothing drives, the *Chicago Police Memorial Fund*, and numerous other charities that address local needs.

Beneficiary Organizations:

- + All In for Type None
- + American Heart Association
- + Best Buddies International
- + Chicago Police Memorial
- + Chicago White Sox Charities
- + Dress for Success
- + Jeans for Genes
- + Kiwanis Club of Santa Monica
- + Kiwanis of Little Havana
- + Mercy Housing Lakefront
- + Ronald McDonald House Charities
- + United Way—King County

COMMUNITY ENRICHMENT

There are so many unique aspects that make the cities we serve desirable destinations. We support performing arts centers, museums, scientific research and educational programs, and a variety of foundations that help our communities thrive. Programs we supported in 2021 include:

- + Boyer Children’s Clinic
- + Chicago Historical Museum
- + Chicago Park District
- + Jake Owen Foundation
- + Liberty Science Center
- + Lurie Children’s Hospital
- + Mann Center for the Performing Arts
- + Medstar Health
- + Museum of Fine Arts
- + New Jersey Performing Arts
- + The Barbara Bush Children’s Hospital
- + The Cooper Foundation
- + United Children’s Hospital
- + William Osler Health System

Industry & Local Associations

SP+ actively participates in the International Parking and Mobility Institute, National Parking Association and numerous other national, state and local industry groups and community associations.

NATIONAL

American Association of Airport Executives
 Airport Service Providers Association
 Airport Ground Transportation Association
 Airport Minority Advisory
 Airports Council International
 Building Owners & Management Association
 Institute of Real Estate Managers
 International Association for Healthcare & Safety Security
 International Parking & Mobility Institute
 National Parking Association
 Transportation Alliance Group

LOCAL

Baltimore Parking Association
 California Chamber of Commerce
 Chambers of Commerce (various)
 Chicago Real Estate Network
 Chinatown Chamber of Commerce
 Downtown Anaheim Association
 Downtown Dallas Inc.
 Downtown Fort Worth Inc.
 Downtown Partnership Baltimore
 Florida Airports Council

Great Falls Chamber of Commerce
 Greater Nashville Hospitality
 Greater New Orleans Hotel & Lodging Association
 Greater Philadelphia Hotel Association
 Greater Toronto Hotel Association
 Hillsborough County Hotel Motel Association
 Illinois Hotel & Lodging Association
 Knoxville Chamber of Commerce
 Los Angeles Parking Association
 Magnificent Mile Association
 Metropolitan Parking Association
 Michigan Parking Association
 Nashville Convention & Visitor
 Nashville Downtown Partnership
 New England Parking Council
 North Carolina Airports Association
 Ohio Parking Association
 Oregon Airport Management Association
 Philadelphia Parking Association
 Port Everglades Association
 Portland Business Alliance
 Rotary Club of Arden
 St. Louis Area Hotel Association
 Tennessee Hospitality & Tourism
 Waikiki Improvement Association
 Westtown Association



Sustainability Disclosure Topics & Accounting Metrics



2021 SASB Standards Professional & Commercial Services

TOPIC	ACCOUNTING METRIC	CATEGORY	SASB CODE	UNIT OF MEASURE	DATA
Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	SV-PS-230a.1	n/a	See page 6
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	SV-PS-230a.2	n/a	See page 6
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Quantitative	SV-PS-230a.3	Number, Percentage (%)	Zero (0)
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employee	Quantitative	SV-PS-330a.1	Percentage (%)	See page 14
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	SV-PS-330a.2	Rate	See page 17
Professional Integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	SV-PS-510a.1	n/a	See page 7
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	SV-PS-510a.2	Reporting currency	Zero (0)

ACTIVITY METRIC	CATEGORY	CODE	UNIT OF MEASURE	DATA
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Quantitative	SV-PS-000.A	Number	17,000 Employees 70% Full-Time
Employee hours worked, percentage billable	Quantitative	SV-PS-000.B	Hours, Percentage (%)	Not Applicable