



ESG REPORT 2022



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Message from the Chairman & CEO

I am pleased to present the 2022 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 our employees and the people in the communities we serve.
- + Ensuring responsible corporate **Governance** practices to build and maintain trust with our stakeholders.

At SP+ our annual sustainability report serves as an important tool to show our continual progression as a responsible corporate citizen. Furthermore, it allows us to display our Core Values in action and how we're using them to uphold Our Promise: Making Every Moment Matter for a World on the Go.

As a pioneer in technology-driven mobility solutions, we believe in the seamless integration of sustainable practices into every aspect of our business operations. In 2022 we have improved upon our data collection and analysis framework, implementing new initiatives through the definition of relevant metrics, and improved reporting. This report covers 2022, and serves as a bridge between our current and future ESG plans, priorities and reporting.

I take great pride in the more than 19,000 SP+ employees across North America and now in Europe and India upholding our Core Values in their interactions with a diverse range of consumers in an effort to Make Every Moment Matter for a World on the Go.

As an industry leader, our extensive global reach allows us to champion ESG initiatives and push for safer and more inclusive work environments that value integrity, ingenuity and diversity. Advancing our ESG efforts over the last year has been a multilevel team effort and I eagerly anticipate the opportunity to showcase our continual progress and demonstrate the tangible long-term value of our ESG initiatives in future editions of this report.

“Our extensive global reach allows us to champion ESG initiatives and push for safer and more inclusive work environments that value integrity, ingenuity and diversity.”



Marc Baumann
Chairman and Chief Executive Officer

About SP+

SP+ develops and integrates industry-leading technology with best-in-class operations management and support to deliver mobility solutions that enable the efficient and time-sensitive movement of people, vehicles, and personal travel belongings. With over 19,000 team members located throughout North America, Europe, and India, SP+ is committed to providing solutions that make every moment matter for a world on the go.

Our Promise

Making Every Moment Matter for a World on the Go

OUR PROMISE & CORE VALUES

We began a journey in 2022 at SP+, seeking to better understand how our people, capabilities, and technology solutions can move the company forward at an accelerated pace and continue evolving.

Through conversations with our clients, leaders, and employees, we uncovered that SP+ provides so much more than mobility services. Every interaction – from traveling through an airport, visiting a loved one at a hospital, or enjoying a ballgame with friends – presents an opportunity to make that singular moment as stress-free, and enjoyable as possible.

The result of this work is the introduction of Our Promise: Making Every Moment Matter for a World on the Go. By embracing Our Promise, we have a roadmap for how SP+ can create something truly exceptional for clients, customers, and employees alike.

We are excited to show you how we're bringing Our Promise to life through the lens of our three core values: Integrity, Ingenuity, and Diversity.

- + **Integrity:** We say what we're going to do, and we can always be counted on to do the right thing.
- + **Ingenuity:** We solve complex problems and create new opportunities to deliver exceptional experiences.
- + **Diversity:** We bring people together who represent all backgrounds, perspectives, and expertise to enhance our services and improve the communities we serve.

WHERE WE OPERATE



343

Cities



46

States
(plus District of Columbia
and Puerto Rico)



4

Canadian
Provinces



Presence in
Europe & India



EMPLOYEES

- + 19,000 Employees
- + 65% Full-Time Employees
- + 30% Identify as Female
- + 67% Identify as Diverse
- + 29% Represented by Labor Unions

TRAINING

- + 53,364 Annual Training Hours for Employees
- + 10,224 Mandatory Training Hours for Managers
- + 267 Training Courses Completed
- + 201,934 Enrollments

OPERATIONS

- + 3,024 Commercial Facilities
- + 158 Airport Clients
- + 26 Airlines Served
- + 6 Cruise Lines Served
- + 51 million Shuttle Passengers
- + 1.9 million Parking Spaces Managed
- + 6.6 million Bags Handled

KEY FINANCIAL FIGURES

\$68.6MM

Free Cash Flow

\$117.2MM

Adjusted EBITDA

\$2.78

Adjusted EPS



About This Report

This report serves as an opportunity to showcase our continual progress and demonstrate the tangible long-term value of our ESG initiatives in future editions of this report.

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, a materiality assessment 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.

This ESG report covers January 2022 through December 2022 and includes information collected from SP+ business units, subsidiaries and operations over which the company has operational control.



The background of the slide features a blurred image of several business professionals in a meeting room. They are silhouetted against large windows that look out onto a city skyline at dusk or dawn. The lighting is soft and blue-toned, creating a professional and modern atmosphere.

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

Information Security Management

SP+ maintains an Information Security Management System (ISMS) program using a combination of governance, risk management, identity & access management and operations-based teams. When enforcing the ISMS within the organization, we maintain policies, standards, controls and procedures aligned to the National Institute of Standards and Technology (NIST) 800-53 framework. The security controls at the core of our program represent a holistic view of Information Security that comprises twenty-three (23) security domains, each containing security controls applicable to that security discipline. SP+ utilizes a holistic approach to the identification, prioritization and remediation of Information Security risk. We operate a dynamic and living risk register utilizing the NIST Risk Management Framework (RMF) methodology. Our methodology utilizes both process and automation related tools to evaluate any application or system that houses employee, client or customer information. All policies and standards, along with security control adherence guidelines, are distributed to applicable Business Units to ensure on-going compliance with program requirements. SP+ continuously presents key risk findings and program updates to Executive Management, the Audit Committee and Board of Directors.

Our migration to a cloud-based model for storing and managing data has advanced our efforts to secure informational assets by adhering to the policies and guidance set forth by Amazon Web Services (AWS), Google and other partners. Through a combination of cloud security best practices, industry standards and third-party assessments, SP+ maintains a robust cloud security posture to ensure data protection is at the forefront of our Information Security program. SP+ maintains cloud security standards, baselines and configurations aligned to Information Security policy that are regularly reviewed, approved, tested and enforced.



DATA BREACHES

✓
ZERO
Data Breaches

✓
ZERO
Customers, Clients or
Employees Affected

In 2022, SP+ had no data breaches, resulting in zero confidential business or personally identifiable information from our customers or employees being affected.

Data Security

As the importance of a robust approach to Information Security management continues to increase, we recognize the importance of fortifying our information system environment against malicious actors in order to safeguard our informational assets. Utilizing a combination of administrative, logical/technical and physical security controls, SP+ ensures that all proprietary, confidential, employee and customer data is identified, categorized, prioritized and protected at all times. We as an organization maintain a robust application and data inventory ensuring that industry best practices and regulatory compliance obligations are adhered to. As part of our Data Privacy program at SP+, we maintain compliance with the following regulations:

1. General Data Protection Regulation (GDPR)
2. California Consumer Privacy Act (CCPA)
3. Sarbanes Oxley Act (SOX)
4. Fair and Accurate Credit Transactions Act (FACTA)
5. Payment Card Industry – Data Security Standards (PCI-DSS)
6. Enacted US Privacy Law Legislation (Colorado, Connecticut, Utah, Virginia)

INFORMATION SECURITY EDUCATION: TRAINING AND AWARENESS

The SP+ Information Security team, in conjunction with the SP+ Learning & Development team, requires all users (Employees, Contractors, Consultants, Temporary Employees, Third-Parties) who have access to the SP+ network, to complete Annual Information Security Training. All users must also acknowledge the SP+ Acceptable Use Policy upon assignment of SP+ network credentials and then subsequently annually to ensure adherence with SP+ Information Security policy and standards. In addition to the Annual Information Security Training Course, users must also complete Information Security training modules pertaining to Phishing Awareness and regulatory compliance obligations. As part of our on-going awareness campaign, the Information Security team consistently alerts and reminds employees of current and potential cyber risks, 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.

Business Ethics & Professional Integrity

CODE OF CONDUCT

SP+ employees play an integral role in maintaining our reputation as an industry-leading service provider that prioritizes our customers and clients to meet their business needs seamlessly. Each employee is entrusted with the responsibility of upholding our reputation.

Our [Code of Business Conduct](#) provides employees guidelines for conducting company business and 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 2022 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 Compliance issues.

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

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

The number of concluded cases concerning corrupt practices brought against SP+ or its employees during 2022 was zero.

Critical Incident Risk Management

SP+ is committed to proactively managing operational risks, and minimizing the potentiality of negative business related impacts on our community or the environment. While most risk management takes place at the field operations level, we closely monitor actions at the corporate level, providing valuable resources and data to enhance and support these efforts for improved outcomes.

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 to teach employees about real scenarios in order to avoid repeating incidents. Training is delivered through SP+ University, webinars, instructor-led training and team meetings.



Supply Chain Management

SP+ recognizes the need to develop monitoring systems, metrics, policies, and enhanced oversight of supply chain management encompassing supplier screening, impact assessment, and engagement. The Company has continued to work 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 ours and our clients mobility operations to mitigate **Environmental** impact.

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



GHG Emissions

ELECTRIC VEHICLE CHARGING

Within the United States, SP+ boasts one of the industry's largest parking operator networks of electric vehicle charging stations, with more than 3,300 charging ports across nearly 600 facilities. We are proud to support the global automotive industry as it embraces an all-EV future. To keep pace with our growth plans, SP+ continues to partner with ChargePoint, North America's largest electric vehicle infrastructure company. The partnership allows us to provide a turn-key solution to our clients to electrify their facilities, providing them with the industry's most advanced networked charging solutions so that they can meet the future demand for e-mobility. Leveraging ChargePoint's technology stack, EV owners will soon be able to find, reserve, access, charge, and pay for parking and charging with a single transaction on either partner's app.

In 2022, we continued our work with a national electrical contractor to serve as an installation partner to advance our goal of making electrical vehicle charging a turnkey solution for our clients.

HYBRID WORK MODEL FOR CORPORATE SUPPORT

Since the pandemic, we have continued supporting a hybrid work model for support employees based in our corporate headquarters and regional support offices. This move allows us to reduce employee commute times and related emissions significantly.



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+ offers various services, including power washing, lot sweeping, scrubbing, and car washing at some parking facilities. To ensure adherence to environmental regulations, SP+ enforces strict guidelines in compliance with the Clean Water Act of 1977, which governs 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 3,300 charging ports across nearly 600 facilities.



Energy Management

SP+ actively pursues the procurement and utilization of energy-efficient equipment and energy conservation through intelligent energy practices, including turning off lights and unplugging appliances when not in use.

PARKSMART

SP+ is a member of Parksmart, the world's only rating system designed to advance sustainable mobility through smarter parking structure design and operation. Parksmart gathers information about green technologies that are applicable to the parking industry and advocates for smarter siting, design and operations while using fewer resources.

Parksmart is administered by Green Business Certification, Inc. and complements LEED and other certifications. SP+ has been recognized for achieving Parksmart Certification and has had representation on both the board of directors and its committees.

SP+ also offers a site survey tool to assess garage structure and environmental footprint to improve a facility's sustainability. SP+ currently operates with a team of 7 Parksmart certified advisors qualified to lead clients through the certification process.

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.



Waste Material Management

CLOUD-BASED BUSINESS SYSTEMS

SP+ has now fully migrated its internal business systems to the Amazon Web Service (AWS) Cloud, allowing us to retire systems that were no longer relevant to our operations.

The migration has reduced the approximate days spent to procure and build a new server from 60 days to 60 minutes, as well as eliminating our physical servers in data centers and CoLo's. All servers are virtual in cloud computing. Our Virtual server footprint has remained static from the prior year, while we continue to retain one CoLo for Enterprise network connectivity.

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 and promote the use of modern work practices, systems and technologies. We have almost entirely eliminated individual desktop printers, and continue to use a code system which gives employees an extra opportunity to “think” before completing a print job.



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

The SP+ Marketing Department and Business Development teams operate on a reduced number of printed 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 position SP+ as 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.

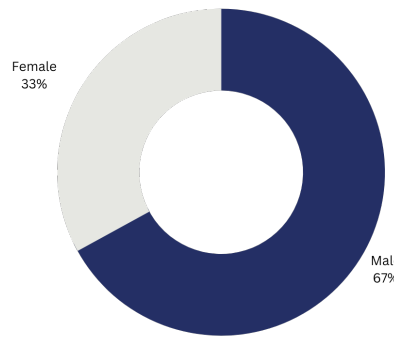
Board

WOMEN'S ADVISORY FORUM

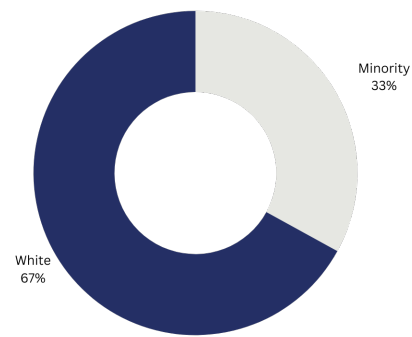
The SP+ Women's Advisory Forum (WAF) is dedicated to fostering growth, leadership, and success for women. The principal objective of the WAF is to advance an environment of inclusion that ensures that the most talented and innovative women of SP+ have the necessary resources and opportunities to contribute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

RECOGNITION FOR DE&I

Ritu Vig, President, SP+ Aviation Division, was awarded the WOMEN IN PARKING IMPACT Award by the National Parking Association. Vig serves as the executive sponsor of the SP+ Inclusion Council, a group of senior leaders within the organization charged with driving the company's diversity, equity and inclusion strategy. SP+ prides itself on creating an environment that attracts, retains and advances the best talent and values diversity of experience and perspectives.

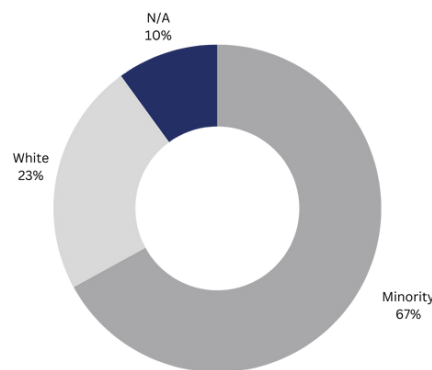


Gender Representation

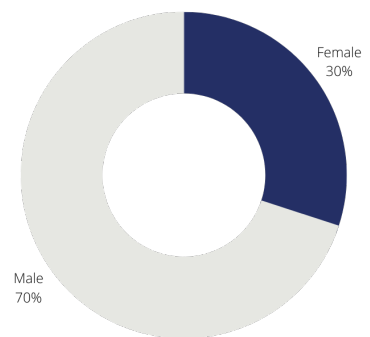


Racial Representation

All Employees



Racial Representation



Gender Representation



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

Ritu Vig
President,
Aviation Division



Ritu has served on the boards of BOMA, ACS, EBG, and Women in Parking (WIP). She is the executive sponsor of the SP+ Inclusion Council and tirelessly supports the work of the SP+ Women's Advisory Forum

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 & 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.

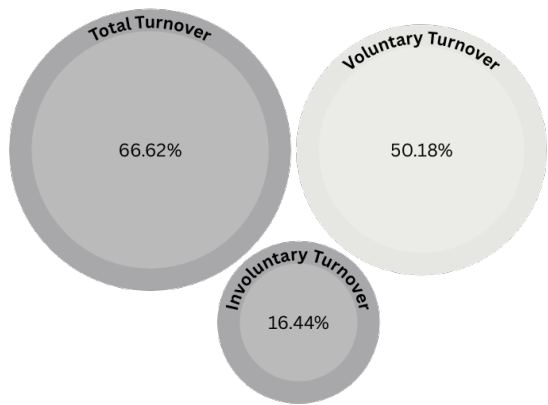
LABOR RELATIONS

We are frequently engaged in collective bargaining negotiations with various union locals. Approximately 29% 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 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.

No work-related fatalities occurred in 2022. Zero 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.



Tim Shaw
Regional Manager III
Safety Star of the Year Recipient

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 2022, our journey on learning topics continues. Topics included a general description of DE&I and why it is important to our employees and our business and unconscious bias. DE&I topics are integrated into training topics in recruiting and hiring, interview best practices, performance management and development.

280 Total Courses Offered	81,000 Total Hours Completed via SP+ University
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Community Engagement

With more than 19,000 employees across the United States, Canada, Puerto Rico, Europe, and India, 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 a wide range of causes and organizations through fundraising, awareness campaigns, events, donations of time, collection of goods and monetary contributions. In 2022, 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 | + Jeans for Genes |
| + American Heart Association | + Kiwanis Club of Santa Monica |
| + Best Buddies International | + Kiwanis of Little Havana |
| + Chicago Police Memorial | + Mercy Housing Lakefront |
| + Chicago White Sox Charities | + Ronald McDonald House Charities |
| + Dress for Success | + 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 2022 include:

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

Community Spotlight



Pictured: Alyssa Penner (Director, Corporate Services), Tina McCray (Regional HR Director), Karen Pinkney (Regional Training Manager), Anamaria Spiteri (Director, National Accounts)

DRESS FOR SUCCESS

The Chicago Chapter of the Women's Advisory Forum (WAF) held a Dress for Success clothing drive and collected more than 75 new and gently used professional items for local women who need outfits to wear to job interviews and in the workplace.

SPECIAL OLYMPICS - ORLANDO

Our Bags team served the nearly 5,500 athletes who were staying at Disney's All Star Resort and participating in the Special Olympic Games in Orlando, Florida, in June of 2022.

We transferred luggage to the resort for the athletes who arrived at Orlando International (MCO), Sanford Orlando International (SFB), Orlando Executive Airport (ORL) via bus. Upon arrival, our team unloaded, sorted and delivered the luggage to each athlete's room, along with a gift bag.

When the athletes checked out of the resort on June 11th and 12th, we collected and transported bags for athletes departing from ORL and offered Remote Airline Check-in services to approximately 3,400 athletes departing from MCO.

This was a major event that required significant planning and resources. The arrival day required over 100 employees, and the departure required around 40 each day.



SPECIAL OLYMPICS
USA GAMES
ORLANDO 2022

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
Westown Association

Sustainability Disclosure Topics

2022 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 pages 6-7
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	SV-PS-230a.2	n/a	See pages 6-7
	(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 16
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	SV-PS-330a.2	Rate	See page 18
Professional Integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	SV-PS-510a.1	n/a	See page 8
	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	19,000 Employees 65% Full-Time
Employee hours worked, percentage billable	Quantitative	SV-PS-000.B	Hours, Percentage (%)	Not Applicable