



2023
Annual Report

LET'S DELIVER THE FUTURE





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FUELED BY TALENT, DRIVEN BY PASSION

2023 saw Spot achieve its most successful year yet driven by the dedication and talent of our people. We achieved numerous accomplishments – a testament to our team’s collective effort and commitment. We’re proud of this progress and excited for what lies ahead.



At Spot, we’re on a mission to redefine what it means to move goods, proving that efficiency isn’t just about speed but also about environmental responsibility and the well-being of our people.

We believe happy, healthy employees are more productive and innovative, and we’re committed to creating a work environment that supports their physical and mental health.

We don’t wait for regulations; we set the bar. A team empowered to innovate and thrive drives us. We’re boundary-pushers, challenging tradition and embracing disruptive tech. We foster a collaborative and well-being culture where diversity thrives.

Our vision is clear: A future where every delivery leaves a lighter footprint on the planet, and our team feels valued and supported. We won’t settle for anything less.

This is a call to action, not a self-congratulatory pat on the back. We invite you, our customers, partners, and industry leaders to join us on this journey. We must champion efficiency and sustainability as the new standard, integrating employee well-being into our progress and ensuring speed doesn’t come at the expense of the environment. Every package delivered is a step towards a greener future, built by a team thriving on shared purpose and collective action.

Andrew Elsener and Andy Schenck
Co-founders, Spot



01

OUR STORY
MISSION
VISION
VALUES

OUR STORY

Established in 2009, Spot is a leading third-party logistics company in North America and boasts a network of six office locations across the country – Tampa, Florida, Charlotte, North Carolina, Chicago, Illinois, Tempe, Arizona, and two in Indianapolis, Indiana.

Our accomplished team of over 500 logistics professionals are spread across these strategic hubs and act as an extension of our customers' supply chain – providing unrivaled 24/7 support. As a company built on relationships, the Spot Experience brings carriers, shippers and loads together so freight arrives on time, every time.

Today's logistics marketplace is an ever-changing landscape where our employees can make their mark. Spot gives our employees the tools to tackle industry challenges for our partners. Here, initiative, drive and teamwork form the basis for a rewarding, fast-paced career. Motivated employees are empowered

to chart their own course. At Spot, we've never lost the entrepreneurial spirit that provides the foundation for our success.

As our greatest asset, our employees' concerns and needs are our priority as we make business decisions that affect the work, income, and benefits of our team.

WE NEVER
LOSE OUR
DRIVE TO
DELIVER



OUR MISSION

We are logistics experts, and we care about what we do - about what our customers do. We do the little things right – every time, all the time. We provide support around the clock, day and night, on the spot.

As problem-solvers, our solutions are future-focused. We are the difference between time and just-in-time. We will empower our people and technology to provide our shippers and carriers with custom, tailored solutions to optimize delivery, and we will do it with the highest level of service.



OUR VISION

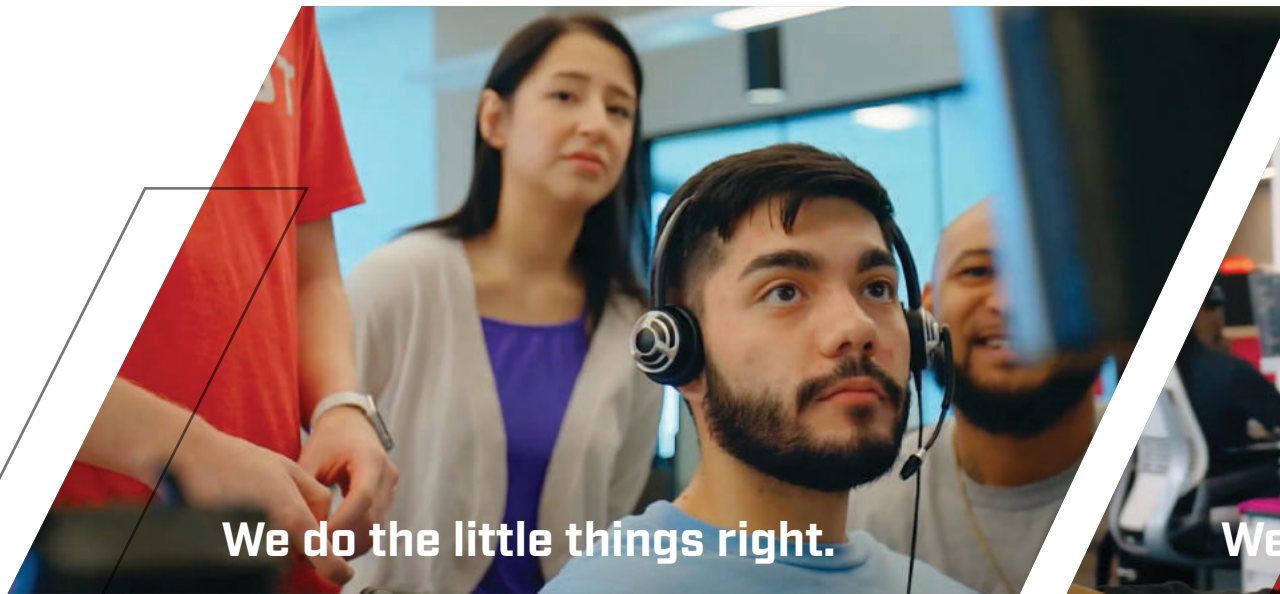
We believe there is a smarter way to move freight. As the foundation upon which we were built, this belief will propel us to become one of the largest freight brokers in North America and will provide shippers and carriers an unmatched experience.

CORE VALUES

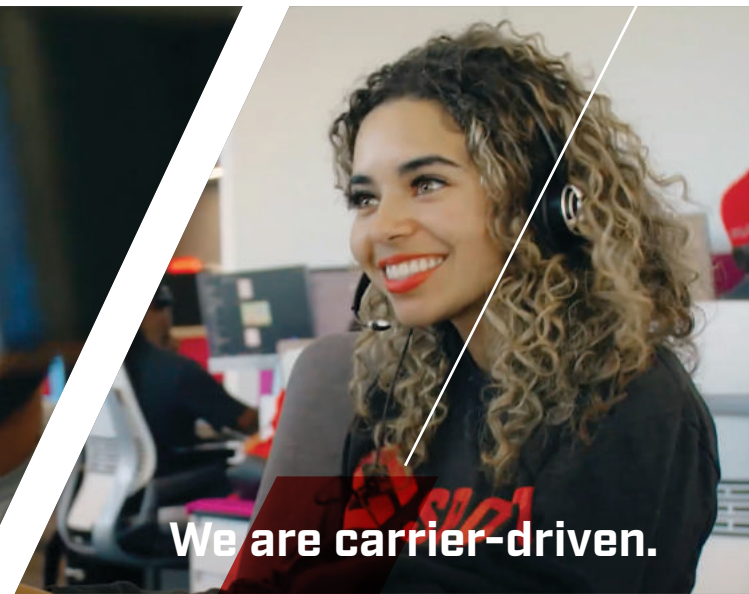
The success of Spot is built upon great people, great relationships, and great technology, and is dependent on the trust and confidence of our employees, customers, carriers, and community. That is why we expect our employees to use these core principles to guide our day-to-day activities, decisions, and interactions.



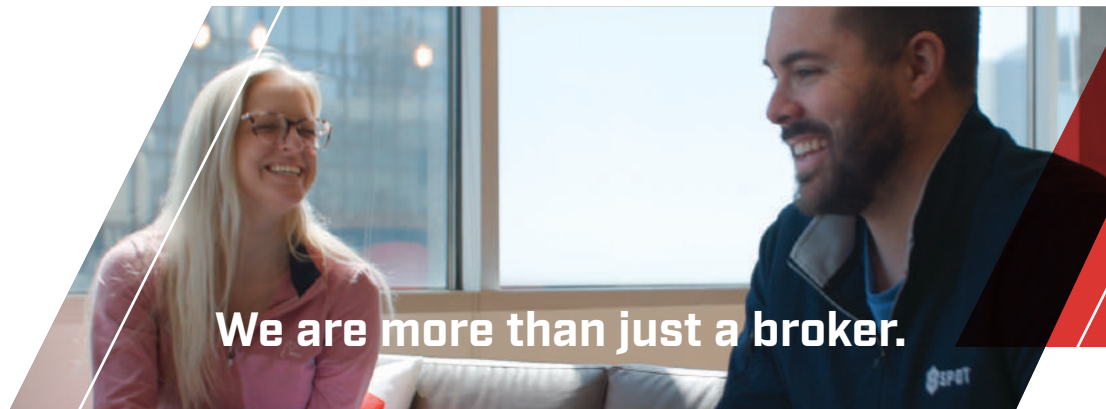
We do what others won't.



We do the little things right.



We are carrier-driven.



We are more than just a broker.



02

OUR PEOPLE



PHILANTHROPY

At Spot, success extends beyond business metrics. Throughout 2023, our employees actively engaged in community activities, demonstrating our commitment to social responsibility and making a tangible difference in the lives of others.

Indianapolis Cultural Trail Clean-up

To build a more sustainable future for our business, community, and planet, we spent time cleaning up the Indianapolis Cultural Trail. The Indianapolis Cultural Trail is a non-profit organization that continuously works to preserve and improve the Cultural Trail to remain a top-notch public area for the Indianapolis community to visit and enjoy. Two groups of over 20 teammates participated in weeding plant beds, spreading mulch, picking up trash, and more.

Making Strides Against Breast Cancer

In 2023, Spot participated in walks in each of our locations to benefit cancer research. The money raised will fund research to discover more effective treatments and vital patient support to help connect people with breast cancer screenings, diagnostics, treatment assistance, and more.

Joshua House: Lending a Helping Hand

Teammates from our Tampa office and a few other local Tampa organizations had the opportunity to help the Friends of Joshua House Foundation, Inc. with its monthly “SERVE” Saturday event. This consisted of helping with landscaping around the property, maintaining some of the houses, and putting together some gathering rooms for the kids.

Gleaners Virtual Food Drive

In 2023, Spot’s Indianapolis team actively demonstrated their commitment to fighting hunger by proudly participating in Gleaners’ annual virtual food drive. Their efforts raised several thousand dollars, directly aiding individuals and families struggling with food insecurity within the local community.



EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND NON-DISCRIMINATION

Spot is committed to a policy of equal employment opportunity for all applicants and employees. We make all decisions to recruit, select, train, compensate, transfer, promote, and release employees without regard to age, race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, or veteran status, or any other basis prohibited by law. We will also ensure equal employment opportunities for qualified individuals with a disability. In addition, we ensure that our human resources policies and practices, such as wages, benefits, layoffs, returns from layoffs, and terminations, protect the above statuses.

Employees and applicants are not be harassed, intimidated, or discriminated against in any way because they have filed a complaint; assisted or participated in any activity related to the administration of any federal, state, or local law requiring equal employment opportunity; opposed any act or practice made unlawful by any federal, state, or local law requiring equal employment opportunity; exercised any other right protected by federal, state, or local law requiring equal employment opportunity.

NURSING MOTHERS

At Spot, we provide all nursing mothers with adequate refrigerators, time, and a private place, other than a restroom, to express breast milk. These areas are cleaned and sanitized regularly and are shielded from view by the public and coworkers.





STATEMENT ON CHILD LABOR AND FORCED LABOR

Child and forced labor are pervasive problems throughout the world. As an employer, Spot has an important role to play in these issues. To this end, Spot has adopted the following principles to reinforce its core value of treating all people with dignity and respect:

- Spot does not tolerate the use of child or forced labor in any of its operations.
- We do not tolerate the exploitation of children, their engagement in unacceptably hazardous work, and the physical punishment, abuse, or involuntary servitude of any worker.
- Spot supports temporary workplace internship and education programs for younger persons as well as statutorily allowed employment so long as such persons are closely supervised and their morals, safety, health and compulsory education are not compromised in any way.

For purposes of these principles, a "child" is anyone who is less than 15 years of age.

DIVERSITY, EQUITY, AND INCLUSION (DEI)

Spot is committed to promoting a diverse, equitable, and inclusive workspace for all employees. Just as we never lose our drive to deliver the best service for our carriers and customers, we are equally driven to create an environment where each employee feels safe and valued.

Our Expectation

At Spot, we have created a culture of growth and success. However, we know we can only grow and successfully meet our own goals as an organization by encircling, elevating, and empowering our entire workforce. We differentiate ourselves by giving every employee, client, and customer the best Spot Experience possible. The Spot Experience is built on respecting everyone, which is the expectation and standard to which all Spot employees are held. By ensuring that employees at all levels of Spot are committed to creating an inclusive and respectful work environment, we are creating a pathway to success for Spot as a whole and for every employee that makes this Company great.



Diversity

We actively strive to create a diverse workforce that includes individuals from various backgrounds, including race, ethnicity, gender, age, sexual orientation, disability, religion, and national origin. We celebrate our employees' unique perspectives, experiences, and talents to drive innovation and creativity.

Equity

We are committed to ensuring fairness and equal treatment for all employees, regardless of their background.

Inclusion

Spot wants to foster a workplace where every employee feels valued, respected, and heard. We actively promote open communication, collaboration, and teamwork.

WORKPLACE SAFETY POLICY

Spot's main concern is the safety and well-being of our employees. Efforts are constantly being made to ensure that accident prevention is foremost in every facility's operation.

Spot cannot create this safe work environment alone. Every Spot employee also has a role and a responsibility in creating a safe work environment. Each employee is expected to do everything in their power to prevent injuries to themselves and co-workers through safe work practices and following the below guidelines:

- Employees should immediately report unsafe environmental conditions to their supervisor and Human Resources.
- All employees should avoid potential accidents by refusing to operate malfunctioning equipment and refusing to lift, push, or pull extremely heavy objects.
- Report damaged equipment to your supervisor and request assistance with extremely heavy objects.

In addition, all accidents or injuries must be reported to the employee's supervisor or Human Resources immediately. Employee compliance with safety rules, regulations, and procedures is subject to the Company's corrective action policy.



WORKPLACE ANTI-VIOLENCE

Spot is committed to providing a safe work environment free from threats and acts of violence. To ensure this safe work environment for all employees, customers, and visitors, Spot has adopted the following guidelines:

- Any behavior that threatens, intimidates, or coerces an employee, customer, or member of the public at any time is strictly prohibited and will not be tolerated.
- Any acts of violence, including (but not limited to) the physical or verbal assault of, or the damaging of property of an employee, customer, or member of the public, is strictly prohibited and will not be tolerated.
- All suspicious individuals or activities, including direct and indirect threats, should be reported immediately to your supervisor, Human Resources, or any other member of management. This includes threats by employees, customers, vendors, or other members of the public.

ANTI-DISCRIMINATION/ HARASSMENT POLICY

Spot is committed to maintaining a workplace free from harassment and discrimination. This policy outlines our commitment to providing a safe, respectful, and inclusive environment for all employees, regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital and parental status, or any other protected class.

Definitions:

Discrimination

Is when an individual or group of people are mistreated based on their protected class, as defined by applicable laws.

Harassment

Is when unwanted or unwelcome comments, conduct, or actions create a hostile, intimidating, or offensive working environment. Such behavior may also include unwelcome physical or verbal sexual attention, lewd comments, jokes, or conduct that creates an uncomfortable work environment.

Protected Class

This is defined as classes protected by local, state, and federal anti-discrimination laws, including but not limited to race, color, religion, sex, sexual orientation, gender identity, national

origin, age, and disability. Spot prohibits discrimination based on protected class in hiring, promotion, compensation, or other employment practices. We have a zero-tolerance policy for verbal, physical, or visual harassment. This includes offensive jokes, slurs, epithets, derogatory comments, or unwelcome advances.

Reporting Harassment or Discrimination

Any employee who believes they have experienced or witnessed harassment or discrimination should report the incident promptly to their supervisor, manager, or Human Resources. Once a supervisor or manager has been made aware of any situations involving harassment or discrimination, they are responsible for immediately reporting all known information to Human Resources. All investigations will be led and conducted by Human Resources. Any manager receiving a report of harassment, discrimination, or unwelcome behavior must not initiate any

Our company prohibits the discrimination or harassment of any employee by other employees, managers, or outside parties. This policy applies to all employees, customers, carriers, vendors, and visitors in all Spot offices, including remote work locations and company-sponsored events.

investigation until directed by Human Resources. Managers who do not report complaints or initiate an investigation without Human Resources will be subject to disciplinary action up to and including termination. Spot encourages open communication as outlined in Spot's Open-Door Policy to ensure employees can report concerns without fear of retaliation.

Investigation and Resolution

Human Resources will initiate a timely, thorough, and impartial investigation upon receiving a complaint. All complaints will be taken seriously and treated with the utmost confidentiality to the extent permitted by law. If, following a harassment complaint, an investigation reveals that inappropriate behavior has occurred, the person who has violated this policy will be subject to disciplinary actions, up to and including termination of employment.



COMPANY HOLIDAYS

Paid holidays are offered to Full-Time Spot employees. To be eligible for paid company holidays, the employee must be in an approved, paid status for their regularly scheduled workday immediately before and after the holiday. The company observes the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving
Independence Day	Christmas
Floating Holiday	

FLOATING HOLIDAY

When Christmas, New Year's Day, and Independence Day fall on a Saturday, the company will observe the holiday on the Friday prior; if they fall on a Sunday, the company will observe the holiday on the following Monday.

The Floating Holiday Policy is intended to provide employees with additional paid time off beyond Spot's PTO and paid holiday policies. Spot wants to allow employees to celebrate and recognize dates that are important to them. This floating holiday may be used for any state or federal holiday during which Spot remains open for business. An employee's floating holiday may also be used for any religious or cultural holidays, or employee birthdays.

Full-time employees will receive one floating holiday per calendar year [January 1st – December 31st].

Employees will receive their floating holiday in their ADP Time Off bank on January 1st.

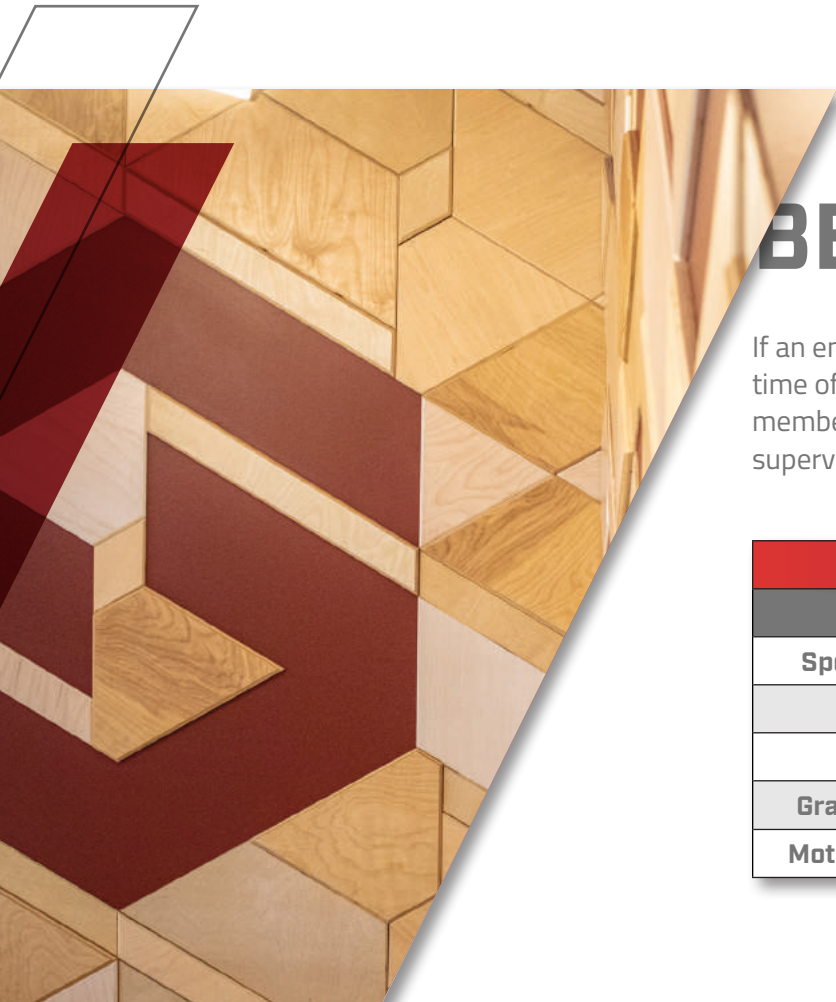
Employees who do not use their floating holiday before December 31st will lose their floating holiday for that year.

Floating holidays must be requested and scheduled following the process described in Spot's PTO policy.

PERSONAL TIME OFF (PTO)

All Full-Time employees are eligible for personal paid time off (PTO). The PTO policy provides guidelines and procedures for requesting and managing paid time off. We recognize the importance of work-life balance and understand

that employees may need time off for various reasons. This policy is designed to balance our employees' needs with the company's operational needs.



BEREAVEMENT LEAVE

If an employee loses an immediate family member, the company provides up to five (5) days of paid time off. The company provides up to three (3) days of paid time off in the case of an extended family member's death. Additional time off, with PTO or unpaid days, may be permitted at your immediate supervisor's and Human Resource's discretion.

Immediate [5 Days]		Extended [3 Days]	
Spouse or Domestic Partner		Aunt	
Child		Uncle	
Parents/Siblings		Grandparents-in-Laws	
Grandparents/Grandchildren		Brother-in-Law	
Mother-in-Law/Father-in-Law		Sister-in-Law	

OPEN DOOR COMMUNICATION

Communication and creating a work environment of mutual trust are essential at Spot. We welcome constructive opinions and recommendations for improving our business and employment.

Under the Open-Door Communication policy, employees are encouraged to bring ideas, suggestions, solutions, or concerns to the attention of any member of Spot's senior leadership team without fear of retaliation.

If an employee is concerned about their supervisor, or if they believe their supervisor has not satisfactorily resolved a concern, Spot encourages its employees to get in touch with a senior leadership member or the Human Resources department. Spot takes no adverse action against any employee based solely on the employee's participation in any open communication activity.





03

ETHICS



CYBERSECURITY

At Spot, protecting our sensitive information and maintaining a secure digital environment are paramount. We take a layered approach to security, focusing on both user awareness and proactive threat mitigation.

Building a Culture of Security

- **Comprehensive Security Training:** Every Spot employee undergoes annual mandatory training encompassing a variety of security topics. This includes identifying common phishing schemes, learning how to report suspicious activity, familiarizing themselves with information security best practices, and navigating potential social engineering attempts.
- **Active Testing and Reinforcement:** Monthly simulated phishing attacks put employees' knowledge to the test. Those who fall victim receive targeted refresher training, ensuring continuous learning and reinforcement of critical security skills.

By combining comprehensive training, active testing, and proactive threat management, Spot fosters a culture of security awareness and minimizes vulnerabilities within our organization. We firmly believe that informed and vigilant employees are our strongest line of defense in the ever-evolving digital landscape.

Spot's Cybersecurity Framework

- 24/7/365 SOCaaS (Security Operations Center as a Service) monitoring of Spot's IT infrastructure, provided by three dedicated security resources.
- An Incident Response (IR) plan is in place with a one hour SLA with a leading DF/IR firm to restore business operations if needed.
- Full cloud integration with Azure/AWS/GCP for CSPM and IaaS monitoring.

Proactive Threat Management

- **Email Security Probation:** For employees who fall for a simulated phishing attack, a temporary email probation is implemented. This involves IT teams reviewing any outgoing emails containing links before they are sent, providing an additional layer of protection and reinforcing safe practices.
- **Cyber-security Vigilance:** Recognizing the evolving nature of cyber threats, the IT team proactively informs employees about new phishing trends and emerging tactics through regular email alerts. This ongoing vigilance keeps everyone informed and prepared to identify and combat even the most sophisticated threats.

Spot's Office Security Framework

In 2023/2024, Spot will adopt Lenel S2 Access Control with AD Integration in additional office locations.

A modern office lounge area featuring a grey sectional sofa with orange and red cushions, a black coffee table, and a large potted plant. A staircase with metal railings and wooden steps is visible in the background. The floor is concrete with red stripes. A large red diagonal graphic element is on the left side. A white banner with the number '04' is at the top left.

04

WHERE
WE
WORK



OFFICE SUPPLIES SOURCING

A process that began in late 2023 and continues in 2024, Spot is transitioning to a more sustainable office supplies purchasing strategy, transitioning commonly used kitchen paper products like coffee cups, plates, and napkins to ASTM D6400 Certified EcoChoice products.

In addition, Spot has implemented a recycling program for all offices using Nespresso products. In 2023, this program produced approximately 20 lbs. of recyclable capsules per office per quarter.



Soundproof Booths



Bowling Alley



Ping Pong Tables



Fitness Centers

OFFICE AMENITIES

Spot values its employees and has established modern offices to use while operating for the company. Each office offers several different amenities for employees to have a fun and stress-free work environment. Some of these amenities, such as soundproof booths and individual workspaces, were created for production purposes and need to be used for work-related reasons over personal reasons. Other amenities, such as the bowling alley and fitness center in Indianapolis or the ping pong table in Charlotte, were added for our employees to have a fun and relaxing outlet at the office.



05

WASTE & ENERGY CONSUMPTION PROCEDURES

OUR ENVIRONMENT



Spot is dedicated to operating in an environmentally responsible manner, and this commitment is reflected in a range of initiatives implemented across our offices.



BOMA 360



Energy Star



LEED



WELL

- **Reducing our carbon footprint:** Occupancy-based lighting systems have been installed in all Spot offices, ensuring that lights are only used when in occupied spaces. This innovative approach has significantly reduced energy consumption, helping us minimize our environmental impact.
- **Resource recovery and responsible waste management:** We recognize the importance of resource conservation and responsible waste disposal. Recycling programs offering dual stream, single stream, electronics, and coffee recycling are available in five out of six of our offices, enabling employees to participate actively in waste reduction efforts.
- **Prioritizing green buildings:** Spot is committed to occupying and developing sustainable buildings. Four office buildings are LEED, WELL, and/or Energy Star certified, demonstrating our dedication to creating healthy, energy-efficient workspaces.

These initiatives are just a few examples of Spot's ongoing commitment to sustainability. However small, every action can contribute to a more positive environmental impact, and we are committed to continuously seeking new ways to operate more sustainably.

BY LOCATION

INDIANAPOLIS SALES HUB

All offices and floors of Spot's suite have occupancy sensors, ensuring energy is not being used when areas are not occupied.

INDIANAPOLIS CAPITAL CENTER OFFICE

Building is WELL 2022 certified and BOMA 360 certified

Office-wide single stream recycling with designated bins

Bi-annual building-wide electronics recycling program for office and personal electronics

Building-led annual energy, water, and waste audits

2023 all HVAC was converted over to DDC controls

Low flow faucets and automatic low flow toilets

On site electric car charging stations

Parking garage and building lobby lights in process of being converted from fluorescent bulbs to LED

Occupancy sensors, ensuring energy is not being used when areas are not occupied

CHARLOTTE

- » All offices and floors have occupancy sensors, ensuring energy is not being used when areas are not occupied.
- » Sustainable ordering initiative has swapped common paper supplies (cups, plates, napkins, etc.) with ASTM D6400 Certified compostable options.
- » Coffee recycling initiative to minimize impact of portioned coffee.

TAMPA

- » LEED Gold and Energy star certified building.
- » Office-wide dual stream recycling with designated bins .
- » On site electric car charging stations.
- » All offices occupancy sensors, ensuring energy is not being used when areas are not occupied.

TEMPE

- » All offices have occupancy sensors, ensuring energy is not being used when areas are not occupied.
- » Building is EnergyStar 2022, LEED Certified Gold 2022.
- » Office-wide single stream recycling.
- » Continual electronics recycling program for office and personal electronics.
- » Green Cleaning Program.

CHICAGO

- » Building is LEED Silver certified, WELL Certified.
- » Office-wide dual stream recycling with designated bins.
- » Continual electronics recycling program for office and personal electronics.
- » Green cleaning program implemented, including reusable cleaning cloths, products purchased to meet IEQc3.3 requirements for air quality.
- » All offices have occupancy sensors, ensuring energy is not being used when areas are not occupied.



An aerial photograph of a multi-lane highway. A red truck is visible on the right side of the road. The highway is flanked by green grass and trees. A large red diagonal graphic element is overlaid on the left side of the image. The text '06' is positioned in a white box on the left side of the highway.

06

GREENHOUSE GAS EMISSIONS

A SUSTAINABLE FUTURE

Our dedication to sustainable practices is recognized by industry leaders. In 2022, SmartWay, a prestigious environmental program by the U.S. Environmental Protection Agency, gave Spot a six on a scale of 1-10 out of over 800 logistics companies evaluated. This impressive achievement, with an estimated carbon dioxide emission of 1650 grams per mile, is a testament to our dedication to operating efficiently and reducing our environmental impact.

Demonstrating Excellence in Sustainability:

Our dedication to sustainable practices is recognized by industry leaders. In 2022, SmartWay, a prestigious environmental program by the U.S. Environmental Protection Agency, gave Spot a six on a scale of 1-10 out of over 800 logistics companies evaluated. This impressive achievement, with an estimated carbon dioxide emission of 1650 grams per mile, is a testament to our dedication to operating efficiently and reducing our environmental impact.

These initiatives are just a glimpse into Spot's ongoing journey towards a more sustainable future. We are continually pushing the boundaries of innovation and collaboration, actively seeking new ways to minimize our environmental impact and contribute to a cleaner planet.

Tracking and Emissions Monitoring:

We remain accountable for our environmental footprint by actively monitoring and tracking all greenhouse gas emissions generated by employee travel through air, rental vehicles, and rideshares. Through partnerships with Egencia and Uber for Business, we gain valuable insights into our travel-related emissions, allowing us to identify areas for improvement and implement targeted mitigation strategies.

Embracing Sustainable Partnerships:

Partnering with like-minded organizations is crucial to achieving our sustainability goals. Recognizing Uber's commitment to becoming a zero-emissions mobility platform in North America by 2030, we have chosen them as our preferred rideshare partner for employees. This strategic partnership allows us to leverage Uber's innovative solutions and contribute to their ambitious sustainability goals.



WE NEVER
LOSE OUR
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DELIVER



There has never been a time like this. And there has never been a partner like Spot. We Are **Relentless**. We Are **Problem-Solvers**. We Are **Different**. We Are **Passionate**. We Are **Up to the Challenge**. And...

WE NEVER LOSE OUR DRIVE TO DELIVER.

www.spotinc.com

