

## 2024 Annual Report

# DELIVERING THE SPOTEXPERIENCE

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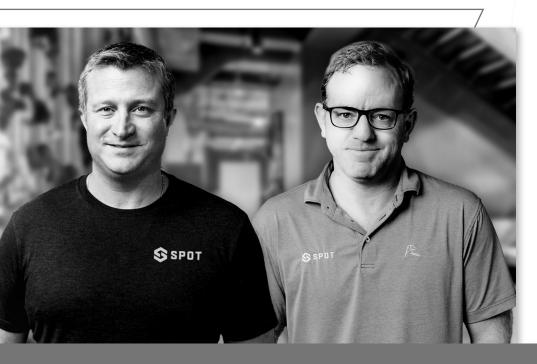
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## FUELED BY TALENT, DRIVEN BY PASSION

We are only as good as our people. What they do is common. But they do it in an uncommon way, together – providing **The Spot Experience.** 

2024 marked a year of unprecedented success for Spot, a direct reflection of 'The Spot Experience' – the unique blend of dedication, talent, and entrepreneurial spirit that drives our team. This year's numerous accomplishments stand as a testament to our people's collective effort and unwavering commitment. We are proud of this progress and eagerly anticipate an exciting future in 2025.



We believe that happy and healthy employees are the foundation of our success. By fostering a supportive and inclusive work environment, we empower our talented logistics professionals to drive innovation and deliver unparalleled value to our customers.

We also embrace a sustainable and tech-forward approach, leveraging advanced analytics and automation to streamline operations and create a more sustainable way of doing business. We know that technology is a key enabler in achieving our vision of a sustainable and efficient logistics ecosystem.

We invite you to join us on this journey as we continue to redefine the logistics experience and build a brighter future for our customers, our team, and the industry.

Andrew Elsener and Andy Schenck Co-founders, Spot

# 01 OUR STORY MISSION VISION VALUES BUSINESS

## **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 575 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 everchanging 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.



## 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 the little things right.

SP

## We are carrier-driven.

We are more than just a broker.

## **BUSINESS OVERVIEW**

## **AT A GLANCE**

## ACCOLADES

Our expertise in servicing and protecting freight for industries with highly complex, time-sensitive supply chains, along with building and fostering collaborative workspaces has earned us recognition among many.





## One Spot for the Greater Goo

SPOT

## PHILANTHROPY

At Spot, success extends beyond business metrics. Throughout 2024, 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

Spot employees have volunteered regularly to build a more sustainable future for our business, community, and planet and spent time cleaning up the Indianapolis Cultural Trail, an 8.1-milelong urban shared-use path and linear park near downtown Indianapolis.

#### Greater Chicago Food Depository

Spot's 2024 Managers' Summit brought teams together in Chicago. Beyond professional development, they were eager to give back to the local community. The group volunteered at the Greater Chicago Food Depository to pack meals for those in need. This is a cause deeply aligned with Spot's company values.

#### Asheville and Buncombe County United Way Hurricane Helene Recovery Fund

In the wake of Hurricane Helene's destruction, Spot joined forces with the United Way of Asheville and Buncombe County (UWABC). Spot's contributions will directly assist those in need during the ongoing recovery efforts.

#### Feeding Tampa Bay's 2024 Hurricane Relief Fund

After seeing the impact of 2024's hurricanes on the Tampa Bay region, Spot donated to Feeding Tampa Bay's hurricane relief fund to bring meals to those impacted by the storms.

## 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 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.



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## 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 fosters 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 be 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.

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.

#### **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**

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-toleration 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 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.



HOLIDAY

## 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				

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 Floating holidays** Employees who **Employees will** employees will do not use their must be requested receive their floating holiday and scheduled receive one floating holiday floating holiday before December following the in their ADP per calendar year 31st will lose their process described Time Off bank on [Januarv 1st floating holiday for in Spot's January 1st. December 31st]. that year. PTO policy.

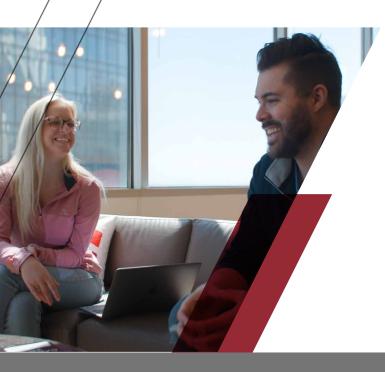
## PERSONAL TIME OFF (PTO)

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-La	WS
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.



## CYBERSECURITY

Spot places critical importance on the security and privacy of our customers' data. We have undergone an independent audit and successfully achieved SOC 2 Type 1 attestation, effective December 31, 2024. This signifies that our systems and processes meet the stringent requirements of the American Institute of Certified Public Accountants (AICPA) Trust Services Criteria. Specifically, we have demonstrated our commitment to safeguarding customer data in the following areas:

- Security: Implementing and maintaining appropriate safeguards to protect systems and data from unauthorized access.
- Availability: Ensuring that systems and data are accessible when needed.
- Processing Integrity: Maintaining the accuracy and completeness of data processing.
- Confidentiality: Protecting sensitive information from unauthorized disclosure.
- Privacy: Protecting the privacy of personal information.

#### **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.

#### **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.
- **Cybersecurity 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.

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 laaS monitoring.

## **Mitigating Risk**

Our goal is to ensure our customers' freight arrives safely and on time. Before we begin building relationships with carriers, we thoroughly vet each one. We've equipped our team with tools to properly research carriers in each region, and identify potential bad actors. In addition to web resources such as Carrier411, Safer and the FMCSA, our proprietary software provides our team access to further safety information, carrier records, and research methods.

As a member of CargoNet, we leverage secure data sharing, investigative expertise, and advanced risk analysis to safeguard our customers. Additionally, our partnership with RMIS, a Truckstop Company, enables us to focus on enhancing carrier onboarding and compliance monitoring. The below outline of our carrier network guidelines is another layer of protection to further mitigate risk with our partners.



#### **Carrier Qualifications & Onboarding:**

- Spot has a zero-tolerance policy for double brokering, fraud, etc.
- Focus on satisfactory / not rated carriers that have maintained authority for a minimum of 90 days and undergone at least one DOT inspection.
- Spot utilizes a proprietary calculation to determine if a carrier is bookable, scoring carriers in six different areas, including BASIC scores and MCS-150 information.
- Carrier contact information verified against RMIS data.
- Authority and insurance confirmed before each shipment is booked.
- Rate / load confirmations are only accessible through MySpot for Carriers portal (no email); MFA required to access.

#### **Ongoing Best Practices:**

- Spot leverages Carrier411, Carrier-OK and CargoNet alerts to weed out potential bad actors from the network.
- RMIS Risk Factors information (integrated into our TMS) is monitored for recent contact changes, equipment changes, and IP information.

#### **Carrier Assignment, Dispatch & Monitoring:**

- Carriers must perform pre-trip checks and Spot team looks to engage carrier on automated tracking prior to reaching the shipper (93% of Spot loads now on some form of automated tracking).
- Priority is given when carriers utilize automated location tracking through Project44, Motive, or Samsara direct ELD integrations, MySpot Carrier app leveraged for carriers without ELD integration.
- No VOIP driver phone numbers permitted (only US-based mobile).
- Spot's 24/7 dispatch and operations team monitors all active shipments in our network.
- Carriers are evaluated on automated tracking compliance as well as service scores (OTP, OTD, etc.).
- Spot recommends shippers retain a copy of CDL during pickup, along with photos of tractor, trailer plates, and company info on the side of the tractor.





## **OFFICE SUPPLIES** SOURCING

In 2024, Spot transitioned 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.



Soundproof Booths





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. These include work-related amenities such as soundproof booths and individual workplaces, as well as the bowling alley and the fitness centers in Indianapolis or ping-pong tables in Charlotte, all of which help employees have a fun and relaxing outlet at the office.

# 05 WASTE BENERBY CONSUMPTON 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

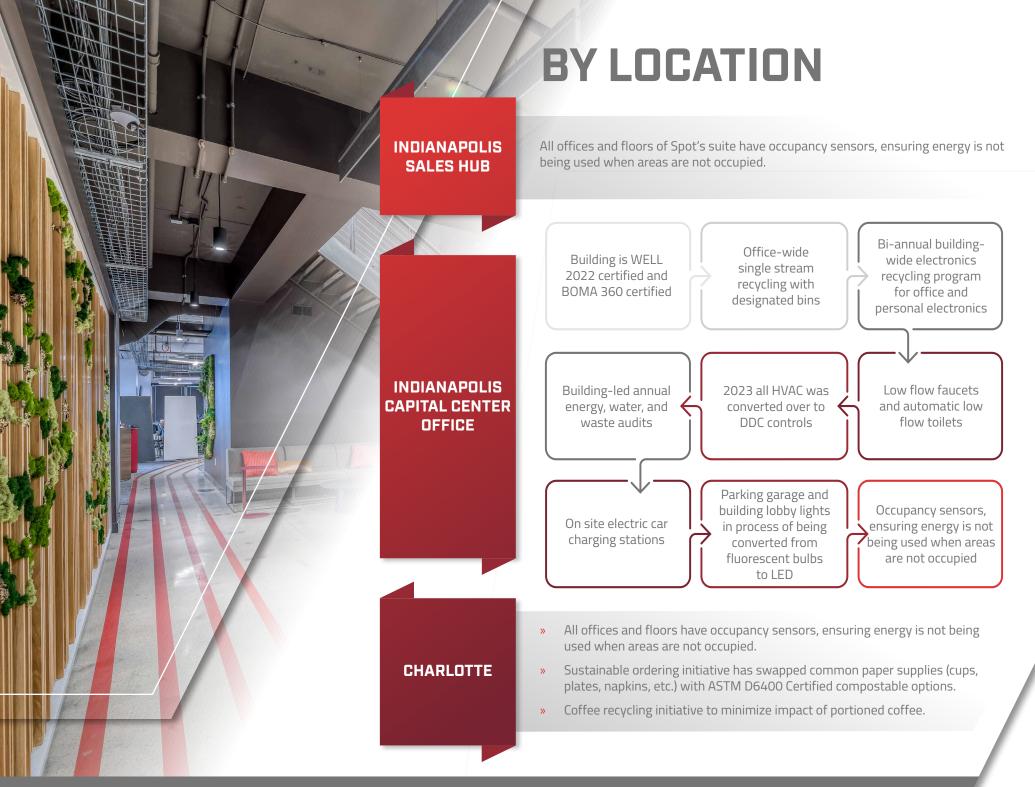






- **Reducing our carbon footprint:** Occupancy-based lighting systems have been installed in all Spot offices, ensuring that lights are only used when in occupied spaces. This innovative approach has significantly reduced energy consumption, helping us minimize our environmental impact.
- **Resource 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 sustainability.



ТАМРА	<ul> <li>» LEED Gold and Energy star certified building.</li> <li>» Office-wide dual stream recycling with designated bins.</li> <li>» On site electric car charging stations.</li> <li>» All offices occupancy sensors, ensuring energy is not being used whe are not occupied.</li> </ul>	
ТЕМРЕ	<ul> <li>All offices have occupancy sensors, ensuring energy is not being used when areas are not occupied.</li> <li>Building is EnergyStar 2022, LEED Certified Good State of the single stream recycling.</li> <li>Continual electronics recycling program for of Green Cleaning Program.</li> </ul>	
CHICAGO	<ul> <li>» Building is LEED Silver certified, WELL Certified.</li> <li>» Office-wide dual stream recycling with designated bins.</li> <li>» Continual electronics recycling program for office and personal electronics.</li> <li>» Green cleaning program implemented, including reusable cleaning cloths, products purchased to meet IEQc3.3 requirements for air quality.</li> <li>» All offices have occupancy sensors, ensuring energy is not being used when areas are not occupied.</li> </ul>	

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## TRACKING EMISSIONS WITH OUR CARRIERS

The transportation sector significantly contributes to the United States' greenhouse gas emissions (GHG). According to the Environmental Protection Agency (EPA), Transportation accounted for roughly 28% of total U.S. GHG emissions in their latest reporting.

#### **Committed to Sustainable Transportation Solutions**

Spot has partnered with the Fleet Sustainability Index (FSI) to provide customers with the most accurate carrier emissions data available to freight.

The FSI leverages Department of Transportation (DOT) data to capture a carrier's most frequently used truck models and their corresponding year of manufacture. This granular data allows the FSI to create a custom emissions rating for each carrier, offering a more precise picture of their environmental footprint than traditional "single factor" methods.

Spot recognizes the freight industry's environmental impact and is committed to being part of the solution. We are actively reducing greenhouse gas emissions through these innovative partnerships.



#### 420,969.76 2024 CO2 Emissions [Metric Tons]

277,749,605 2024 Total Mileage

1,515.64 2024 Average Emission Per Mile (Grams)



## A SUSTAINABLE FUTURE

Our dedication to sustainable practices is recognized by industry leaders. In 2024, 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 is a testament to our dedication to operating and reducing our environmental impact.

#### **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 zeroemissions 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.

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.





The logistics industry is experiencing unprecedented rates of change. Spot is uniquely positioned to navigate these challenges and achieve continued success. We will maintain our **startup mentality** and **foster a culture of innovation** to overcome obstacles and **consistently deliver the exceptional Spot Experience.** We are confident. And...

#### WE NEVER LOSE OUR DRIVE TO DELIVER.

www.spotinc.com

