

Lyft 2020

Environmental, Social, & Corporate Governance Annual Report



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Note About Forward-Looking Statements

Various statements in this report, including estimates, projections, objectives and expected results, are “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934 and are generally identified by the words “believe,” “expect,” “anticipate,” “intend,” “opportunity,” “plan,” “project,” “will,” “should,” “could,” “would,” “likely” and similar expressions and include statements about our strategies, markets, business, and opportunities. Forward-looking statements are based on current assumptions that are subject to risks and uncertainties that may cause actual results to differ materially from the forward-looking statements, including the risks and uncertainties more fully described in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K for the fiscal year ended December 31, 2019, Quarterly Report on Form 10-Q for the quarter ended March 31, 2020, and additional risks related to the COVID-19 pandemic, including the related public health measures taken in response and the burgeoning effect of the COVID-19 pandemic on our business, operating results, the economy and ability to forecast our performance. We undertake no obligation to update or revise publicly any forward-looking statements, except as required by applicable law.

Unless otherwise indicated, estimates and information contained in this report concerning our industry and the market in which we operate, including our general expectations, market position, market opportunity and market size, are based on industry publications and reports generated by third-party providers, other publicly available studies and our internal sources and estimates. This information involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Although we believe the information from the industry publications and other third-party sources included in this report is reliable, we have not independently verified the accuracy or completeness of the data contained in such sources. The content of, or accessibility through, the below sources and websites, except to the extent specifically set forth in this report, does not constitute a portion of this report and is not incorporated herein.



Logan Green and John Zimmer

Our Y

Lyft's vision is to rebuild cities around people instead of cars. Transportation is a critical source of economic and social mobility, but car ownership is failing our communities. Everything we do is driven by that vision and is directly tied to how we help society and our environment.

Read the Letter from Our Co-Founders in [Our 2020 Proxy Statement](#)

Our Mission

Lyft's mission is to improve people's lives with the world's best transportation, and we are dedicated to having a positive impact on the world. We understand the important part our platform plays in reshaping transportation, cities, and ultimately the way we live. After operating as a public company for over a year, we're excited to share the vision we hope to achieve together. There is important work ahead, and we look forward to making continued progress.

About This Report

This ESG Report is meant to be a public resource for all our stakeholders. This is our first report, and our goal is to share an abundance of information in an approachable way on an annual basis. As helpful context for this report, in our most recent [Shareholder Letter](#), co-founders John Zimmer and Logan Green cover the importance of our mission and values as well as progress we've made as a business. Except where noted, this report is focused on the work we accomplished in 2019.

Unlike companies that have been around for decades, Lyft and other transportation network companies have a relatively new business model without clearly defined external guidelines for ESG. As we compiled this report, our team strove to define which

ESG measures are most relevant to our business, by engaging with key internal and external stakeholders. We worked closely with Lyft's executive leadership team and board of directors, and interviewed shareholders and leaders in the ESG space. Our team synthesized the responses and organized key topics by their respective company impact (internal) and stakeholder concern (external), helping us determine the level of importance for each issue, ranking them from moderate to very high. While every topic we identified is important to our business and community, this report focuses on the ESG areas that are most relevant to our business.

STAKEHOLDER CONCERN	Very High		Congestion	Driver Working Conditions & Pay Community Safety Greenhouse Gas Emissions
	High	Energy Consumption for Data Centers	Road Safety LyftUp Community Impact Program Supply Chain Sustainability - Hardware Inclusion & Diversity	Data Privacy & Security Corporate Stewardship & Governance Air Quality
	Moderate	Water Use	Employee Benefits & Health & Safety	
		Moderate	High	Very High
		COMPANY IMPACT		



Environment

Transforming Access to Green Transportation

Climate change is one of the world's defining issues and greatest global threats of our time. In recent years, the world has experienced unprecedented wildfires, heat waves, floods, and extreme weather events. Meanwhile, there is growing evidence linking human emissions of greenhouse gases (GHG) with increased frequency and severity of destructive weather events and wholesale changes to our climate. Recently, transportation overtook power generation as the leading contributor of GHG emissions in the US. We all need to do more to address the GHG emissions that contribute to climate change. At Lyft, we believe it is our responsibility to do so. In fact, Logan Green and John Zimmer began this work prior to founding Lyft, with the inception of Zimride, which was based on the concept of reducing congestion by creating a stronger culture of carpooling. Continuing to reduce emissions and support sustainable transportation options has long been and remains an integral part of our founders' shared vision for the future. We believe that there is an opportunity to shift society on a scale that hasn't happened since the advent of the car. By redesigning how consumers access transportation, we can play a large role in driving carbon out of the transportation ecosystem.

In 2018, we launched lower-emitting mobility options on our platform — shared bikes, shared scooters, and transit. The following year, we took important steps to scale those options. Also in 2019, we began to make the vehicles on our platform cleaner, launching an electric vehicle program and through our partners, introducing thousands of hybrid-electric vehicles.

Lyft was founded on the belief that technology will enable us to dramatically reduce GHG emissions while improving quality of life and access to opportunity for all communities we serve. We're more determined than ever before to make that vision a reality.

PROGRAMS

Focusing on Impact and Shifting Our Sustainability Strategy

Lyft connects people with on-demand transportation options that are reliable and efficient. We recognize that climate change presents a clear and immediate threat to our world. In order to address the urgency of this global issue, on June 17, 2020, Lyft — in collaboration with Environmental Defense Fund —

“Now more than ever, we need to work together to create cleaner, healthier, and more equitable communities. Success breeds success, and if we do this right, it creates a path for others. If other rideshare and delivery companies, automakers, and rental car companies make this shift, it can be the catalyst for transforming transportation as a whole.”

—John Zimmer, Lyft Co-founder and President

announced a commitment to reach 100% electric vehicles (EVs)¹ on the Lyft platform by 2030. Making this full transition to EVs and fundamentally transforming personal transportation in less than a decade will require the collective action of industry, government, and advocacy partners to overcome the significant barriers currently preventing electrification.

Lyft began making all rides carbon neutral on April 19, 2018, and we started making our operations carbon neutral on September 11, 2018. Through our carbon offsets program, Lyft purchased and retired carbon offset credits in an amount equal to the total carbon emissions calculated through the greenhouse gas inventory described below.² Lyft became the first rideshare company to offset all rides globally, was one of the largest voluntary purchasers of carbon offsets in the US, and was among the top 10 globally in 2018.³ In total, Lyft retired nearly four million metric tons of carbon offset credits to match its 2018 and 2019 emissions.

At Lyft, we’re constantly evaluating what we can do to have the most meaningful environmental impact. As we announced in June 2020, we took a critical look at the efforts being made to directly reduce GHG emissions, and concluded that transportation is decarbonizing too slowly. Lyft is redoubling our efforts to reduce emissions directly through leading on vehicle electrification, and ending our offsetting program. This is a more impactful way to meet our long-term environmental goal than continuing to emit and offset. Rather than purchasing credits derived from emission reduction projects outside of our operations, we will directly reduce our environmental footprint. There are additional benefits to this approach: We’ll be making the communities we serve cleaner, and will create opportunities for drivers to lower costs and keep more of their earnings — an environmental and economic win-win.

As we build a company that connects people seamlessly, affordably, and reliably across all modes of transportation, we’re striving to do so in a way that reduces GHG emissions — so our cities can be healthier, safer, and more prosperous.

Hybrid-Electric Vehicles

As part of our commitment to expanding environmentally friendly transportation solutions, we offer high-efficiency, hybrid-electric vehicles through [Express Drive](#), Lyft's vehicle rental partner program. Drivers who don't own or wish to use a personal vehicle for ridesharing can rent a car on a weekly basis from different rental providers. In August 2019, Lyft announced a greener option for drivers in over a dozen cities, as one of our rental partners, Flexdrive, added thousands of new hybrid-electric cars to its fleet. These hybrids are twice as fuel-efficient as comparable internal combustion engine vehicles, so over their lifetime they will produce significantly less GHG emissions than conventional vehicles. Using them also translates to fuel cost savings for drivers. These vehicles were first introduced into the program in August 2019. And in February 2020, Lyft announced its acquisition of Flexdrive, which will aid our efforts to bring more clean vehicles onto our platform.

Electric Vehicles

Transitioning to EVs on the Lyft platform is our best opportunity to slow greenhouse gas emissions, start to reverse the root cause of climate change, and improve the quality of life in our cities. EVs produce [less than half the greenhouse gas emissions](#) of comparable gasoline-powered vehicles over their lifetime, and produce no tailpipe emissions, reducing air pollution and related public health effects.

Unfortunately, there are a number of barriers to widespread deployment of EVs on the Lyft platform. The first barrier is EV capital cost. EVs with sufficient range for drivers using the Lyft platform (200 miles or more) tend to cost \$10,000 to \$15,000 more than analogous internal combustion engine vehicles. This is the most significant challenge because many drivers using the Lyft platform either purchase lower-cost vehicles or don't have access to financing to purchase the vehicles. Costs related to charging EVs is another barrier. Often, fast charging is more expensive than gasoline. This is a result of both electricity rate design, with high "demand" charges, and of the economics of fast-charge stations with low utilization. Finally, there is a lack of sufficient charging infrastructure to support the rideshare driving and charging experience. Rideshare EV rentals address some of these key adoption barriers, including vehicle capital cost and lack of access to financing, insufficient exposure and uncertainty regarding the technology, and equitable access for underserved populations.

We worked with our rental partners to introduce EVs into the Express Drive rental program in January 2019. We started in Seattle and Atlanta, and expanded to Denver in late 2019 thanks



in large part to policy changes in Colorado that allowed our rental partners' vehicles to be eligible for state tax incentives. There are now hundreds of EVs available in the Express Drive program, and we plan to continue to expand in 2020.

In 2019 alone, EVs through our Express Drive program resulted in:

- Hundreds of thousands of rides
- Over 100,000 gallons of gasoline saved
- Over 1,000,000 kWh of charging⁴

Green Mode

As part of our larger effort to provide eco-friendly transportation options across our platform, and in response to rider interest in cleaner vehicle options, we launched Green Mode in Seattle and Portland in 2019. Riders in these markets can use Green Mode to request a ride from a driver using a hybrid or electric vehicle. We are currently evaluating opportunities for expanding Green Mode beyond these two markets.

Increasing Vehicle Occupancy

In order to make transportation cleaner and more efficient, as a society, we need to change established behavior. Increasing the occupancy of vehicles can make a meaningful difference. A majority of Americans — 76% — commute alone in a car. Transportation network companies like Lyft are uniquely positioned to help increase vehicle occupancy by connecting

independent parties for trips, which positively impacts both congestion and pollution. As of December 31, 2019, Shared rides were available in 19 cities throughout North America, allowing riders to be matched for more efficient trips. In February 2019, we introduced [Shared Saver](#), our most affordable ride option, in select cities. With a slightly longer wait and short walk before pick-up and after drop-off, we're able to offer riders access to more efficient shared rides at a lower price point.

In response to the COVID-19 pandemic, we paused Shared rides across all of our markets as a precautionary safeguard for both drivers and riders using the Lyft platform in March 2020. We will continue to monitor the ongoing situation and begin re-launching Shared rides based on official guidance from federal and local health authorities. We're closely following CDC guidelines, and regularly communicating these guidelines with riders and drivers so they know the best ways to protect themselves and others.

Supporting Transit

In 2014, Lyft began working with transit agencies on programs aimed at expanding access to transit and enhancing community mobility. Since then, Lyft has developed over 70 partnerships across North America. These efforts are closing the first- and last-mile gaps to regional transit; extending transit coverage; reducing parking demand; saving money for transit agencies and taxpayers; and expanding transportation choices for people who can least afford the costs of car ownership.

By working with public data from local transit agencies, Lyft helps people to use public transportation. In 2018, we [launched](#) our Nearby Transit feature to inform riders about transit options near them. And in 2019, we began rolling out a multimodal feature for trip planning, which allows riders to make direct comparisons between classic rides, Shared rides, bikes, scooters, and transit. By incorporating all of these modes into the Lyft app, we surface the best routing and mode options for specific trips. Both of these transit features are available on the Lyft app in multiple markets, including Denver, Los Angeles, New York, the San Francisco Bay Area, and Washington, DC.

Micromobility

Lyft made a large investment in growing our micromobility (shared bike and scooter) programs in 2019. There is a huge opportunity to shift short inner-city trips that are currently taken in private cars to micromobility, with positive benefits for the environment and traffic congestion.

Shared Scooters

We launched our electric scooters program in late 2018. By the end of 2019 we expanded to several new markets such as Chicago, Los Angeles, and Washington, DC, where we are exploring expansion opportunities. Electric scooters produce no tailpipe emissions and can be a solution for first-mile and last-mile gaps to public transit.

Although generally scooters have no direct emissions, they could potentially have a substantial waste footprint. Scooters represent one of Lyft's largest sets of hardware assets. Our goal is to ensure that our scooters and their components are reused, repaired, refurbished, recycled, or disposed of in a responsible manner.

Shared Bicycles

Lyft is the largest bikeshare operator in the US, with bikeshare systems in nine markets: Boston, Chicago, Columbus, Minneapolis, New York, Portland, San Francisco, San Jose, and Washington, DC. In many cases, we have multiyear exclusive partnerships with cities to operate our bikeshare programs. Ridership has increased and we have invested in expanding service, adding new products like pedal-assist ebikes, integrating the product experience within the Lyft app, and growing our LyftUp programs for eligible riders in need.⁵



LyftUp is our comprehensive effort to expand transportation access to those who need it most. Through our LyftUp initiative, we partner with leading nonprofit organizations to provide free and discounted ride credits for rideshare, bike, and scooter rides to individuals and families in need, enabling disconnected communities to gain access to grocery stores, get to job interviews, get to the polls, connect with critical resources in the aftermath of natural disasters, and more.

Policy Engagement

A key aspect of our sustainability efforts is to advance and support policies that will help bring about a cleaner future. In 2017, Lyft became one of the first companies to join the [We Are Still In](#) pledge, to show our continued support for the Paris Climate Accord. While Lyft is working toward a fully electrified future, we recognize that we cannot do this on our own. We need partners — policymakers, regulators, utilities, NGOs, and automakers — to work with us to address the barriers currently preventing widespread electrification. Lyft is actively working at the national, state, and local levels to advance policies to accelerate the transition toward an electrified future. We continue to challenge partners to join our efforts.

Since creating our Sustainability Team in 2018, Lyft has engaged with policymakers to enact or change policies that will accelerate the clean transportation future. As parties to multiple utility transportation electrification proceedings in California, we support the regulatory development of [California's Clean Miles Standard and Incentive Program](#) and [analogous legislation](#) in Washington state, which will regulate the GHG emissions of rideshare. We also support an economy-wide price on carbon, low-carbon fuel standard programs designed to reduce the carbon intensity of fuel over time, and an extension and expansion of incentives for electric vehicles. In 2019, [we successfully partnered with Colorado policymakers](#) to allow our rental partners' vehicles to be eligible for state tax incentives. This win enabled Lyft to introduce hundreds of new EVs in the greater Denver area.

Drivers using our platform depend on numerous policies to ensure clean vehicle options are available at economically attractive prices. We rely on auto manufacturers to make efficient vehicles increasingly affordable and available. That's why, in February 2019, we filed an [amicus brief](#) in federal court to challenge the proposed rollback of federal fuel efficiency standards, as drivers' earnings are greatly impacted by the fuel efficiency of vehicles that are available to them. Similarly, in July 2020, we filed an additional [amicus brief](#) in federal court challenging limitations on states' rights to set their own GHG emission standards and mandate quotas on auto manufacturers' zero-emission vehicles.

Why Electrification of Rideshare Vehicles Is an EV Multiplier

Each full-time rideshare vehicle travels three to five times as many miles as a typical personal vehicle in a typical year. Researchers have found that electrifying one rideshare vehicle is the environmental equivalent of electrifying three personal vehicles.⁶

Therefore, targeting rideshare vehicles for electrification is an extremely cost-effective use of funding.

In addition to the direct environmental case for electrifying rideshare vehicles, Lyft also has the opportunity to expose thousands of people to EVs through the Lyft platform, many for the first time. The second-order effects of electrifying rideshare could lead to substantial increases in consumer EV purchases.

With a majority of drivers using rideshare identifying as minorities, and minority groups being underrepresented in EV purchases, allowing affordable access for rideshare drivers has the potential to greatly increase adoption by minority drivers.^{7,8}

Finally, an influx of EVs on rideshare platforms will help solve the historically low utilization of public direct-current fast-charging (DCFC) stations. This is a concern for many DCFC providers, who worry that their stations won't be economically viable due to underutilization. However, in markets where electric vehicles are used for rideshare, like through Lyft's EV program in Atlanta and Seattle, utilities and private charging companies have multiplied utilization on existing public fast chargers.⁹ And EV charging on highly utilized EV charging stations could reduce overall electricity rates for all ratepayers by increasing the ratio of energy sales to infrastructure costs, thereby speeding up the infrastructure asset's return on investment.¹⁰ So the utilization bump provided by rideshare helps everyone in the utility's service territory, especially given that many of these DCFC assets utilized public funding.

TRANSFORMING CITIES

As people shift away from single-occupancy, personal vehicles, cities can be designed differently. Nearly half (46%) of riders who have access to a personal vehicle use that car less because of Lyft and other ridesharing services. Additionally, 49% of Lyft riders who don't have regular access to a personal vehicle would likely purchase or lease a vehicle if Lyft and other ridesharing services became unavailable.¹¹ Across the communities we serve, we estimate that riders have shed almost half a million vehicles because of the availability of Lyft and other ridesharing services. We also estimate that if Lyft and other ridesharing services didn't exist, riders would have purchased over 1.5 million more vehicles.

Our work is rooted in making cities more livable, healthy, and vibrant by building them around people, not cars. As part of our commitment to cities through LyftUp, we [launched a partnership](#) in 2019 with The Trust for Public Land (TPL) to create and protect parks in areas where they're needed most.

"We estimate that if ridesharing services didn't exist, riders would have purchased over 1.5 million more vehicles."

For nearly 50 years, TPL has completed over five thousand park and conservation projects, and championed social equity and environmental sustainability. From Los Angeles to Chicago and beyond, TPL works directly with local communities with the goal of ensuring everyone in the US has access to a quality park.

We also support TPL's efforts to create more green spaces through our LyftUp program, encouraging riders to round up their ride payments in the app. When a rider opts in, we round up their ride payments to the nearest dollar and donate the difference to TPL's Parks for People Community Impact Fund.

In 2019, thanks to Lyft and our rider community, TPL park projects received funding and began development in the following even cities:

- Boston, MA
- Bozeman, MT
- Camden, NJ
- Chattanooga, TN
- Denver, CO
- Saint Paul, MN
- Tukwila, WA

These projects are all expected to be completed by the end of 2020, and advance our shared goal with TPL of fostering parks, not parking lots, in our communities.

VISION FOR THE FUTURE

While Lyft has experienced exponential growth over the past decade, in 2019, trips on our platform still represented less than 1% total vehicle miles traveled (VMT) in the US.¹² We expect this share to increase as we shift people away from personally owned, single-occupancy vehicles. Lyft plans to grow efficiently and to continue partnering with the communities we serve to advance sustainable transportation.

We believe that we can help make transportation more sustainable through a multi-pronged approach. We're already doing so by encouraging people to use non-emitting or lower-emitting forms of transportation such as bikes, scooters, and public transit; increasing occupancy in cars through Shared rides; and transitioning to electric and hybrid-electric vehicles. And we're beginning to take bold actions through policy and our programs to further protect our communities.¹³

Company Metrics and Policies

ENGAGING OUR TEAM MEMBERS

At Lyft, we refer to our employees as team members. Many team members at Lyft are passionate about sustainability and participate in our Sustainability Employee Interest Group (EIG). Currently, the Sustainability EIG has nearly 200 members, spanning multiple teams across the company.

The Sustainability EIG began 2019 with a focus on educating team members on how to make more sustainable choices inside and outside the office. Early in the year, we updated waste education signs in our offices to make it easier for team members and visitors to sort their waste correctly. To further fuel education and engagement on this topic, we hosted a learning session with Recology (San Francisco's waste handling company).




In March 2019, we launched a program called EcoAmbassadors in Lyft's five largest offices. The program empowers team members to drive sustainability initiatives within their local offices. We have EcoAmbassadors in Nashville, New York, Palo Alto, San Francisco, and Seattle. In total, these offices comprise over 75% of Lyft's employee base. With the help of our EcoAmbassadors, we were able to introduce climate impact metrics on each meal item served; found a Sustainability EIG chapter in Nashville; produce educational papers on climate justice in collaboration with our UpLyft Tech program; conduct waste audits in four offices; and host Bike-to-Work-Day events.

Over the summer of 2019, we focused on new initiatives to reduce plastic. There were a record number of participants in a month-long challenge focused on shifting our dependency on single-use plastic. We also expanded the presence of Terracycle boxes in our London, New York, Palo Alto, and San Francisco offices, allowing more team members the ability to recycle items like snack wrappers. In the fall, we began planning for 2020, setting quarterly themes for the year with EIG leads to focus our efforts. Additionally, we produced an educational video showcasing best practices to reduce waste in Lyft offices; this video is now a mandatory part of all new-hire onboarding.

Over the course of 2019, we continued our partnership with Copia, a food donation service, through which we provided nearly 40,000

meals to community members in need, saving 17 million gallons of water, and diverting 206,000 pounds of carbon dioxide from the atmosphere. We closed out the year by co-hosting a fireside chat with [New America](#), featuring an interview with New York Times best-selling author, David Wallace-Wells, about his book [The Uninhabitable Earth: Life After Warming](#). New America's fireside chat helped advance attendees' knowledge on sustainability topics and provided another channel for our workforce to discuss and engage in the impacts of climate change on society.

MEASURING OUR ENVIRONMENTAL IMPACT

	CLEANER TRIPS	SHARE OF VEHICLE MILES	SHARE OF VEHICLE RIDES	SHARE OF ACTIVE VEHICLES
Electric Vehicles		0.30%	0.28%	0.37%
Hybrid Vehicles		8.50%	8.90%	6.10%
Bikes & Scooters		0.70%		

Energy Consumption

The energy consumption and GHG data reported here covers our 2018 fiscal year (January 1 to December 31, 2018), due to a lag in data collection and verification timeline. We expect to publish our 2019 energy consumption and GHG data later in 2020.

Our total electricity consumption in 2018, including renewable electricity (MWh), was 8,866 MWh. This is the estimated electricity consumption across 48 facilities using a location-based methodology, except that we used actual consumption at Lyft's San Francisco headquarters because it is our largest facility and has data readily available. Our 2018 greenhouse gas footprint, including emissions associated with electricity consumption, was positively verified by an independent third-party auditor, Cameron-Cole, in August 2019.

Our purchased renewable electricity consumption in 2018 was 3,908 MWh. Of this, 1,597 MWh was consumed through green electricity products from our electricity suppliers, and 2,311 MWh was the total volume of US-origin Green-e certified renewable energy credits (RECs) retired.

GHG Emissions

In 2019, we completed our first GHG inventory for 2018 calendar-year emissions positively verified by an independent third party. This inventory spanned Scope 1, Scope 2, and Scope 3 emissions, including indirect emissions from vehicles used on the Lyft platform (see below for what each entails). 2018 GHG emissions will serve as our base-year data going forward, against which future years' emissions will be compared. In the chart, each category is ordered by emissions contribution.

DIRECT EMISSIONS

INDIRECT EMISSIONS

Scope 1	Scope 2	Scope 3
Natural Gas Usage	Electricity Heating	Lyft Rides Purchased Goods & Services Web Hosting Business Travel Employee Commute Waste in Operations Fuel & Energy Usage Rebalancing Vans Refrigerant Leakage

Geographic Boundary

Lyft currently connects users with transportation solutions in North America. Our operations are concentrated in the US, and we have international offices in Montreal, Canada; London, United Kingdom; Munich, Germany; and Minsk, Belarus. For purposes of our carbon footprint, our geographic scope is global.

Organizational Boundary

The organizational boundary defines the company operations that are included in the emissions accounting and reporting. Based on the World Resources Institute's Greenhouse Gas Protocol, companies can choose to report either the emissions from operations over which they have financial or operational control (the control approach) or from operations, according to their share of equity in the operation (the equity share approach). Lyft's Scope 1 and 2 GHG emissions inventory uses the operational control approach, which accounts for 100 percent of the GHG emissions over which we have operational control. For Scope 3 emissions, we accounted for the categories that are part of our corporate value chain pursuant to the World Resources Institute's Greenhouse Gas Protocol "Corporate Value Chain (Scope 3) Accounting and Reporting Standard."¹⁴

Operational Boundary

The operational boundary defines the scope of direct and indirect emissions for operations that fall within a company's established organizational boundary. The operational boundary consists of three scopes (Scope 1, Scope 2, and Scope 3) and is uniformly applied to identify and categorize direct and indirect emissions for the company.

Lyft doesn't own any of the real estate in which we operate. Excluding WeWork locations, all of our offices and facilities are leased spaces. Since Lyft has operational control of activities within our leased facilities, this GHG inventory includes emissions from leased facility spaces, including headquarter offices, satellite offices, Driver Hubs, Driver Service Centers, and warehouses over which Lyft had control as of December 31, 2018. Facility data are prorated if the facilities were not leased for the full year of 2018. The overall operational boundary for Lyft's carbon footprint includes the following activities:

- **Scope 1:** Natural gas combusted in boilers to heat buildings
- **Scope 2:** Purchased grid electricity used for power in the buildings (lighting, air conditioning, elevators, etc.); purchased heating from unmetered natural gas

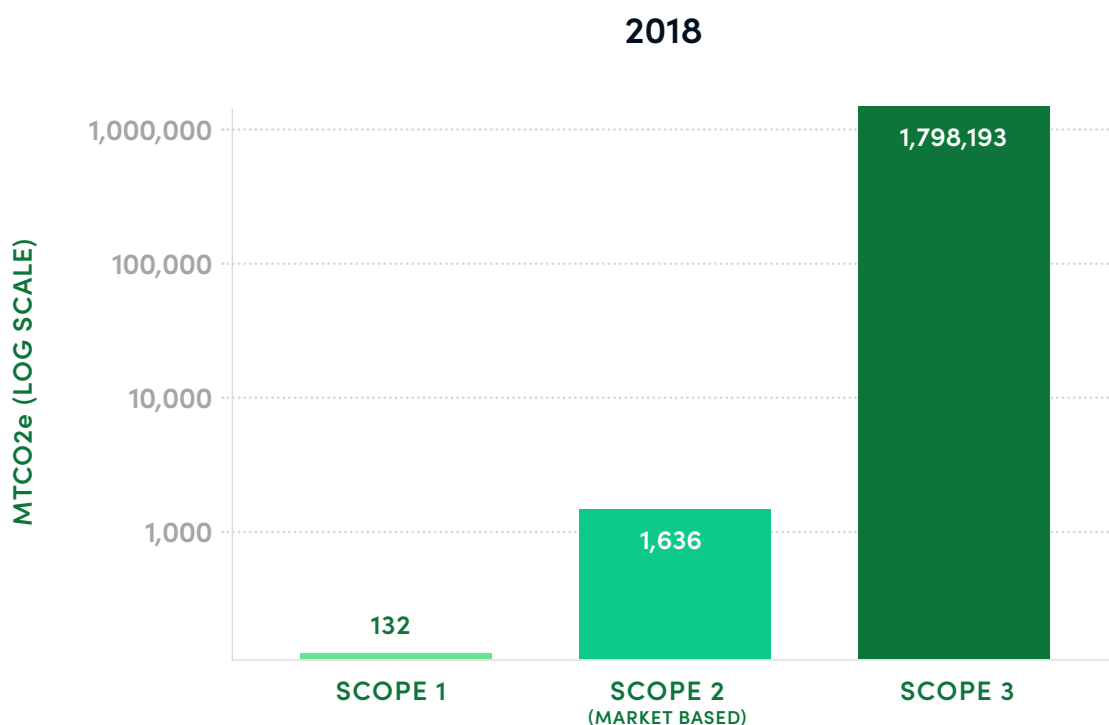
- **Scope 3:** Transport fuel combusted directly by rides provided by drivers using the Lyft platform and rebalancing vans, by air and road transport operators for team member business travel, and by transportation vehicles for team members commuting to and from work; emissions from waste management operations due to incineration or recycling of waste generated by Lyft operations; emissions generated in the production of all goods and services purchased by Lyft; and fugitive refrigerant emissions from air conditioning systems in buildings

Greenhouse Gas Boundary

Given our organizational and operational boundaries, Lyft's scope of greenhouse gases for purposes of our inventory includes carbon dioxide, methane, nitrous oxide, and hydrofluorocarbons.

2018 GHG Footprint

In 2018, our gross GHG emissions were 1.8 million metric tons of carbon dioxide-equivalent (MTCO₂e), using the market-based methodology.



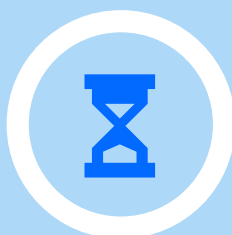
For more detailed information, see the [Appendix](#).



Economic

Transforming How People Engage with Their Cities

At a time when new technologies often disconnect or divide our society, Lyft plays a vital role in connecting millions of people with their communities and with each other. Annually, Lyft completes our Economic Impact Report, highlighting the way that our business impacts the cities in which we operate.



Riders saved
218m
hours compared to
other transportation
modes.¹⁶



49%
of riders explore more
areas of their city.



The combined market
value of that time
savings and travel
cost savings is
\$8.5b¹⁷



36%
of riders are more
likely to attend
community events.



Transforming How People Work

Our vision is to offer a reliable and flexible way for people to earn money in a manner that works for them. We're committed to protecting independence, flexibility, and choice for those who choose to drive using our platform, continuing to prioritize safety for users, and to ensuring our platform remains free of discrimination.

WHO DRIVES ON THE LYFT PLATFORM

People across North America supplement their income by driving using Lyft, and these individuals reflect the diversity of the communities we operate in.



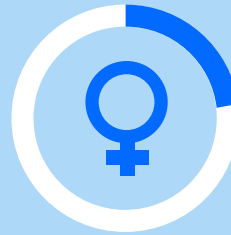
66%
of drivers identify with
a minority group.



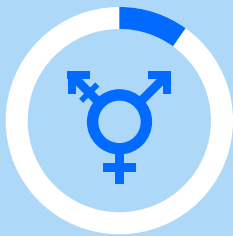
34%
of drivers speak a language
other than English at home.
More than half of these
speak Spanish at home. *



23%
of drivers are over
the age of 50.



23%
of drivers are female.



9%
of drivers identify as
members of the LGBT
community, compared
to 4.5% of the rest of
the US population.



9%
of US drivers are
veterans of the US
armed forces.



74%
of drivers work outside
of driving on the Lyft
platform. **



41k
per year is the average
income of drivers using
the Lyft platform.



75%
of drivers drive
fewer than 10 hours
per week.

*The Lyft app is now available
in Spanish, French, and
Portuguese.

**Of the remaining 26%,
the majority are retired or
actively seeking employment.

2020 Lyft Economic Impact Report¹⁸

WHY PEOPLE CHOOSE TO DRIVE USING THE LYFT PLATFORM

Lyft offers flexible, supplemental earning opportunities that fit the realities of many people's lives. Life is unpredictable. Driving using Lyft lets people set their own schedules and have the flexibility to do what's most important to them. The vast majority of drivers (93%) say this flexibility is very or extremely important to them, and 90% drive fewer than 20 hours per week. Many of these individuals want this level of control because they are:

- Parents who don't want to request time off when they need to go to their kids' games, events, and appointments
- People who need to work around the unpredictable demands of caring for aging or sick loved ones — because medical emergencies can make shift work impossible
- College or graduate students who want to earn money for school, but need a flexible schedule to accommodate school deadlines or study for finals
- Retirees looking to supplement fixed incomes or for social interaction but don't want to commit to a 12 – 18-hour minimum work week in retail
- Families who want to earn extra income to help save for their future
- Shift and seasonal workers who want to supplement their incomes
- People looking for work who need to be available on short notice for a job interview
- Commuters who want to earn extra money during their daily commute

Our Plans to Protect Driver Independence and Flexibility

Current policy efforts could jeopardize the ability for people who drive using the Lyft platform to remain independent. According to Beacon Economics, if Lyft were forced to classify drivers as employees rather than independent contractors, it would require up to 300,000 fewer drivers in California to support the new level of demand.¹⁹ The same group also reported that being forced to work as an employee would require these individuals to give up the flexibility to drive when, where, and for how long they want, as independent contractors.

To protect that independence and flexibility, we have significantly invested in a world-class Public Policy Team that has developed

comprehensive strategies across three verticals — public engagement, government relations, and policy development and research. Led by Chief Policy Officer Anthony Foxx, who previously served as US Secretary of Transportation under President Obama, the team has scaled with a number of senior hires from the Obama administration, as well as governors' and mayors' offices across the country.

Our Public Policy Team has tailored its responses by market. In California, for example, Lyft is part of a coalition of app-based companies that has launched a ballot initiative to protect worker flexibility, establish a historic new earnings guarantee and offer benefits, as well as support public safety and consumer choice. In other markets, Lyft's Government Relations Team is working proactively with legislators to help them understand the unique nature of our business and advocate strongly for legislative frameworks that positively impact the lives of drivers using the Lyft platform.

We're executing a comprehensive strategy including advocacy, public and community relations, and lobbying both independently as Lyft, and as part of a coalition of gig-economy supporters to influence legislators and policymakers. Our efforts have highlighted the many challenges with reducing driver independence and flexibility, and focused specifically on telling drivers' stories. For example, we've helped place driver-authored op-eds and organized more than 75 meetings with drivers and legislators in Albany and legislative districts throughout New York.

California and New York are just two examples of our team's broader policy efforts. We are committed to protecting independence and flexibility for current drivers and those who may be interested in driving on the platform in the future across all of our markets in the US and Canada.

OUR INVESTMENT IN DRIVERS

Lyft's business model depends on continuing to ensure people feel fairly compensated for the time they spend driving using the Lyft platform. We have a number of programs in place to ensure drivers can maximize their earnings, minimize costs, and make their voices heard.

What We're Doing to Make Driving Convenient and Affordable

Earnings	Driver earnings are based on the time and distance that they drive. Per-minute and per-mile rates are published in rate cards, which vary by city. We do this in order to offer consistent, reliable earnings.
Tips	We built tipping into the Lyft app to make it easy for riders and drivers. Riders can tip during and after a ride, or set an automatic tip so they never forget. Drivers keep 100% of their tips. Since Lyft was founded in 2012, drivers have earned over \$1.1B in tips.
Express Drive	We launched Express Drive to increase access to driving on the Lyft platform. People who don't own or have access to a car can rent one through this program. Express Drive has grown steadily since it launched in 2016, with tens of thousands of cars now available in over 30 cities nationwide.
Express Pay	We created Express Pay, which is the Lyft-exclusive feature that gives drivers the flexibility to cash out whenever they want, instantly, for a small fee.
Lyft Direct	<p>In 2019, we created the fee-free Lyft Direct debit card and bank account that allows drivers access to earnings immediately after they finish a ride.</p> <p>In 2019, 69% of US driver payouts went through Express Pay or Lyft Direct.</p>
Driver Centers	Lyft Driver Centers offer comprehensive vehicle services performed by OEM- and ASE-certified technicians and expert mechanics. We launched our first Driver Center in San Francisco in March 2019 and now have centers in seven locations. We also partner with Openbay, an online network of auto repair and service centers, to offer preferred pricing for drivers on the Lyft platform in select markets across the US. New markets are added regularly.
Driver Advisory Council	In 2016, Lyft became the first rideshare company to launch a Driver Advisory Council (DAC), a diverse group of drivers that serves as a link between Lyft and the driver community. DAC members test new product features and advise on programs and policies that impact drivers. The DAC has organized driver meetups to build community and weighed in on programs like LyftUp and features like in-app navigation, the Amp , and support for deaf drivers . In 2019, Lyft grew the DAC program from 10 national council members to over 200 members across the US and Canada. DAC members continue to create ways for drivers to connect with one another, with the Lyft team, and with their local communities.



Social

Impacting the Lives of our Riders

Lyft's mission is to improve people's lives through the world's best transportation. Lyft impacts the lives of many individuals who come from communities that are traditionally underserved.

LYFT IN HEALTHCARE

Every year, over 3.6 million people can't get to their medical appointments due to a lack of transportation.²³ That fact costs the US healthcare industry \$150 billion annually, and it's why leaders in healthcare are increasingly starting to recognize that transportation is a critical social determinant of health.²⁴



40%

of US rides start or end in low-income areas.



Lyft serves over
500,000+

riders who reported living with a disability.



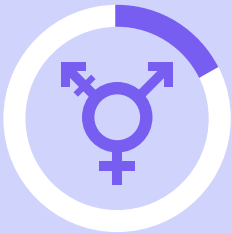
85%

of riders with a disability state that Lyft has increased their independence.



37%

of riders identify with a minority group, compared to 39% of the US population in 2018.²¹



15%

of riders are members of the LGBT community, compared to 4.5% of the US population identifying as members of the LGBT community in 2018.²²



16%

of riders are students.

2020 Lyft Economic Impact Report²⁰

Lyft has been reimagining the way patients access care since 2016. We partner with healthcare organizations — including health plans, health systems, and transportation brokers — to reduce transportation barriers to care and improve access to programs that promote overall health. There are three issues we’re trying to solve: improving pick-up times and appointment adherence; increasing patient satisfaction; and driving cost-savings. We’ve forged partnerships with leading healthcare organizations across the country — including 9 of the top 10 health systems, 9 of the top 10 non-emergency medical transportation (NEMT) brokers, and the top 10 health plans — to help patients access care.

TRANSPORTATION AS A KEY SOCIAL DETERMINANT OF HEALTH

At Lyft, we’ve seen the positive impact transportation can have — not just on costs and operational efficiencies, but also on overall health. One of the key social determinants of health is access to services and programs that promote health and well-being. Transportation is the key to unlocking that access — and ridesharing is often the most cost-effective, reliable, and convenient option.



90%

of seniors who use Lyft report improved quality of life.*



80%

of patients prefer Lyft rides over traditional transportation options.**



32%

Hospitals, health systems, and health plans decrease transportation costs by up to 32% after partnering with Lyft.**

*USC/AARP/
UnitedHealthcare 2019

**Lyft Business Messaging Guide

Case Studies



Amerigroup, a Medicaid plan by Anthem, decreased emergency room visits by **50%** after using Lyft to ensure members could access preventative care appointments.

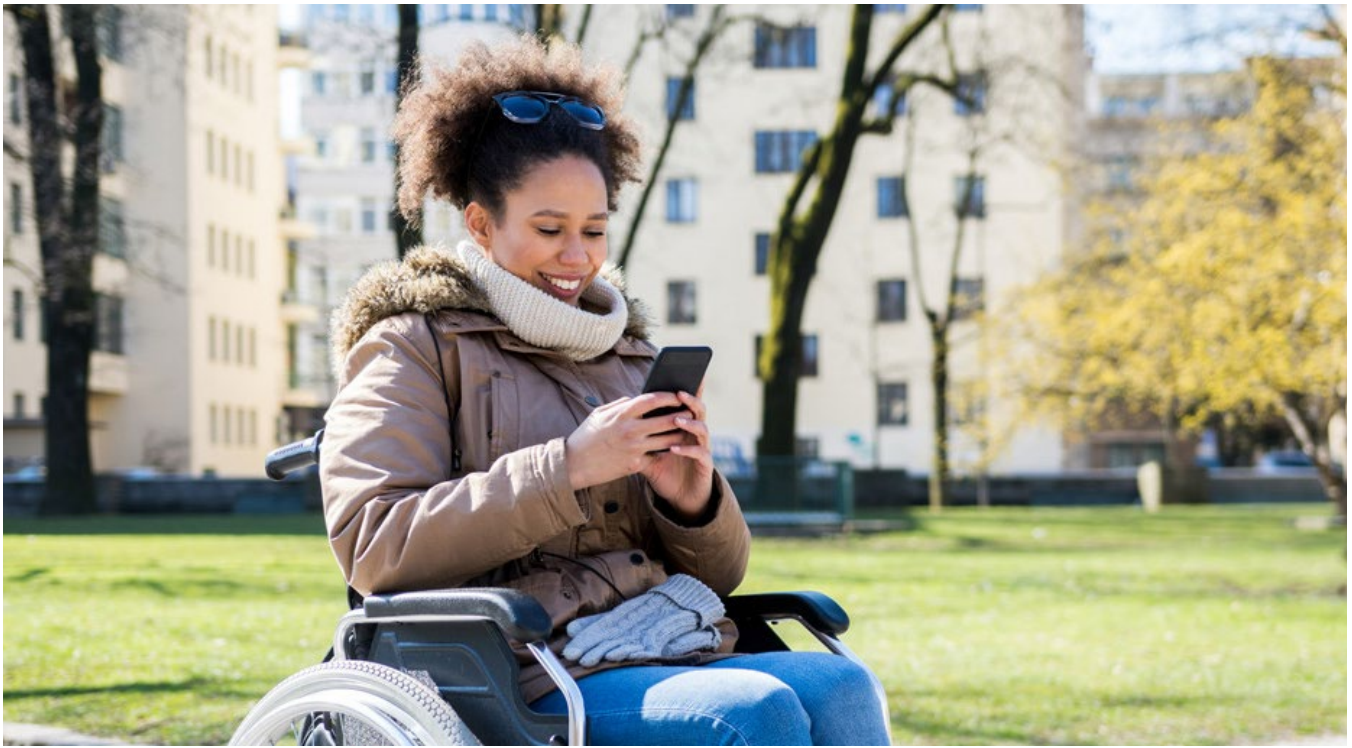


Centene Corporation saw a **66%** decrease in patient-rider complaints after switching to the Lyft platform from their previous transportation option.

NON-EMERGENCY MEDICAL TRANSPORTATION MANAGERS AND HEALTH PLANS

Since 2016, we've partnered with health plans and NEMT managers to help members access medical care and other health programs. With coverage in more than 95% of the US, we help vulnerable and underserved communities get the care they need to live healthier and happier lives.

- **Medicaid Plans:** States across the US are modernizing their Medicaid programs to incorporate rideshare into NEMT for eligible beneficiaries. For example, Lyft was the first national rideshare company to enroll as an approved Medicaid provider in Arizona. Our platform provides access to rides for eligible beneficiaries in 11 states and Washington, DC — increasing access to care for potentially 22 million people. Our experience in facilitating healthcare transportation makes us ideal for Medicaid members.
- **Medicare Advantage Plans:** In April 2018, the Center for Medicaid and Medicare Services (CMS) announced new flexibility for Medicare Advantage (MA) plans to invest in supplemental benefits that address the social determinants of health, including transportation. Today, the Lyft platform provides reliable access to transportation for dozens of MA plans across the country, including Humana, Aetna, Florida Blue, and others. These plans can leverage Lyft to get members to medical appointments as well as the pharmacy, fitness center, grocery store, community events, and more.



HOSPITALS AND HEALTH SYSTEMS

Lyft partners with hospitals and health systems to provide access to transportation to their patients and employees. We offer solutions that improve appointment adherence, reduce patient no-shows, coordinate discharge rides, and improve patient throughput. We're proud of our partnerships with some of the largest health systems in the US, including HCA Healthcare, CommonSpirit, NY-Presbyterian, and others.

EVOLVING OUR HEALTHCARE PRODUCT

As part of our continued commitment to ensure transportation is not a limiting factor to healthcare access, Lyft has upgraded the Lyft Concierge product experience. A key update was to introduce automated calls for riders, because less than half of people over the age of 65 have a smartphone. We also now include upfront pricing for mode comparison and to provide cost transparency for people booking rides, and a tailored experience for using tablets.

Increasing Access and Equity Through LyftUp

Millions of people lack access to basic needs because they don't have access to adequate transportation. According to the New York Times, an ongoing study based at Harvard shows that when determining the odds of escaping poverty, there is a stronger link between transportation and upward mobility than that between upward mobility and crime, elementary-school test scores, and the percentage of two-parent families in a community.²⁵ We launched our LyftUp initiative in order to help bridge those gaps, supporting individuals with the greatest financial need in key moments. Under LyftUp, we've combined all of our transportation equity programs into one collective vision.

We believe everyone should have access to reliable and affordable transportation, which has the power to help address our cities' biggest challenges, including joblessness, food insecurity, and poor health. This vision has been core to our business from the start. In many of our largest markets, riders can now find public transit, shared rides, bikes, and scooters all in the same app.²⁶ We believe more than 40% of Lyft rides start or end in low-income areas. Our platform helps unlock access for the people who need it most — providing a crucial entrypoint for upward mobility.

LyftUp aims to bridge some of the most serious transportation gaps. We partner with leading nonprofit organizations to provide free and discounted car, bike, and scooter rides to individuals and families in need to connect with critical resources in the aftermath of natural disasters, gain access to healthy food, get to job interviews, get to the polls, and more.

LyftUp LyftUp Ride Access Programs

Grocery Access



Gain access to healthy food for those who live in areas limited in grocery options

Jobs Access



Get a ride to job interviews, job training, and the first few weeks of work

Voting Access



Participate meaningfully in civic life – especially voting

Disaster Response



Connect with critical resources in the aftermath of natural disasters

Bikeshare Access



Use bikeshare systems seamlessly in every neighborhood

Community Grants and Councils



Invest in local grass-roots transportation initiatives



Our COVID-19 Response

The impact of COVID-19 has been widespread and continues to evolve. While this report focuses on our 2019 initiatives, it is important to recognize our role in responding to this crisis and highlight some of the actions we have taken in 2020 related to COVID-19.

In May 2020, we launched [Lyft's Health Safety Program](#), which established new health and safety requirements for ridesharing on the Lyft platform through new policies, commitments, and products designed to address the needs of our community during this important time for public health.

Our Health Safety Program includes:

- **Personal health certification for drivers and riders.** Riders and drivers must certify that they will not ride or drive with Lyft if they have COVID-19, think they have it, or have related symptoms.
- **Required face masks for drivers and riders.** Masks must be worn by riders and drivers for the duration of the ride. Additionally, riders may not sit in the front seat and must keep windows down if possible.
- **Health safety education for drivers and riders.** Based on [rideshare guidance](#) from the CDC, this content arms our community with information to protect themselves and others during rides.
- **Distribution of cleaning supplies and masks for drivers.** As of the publication date of this report, Lyft has distributed over 150,000 sanitizing products and masks to drivers. We're also distributing free Lyft Safety Kits to drivers; the kits include a reusable cloth face covering, sanitizer, and disinfectant.

In July 2020, Lyft began making partitions available to drivers in 10 regions across the US. To date, we've made thousands of partitions available to US drivers for free, aiming to cover more than 50% of rides in these markets. We plan to expand to 30 regions and provide partitions to 60,000 drivers for free in the coming months. By fall 2020, partitions will be available for all drivers to purchase through the [Lyft store](#), which we recently launched to give drivers easy and affordable access to PPE, cleaning supplies, and face masks at no profit to Lyft.

Lyft can be a critical lifeline for communities in need — and we [swiftly activated LyftUp](#) to help respond to the COVID-19 pandemic — bringing together more than 500 LyftUp partners to provide access to free essential transportation and delivery of critical supplies to those who need it most.

Continued on page 36

Our Covid-19 Response, continued

Through the pandemic, drivers using the Lyft platform have played a vital role in our LyftUp program by connecting people with essential services and goods — getting riders to grocery stores and pharmacies, doctors and nurses to work, and caretakers to family members in need. We're immensely grateful to the driver community, and have taken actions to make sure they're supported and have information on broader federal resources.

Our LyftUp COVID-19 response is focused on three areas where transportation can play a vital role in supporting our communities:

- **Free rides for vulnerable communities** – providing access to free Lyft rides to those with essential transportation needs during the coronavirus pandemic – especially for families, low-income seniors, people with disabilities, and other vulnerable communities
- **Free rides for critical workers** – providing free bikeshare memberships, free scooter rides, and access to free Lyft rides for first responders, doctors and nurses, transit employees, and other critical workers
- **Free delivery of critical supplies** – facilitating delivery of food and life-sustaining medical supplies to families with children, seniors, those with chronic diseases, and other vulnerable populations

The free ride credits we donate through LyftUp also provide drivers — many of whom are full-time teachers, retirees, college students, or caregivers — with more opportunities to earn income through the Lyft app.

The most up-to-date information can be found on our [LyftUp](#) and [COVID-19](#) pages.



Supporting Racial Equality

Lyft's 2019 initiatives are the focus of this report, but our call to speak out against systemic racism and acts of injustice against Black Americans include steps we have taken in 2020 as civil unrest has heightened.

We continue to support organizations across the US that fight racial inequalities and systemic racism. As part of our continued commitment to communities of color through LyftUp, we donated \$500,000 in ride credit to the following national civil rights organizations that play critical roles in fighting racial inequalities and systemic racism:

- Black Women's Roundtable
- NAACP
- National Action Network
- National Bail Fund Network
- National Urban League

Lyft is committed to the ongoing journey toward racial equality and stands with communities of color everywhere.



National
Urban League

Key Partners



DISASTER RESPONSE

In the aftermath of a natural disaster or public health crisis, our goal is to make transportation as easy as possible for those in need through our [Disaster Response program](#). In these moments, connecting riders with their loved ones and helping them access valuable community services becomes more crucial than ever. We adhere to our internal emergency response protocols to evaluate our response.

- **For the public:** Our support for communities typically takes the form of a free or discounted ride code to designated areas, like shelters or hospitals.
- **For responders and volunteers:** Our platform provides access to transportation to first responders and volunteers, like United Way and 211, Team Rubicon, and World Central Kitchen, to help with on-the-ground recovery operations.



Storms and Hurricanes
Harvey, Irma, Lane,
Florence, Michael



Wildfires
Woolsey, Camp, Tenaja, Reche,
Sandalwood, Saddleridge



Extreme Weather
polar vortex, heat waves,
tornados

GROCERY ACCESS

Approximately 23.5 million people in the US live in food-insecure areas, defined in urban areas as a district where over 33% of the population resides more than one mile from a supermarket or large grocery store.^{27,28} Nearly half of individuals living in food-insecure areas have low incomes,²⁹ and many qualify for food assistance; however, due to high-barrier application processes, \$13 billion in SNAP (food-stamp) benefits go unclaimed every year.³⁰ The Census Bureau reports that SNAP lifted 3.2 million people out of poverty in 2018 alone.³¹

Lyft's Grocery Access Program focuses on two key points where transportation can play a meaningful role in helping individuals in need access healthy food. The first is by providing access to flat-fare rides to and from grocery stores to qualifying people living in food-insecure areas. We also fund free rides, distributed by key partners, to and from SNAP benefit application appointments.

"With the money saved, we can now buy more food."

—DC program participant

95%

of mRelief program participants in San Francisco say that the free Lyft ride improved their CalFresh application experience.

We've partnered with more than 15 grassroots organizations focused on connecting their communities to healthier and more affordable food options. These organizations — including GrowNYC in New York, Uplift Solutions in Philadelphia, and St. Francis Center in Los Angeles — identify community members with the greatest need, distribute Lyft credits directly to those individuals, and measure the impact of our work together.



Access can change people's lives. In Washington, DC's Ward 8, just one full-service supermarket serves more than 80,000 residents. For 78-year-old Florestine, who lives 1.6 miles from the grocery store and doesn't have a car, taking transit or walking

aren't realistic options. That contributes to a tragic reality: According to the District of Columbia Department of Health, average life expectancy in Florestine's ward is 15 years shorter than Ward 3 — which has nine supermarkets, a similar population size, and triple the average household income.

As a participant in the LyftUp Grocery Access Program, Florestine can now call a Lyft ride to the grocery store for a set price of \$1.50. "It's been an absolute blessing," she said.

JOBS ACCESS

For the unemployed, reliable transportation to a job interview or to the first few weeks of work can mean the difference between successful, long-term employment and lost opportunities. A recent study pinpoints commuting time as a primary factor impacting the odds of escaping poverty.³³ Lyft's Economic Impact Report shows that our riders saved 218 million hours compared to other transportation modes, proving Lyft's unique ability to help address issues with long commute times.

Lyft's Jobs Access Program focuses on three key moments in the employment pipeline that are critical to individual success, and where transportation can play a major role:

- Rides to and from job training programs
- Rides to and from job interviews
- Rides to and from a place of employment for the first 3 weeks of employment, until individuals receive their first paycheck and begin to pay for their own transportation

As of 2019, our Jobs Access Program is active in more than 35 markets across North America. In partnership with leading nonprofit organizations, we provide credits for free or discounted rides to people in the employment pipeline. We focus on communities that stand to benefit most from short-term transportation support, and our nonprofit partners play a vital role connecting individuals in need with Lyft rides so they can take advantage of economic opportunities across their cities.

"There are roughly 61 million people living with disabilities in the United States. Of those 61 million, nearly 34 percent, or more than 20 million people, are unable to leave their home because of transportation barriers. The ability to get around easily, especially for employment in the disability community, is crucial to the future."

—Ashley Helsing, Director of Government Relations
at National Down Syndrome Society

LYFTUP COMMUNITY GRANTS

Local nonprofits work hard year-round to improve lives in their communities — often without the significant funding larger organizations enjoy. To recognize the contributions of local nonprofits and ease transportation barriers faced by the people they serve, we award grants in the form of Lyft ride credit to a variety of local nonprofits each quarter.

Grants are awarded on a quarterly basis and range from \$1,000 to \$20,000 in Lyft ride credit, depending on the scale of the city in which the nonprofit is located and the type of work the nonprofit is doing.

A Bridge Home (Los Angeles, CA)

"Lyft Concierge has been extremely helpful at the El Puente ABH. The staff are able to request rides for clients to ensure they are able to make their doctor's appointments, job interviews, mental health providers and more. Ever since we received this grant and partnership with Lyft, a huge barrier for clients who didn't have access to transportation before has been removed. We thank you for their services!"

—Josephine (A Bridge Home, Los Angeles)

Minority Humanitarian Foundation (Spring Valley, CA)

"Lyft has increased our abilities to help people tenfold. When we go to pick up people at the border we might be there to pick up one person and find a dozen who need help. Lyft gives us the ability to safely and quickly transport these people to a triage location, a sponsor home, the airport, or directly to their families in Southern California. There is no way of explaining how grateful we are to Lyft. You have helped us move people to safety with an efficiency we as a small non-profit could not have accomplished on our own. Lyft is literally saving lives, and we sing your praises every chance we have."

—Mark Lane, MHF CEO

Continued on page 42

Arianna's Center (Wilton Manors, Florida)

"Lyft rides have provided our clients with an affordable and safe way to access critical services and programs. We often take transportation for granted without realizing how limited resources preclude the most vulnerable members of our community from being able to participate. This program is helping to ensure that this is no longer the case for our clients"

—Alex Spriggs, Operations Director

Burn Institute (San Diego, CA)

"The generous donation of Lyft rides has allowed us to stretch our budget to support local burn survivors even further. Often an individual who has been affected by burn trauma will become less social and isolate themselves. We encourage and welcome burn survivors to attend our bi-weekly support group meetings called 'Circle of Friends' to gain emotional support from others and to have a safe space to discuss their fears and challenges. For low-income survivors, transportation to the meetings (and to follow-up medical appointments) can be an obstacle and the person can fall into a downward cycle of loneliness and despair. When offered the Lyft rides, they don't have the financial burden and are more likely to participate and make positive movement in their journey of recovery."

—Susan Day, Executive Director

Repair the World (Philadelphia, PA)

"Lyft credits enabled me to volunteer at Broad Street Ministry. Broad Street provides meals to those facing food insecurity in Philadelphia. Additionally, they provide a mailing service which nearly 3,000 people claim Broad Street as their permanent address. By traveling with Lyft, I am able to work towards tackling systems of inequality that my neighbors in Philadelphia face."

—Monét Davis, Fellow with Repair the World Philadelphia



VOTING ACCESS

Every citizen who wants to exercise their fundamental right to vote should have reliable, affordable access to the polls — regardless of income, age, zip code, or political affiliation. In 2018, we offered our first scaled Voting Access Program by offering free and discounted ride credits to the midterm elections in all fifty states. We continued to refine this program in 2019 by supporting rides to local elections.

In 2020, we provided access to transportation to the polls throughout the primary season by distributing free rides through nonprofit partners like the Voto Latino Foundation and the League of Women Voters. For the 2020 general election, we plan to offer free ride credits through our partner organizations, as well as discounted ride credits to the general public. We believe voting is the bedrock of a healthy democracy, and we're proud to be a leader among the growing community of businesses that are working hard to support civic engagement.

BIKESHARE AND SCOOTER ACCESS

Bikes and scooters are one of the more affordable and sustainable modes of transportation available using the Lyft platform — and we're committed to increasing access to our bikeshare and scooter share systems. We carry out this commitment through

a combination of infrastructure expansion to bring bikes and scooters to more neighborhoods, and programs to ensure our services are affordable to low-income individuals.

Equitable access to shared bikes and scooters begins with increasing the number of neighborhoods we serve. Docks are the backbone of Lyft's approach to bikeshare, and we are constantly assessing opportunities to expand our network of docks in cities where we currently operate, with a focus on underserved parts of our cities that often lack reliable, affordable transportation options. In New York, for example, we're doubling the size of the Citi Bike service area by 35 square miles, bringing Citi Bike to the Bronx for the first time. In Chicago, we're launching an expansion to bring Divvy to all 50 wards of the city. And in the Bay Area, we're expanding in San Francisco, adding ebikes to the Bay Wheels fleet. We're also partnering with cities to identify opportunities to extend the benefits of traditional docks through lightweight bike parking stations and hubs that can house both scooters and bikes.

In addition to system expansions, Lyft offers equity programs to reach low-income individuals in every city where we operate bikeshare and scooter share systems. These programs have been developed to meet the unique needs of each city through partnerships with city officials, community organizations, and sponsors. Anyone enrolled in or qualifying for certain assistance programs (such as Medicaid and SNAP) can apply for significantly reduced-fare bikeshare and scooter memberships. We're also expanding access to these programs through investment and partnerships with local community-based organizations that are best equipped to engage with the local communities they serve. For example, in Chicago, organizations like the Syrian Community Network and the Coalition for a Better Chinese American Community are leading the way on outreach, bike rides, and promoting the reduced-fare "Divvy for Everyone" membership in their communities. We carry our standards for reduced-fare bikeshare membership into our shared scooter fleets, standardizing fees and improving the means by which low-income residents can qualify and participate in more affordable scooter rides.

Lyft is also expanding our equity programs serving youth. Lack of transportation access can hit hardest for young people, whose futures depend on their ability to connect with opportunities across the communities they call home. That's why we developed a new [LyftUp program](#) — in partnership with UNINTERRUPTED, LeBron James' athlete empowerment platform to empower young people (ages 16 to 20) through access to bikeshare. This program

will launch throughout 2020 in several of our biggest markets. In collaboration with the YMCA USA, we're giving free one-year bikeshare memberships to thousands of young people in New York City, Chicago, and the San Francisco Bay Area. We'll be teaming up with the Y to identify eligible young people in their network, and provide them with memberships and education on bike safety. With a focus on removing barriers in young peoples' lives, this program builds on our successful Bike Share for Youth program in New York City.

ENABLING COLLECTIVE ACTION FROM OUR RIDERS

Since 2017, our riders have been making their rides count for their community by opting in to round up their ride payments and donating the difference to a worthy organization of their choice.



\$20 million

By the end of 2019, Lyft riders had donated more than \$20M by opting in to round up and donate their ride payments to support their communities across more than 35 million rides.



20+ organizations

More than 20 organizations across the US and Canada have been featured in the app experience, including the USO, United Way, ACLU, and the Human Rights Campaign.



"From providing free transportation to transitioning service members and eligible veterans pursuing civilian employment opportunities to rallying the Lyft community to donate to the USO when they ride, Lyft is providing critical support for the USO's important mission. Together, the USO and Lyft are strengthening service members by keeping them connected to family, home and country, throughout their service to the nation."

—Lisa Anastasi, USO Chief Development and Marketing Officer

In 2020, we'll be realigning this rider engagement program with LyftUp, so that riders can directly support partners who are using transportation to help solve some of our communities' biggest challenges. We are continuing to add new LyftUp partners and seek increased participation from our riders.

RESEARCH AND IMPACT MEASUREMENT

We measure impact on our programs by surveying users directly, working with third-party research entities, and via our partner organizations. In 2019, we measured the ongoing impact of our Grocery Access Program via surveys and analysis completed by our team at Lyft. For every city where the program is active, we completed baseline surveys before the start of the program, and will complete midpoint and end-point surveys covering a six-month period. This research is not yet complete, but we're seeing positive initial results.

In 2020, we plan to further formalize our research models, both for Grocery Access and Jobs Access (our two largest programs) by bringing in third-party research entities to help us lead this work. This will constitute a more rigorous research process, looking at the longer-term outcomes of our efforts, not just the immediate outputs and qualitative results.

We also lean heavily on our execution partners — including nonprofits, for-profits, and public sector partners — to help us measure the impact of these joint efforts. As noted in earlier sections, one important area where we work closely with partners to prove our impact is through our healthcare vertical.

AmeriHealth Caritas DC is a Medicaid-managed care organization that serves the District of Columbia. The organization has partnered with Lyft since 2017 to get Medicaid members — who often can't afford transportation — to urgent care, follow-up, and prenatal appointments.

Between April 2018 and April 2019, Lyft provided more than 150,000 rides for 11,400 members. Based on claims analysis conducted four months before and after the initial rides with Lyft, AmeriHealth Caritas DC has observed a strong impact on preventative care and quality measures resulting from their partnership with Lyft.



40%

decrease in ER
utilization



15%

decrease in low-acuity
non-emergent (LANE)
ER utilization



12%

decrease in ambulance
utilization

Safer Roads and Communities

The safety of our community is fundamental to Lyft. Since day one, we've worked hard to design policies and features to protect riders and drivers. Lyft's law enforcement partners agree, as shown in the National Sheriffs' Association [letter of ongoing support](#).

REDUCING IMPAIRED DRIVING

The growth of Lyft and ridesharing has coincided with encouraging road safety trends on impaired driving, as communities now have an affordable and convenient alternative to driving under the influence of alcohol or drugs.

The National Highway Traffic Safety Administration (NHTSA) reports that impaired driving costs the US \$44 billion annually.³⁴ In 2018, the latest year of data collection, 10,511 individuals died on our roadways due to impaired driving. By increasing the availability of Lyft over the years, as well as through proactive road safety campaigns and partnerships, we believe we are making a difference in regard to this persistent and costly issue.

Comparing publicly available data on DUI incidents with Lyft presence (starting from the first full year after Lyft launched in each market) and growth shows a rise in ride volume and a decrease in DUI incidents.

CITY	% DECREASE IN DUI INCIDENTS	TIME PERIOD	LYFT MARKET LAUNCH
Atlanta	41%	2014–2017	August 2013
Chicago	40%	2014–2017	May 2013
Madison	20%	2016–2017	August 2015
San Francisco	31%	2013–2017	May 2012
San Diego	18%	2014–2017	July 2013

NHTSA also reports that most impaired driving incidents happen on nights and weekends (due to a rate of alcohol impairment 3.6 times higher compared to the daytime rate), which is when a majority of Lyft rides occur.^{35,36}

During the 2018 and 2019 holiday seasons, Lyft partnered with the Governors Highway Safety Association (GHSA) to distribute state-level grants to curb alcohol- and drug-impaired driving. Through a combination of ride coupons, social media campaigns, and press coverage, state agencies were effective in generating public awareness and promoting Lyft as an alternative to getting behind the wheel while impaired.



"Lyft is making a big impact on reducing impaired driving. Before Lyft and ridesharing, there were limited transportation options. Now people have an affordable, reliable, and convenient

choice in ridesharing and can avoid getting behind the wheel impaired. Lyft is truly committed to improving road safety."

—Sheriff (ret.) John Whetsel

STRENGTHENING COMMUNITY SAFETY

With numerous team members across many dedicated teams including Product, Growth and Support, Lyft is continually working on end-to-end safety efforts for both riders and drivers. The contents below outline our foundational approach to community safety; more details will be available in our safety transparency report, which will be released in 2020.

Before the Ride

Driver Screenings in the US

Before giving their first Lyft ride, all driver applicants in the US are screened for criminal offenses and driving incidents.^{37,38}

Administered through a third-party company that specializes in background checks, our comprehensive criminal screening process includes:

- Social Security number trace
- Nationwide criminal search
- County court records search
- Federal criminal search
- US Department of Justice 50-state sex offender registry search

Drivers must also pass a DMV record check to ensure their driving record meets Lyft's standards. While standards vary per state and local law, in most places, if a driver applicant has any of the violations outlined below, they will not be permitted to drive using Lyft:

- Any major violation in the past 3 years (like driving on a suspended license or reckless driving)
- Any DUI or other drug-related driving violation in the last 7 years
- Any driving-related convictions in the last 7 years (like a hit-and-run or felony involving a vehicle)
- More than 3 minor violations in the past 3 years (including collisions and traffic light violations)

Once applicants pass the initial screenings and are approved to drive on the Lyft platform, they are then subject to annual criminal background checks. Our disqualification standards for annual criminal checks are the same as the initial checks, and these checks are performed at least once a year.

We don't stop at the annual screenings. Lyft also conducts continuous criminal monitoring and continuous driving record checks on all active drivers that notify us of new criminal convictions or driving offenses. The only exception is in the state of New York, where the New York Taxi and Limousine Commission (TLC) oversees licensing and permissions for all rideshare drivers. We rolled out these continuous checks in 2019 to enable Lyft to identify unsafe drivers and remove them from the platform as soon as a violation of our screening standards is detected. Any driver who does not pass the initial, annual, and continuous screenings is barred from using our platform.

Verifying the Ride

We are committed to ensuring riders have the information they need to get into the right car. We send push notifications to remind riders to verify their ride, and feature photos of the driver, license plate number, and the make, model, and color of the car in the Lyft app. Drivers also receive the name of the rider to allow them to verify the right person is getting into their car. The most effective way for riders to confirm their rides is by verifying the license plate. We have increased the size and visibility of drivers' license plate numbers in the app, and we send reminders to verify the license plate. Hundreds of thousands of drivers also have Amps on their dashboards, which light up to match the color in the rider's app. The Amp makes it easier for riders to find their car at busy venues and at night.

During the Ride

Standards for Conduct

Our [Community Guidelines](#) reflect the high standards that we require our community members to uphold. Our goal is for every ride using the Lyft platform to be safe and comfortable from start to finish. We ask every rider and driver to be safe, respectful, and helpful. Failure to meet the expectations of the Community Guidelines can lead to permanent deactivation from the Lyft platform.

In September 2019, we [announced](#) a collaboration with RAINN, the nation's largest anti-sexual violence organization, to ensure we're effective at educating our community to prevent sexual harassment and assault. Together, we produced a series of videos to educate drivers on how they can help create a safe environment for everyone. All drivers currently on the Lyft platform have completed the training, and all new drivers must complete the program before giving their first ride. We are also producing educational content for riders.



Safety Tools

In 2019, we introduced more than 15 new safety features to the Lyft platform. Lyft provides real-time GPS-based ride tracking for our riders and drivers through our Share Location feature. This allows riders to share updates with friends and loved ones during the trip, as well as provide an estimated time of arrival. If necessary, drivers and riders can also connect with 911 directly from the Lyft app. The app displays the user's current location and vehicle information (including license plate number) to ensure accurate communication with 911 dispatchers.

In 2019, Lyft announced the [Smart Trip Check-In](#) feature. In some cases, if we notice a ride has stopped too soon or for an unusual amount of time, drivers and riders will hear from Lyft. We'll ask if they need support, and if necessary, we'll give the option to request emergency assistance. This feature is currently available in select US markets with plans to expand to additional US markets and Canada in the future.

We also announced a new partnership with ADT in 2019 to pilot new safety features. In January, we began piloting [our first ADT-enabled safety product](#) to riders in ten markets throughout the US. If a pilot user feels unsafe, they are able to immediately connect

with an ADT security professional silently (via a button in the app or through text), or by voice. The ADT security professional can alert authorities, as needed, so the authorities can arrive at the user's location, equipped with detailed incident information. Lyft selected ADT as a partner because it is a leading security and automation provider, has 145 years of security experience, and has the largest network of security professionals.

After the Ride

Two-way Ratings

Lyft's two-way rating system allows riders and drivers to provide instant feedback on safety and overall ride experience. Anyone who rates a rider or driver four stars or below will be required to provide more details about the rating to ensure we're constantly tracking user feedback. Any person who rates a rider or driver three stars or below will never be matched with that individual again through the Lyft app. We regularly review community feedback to inform policies and product features so that we can track every level of problematic behavior.

Incident Response

Lyft's incident response processes are designed to make it easy to report any negative experiences so that we can take appropriate action. We were the first ridesharing platform to develop a dedicated 24/7 Critical Response Line for riders and drivers to report safety concerns. Both riders and drivers can report incidents to our dedicated Trust & Safety Team, which is available through the 24/7 Critical Response Line so that we can take action — including investigating and working with law enforcement when appropriate — to help to keep our community safe.

Lyft safety specialists on the Trust & Safety Team undergo six weeks of specialized training. Training covers a variety of topics, including how to: advocate for Lyft community members; be an effective listener; listen to and speak with victims and other involved parties; and work with law enforcement.

Trust & Safety team members also receive 40 hours of training from the National Organization of Victims Assistance (NOVA), the oldest national organization of its kind. Training covers foundational topics for victim assistance, including trauma-informed care, crisis intervention, and communication and de-escalation skills.



PARTNERING WITH EXPERTS

In 2020, we launched the Lyft Safety Advisory Council (SAC) to advise Lyft on current and planned safety initiatives. A diverse group of members lends their expert perspectives and suggests areas of improvement. As we seek to tackle complex safety issues, the council meets quarterly to provide Lyft with a critical perspective on the work we're doing to enhance the safety of our platform. Through close partnership with these experts, Lyft will be better equipped to continue building safety features and processes that consider all community members, and anticipate and prevent unintended consequences.

Current Members of the SAC Include:



Jordan Brooks
Managing Director & COO,
United State of Women



Jay Brown
SVP of Programs, Research
and Training, Human Rights
Campaign



Kym Craven
Executive Director, National
Association of Women Law
Enforcement Executives



Dwayne Crawford
Executive Director, National
Organization of Black Law
Enforcement Executives



Keeli Sorensen
VP of Victim Services, RAINN



Tracey Vitchers
Executive Director, It's On Us



Sheriff John Whetsel
Chair, National Sheriffs
Association Traffic Safety
Committee



Sheriff Kathy Witt
Sheriff of Fayette County,
Kentucky



Silvia Zenteno
Director of Education and
Training, It's On Us

Team Member Policies and Engagement

PEOPLE MANAGEMENT

Lyft employs nearly 5,000 individuals in over 30 states as well as Canada, the UK, Belarus, and Germany. The vast majority are full-time and based in the US. At Lyft and in this report, we refer to employees as team members.

Lyft's core values are Be Yourself, Uplift Others and Make it Happen. Our unique culture is rooted in these values: the importance of allowing people to come as they are; a focus on empathy and the support of others; and fostering an environment that encourages everyone to take initiative. Our team members, who uphold our values and live our mission every day, are at the forefront of cultivating and spreading this culture across the drivers, riders, and communities we serve. This continuous interaction across the entire Lyft community creates a virtuous cycle which further reinforces our culture and fuels our growth.

We envision a world where cities feel intimate again and transportation and technology bring people together. This all starts by taking care of our team members. In 2018, Lyft was honored as the top startup in the US by LinkedIn, which evaluated companies for employment growth, engagement, job interest, and attraction of top talent. In 2018, we became the youngest company to be chosen as one of the Best Places to Work for LGBTQ Equality by the Human Rights Campaign. In addition, for the past three surveys, Lyft has maintained a score of 100 out of 100.

Consistent with our values, Lyft provides our employees with meaningful opportunities to be heard and also respects their freedom of association, their rights to self-organize and bargain collectively, and also their rights to refrain from such activities. We notify team members that they are not prohibited from discussing their wages, hours or working conditions, or otherwise engaging in protected concerted activity under Section 7 of the National Labor Relations Act.

INCLUSION AND DIVERSITY

At Lyft, inclusion and diversity are at the core of our principles, and how we make decisions, build our teams, and serve our communities. Making sustainable progress requires clear strategies, metrics that matter, and everyone to do their part to retain, hire, develop, and advance talent.

Our [Inclusion & Diversity](#) team focuses on four strategic pillars: workplace, workforce, marketplace, and accountability. These pillars ensure we're cultivating an inclusive culture, executing on hiring goals as we grow, remaining a trusted brand in our communities, and positively impacting our riders, drivers, and team members.

Workplace

Cultivating an inclusive culture is central to our workplace ethos. That means establishing thoughtful policies designed to ensure an equitable environment for all. For example, our impact-driven Employee Resource Groups (ERGs) encourage our community members to live out Lyft's core values. From our [Gender Inclusion & Affirmation Policy](#) to our community celebration of [Black History Month](#), some of Lyft's most important ideas have emerged from our ERGs.

Workforce

Inclusion and diversity are pivotal elements in our workforce. We continue to drive meaningful change by building, assessing, and evolving our goals for hiring and retention. We engage early and often with leadership to track equitable hiring, development, and advancement across our diverse talent pools.

Marketplace

It's not enough to just look inward. We're taking action to become a trusted brand in every interaction with drivers, riders, our own workforce, and the communities we serve. And we're partnering with forward-looking organizations and conferences to achieve that goal with the best, most diverse team.

Accountability

To drive greater impact, our executives incorporate inclusion and diversity goals and initiatives into their team action plans. These plans focus on hiring, retention, development, and performance management.

Rooney Rule for Leadership Roles

The Rooney Rule originated in the National Football League (NFL) as a policy to create opportunities for diverse candidates to be identified, interviewed, and ultimately hired. In an effort to address the gaps we see in our leadership roles and overall workforce, starting in 2017, we began following the Rooney Rule for all open roles that are director-level or higher. The Rooney Rule states that before we make an offer on a Director+ role, we will ensure that we have considered at least one woman, Black, or Latinx candidate at the onsite interview stage. In June 2020, we updated this policy to require consideration of at least one woman *and* one Black or Hispanic/Latinx candidate.

Holistic Action Plans

At Lyft, we hold ourselves accountable to these key outcomes:

Leaders

- **Establish** inclusion and diversity goals as part of their people plans.
- **Ensure** diverse talent have development plans that accelerate their readiness and advancement in the leadership pipeline.
- **Create** opportunities for others to speak about the importance of strategies and activities underway to remove barriers.

All People Managers

- **Engage** and **retain** diverse talent by demonstrating support.
- **Ensure** development plans are in place for all Black and Hispanic/Latinx team members.

The Inclusion & Diversity Team

- Regularly **reviews** workforce demographics with the executive leadership team.
- **Measures** progress and impact of Rooney Rule 2.0 compliance and diversity goals.
- Continually **solicits** feedback and iterates as needed to produce better outcomes.

For more information on Lyft's strategy and progress, please refer to our [2019 Diversity & Inclusion Report](#).

EMPLOYEE RESOURCE GROUPS

As spaces for community, networking, mentorship, and education, ERGs actively steward Lyft's mission, helping us stay grounded in our values and connected to the diverse community we serve. The insight gained from ERGs is critical in shaping the direction, mission, and vision for a company built on safety and connectivity. ERGs help shape and support our evolving community so that every team member knows they belong. We currently have nine ERGs:

- **UpLyft Ascend:** Advocates for Asian Pacific Islander identities at Lyft and facilitates professional growth in the workplace and beyond.
- **UpLyft Forward:** Encourages professional growth across all offices and builds an inclusive environment by increasing and supporting the presence of Blacks in tech.
- **LyftOut:** Promotes diversity and creates positive change through advocacy, communication, empowerment, inclusiveness, and respect, while representing and supporting the LGBTQ+ community.
- **UpLyft Parents:** Fosters a supportive network and culture for Lyft caregivers, whatever form they take.
- **Uplyft Tech:** Empowers those who are underrepresented in tech by investing in the development of our team members and advising leadership on ways to reduce bias.
- **Uplyft Together:** Focuses on mental and personal wellness, diverse abilities, and accessibility of all services, tools, and resources.
- **UpLyft Unidos:** Unites Lyft team members who are passionate about advocating for the success and advancement of Latinx, Hispanics, and Spanish-speakers at Lyft, in tech, and in the larger community.
- **Uplyft Women:** Strengthens, empowers, and encourages the advocacy of all women at Lyft by providing opportunities to promote leadership, cultivate professional and personal growth, and build connections through partnerships and community outreach.
- **Uplyft Veterans:** Fosters community among military veterans and their families, as well as advocating for the advancement of veterans into careers in tech.



TEAM MEMBER HEALTH AND SAFETY

Across all of our facilities, health and safety are a top priority.

Lyft Facilities

Our Sustainability and Office Operations teams partner closely with our landlords' building management teams to ensure that we are maximizing energy efficiency, minimizing waste, and evaluating all of our common spaces with both sustainability and safety in mind. Lyft's Environmental, Health & Safety Team partners with all facilities to ensure compliance with applicable federal, state and local regulations, and best practices. We are proud of how our San Francisco, Los Angeles, and Santa Monica locations are powered through 100% renewable energy, which we purchase from CleanPowerSF, LADWP's Green LA Program, and the Clean Power Alliance.

Driver Service Centers and Hubs

Our Driver Service Centers and Hubs are focused on process excellence. This includes processes for Spill Containment and Prevention, waste reduction, equipment maintenance, housekeeping, and safety. We have point-of-use bulk distribution systems for oils and fluids which reduces packaging to zero and accurately dispenses into vehicles. Our San Francisco Bayshore location has been designated by the San Francisco Department of Public Health as a Clean and Green Facility for our efforts to

go above and beyond compliance. Currently we procure clean sustainable power for our San Francisco office headquarters and San Francisco Driver Center.

BENEFITS

At Lyft, our culture is grounded in our core values and we aim to foster a climate where our team members feel supported and can be their best selves.

In the US

- **Health benefits:** Lyft offers medical, dental, and vision benefits to our full-time team members. All new hires receive a benefits guide during onboarding, so that they can customize plan options that are best for their personal needs and priorities.
- **Mental health:** Lyft sponsors a mental and emotional well-being benefit that connects team members and their dependents with effective and convenient care. This benefit includes the option of seeking care from a licensed behavioral health therapist and mindfulness resources.
- **Death benefit:** Lyft generally provides up to 24 months of COBRA premium payments for dependent(s) to continue health care coverage, if applicable, 2x annual salary, and 24 months equity acceleration.
- **Financial perks:** Lyft's 401(k) plan allows team members an avenue toward planning for their financial future.
- **Lyft Pink:** Lyft offers complimentary membership to Lyft Pink to our full-time team members. Lyft Pink is Lyft's membership program that offers 15% savings on all Lyft rides, priority airport pickups, bike and scooter discounts, and other perks.
- **Other perks:** Lyft offers periodic on-site well-being initiatives, including flu shots, nutrition and ergonomics workshops, discounted partnerships with fitness vendors, financial advice, and more.

Outside the US

- **Healthcare:** Lyft aligns with market practice to provide supplemental medical programs when applicable. All new hires receive their programs upon their date of hire.
- **Income protection:** Where applicable, Lyft provides strong life and disability insurance protection for all team members.
- **Retirement:** Lyft offers competitive retirement benefits in countries where there is prevalence towards doing so.

- **Other perks:** In each location Lyft operates, we evaluate market practice to implement valued programming. This includes onsite well-being initiatives to discount partnerships.

WORK-LIFE INTEGRATION

Lyft values team members' time and commitment towards Lyft's mission and values. Benefit-eligible team members are encouraged to take the time they need to help Lyft accomplish our mission. Leave benefits available to eligible team members include:

In the US

- **Time off:** For our exempt team members, discretionary paid time off is granted. Non-exempt team members have up to 15 days of paid vacation and 72 hours of sick time off each year.
- **Parental leave:** Lyft offers new parents 18 weeks of paid time away. This can be taken all at once or in increments. The policy is equally inclusive of all parents, and applies to biological, adoptive, and foster parents.
- **Military leave:** Lyft provides any team member who qualifies for military leave, military caregiver leave, and military exigency leave 12 weeks of fully paid time away.
- **Medical leave and family care leave:** Lyft provides full-time team members with up to 12 weeks of fully paid time away for their own or a family member's medical needs.
- **Bereavement time off:** When a team member experiences the loss of an immediate family member, Lyft provides team members with 2 weeks of fully paid time away.
- **Recharge:** Lyft's Recharge Program allows team members who meet certain criteria to take up to 3 months of continuous time off.
- **Flexible schedules:** We understand that sometimes circumstances require individuals to work remotely or with alternative schedules. Depending on the needs of the team member as well as the business, Lyft has permitted team members to work remotely and/or on a flexible schedule.

Outside the US

- **Time off:** Lyft reviews benchmark data and offers competitive time off and holiday programming in each country.
- **Parental leave:** Lyft offers new parents 18 weeks of paid time away. This can be taken all at once or in increments. The policy is equally inclusive of all parents, and applies to biological, adoptive, and foster parents.
- **Bereavement time off:** When a team member experiences the loss of an immediate family member, Lyft provides team members with 2 weeks of fully paid time away.

TRAINING AND HUMAN CAPITAL DEVELOPMENT

At Lyft, we're focused on cultivating an environment where we continuously learn, innovate, and make it happen together. We encourage our workforce to grow their careers and feed their curiosity with access to cutting-edge learning tools and resources. As part of our efforts to invest in our workforce, Lyft offers a wide range of training opportunities, outlined below.

EVERYONE	MANAGER	EXECUTIVE	CUSTOM
Career Growth Time Management & Prioritization Team Communication Strategic Thinking & Project Management Feedback & Conflict Resiliency & Burnout Building Influence Inclusion & Diversity Emotional Intelligence Working Remotely	Manager Onboarding Cultivating Growth Feedback Best Practices Empowering Others Driving Clarity Building a Safe Space Customer Centricity Difficult Conversations Managing Remotely Managing Performance	Director Onboarding Director Program Director Electives VP Onboarding VP Peer Coaching Groups	Team Effectiveness Team Bonding Vision Setting



For All Lyft Team Members

- For team members at all levels, we offer career development workshops including: career exploration; giving and receiving feedback; building influence; mitigating conflict; and increasing emotional intelligence.
- We also have workshops focused on communication and language, such as presentation and writing skills; leading effective meetings; and ESL-related professional development.
- To promote a greater understanding of our inclusion and diversity efforts, we offer workshops such as: Inclusion & Diversity at Lyft, Unconscious Bias and Allyship, and Interviewing at Lyft.
- We continue to expand our training offerings based on team member interest. Topics range broadly from personal skill development, like time management and resiliency, to functional workshops on Excel, GMAT Prep, and more.

For All Managers

- Managers at Lyft participate in a virtual manager onboarding to get a solid start with the tools and resources they need, including an Onboarding Resource Guide as a reference for their first few weeks.
- Continued development opportunities include workshops such as our new manager program, coaching, and feedback classes, among many others.

- Beyond live workshops, we offer on-demand content and guides, as well as peer-to-peer learning experiences.
- Managers can also find content to run their own team development and offsite sessions. Examples include team dynamics and communication, vision-setting, and brainstorming.

Director+ Programs

- Director Transitions is an onboarding process for newly hired Lyft team members at the director level. Directors learn strategies to build credibility and reduce ramp-up time by 40%.
- Amplify is a flagship leadership program designed specifically for Lyft directors. It is a six-month immersion program dedicated to developing directors as successful leaders at Lyft. The program includes an all-day retreat, six months of executive coaching, a skills-building intensive, and a graduation program.
- Director Electives are 90-minute sessions led by internal executive development practitioners, and are designed to hone a director's skills around a critical leadership skill.
- Leadership Speaker Series provide directors with best practices to bring their leadership to life in interactive workshops and discussions with industry thought leaders and experts.

Ensuring Security and Privacy

In order to fulfill our mission of improving people's lives with the world's best transportation, we must ensure that riders and drivers trust us to use data and personal information responsibly. We work hard to earn and keep that trust by investing in information security and data privacy.

INFORMATION SECURITY

Lyft's multifaceted cybersecurity effort is led by our Information Security Team, which is composed of close to 40 team members dedicated full time to security and privacy. This team supports the assessment and mitigation of cybersecurity business risk across Lyft in partnership with cross-functional company stakeholders.

Our security principles and workstreams align with the NIST Cybersecurity Framework, which we currently use to assess our security posture:

1. **Identify:** Developing an organizational approach to focus and prioritize efforts regarding management of cybersecurity risk to systems, people, assets, data, and capabilities;
2. **Protect:** Supporting the ability to proactively protect Lyft systems and data;
3. **Detect:** Monitoring and other activities aimed at identifying possible cybersecurity events;
4. **Respond:** Responding to, containing, and resolving potential cybersecurity events that are identified; and
5. **Recover:** Maintaining plans for resilience and restoration of any capabilities or services that were impaired due to a cybersecurity event.

In addition to these focus areas, our information security team works to ensure Lyft team members have the appropriate training and awareness to understand how to avoid, detect, and report cybersecurity threats.

PRIVACY

We rely on data to help riders and drivers get where they need to go, and we work hard to protect their privacy at all times, guided by these core principles:

1. **Trust:** Trust drives us forward, and respecting our users' privacy is key to gaining and keeping that trust. We work to build privacy into what we do and implement safeguards to protect their data.
2. **Privacy:** We don't sell our users' data. We use it to help provide them with a reliable and safe transportation platform.
3. **Transparency:** We tell users about the data we collect, how we use it, and how we share it.
4. **User Control:** We strive to give users control and choices regarding data.

In early 2020, we took steps to increase transparency by updating our [Privacy Policy](#) with more detail about the data we collect and why, how we use it, and how we may share it. We also added navigation features to make the policy clearer and more digestible, along with information about new privacy tools we've developed and new options we've introduced regarding the data we collect, including users' ability to access and delete their data. Read more about our policies [here](#) and our approach to privacy [here](#).

In addition to protecting our users' privacy, we have actively participated in efforts to advocate for a single, national privacy framework that would ensure Lyft users are protected consistently no matter what state they live in.



Corporate Stewardship and Governance

Lyft has always sought ways where we can do the right thing, while also improving the business. Governance is a tool to ensure our management team is implementing processes and taking ethical actions to advance our mission and business strategy goals. We expect our company to conduct business ethically and with a high level of integrity. There are a number of key areas of governance that we continue to enhance and programs we have in place to mitigate risk.

OUR BOARD

A majority of our board members are independent of Lyft and its management as determined under the rules of the stock exchange on which our stock trades. An outside, independent director serves as our Chairperson, and only independent directors serve on and chair the audit committee, the compensation committee and the nominating and corporate governance committee of our board of directors. In evaluating director candidates, our nominating and corporate governance committee considers a wide range of factors, with an emphasis on diversity (gender, race, ethnicity and experience, area of expertise, as well as other individual qualities and attributes that contribute to the total diversity of viewpoints and experience represented on the board of directors). We currently have three female board members, representing one third of our board.

Code of Business Conduct and Ethics

Our board of directors has adopted a Code of Business Conduct and Ethics that applies to all of our team members, officers and directors, including our CEO, CFO and other executive and senior financial officers. In addition, our board of directors has adopted Corporate Governance Guidelines that address items such as the qualifications and responsibilities of our directors and director candidates, including independence standards, and corporate governance policies and standards applicable to us in general.

Risk Management

Our board of directors, as a whole and assisted by its committees, has responsibility for the oversight of our risk management framework, which is designed to identify, assess, and manage risks to which our company is exposed, as well as foster a corporate culture of integrity. Our board of directors has tasked its designated standing committees with oversight of certain categories of risk management, including:

Audit Committee

- Assists our board of directors in fulfilling its oversight responsibilities with respect to risk management in the areas of internal control over financial reporting and disclosure controls and procedures, legal and regulatory compliance, and also, among other things, discusses with management and the independent auditor guidelines and policies with respect to risk assessment and risk management. The audit committee further oversees our initiatives related to cybersecurity, including prevention and monitoring.

Compensation Committee

- Assesses risks relating to our executive compensation plans and arrangements, and whether our compensation policies and programs have the potential to encourage excessive risk-taking.

Nominating and Corporate Governance Committee

- Assesses risks relating to our corporate governance practices, the independence of the board of directors, and potential conflicts of interest.

These committees provide regular reports on our risk management efforts to the full board of directors.

POLITICAL CONTRIBUTIONS

Lyft participates in the legislative process by supporting candidates and eligible organizations that have a positive impact on drivers, riders, team members, and the communities in which we operate. We are nonpartisan and support entities of any party who share our priorities and align with our mission and core values, even if we do not agree on every issue. All political contributions are made to promote the interests of Lyft, without regard for the private political preferences of individual team members. Where permissible by law, we support candidates and eligible organizations through corporate contributions and expenditures. We are committed to complying with all laws, rules, and campaign finance regulations relevant to our political activity and engagement with public officials.

COMMITMENT TO HUMAN RIGHTS AND ETHICAL BUSINESS

Lyft remains committed to promoting and upholding human rights. Lyft's external initiatives and internal employment policies demonstrate this commitment.

Internal

Lyft maintains an Equal Employment Opportunity policy that prohibits discrimination, retaliation, and harassment against team members on any of the following bases: race, color, ethnic or national origin, age, religion or religious creed (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, gender (including gender identity, gender expression, transgender status, or sexual stereotypes), nationality, national origin, ancestry, immigration status, citizenship, marital status, family care status, military service or veteran status, physical or mental disability, medical condition (including genetic information or characteristics, or those of a family member), political views or activity, status as a victim of domestic violence, sexual assault or stalking, or any other basis protected by applicable local, state, or federal laws.

Lyft is committed to managing our affairs consistent with the highest principles of business ethics and corporate governance. Lyft's Code of Business Conduct and Ethics and our employee handbook set forth standards and expectations for promoting a culture of honesty, accountability, lawful behavior, and mutual respect. Vendor-sourcing practices prioritize women and minority-led businesses as vendors whenever possible.

All Lyft team members are required to take annual sexual harassment prevention training. The majority of trainings are live, interactive, and cover not only what constitutes unlawful and/or inappropriate sexual harassment (and other forms of harassment), but also how such prevention aligns with Lyft's corporate values, as well as strategies for prevention and allyship.

Lyft established our confidential incident-reporting portal (the "Portal") in September 2017 in order to provide employees another channel through which concerns, complaints, and other protected conduct (including, but not limited to, whistleblower-type complaints) may be reported. The Portal is managed by an independent third-party vendor to ensure anonymity, where

it is requested. Employees may file a report via the Portal from anywhere in the world via the internet or via a published toll-free number in the US. The Portal is identified in our employee handbook, referenced in our anti-harassment training, and is featured on our intranet.

Platform

Lyft has community guidelines for our platform to encourage positive and appropriate behavior during rides.³⁹ In addition, we educate drivers on sexual assault prevention as well as how to recognize potential human trafficking and take relevant actions. Lyft also has formal trainings in place for customer service agents on how to effectively respond to potential human rights violations happening on our platform, such as sexual assault or human trafficking.

We realize that the programs and policies we have in place may not completely address the changing needs of our business. We have established a management ethics committee with several working groups to continuously enhance our programs and to provide a forum for discussion of ethical issues that arise in our operations and from our workforce.



Appendix

SASB: Road Transportation

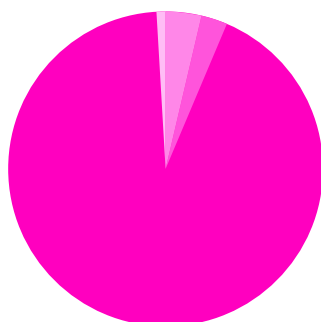
Topic: Greenhouse Gas Emissions

Accounting Metric	Unit of Measure	Lyft Response	Brief Description of Methodology	Additional Notes or Relevant Info
Gross global Scope 1 emissions	Metric tons (MT) CO2e	MTCO2e	Lyft calculated our Scope 1 GHG emissions using an operational control approach, which accounts for 100% of the GHG emissions over which we have operational control. Lyft's Scope 1 GHG emissions consist of those associated with natural gas combusted in boilers to heat buildings.	GHG emissions data is for calendar year 2018 and follows the World Resources Institute's Greenhouse Gas Protocol. Lyft's 2018 GHG footprint was <u>positively verified</u> by an independent third-party auditor, Cameron-Cole, in August 2019.
Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and Analysis	Scope 1 emissions comprise less than 0.01% of Lyft's total GHG footprint, so we have not prioritized managing these emissions.	N/A	Lyft was focused on reducing its Scope 2 emissions by purchasing renewable energy and reducing its Scope 3 emissions by shifting to cleaner vehicles on its platform.
(1) Total fuel consumed, (2) percentage natural gas, (3) percentage renewable	Gigajoules (GJ), Percentage (%)	(1) 1,917.6 GJ (2) N/A (66% grid mix) (3) 44%	Our total electricity consumption in 2018 including renewable electricity (MWh) was 8,866 MWh. This is the estimated electricity consumption across 48 facilities using a location-based methodology, except that we used actual consumption at Lyft's San Francisco Headquarters. In September 2018, Lyft committed to purchase 100% renewable electricity to cover the electricity consumption of every Lyft office space, Driver Hub, and electric vehicle mile on our platform, and we joined RE100. During our 100% renewable electricity commitment period (9/11/2018 – 12/31/2018), the estimated electricity consumption across 48 facilities using a location-based methodology and actual consumption at Lyft's San Francisco Headquarters was 3,050 MWh. We matched all of this consumption with renewable electricity: 739 MWh (total consumption through green electricity products) + 2,311 MWh (total volume of US-origin RECs retired). For the year, we purchased 3,908 MWh of renewable electricity through a combination of green electricity products and US-origin RECs.	Energy consumption and purchase data is for 2018. Our 2018 greenhouse gas footprint, including emissions associated with electricity consumption, was <u>positively verified</u> by an independent third-party auditor, Cameron-Cole, in August 2019.

Breaking our GHG footprint down further, the vast majority of our emissions (over 90 percent) were from the car rides we provide.

2018 (Full Year)

1.8 million MTCO₂e



- 92% Lyft Rides
- 2.7% Web Hosting
- 3.4% Purchased Goods and Services
- 1.7% Other

	2018 Calendar Year (location based)		2018 Calendar Year (market based)
Lyft GHG Emissions Inventory	MTCO ₂ e	% of Total	MTCO ₂ e
Scope 1 Emissions			
Natural Gas Consumption	132	0.01%	132
Scope 2 Emissions — Location Based			
Purchased Heating	674	0.04%	
Purchased Heating	2,471	0.14%	
Scope 2 Emissions — Market Based			
Purchased Heating			674
Purchased Electricity			1,654
Purchased Electricity (applied RECs)			-693
Scope 3 Emissions			
Air Conditioning Refrigerant Leakage	452	0.03%	452
WeWork Natural Gas, Refrigerant and Electricity Estimation	180	0.01%	180
Purchased Goods and Services	61,839	3.43%	61,839
Purchased Goods and Services (Web Hosting)	48,306	2.68%	48,306
Fuel and Energy Usage	662	2.68%	662
Waste Generated in Operations	5,619	0.31%	5,619
Business Travel	13,464	0.75%	13,464
Team Member Commuting	6,290	0.35%	6,290
Transportation and Distribution (Rebalancing)	234	0.01%	234
Use of Sold Products (Lyft Rides)	1,661,147	92.21%	1,661,147
Total GHG Emissions	1,801,47	100.00%	1,799,960

Air Quality

Accounting Metric	Unit of Measure	Lyft Response
Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, and (3) particulate matter (PM10)	Metric tons (t)	Lyft does not currently measure air emissions of NOx, SOx, or particulate matter.

SASB: Internet & Media Services

Environmental Footprint of Hardware Infrastructure

Accounting Metric	Unit of Measure	Lyft Response
(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Gigajoules (GJ), Percentage (%)	N/A - Lyft does not own data centers.
(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Thousand cubic meters (m ³), Percentage (%)	N/A - Lyft does not own data centers.
Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	Lyft does not own data centers. Lyft plans to work with its web services providers to ensure that they are using an increasing percentage of renewable energy to power their facilities. Lyft's largest web services provider currently procures over 50% of its electricity from renewable energy sources. Lyft's second largest web services provider procures 100% of its electricity from renewable energy sources.

Footnotes

- 1 We define electric vehicles (EVs) as gasoline-free battery-electric vehicles, not hybrid-electric or plug-in hybrid vehicles that use gasoline.
- 2 From April 19, 2018 through June 17, 2020, Lyft offset the GHG emissions from all rides globally. And from September 11, 2018 through June 17, 2020, we made our entire operations carbon-neutral. Lyft's carbon offsets came from a range of projects, including the reduction of emissions in the automotive manufacturing process, renewable energy sources, forestry projects, and the capture and destruction of methane emissions from landfills. All offset credits were certified to approved protocols under the Climate Action Reserve, American Carbon Registry, and Verra Carbon Standard.
- 3 <https://3degreesinc.com/latest/lyft-combats-climate-change-with-every-ride/>
- 4 Even with a small fleet, Lyft is increasing demand on public EV charging infrastructure, which helps the challenging economics of public fast charging.
- 5 See Bikeshare and Scooter Access section below for more information.
- 6 [University of California, Davis Institute of Transportation study](#)
- 7 <https://www.lyftimpact.com/stats>
- 8 <https://escholarship.org/uc/item/1q259456>
- 9 <https://gridworks.org/wp-content/uploads/2019/05/190220-EVgo-Rideshare-Fast-Charging-2018-Grid-Benefits-Load-Profile-Analysis-Final.pdf>
- 10 [The Rocky Mountain Institute study](#)
- 11 <https://www.lyftimpact.com>
- 12 <https://fred.stlouisfed.org/series/M12MTVUSM227NFWA>
- 13 In the middle of March 2020, we paused Shared rides as a response to COVID-19 in accordance with CDC guidelines.
- 14 World Resources Institute (WRI). Greenhouse Gas Protocol. "Corporate Value Chain (Scope 3) Accounting and Reporting Standard." Available at: https://ghgprotocol.org/sites/default/files/standards/Corporate-Value-Chain-Accounting-Reporting-Standard_041613_2.pdf. Accessed June 26, 2019.
- 15 [2020 Lyft Economic Impact Report](#)
- 16 This analysis was conducted by Land Econ Group using operational and survey data provided by Lyft.
- 17 This analysis was conducted by Land Econ Group using operational and survey data provided by Lyft.
- 18 [2020 Lyft Economic Impact Report](#)
- 19 [Beacon Economics report](#)
- 20 [2020 Lyft Economic Impact Report](#)
- 21 Source: U.S. Census Bureau, [2018 American Community Survey 5-Year Estimates](#). Minority group is defined as total population minus non-Hispanic whites.
- 22 Source: [Gallup](#).
- 23 Source: [Journal of the Transportation Research Board](#)
- 24 Source: [Definitive Healthcare](#)

- 25 New York Times, Transportation Emerges as Crucial to Escaping Poverty (Referencing Harvard Study)
- 26 In the middle of March 2020, we paused Shared rides as a response to COVID-19 in accordance with CDC guidelines.
- 27 USDA, Access to Affordable and Nutritious Food-Measuring and Understanding Food Deserts and Their Consequences
- 28 USDA, Food Access Research Atlas Definitions
- 29 USDA, Access to Affordable and Nutritious Food-Measuring and Understanding Food Deserts and Their Consequences
- 30 mRelief, https://www.mrelief.com/our_work
- 31 Center on Budget and Policy Priorities, Programs Targeted for Cuts Keep Millions From Poverty, New Census Data Show
- 32 mRelief Annual Report for Lyft (2019)
- 33 New York Times, Transportation Emerges as Crucial to Escaping Poverty (Referencing Harvard Study)
- 34 NHTSA, <https://www.nhtsa.gov/risky-driving/drunken-driving#alcohol-abuse-and-cost-5091>
- 35 <https://crashstats.nhtsa.dot.gov/Api/Public/ViewPublication/812630>
- 36 <https://sharedusemobilitycenter.org/what-can-transit-agencies-learn-from-tncs-late-night-popularity/>
- 37 Legal processes differ in Canada and can vary by province. Additional information on driver requirements and operating practices are outlined on our website for Toronto and British Columbia.
- 38 In the state of New York, the New York Taxi and Limousine Commission (TLC) oversees licensing and permissions for all rideshare drivers.
- 39 See Strengthening Community Safety section for more information.