



Green Cross for Safety® Awards 2022 Finalist | Excellence

Parking Concepts, Inc.

Parking Concepts, Inc. (PCI) is a privately owned parking and transportation company, founded in 1974 by Gill Barnett. Headquartered in Irvine, California, PCI operates in more than 185 locations, managing more than 100,000 parking stalls and parking approximately 75,000 cars a day in the busiest airports, cities and counties in North America. PCI has been self-insured for workers' compensation losses since 2015.

In 2017, mounting work-related injuries and costs prompted PCI to implement a comprehensive corporate safety and risk reduction plan. Slips, trips, falls, sprains and strains had been the leading cause of work-related injuries at PCI for years and litigated workers' compensation claims compounded the problem.

Using retrospective data, PCI developed baseline measurements, key performance indicators and set the targets for risk reduction. PCI set an aggressive goal of 50% reduction across the board. Systematically integrating employee health and safety risk prevention processes into PCI's business operations included:

- All managers endorsing safety as a top priority by signing a Management Commitment to Safety Declaration
- Training on and implementation of injury prevention risk targets
- Delivering a manager safety website containing all required resources, forms, safety posters and training materials in various languages
- Conducting weekly safety training conference calls specific to identified safety risks
- Hosting quarterly PCI safety and leadership conferences
- Recognizing and rewarding sites, leaders and individuals for outstanding safety records
- Kicking off PCI 500 Wellness Challenge in 2019, including walking and weight loss; teams and individuals participate and celebrate in award ceremonies at the safety conferences

In 2020, COVID-19 brought employee health and safety challenges for essential workers. Delivering a robust response, the first notice to PCI employees about COVID-19 was delivered in February 2020. As CDC, state and local governing agencies required specific social and corporate guidelines, PCI responded with site-specific COVID-19 written policies and procedures: training materials, posters and physical space decals and signs, company-wide distribution of personal protective equipment and professional electrostatic sprayers, as well as weekly Safety Calls focused on COVID-19 materials and resources.

As a result of the development and execution of the integrated safety and risk reduction plans in 2017, PCI has exceeded targeted key performance indicators, kept work-related COVID-19 positives to less than 2% and:

- Reduced direct costs by 81%
- Reduced total injuries by 78%
- Reduced litigated claims by 89%



The PCI business culture was built on proactively managing parking and transportation operations with unparalleled integrity and service. Integrating safety into the PCI business culture with the same razor focus placed on proactive management operations resulted in outstanding employee health and safety and risk reduction outcomes.