

## Extra Flexible Scheduling

It is Extra Space Storage's goal to provide Store Support Center employees with flexibility to provide for work-life balance. We recognize that one purpose of work is to sustain life outside of our jobs, and we support each other in living balanced lives. This lets us bring our best selves to work.

To accommodate this goal, a set of guidelines has been established to assist department heads in determining which flexibility options may work for their employees as flexible work schedules are considered.

### Who is eligible for flexible work?

Full-time Store Support Center employees who have been with ESS for at least 90 days, and are in good standing, can initiate discussions with their supervisor and department head.

The decision to offer a flexible schedule that is within the guidelines outlined below is at the sole discretion of the department head, working with supervisors and individual employees. These decisions are to be based primarily on:

- The need for direct interaction with the rest of the department/company
- Staffing levels
- Workflow and process
- Quality/quantity of work when performed outside of core hours or remotely
- Technology needs and limitations
- Availability of metrics and ability to track performance and success

### What types of flexible work are available?

A flexible schedule should fit into one of two categories:

- **Core Hours**
  - Core hours for the Store Support Center are defined as 9:30am through 3:00pm.
  - Our commitment to support the field includes that we will conduct our normal work, typically defined as an 8-hour day, within the core hours to ensure adequate support.
  - Employees must be in the office by 9:30am each day and employees should leave no earlier than 3:00pm
  - For example, it is assumed that someone that chooses to start their day later and come in at 9:30am would work later in the day to get in their normal day of work, including time for lunch, etc. Employees that choose to leave as early as 3:00pm would come into the office early to allow them adequate time to conduct a normal day's work.
  - Core hours does not mean employees are only in the office between the hours of 9:30am and 3:00pm.
- **Remote Work**
  - Working at a location other than the Store Support Center (i.e. home) for up to 2 days per week
  - This remote work can be set up on a regular schedule or on an ad hoc, as-needed basis as determined by managers
  - Those working remotely must meet the following requirements:
    - Acceptable internet service to provide connections comparable to when in the office
    - Phone coverage to meet any telephonic requirements of the role
    - Proper security of any work records used remotely, including the disposal of confidential information
    - A workspace that provides for a quiet, uninterrupted environment

Human Resources should be consulted when considering non-exempt flexible schedule options.

### How are flexible work hours paid?

An exempt employee is generally paid the same salary each week, when they work their expected schedule. PTO can be taken in increments of 4 or 8 hours in conjunction with a planned flexible work schedule.

Non-exempt employees are paid for all hours of work, including overtime for all hours worked over 40 each week. All overtime is to be approved by your manager in advance.

### Does my department have specific rules?

Each department can choose to include additional guidelines to their flexible work options. Examples of additional guidelines may include:

- Additional reporting or monitoring to ensure the quantity and quality of work that is performed
- Broader definition of core hours, including days of the week or periods of time each month or year where flexible hours cannot be accommodated
- Department meetings, travel and training and other in-person work requirements

### Can the option of flexible hours be removed?

Our focus is to provide amazing customer service to our customers, both internal and external. Should service levels be negatively impacted at any time, the department head and/or manager can make the decision to suspend flexible hours for a period of time or indefinitely. Business changes, including a change in position or a new system/process, may also impact flexible hours availability.