



SAFETY

Safety is another top priority for our employees and our customers. Our risk management department has created a health and safety manual based on decades of operating experience in the storage industry. All store employees are trained on these best practices that promote health and safety at our properties through identifying potential hazards, incident prevention, reporting, security, cleanliness, and crisis communication. We want our customers and our employees to find our facilities safe, secure, clean, and comfortable. We regularly survey our customers to ensure we are living up to their expectations through our “Voice of the Customer” program and have processes in place to respond to their feedback.

- Injury Rate – 3.76 injuries per 100 full-time equivalent workers
- Lost-Time Injury rate (LTIFR) - In 2021, Extra Space had 2.4 lost time injuries for every 1 million man hours worked. OSHA’s average incident rate across all industries is 2.9 per 100 full-time employees. We are 17% below this benchmark