

# EXTRA SAFE, EXTRA CLEAN

## EXTRA SPACE STORAGE'S RESPONSE TO CORONAVIRUS

Starting in Early March, Extra Space Storage quickly adjusted company procedures and policy to prioritize the safety of our customers and employees.



### Employees:

- No employees were laid-off, furloughed, or asked to take an unpaid leave of absence to cut costs.
- No employee pay rates were decreased.
- The majority of Extra Space locations added 4 additional office hours (Sundays from 10 a.m. – 2 p.m.) to allow employees additional time to clean, work with customers in a spread-out timeframe, and to maintain employee hours as fewer employees were scheduled with overlapping office hours to promote social distancing in offices.
- Personal protective Equipment (PPE) was supplied to all employees. Offices were restructured to support social distancing recommendations, including plexiglass barrier installations at every location and stanchions to direct the flow of traffic through the sales office.
- Employees were guaranteed up to two-weeks of paid leave to those who could not work due to government mandated office closures.
- Employees capable of working-from-home were given the option to begin working from home in March with an indefinite end date.
- Employees who had COVID-19 or were in a household with someone who had COVID-19 were able to access up to three weeks of “relief pay”. Initially this “relief pay leave” did not require testing. Once COVID-19 testing became more widely available, accessing the “relief pay leave” did require a positive test.

- New, abbreviated leave of absence applications were implemented, allowing employees to request an unpaid leave using an expedited process if they did not feel comfortable working, had childcare needs due to school closures, had a medical issue of any kind, or had a family member with medical issue of any kind. Additionally, attendance policies were relaxed to accommodate different employee situations.
- Employees' field incentive bonuses were changed to increase the bonus payout for store employees working during COVID-19. The maximum bonus possible during this time was \$1,800 a month.
- New travel policies were implemented to keep employees safe.

**Customers:**

- Extra Space temporarily paused all auctions of delinquent units.
- Extra Space temporarily paused any existing customer rate increases.
- Extra Space was lenient on late fees across the country.
- Extra Space developed and implemented several rent relief payment plans including enhanced pay-to-stay and pay-to-vacate options for impacted customers.
- A new "Contactless" renting process was developed allowing customers to rent new units, sign leases and process payments over the phone or through email without person-to-person contact.
- All stores received sanitation stations which were stocked with hand sanitizer, disinfectants, and masks.
- New cleaning guidelines were implemented to enhance cleaning at all facilities.
- The majority of Extra Space locations added 4 additional office hours (Sundays from 10 a.m. – 2 p.m.) to allow customers more time to space their interactions with our office staff out throughout the week.