



Health and Safety

Manual

Revised May 2016

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Section 1: Safety Policy and Responsibilities

Safety Policy Statement

Extra Space Management, Inc. (ESMI) strives to provide a safe work environment for employees, as well as a safe business environment for our customers and clients. It is our policy to make all reasonable efforts to be in compliance with federal and/or state safety requirements.

This program is designed as an injury and illness prevention program (IIPP) for ESMI. Our IIPP has been designed as a high level policy document. Managers, supervisors and employees are expected to familiarize themselves with safety related policies, procedures, plans, training documents, and forms that are specific to tasks, sites and local regulations.

Managers, supervisors and employees are expected to do everything within their control to ensure a safe environment.

Employees are expected to obey safety rules, follow established safe work practices and exercise caution in all their work activities. Every employee will demonstrate personal accountability as it is considered each person's responsibility not only to assure their own personal safety, but also the safety of others. Employees shall at all times, while on company property, and while conducting company business, conduct themselves and perform work in a safe manner consistent with existing safety rules and regulations.

All employees are expected to immediately report any unsafe conditions to their supervisor. Employees at all levels of our organization are responsible for correcting unsafe conditions and must do so.

It is the policy of ESMI to promote continuing, vital safety awareness for employees at all levels within our organization. ESMI recognizes its responsibility to furnish a place of employment, which shall be safe for employees and visitors; and to maintain and enforce a program to fulfill this responsibility.

Working together, we can succeed in having a safe and healthful workplace.

Employer Responsibilities

ESMI's obligation is to provide a safe and healthful work environment. This can be achieved through employee safety training and awareness throughout all levels of our organization regarding proper work practices and safe operating practices. Achievement of this goal is to be monitored through regular inspections of facilities and equipment where unsafe conditions or behaviors might be observed, loss trend analysis and accident/incident investigations.

Employee Responsibilities

All Employees are to be a change agent by exemplifying and promoting a safety culture in which the values, actions, and behaviors of our employees reflect [a safety] priority. All employees have a responsibility to themselves and to the company for their safety, the safety of their co-workers and the safety of our customers and community.

All employees are expected to follow the safety rules and practices and such other rules and practices communicated on the job. The responsible supervisor will help enforce these policies in order to maintain a safe workplace and safe work habits and practices. Safety is a mandatory job requirement.

All employees are required to –

- Comply with all federal, state, and local rules and regulations relevant to their work.
- Observe all company rules and regulations relating to the efficient and safe performance of their work.
- Integrate safety into each job function and live by this philosophy in the performance of job duties.
- Report or, where possible, correct unsafe equipment and practices.

Employees must immediately report any accidents or incidents that occur while on the job to their supervisor.

Some of the best safety practices come as suggestions from employees. Share your safety ideas, or concerns, for improved safety by emailing safety@extraspace.com or by notifying your supervisor.

Also, a confidential letter can be mailed to ESMI's corporate office:

Extra Space Storage
Attention: Safety Management
2795 East Cottonwood Pkwy #400
Salt Lake City, UT 84121

Assignment of Responsibility

It is the objective of ESMI to conduct all operations as safely and efficiently as possible.

To accomplish this, we are assigning the responsibility, authority, and accountability for all safety issues to all Management and Supervisory personnel within their individual area(s) of operation.

We have appointed **Nathan Montour** as Safety Manager. It will be his responsibility to administer a total safety effort at all staff levels and to coordinate these efforts with all employees and departments to ensure that safety standards are met throughout the organization.

As the Safety Manager I will:

- Oversee the on-going implementation of the organization's safety program.
- Periodically review the organization's safety policies and safety rules.
- Maintain accurate records and review the results of workplace accident and injury trend analysis.
- Recommend actions to reduce the frequency and severity of accidents and illnesses.
- Assist in the integration of safety into the day-to-day activities of all employees.
- Coordinate and review the new employee orientation and safety training process.
- Assist with the organization of compliance with government standards concerning safety and health.
- Assist management and supervisors with accident investigations.
- Identify unsafe conditions and practices and determine remedies.
- Discuss with and make recommendations to executive management on matters pertaining to safety.

Nathan Montour_____

Date: 5/1/2013_____

Safety Manager Signature

Additionally, each employee will have the responsibility of performing his or her job in a safe and efficient manner.

Spencer Kirk_____

Date: 1/1/2010_____

CEO Signature

Specific Responsibilities

Executive Management and Divisional Vice Presidents:

In effectively executing their safety responsibilities, executive management will:

- Be familiar with the safety program and ensure its effective implementation.
- Give full support to all programs whose function is to promote safety and health.

District Managers and Site Managers:

Our managers are the foundation of our safety program. Their responsibilities are to:

- Familiarize themselves with company safety policies, programs, and procedures.
- Ensure all employees have received the required safety training information.
- Lead all employees to conduct all business in a safe manner.
- Consistently and fairly enforce all company safety rules.
- Assist in the investigation of injuries to determine cause, and then take corrective action to prevent recurrence.
- Assist in the inspection of work areas to identify and correct detect unsafe conditions and work practices.
- Maintaining contact with injured workers to determine their welfare and ability to return to duty.
- Communicate, monitor and enforce all safety policies with sub-contractors or vendors.

Employees:

Employee responsibilities for safety include the following:

- Adhere to all safety rules and regulations.
- Conduct all business in a safe manner
- Use/wear appropriate safety equipment as required.
- Maintain equipment in good condition, with all safety guards in place when in operation.
- Report all injuries, no matter how minor, immediately to a supervisor.
- Encourage co-workers to work safely.
- Report unsafe acts or conditions to the supervisor.

Safety Rules and Practices

Safety rules and Practices exist in order to provide a safe environment for all employees, customers, and visitors that may access ESS owned or operated properties. All employees are expected to follow all safety rules and practices along with all other such rules and practices communicated on the job.

Safety Rules & Practices include but are not limited to:

- Practice good housekeeping at all times in all areas of the property.
- Clean up all waste and eliminate any dangers on the property.
- All spills should be cleaned up promptly.
- Suitable clothing and footwear must be worn at all times. Personal protection equipment (eye protection, breathing mask and gloves) must be worn whenever needed.
- Anyone under the influence of alcohol or drugs, including prescription drugs, that might impair motor skills and judgment, will not be allowed on the job.
- Horseplay, scuffling, and any other behavior that tends to have an adverse influence on the safety or well-being of other employees is prohibited.

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- An employee will not be permitted to work while his/her ability or alertness is so impaired by fatigue, illness, or any other cause, that it might expose the employee or others to injury.
 - Employees will ensure that all mechanical equipment guards and other protective devices are in place and secure. Devices that are broken or in need of repair must be reported promptly to a supervisor.
 - All injuries should be reported within 24 hours via a Company Incident Report and to call MEDCOR (800-775-5866).
 - Always use proper lifting techniques. Avoid lifting or moving an object that is too heavy. Seek assistance when moving a heavy object. (under no circumstances should customers be asked to help with work activities such as lifting heavy items)
 - Exercise caution when carrying materials. Watch out for and avoid obstructions in your path, loose footing or slippery conditions, low clearance and moving vehicles.
 - Dispose of all waste materials properly. Recycle when appropriate/possible.
 - Report all unsafe conditions or practices to your supervisor.
 - Keep all exits unobstructed, well-lit and unlocked during working hours.
 - Sound the alarm (if applicable) in the event of a fire. Stop work upon hearing the fire alarm and proceed to the nearest exit. Gather at a designated location. Call 911 from a safe location.
 - Ensure all exit doors are maintained in compliance with fire safety regulations during business hours. Keep emergency doors/exits, fire ladders, and fire extinguisher locations free of stored materials and equipment of any kind.
 - Keep corridors and stairway floors clear of obstruction. Keep exits and open areas under stairways free of combustibles.
 - To prevent tripping hazards, tape down all temporary power cords running across walk areas. Otherwise, insert these cords through rubber pancake molding protectors.
 - Store files and supplies in such a manner as to prevent damage to supplies or injury to personnel when files are moved. Store heaviest items closest to the floor and lightweight items above.
 - Avoid stacking materials precariously on top of lockers, file cabinets or other high places.
 - Use caution with cabinet and desk drawers. Never leave desk or cabinet drawers open. Use care when opening and closing drawers to avoid pinching fingers. Do not open more than one drawer at a time, particularly the top two drawers on tall file cabinets.
 - Ensure all electrical equipment is plugged into appropriate receptacles or into an extension of only one cord of similar size and capacity. Use three-pronged grounded plugs to ensure continuity of ground.
 - Keep space heaters clear of combustible materials such as drapes or waste from wastebaskets. Use newer heaters that are equipped with tip-over switches.
 - Keep appliances, such as coffeepots and microwaves, clean, uncluttered, and in good working order.
 - Inspect heaters and appliances frequently for signs of wear, overheating or fraying of cords. Turn appliances off when not in use.
 - Leave vendor-specific repairs and responsibilities to the vendor for completion
 - Ensure all ventilating fans are equipped with guards. Guards must prevent fingers from being inserted through mesh. Newer fans are equipped with proper guards.
 - Use equipment only for intended purposes. (Scissors, staples, etc., should not be misused as hammers, pry bars, screwdrivers, etc.) Misuse can cause damage to the equipment and possible injury to the user.
 - Store cleaning supplies separately and away from all edible items.
 - Store cleaning solvents and flammable liquids in small quantities using the original container.
 - Keep the original label on containers that contain poisonous chemicals.
 - Store insecticides and herbicides in small quantities, using their original containers.
 - Familiarize yourself with this Health & Safety Manual found in Salesforce
 - To prevent injury, infestation, and illness employees should not “dumpster dive” to retrieve items such as furniture, equipment, décor items, etc.

Identification and Correction of Hazards

Inspections:

- Inspection works because it is an essential part of hazard control. It is an important management tool and should be used to create and maintain a safe environment. Each inspection is looking for potential hazards that can adversely affect safety and health.
- All personnel will be responsible for continuous, ongoing inspection of the workplace. When discovered, potentially hazardous conditions will be corrected immediately or a report will be filed to initiate corrective action.
- Designated individuals on a regular basis will make periodic, planned inspections. Action will be taken to eliminate potential hazards immediately. Assignments and target dates for completion will be documented if a hazard is not immediately eliminated.

Safety Committee

ESMI utilizes the expertise of a Safety Committee to review recent accident trends, to review employee safety suggestions, and to assist the Safety Manager and Risk Management team with safety related initiatives. This committee meets quarterly and is an integral part of our on-going hazard identification process.

Correcting Unsafe Conditions and Work Practices

To maintain a safe and healthful workplace requires correcting identified potentially hazardous conditions. Knowing about and failing to correct potentially hazardous situations is against company policy. No employee shall knowingly allow a hazardous condition to exist, which may result in injury or illness.

Although it is our intention to eliminate all unsafe conditions and work practices as quickly as possible, some corrective action will necessarily require longer periods of time and/or budgeted expenditures of capital. Because of this, it will be necessary to evaluate the seriousness of the hazards and focus our attention on those that have the potential to cause serious injury or illness.

Any situation that could cause a 'serious' accident (one resulting in Death, Dismemberment, Amputation, or Hospitalization) will receive top priority and be corrected as soon as possible. Once we have determined that an unsafe condition or work practice exists, and have evaluated the seriousness of this hazard, we will formulate a plan to take corrective action. All company personnel have a responsibility for helping to make sure we all have a safe and healthful place to work. When corrective action is under the employee's control that person should fix the situation and report issues outside of their control or authority.

Corrective Action Responsibilities:

Executive Management and Divisional Vice Presidents:

Executive Management has overall responsibility to ensure efficient and safe operations within the entire company. A plan will be created to address difficult or complicated corrective actions needed. The plan will include deadlines and goals for completion.

Corrective actions will be conducted through either: engineering controls, job redesign, mechanical controls, safety training, administrative/rotation controls, or personal protective equipment.

District Managers and Site Managers:

Managers are responsible for making changes in operations and work practices, which improve the job performance of the people in their areas of responsibility. When changes are not within the manager's budget, authority, or expertise, they must ensure that the corrective actions are completed by others.

Employees:

Employees should make recommendations for changes in the workplace or in work practices, which will improve job safety and performance. Employees may make these changes when these changes are within their level of authority and expertise.

Safety Training:

Many regulations relate to employee safety training. ESMI responds to these regulations with dedication. ESMI conducts employee safety training for all new hires, and employees receive safety training on an on-going basis with a schedule of rotating relevant topics. Employee safety training is also conducted when an employee is assigned a new task or process to perform and when a new task or process introduces new hazards to the work environment.

Several forces drive the safety training program: regulatory compliance, exposure based, identified trends, annual renewal or recertification and site specific hazards.

It is our policy that safety training will be provided for all of our employees. No one should do a job unless they know how to do it safely, and understand the hazards involved.

Safety education and training will be provided before the employee is exposed or put at risk. This Health and Safety Manual (Also known as Injury & Illness Prevention Program) will be reviewed and supplied to each employee via SalesForce.

Your supervisor will provide safety information prior to starting any new job assignment. Hazards unique to any job site or location will be discussed and each supervisor will give specific instructions on hazard avoidance. Be sure to ask your supervisor for more information or training if you feel you need more instruction.

Safety training completion is documented in our Learning Management System.

Accident Reporting:

It is our policy to comply with all workers compensation laws and regulations. In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees must immediately notify their supervisor and complete an incident report and any other written reports as required by Extra Space Management, Inc. (In the event of a fatality, refer to the "Death at Facility Policy" located in your site ERP manual or on SalesForce). Such reports are necessary to comply with laws and initiate insurance and

workers' compensation benefits procedures. These reports must be completed in Salesforce within 24 hours of the accident or incident. Copies of reports are available on Salesforce. See Workers' Compensation policy for more information and reporting requirements and procedures.

Return to Work

Under certain circumstances, at its discretion, ESMI may provide a light duty assignment for its injured workers. The injured worker should communicate his/her light duty restrictions from his/her doctor to Human Resources. Human Resources will discuss light duty options with the injured worker's supervisor. If the supervisor determines the assignment is economically feasible for the company in light of the work requirements, the injured worker will be assigned to a light duty position and the supervisor or Human Resources will contact the injured worker for scheduling return to work. If light duty is not available at the employee's work site, light duty may be provided at a different location within a reasonable distance from the original work site or the injured employee's home. See Workers' Compensation policy for more information and reporting requirements and procedures.

Claims Reporting Process

- Life threatening injuries that require professional medical care, call 911
- Injured employees no matter how minor are required to contact a nurse at Medcor at 800-775-5866 to report and discuss the injury and the immediate course of action to take.
- Your supervisor must be immediately notified if a work related injury or accident occurs.
- Notify your Human Resource Manager or your Divisional Vice President if your supervisor is not immediately available.
- Complete and submit an incident report in Salesforce.

Risk Management will:

- Make the proper notifications to the local OSHA office in the event of a serious injury.
- Maintain accident records and documentation.
- Help with accident investigations when needed.

Emergency Communication Plan

Communication procedures are developed and followed to provide help, service and aid during any type of emergency. When followed they will provide immediate help and avoid injuries. All employees are required to become familiar with and use these procedures.

Medical/ Life Threatening Emergencies

- > Remain as calm as possible.
- > Assess the situation. Consult your Emergency Response Plan binder located at your site for specific actions.
- > If the emergency requires immediate response and assistance, call 911.
- > Immediately notify your supervisor. If supervisor is not available contact the next person listed in your ERP manual until you reach someone.
- > Complete an Incident Report as soon as it is safe to do so.

Disciplinary Policy

Upon violation of any company safety rule, the violating employee will be subject to discipline. Please refer to our employee handbook for additional details.

- Written Warning: A written form documenting the safety misconduct and warning the employee that another incident will lead to further disciplinary action, to be presented to the employee and placed in the employee's personnel file.
- Certain circumstances warrant immediate and final disciplinary action and no written warning shall be given.
- Upon continued violation of any company safety rule or gross violation, the violating employee will be terminated. As a general rule, the severity of the penalty will be in direct correlation to the severity of the safety violation.
- Working Safely is a condition of employment



If you are injured at work:

The following procedures are to help you if you are injured while working for Extra Space Storage. Please follow these instructions in order to help make sure your claim is processed correctly and timely.

1. If the injury is life threatening or requires immediate professional medical care, call 911.
2. Work related injuries; first notify your supervisor (i.e. DM) as soon as possible.
3. **Call a Medcor nurse: 1-800-775-5866 immediately after injury (24 hrs/7 days)**
4. Follow directions of the nurse, including treatment at a medical clinic, if needed.
5. Complete an Incident Report in Salesforce within 24 hours of the accident.
6. Review your work status with your supervisor, including restrictions and provide a written work status report to your supervisor AND Chantaye Painter (Cpainter@extraspace.com).
7. Report back to work for your next shift, UNLESS the medical provider's report states that you cannot return to work, NOTIFY supervisor if you will not be working.

ESS has established a return to work program for all employees involved in a work related injury. Because it has been proven that work is the best therapy for an injured person, ESS will make all reasonable efforts to provide transitional-duty work to employees injured while working for ESS who have been given working restrictions by a medical professional. Perform tasks, including light duty work, within your work-related restrictions, if any, given by the medical provider, DO NOT work outside of any restrictions.

MEDCOR Phone Number, Stickers and Wallet Cards are available
by written request at RiskManagement@extraspace.com.

***See First Aid Section of ERP binder for help treating injuries**

Section 2: Lifting & Back Safety

Lifting and back injuries are often caused by not completely evaluating the many aspects of moving oversized, heavy or awkward loads. And, as with any physical activity, failing to stretch and warm-up can lead to strain injuries. Strict attention to lifting must be adhered to in order to avoid the possibility of injuries. Know your property! If you have any doors that are broken, damaged, or not working properly, use caution. Trying to lift a non-functional or damaged door can cause unnecessary strain on your back, arms, and shoulders. Do not rent or use any unit(s) that have broken or damaged doors until they can be properly repaired. Notify your immediate supervisor of any door issues so that they can be repaired as quickly as possible.

To help reduce the risk of injury, any lifting should be restricted to activities required by your daily duties to be performed while at work, at no time should employees be helping customers or vendors move in/out of units. Customers should not be asked to assist employees with job duties or lifting items.

For further training please refer to the Back Safety course found in Extra Space University (ESU)

Basics

- > Plan your lift (weight and distance).
- > Remove obstructions from your path.
- > If the object is heavy, awkward or bulky use a hand truck, cart or get assistance from a coworker.
- > Items that are too heavy and large do not lift them.
- > Items over 50 lbs require a two-person lift.

How to properly lift a unit door

- > Position yourself in front of the door.
- > Stand with your legs shoulder width apart.
- > Walk the door up with your hands using the grooves in the door for support
- > If the door is too heavy to be lifted in this manner follow the steps below. (BE CAREFUL this might indicate a problem with the door).

Before the Lift

A few moments stretching and warming up will help you be ready for lifting, and can help prevent strain-type injuries. Lifting Procedures

- > Position your feet 6-12 inches apart with one foot slightly in front of the other.
- > Face the load.
- > Bend at the knees – not at the back.
- > Keep your back straight.
- > Grip with hands, not just fingers – use handles if available.
- > Test the weight before lifting. If it feels too heavy, do not attempt to lift it without assistance
- > Keep hands clean and dry when lifting.
- > Use gloves if the object is sharp or jagged.
- > Keep the object close to your body.
- > When setting the load down, reverse steps used to pick up the item.
- > Do not lift above your waist in one motion. Set the item on a table or bench then re-grasp it before lifting higher.

Back to the Basics...



On the job injuries due to lifting, account for a lot of accidents in any industry.



The Do's and Don'ts of Safe Lifting

 **TUCK**
Tighten stomach muscles and tuck pelvis to keep your back in balance.

 **BEND KNEES**
Bend at your knees! This centers balance and distributes weight.

 **HUG**
Hold the object lifted as close to your body as possible. Gradually straighten to a standing position.

 **DON'T BEND AT WAIST**
This is the easiest way to strain your back and cause damage to your spine.

 **DON'T TWIST**
Twisting can overload your spine and lead to serious injury. Feet, knees and torso should be in alignment.

 **DON'T BE A HERO**
If a load is just too large, heavy, or awkward to carry don't take unnecessary risk. Get someone to



SPECIAL TIPS



Make sure your footing is firm when lifting and the path is clear.

Use the same safe techniques about when setting your load down.

Long and odd-sized objects might be better handled by supporting on your shoulder, keeping the front end higher than the rear.

Use a stepstool or ladder for reaching anything above shoulder level. Test the weight before removing from a shelf.

Reaching into a lower storage area requires your feet to be a shoulder width apart, while squatting and bending at your hips. Keep the object as close as possible when lifting.

Your back is aligned correctly when your ears, shoulders and hips are in a straight line. If these three curves are not in balance, there is a greater likelihood of both back pain and injury.

Section 3: Chemical Handling Procedures

Chemicals approved for use are found on Grainger/OfficeMax (or equivalent approved supplier) through the normal ordering process or the chemical equivalent available for purchase at a retail store. These chemicals include but are not limited to glass cleaner, degreasers, toilet bowl cleaners, and common disinfectants which are generally available consumer products used consistent with labeled instructions on the manufacturer's original containers. Any chemical other than those listed are not to be used without prior approval from your District Manager who may consult with Risk Management. If any chemicals other than those listed are found on the property contact Risk Management for guidance and possible disposal of any unauthorized chemicals found. This includes any chemicals, materials, or items identified as hazardous that might have been left by customer/tenants, contractors etc. Company guidelines for the safe use and handling of chemicals are as follows:

Overview

- > Use only the chemical(s) required for a particular process. Do not substitute. Do not mix chemicals unless specifically permitted by the label instructions.
- > Identify chemical(s) before use.
- > **Use the chemical(s) only as outlined on the label of the product, usually found under instructions for use or directions.**
- > Every product and container must have the manufacture's label including products mixed from concentrations.
- > Store chemicals properly in a cool, dry, well-ventilated area.
- > All company equipment units should be equipped with a chemical cabinet to safely store chemicals.
- > Review and understand hazards before using a chemical. This is found on the Safety Data Sheet or SDS (Formerly known as the Material Safety Data Sheet or MSDS). The SDS for chemical(s) used is stored on Supplier or manufacturer websites.
- > If you are unsure how to use the product or the chemicals in the product, do not use; until you understand how to safely use and handle the chemical(s). Consult with your supervisor as necessary. Know how to get help if something goes wrong.

Chemical Usage & Handling

- > Use proper Personal Protective Equipment (PPE) for eyes, face, hands and body as required by label and MSDS/SDS sheets.
- > Follow label directions carefully, do not use an unlabeled product.
- > Maintain and use required safety equipment.
- > Only keep small amounts of product on hand.
- > Clean any PPE after use.
- > Food and beverages are not to be brought into chemical use areas.
- > Do not transfer any product into another container.
- > Dispose of wastes in a safe manner.
- > Wash hands after handling chemicals.
- > Keep workplace neat.

Further training on Chemical usage and handling can be found on ESU or Safety library in SalesForce

The following is an example of the required Chemical inventory sheet that all stores must fill out and post. It can be located in the Safety Section of the SalesForce Libraries.

Section 4: Hazardous Materials

Although hazardous materials are not allowed onto our properties, accidents can occur anywhere. Hazardous materials are transported on our roadways, railways, and waterways daily, so any area is considered vulnerable to an accident.

Before:

- > Learn to detect the presence of a hazardous material. Many hazardous materials do not have a taste or an odor. Some materials can be detected because they cause physical reactions such as watering eyes or nausea. Some hazardous materials exist beneath the surface of the ground and can be recognized by an oil or foam-like appearance.
- > Be ready to evacuate. Plan several evacuation routes out of the area.
- > Have disaster supplies on hand.
 - > Flashlight and extra batteries
 - > Portable, battery-operated radio and extra batteries.
 - > First aid kit and manual.
 - > Sturdy shoes.

During:

- > If an accident occurs, call 911 or the local fire department to report the nature and location of the accident as soon as possible.
- > Move away from the accident scene and help keep others away.
- > Do not walk into or touch any of the spilled substance. Avoid any gases, fumes and smoke.
- > Try to stay upstream, uphill and upwind of the accident.

If asked to stay indoors:

- > Seal and lock windows and doors.
- > Seal gaps under doorways and windows with wet towels and duct tape.
- > Seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting, wax paper or aluminum wrap.
- > Close dampers.
- > Close off nonessential rooms such as storage areas, utility rooms, etc.
- > Turn off ventilation systems.

If asked to evacuate:

- > Stay tuned to a radio or television for information on evacuation routes, temporary shelters, and procedures.
- > Follow the routes recommended by the authorities.
- > If you have time, minimize contamination on the property by closing all windows, shutting all vents, and turning off attic fans.

After:

- > Return to the property only when authorities say it is safe.
- > Follow local instructions concerning the safety of food and water.
- > Clean up and dispose of residue carefully. Follow instructions from emergency officials concerning clean-up methods.

Hazardous Waste

Extra Space employees shall not clean-up hazardous waste, actual or suspected. In the event you encounter an unknown chemical or material, immediately leave the space, and secure the area (prevent others from coming in contact), and call or email the Safety Manager or District Manager for guidance. In the event containers of unknown materials are bulging, leaking, emitting strong or offensive odors, or other unusual characteristics, the Safety or District Manager may have you call 911 for emergency response.

Section 5: Volunteer Respirator use Policy agreement

The use of respirators is not required at any Extra Space locations. As a company we strive to use non-toxic chemicals that are safer for people and the environment. However, some Extra Space employees may choose to use to use filtering face-piece respirators on a voluntary basis for added comfort. According to the ESS Respiratory Protection Program and Occupational Safety and Health Administration (OSHA) regulations, ESS must provide you with the following information if you wear a filtering face-piece respirator voluntarily. The following information is copied from the OSHA Respiratory Protection Standard and pertains to the voluntary use of respirators. After reading the information below, please complete the section at the end of this form.

OSHA's Respiratory Protection Standard, 29CFR1910.134

Appendix D to Sec. 1910.134 (Mandatory) Information for Employees Using Respirators When Not Required Under the Standard

Respirators are an effective method of protection against designated hazards when properly selected and worn. Respirator use is encouraged, even when exposures are below the exposure limit, to provide an additional level of comfort and protection for workers. However, if a respirator is used improperly or not kept clean, the respirator itself can become a hazard to the worker. Sometimes, workers may wear respirators to avoid exposures to hazards, even if the amount of hazardous substance does not exceed the limits set by OSHA standards. If your employer provides respirators for your voluntary use, or if you provide your own respirator, you need to take certain precautions to be sure that the respirator itself does not present a hazard.

You should do the following:

1. Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirators limitations.
2. Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department of Health and Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you.
3. Do not wear your respirator into atmospheres containing contaminants for which your respirator is not designed to protect against. For example, a respirator designed to filter dust particles will not protect you against gases, vapors, or very small solid particles of fumes or smoke.
4. Keep track of your respirator so that you do not mistakenly use someone else's respirator.

Please complete the section below:

Name (print): _____

Site #: _____ Supervisor: _____

Reason for using dust mask (describe nature of work, specific location, and type of dust): _____

I have read and understood the information provided above:

Signature: _____ Date: _____

Section 6: Ladder Safety

The use of ladders is often a part of the normal work day. These items must be used with utmost care and caution. Accident prevention is achieved with safe and proper use of these items.

Ladder Policy

It is the policy of ESS that only Class IA or IAA ladders with a 300lbs rating or above be used by employees. Fiberglass is preferred for its ability to withstand rust, rot, and does not conduct electricity. Any ladders not meeting these standards should be removed from the property to avoid use. Employee's feet are not to exceed six (6) feet in height on any ladder.

Ladder Safety

Read and follow the manufacturer instruction label affixed to the ladder.

- > Do not use a ladder that:
 - leans or wobbles.
 - Is bent or damaged.
 - Is broken, loose, or missing screws.
 - Has cracked or split side rails or rungs.
 - Is missing feet.
- > Tag damaged ladders "DO NOT USE". Discard as soon as possible. Do not allow others to take a damaged ladder – making completely unusable is the best practice.
- > Keep ladders clean and free of grease and oil.
- > Do not use a metal ladder around electricity.
- > Use the correct ladder for the job.
- > Always open up and lock the supports in place on an "A" frame ladder.

Ladder use

- > Maximum height your feet can be off the ground on a ladder is six feet.
- > Use the "4 to 1" Rule – the base of the ladder should be one foot from the wall for every four feet of distance between the ground and the support point.
- > Do not use a ladder in a walkway or doorway that is not locked.
- > Always face the ladder when going up or coming down.
- > Always maintain a three-point contact (two hands and one foot, or two feet and one hand).
- > While performing work do not lean backward or sideways: Use the belt buckle rule, always keep your belt buckle between the sides of the ladder.
- > Select a ladder that extends well beyond the working height.
- > Do not climb on the last two rungs.
- > Extension ladders should extend at least three feet above the roof or working surface.
- > Secure the ladder by having a co-worker hold the base.
- > Do not place the ladder on an unstable base.
- > Do not leave tools or objects on ladders.
- > Never try and move a ladder when you're on it.

FURTHER TRAINING CAN BE FOUND IN THE LADDER SAFETY COURSE ON ESU

Section 7: Roof Access Policy

Policy Statement

All Extra Space Storage properties are required to have restricted roof access. Due to their inherent danger, access to all roofs is restricted to authorized personnel only unless otherwise dictated by local fire code. This document sets the intended policy for the safe access to roofs of all buildings ESS owns and/or operates.

Working Policy

1. Working/walking on roofs has been identified as a potentially hazardous activity.
2. Access to roofs will be limited to authorized personnel only. Authorized personnel are those individuals who are properly trained to identify hazards associated with accessing and walking/working on a roof per all applicable OSHA rules/regulations. Currently the only employees permitted to access roofs are DM and FSMs.
3. ESS site employees are not trained in the safe access of roof. Any request to access the roof by ESS employees will only be authorized by permission of the DVP or Safety Manager.
4. The exception to the above rule are for properties that have a flat roof surrounded by a parapet and internal access to the roof by way of stairs or a fixed ladder.
 - DO NOT APPROACH WITHIN 10 FEET of any:**
 - Roof edge unless protected by..... Guardrails
 - Access hatch unless protected by..... Hinged or removable cover; OR Removable railings
 - Skylight unless protected by..... Skylight screens or covers; OR Guardrails
5. Doors, hatches, or ladders leading to roofs will be kept locked at all times.
6. Doors, hatches, and ladders leading to roof will have a warning sign “**Authorized Personnel Only**”.

Section 8: Power Equipment & Tool Safety

Power equipment, machinery and tools enable users to be more effective in complete specific projects; however, the benefits of power equipment require heightened safety procedures in order to eliminate the possibility of injury. **Safety comes first when using power equipment.**

Overview - Power Equipment

- > Read operating manual before using any power tool.
- > Only use equipment that is approved by your supervisor.
- > Do not operate power tools or power equipment around bystanders.
- > Never remove a guard or bypass a safety switch on power tools.
- > Always wear eye protection while operating power tools.
- > Wear full coverage footwear and appropriate clothing for the task.
- > Never use electric equipment in wet or damp conditions.
- > Disconnect tools when not in use, before servicing, and when changing accessories such as blades, bits and cutters.
- > Remember machines don't cause accidents, people do.
- > Use the right equipment for the job – don't make a machine do something it isn't meant to do.

Usage – Power Equipment

- > Visually inspect the area; remove hazards such as rocks, branches and other items.
- > Keep hands, fingers, feet and other body parts away from blades, belts and moving parts.
- > Hold tools firmly and maintain good balance.
- > Never repair a running or hot machine.
- > Never operate a gas-powered machine in an enclosed area.
- > Do not refuel a hot or running machine.
- > Never leave a machine running while unattended.
- > Allow the machine to cool before storing.

Lawn Mowers

- > Always wear eye protection when mowing.
- > Only use a power mower with a control that stops the mower if the handle is let go.
- > Make sure that sturdy shoes are worn while mowing.
- > Before mowing, walk the area first to ensure no debris is present which could cause you to stumble or be thrown by the mower blades.
- > Start and refuel mowers outdoors not in a garage or shed.
- > Prevent injuries from flying objects by using a catcher.
- > Empty the grass catcher so the chute will not plug.
- > Turn the mower off before removing a clog or emptying the grass catcher.
- > Keep feet away from the mower deck.
- > Go around stumps, roots, trees and other items that cannot be removed.

Trimmer/Edger

- > Read, understand, and follow instructions in the manufacturer's operating manual
- > Wear eye protection.
- > Wear full coverage shoes/boots and long pants.
- > Heavy-duty, non-slip gloves.
- > Hearing protection (muffs or plugs) may be worn if desired.
- > Hold the unit firmly with both hands.
- > Ensure that the cutting part is adjusted properly and is tight.
- > Replace bent, warped, damaged or dull cutting apparatus.
- > Check area for stones, glass, metal and debris.
- > Refuel the engine before starting work while the engine is cool. If refueling is required before the job is completed, wait for the engine to cool.
- > Make sure that shields, guards, and other safety devices are in place and working properly.
- > Replace or tighten all loose or damaged parts or guards.
- > Start the unit on firm ground or other solid surfaces in an open area.
- > Maintain good balance and secure footing when operating.
- > Adjust harness and hand grip to suit work positions.
- > Shut off engine before cleaning out clogged or stuck blade.
- > Stop the engine before putting blade down.

Snow Blowers

- > Never put hands or fingers inside the chute or any part of the blower (even when not running).
- > Use a long wooden handle or warm water to remove clogs.
- > Direct the snow plume away from people, buildings and vehicles.

Portable Power Tools

- > Do not remove guards or alter equipment.
- > Keep blades sharp and equipment in good working order.
- > Turn off and disconnect from the electrical outlet before working on the tool.
- > Do not leave tools unattended.
- > Do not use broken or defective tools.
- > Wear eye protection.
- > Do not use electrical cords that are spliced, damaged, cracked or frayed.

Hand Tools

- > Do not use a tool that has a loose, splintered, split, cracked handle or head.
- > Do not use impact tools (hammers, chisels, punches) with "mushroomed" heads.
- > Use the correct tool for the job.
- > Knives, shears and other cutting tools should be directed away from yourself.
- > Sharp tools should be carried and stored in sheaths.
- > Do not carry tools in your hands while climbing.

Section 9: Lock Cutting Safety

Lock cutting requires the use of tools to complete. Depending on the type of lock found on the storage unit door, you may use bolt cutters, grinder, or a power drill.

If you are unsure or uncomfortable about cutting locks puts you at higher risk of injury. Seek Help!

When using a power tools, always follow the safety instructions included in the owner's manual.

Bolt Cutters

Bolt cutters may be used to remove standard type locks. It is not recommended for use when cutting disk locks.

- > **Required PPE**
 - **Safety glasses/goggles**
 - **Gloves**

When using the Bolt Cutter method, be sure to:

- > Inspect the bolt cutters prior to use for defects
- > Use a bolt cutter with sharp teeth
 - Do not use bolt cutters with broken or dull teeth
- > Wear eye protection and gloves to help prevent injury.
- > Inspect the area around the location to ensure there will be enough traction with a sturdy foundation.



Steps:

1. Place the bolt cutter on your hip.
 - a. **DO NOT** – place the bolt cutters on your chest or abdomen area! That can result in internal injuries such as broken ribs.
2. Pull the extended handle towards your body.

Grinders

Grinders may be used to remove standard and disk type locks.

- > Required PPE –
 - Face shield
 - Safety glasses
 - Leather gloves
 - Close toed shoes
 - Optional – Hearing protection.



When using the angle grinder method, be sure to:

- > Inspect the grinder for defects, frayed cords, or broken battery.
- > Ensure that the guard is properly attached for safety.
- > Cut the lock in the weak spot located above and to the right of the keyhole when the keyhole is facing you.
 - If the lock is facing away from you a more precise and deeper cut will be required.
- > Use only the correct size blade! If a blade is worn down and won't cut completely through the lock do not use it.
- > Inspect the area for water and loose debris to ensure you will have good footing and traction.



Steps:

- > Secure the lock with duct tape or a clamp.
- > Keep both hands securely on the grinder.
- > Grind downward with slight pressure. If you put too much pressure on the grinder the wheel may break increasing the danger.
- > Use the clamp or pliers to remove the lock when done. ***The lock and all its parts will be extremely HOT. Do not touch with your bare hands.**



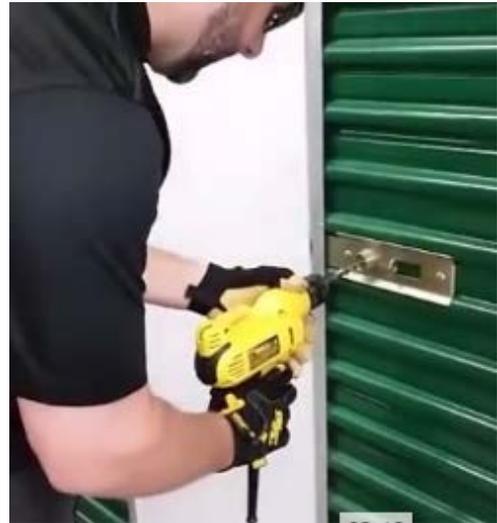
Power Drill

Power drills may be used for drilling out cylinder locks, or disk locks if you have a *Disk Buster.

- > Required PPE
 - Safety glasses/goggles
 - Gloves
 - Optional – Hearing protection

When using the drill method, be sure to:

- > Inspect all equipment for damage and defects
- > Use only metal cutting drill bits. "Cobalt" steel is recommended
- > Familiarize yourself with the drill by reading the user guide and safety instructions.



Steps:

Cylinder Lock

You can use either a single 3/16" metal drill bit or use three different sizes. 1/8", 1/4" and 11/32" Start by using the smallest dead center and drill moving up in sizes each time.

- > Center punch the 3/8 inch round part in the center of the cylinder.
 - Try to be as close to the center of this as possible.
- > Start with a new 3/16 inch "metal" drill bit and drill as straight and as level as you can into the lock.
- > After the drill bit has gone about 3/4 inches into the lock slow the drilling down.
- > At about 1 and 1/4 inches into the lock the drill bit should catch the latch bar and pop open the lock. This bar is hardened steel and as soon as the bit catches it, it will turn and pull the lock bit down, releasing the lock.

Tip* If the above fails try to thread a 2 inch long 1/4 inch self-threading bolt into the drilled opening and use a slide hammer to attempt to pop the latch off the cylinder. If the lock did not open for some reason, or you do not have a slide hammer, the next step is to drill the lock with a succession of larger bits. You still may catch the latch if you were a little off center, or will eventually get to the point where the pins in the cylinder are destroyed and the lock will open by inserting a screwdriver and turning it.

Disk Buster

- > Screw the jig in place over the center of the keyhole.
- > Place the spacer onto the drill bit attached to the drill.
- > Begin drilling through the jig hole and continue until it stops. At this point the disc lock should

spin off.

- If not, you may use a flat head screw driver to turn the lock open.



Further training can be found in the Lock Cutting course in ESU.

Section 10: Power/Pressure Washer Safety

A pressure washer is a power tool that sprays water at high pressures to clean large, sturdy surfaces such as buildings, equipment and roads.

When using a pressure washer, always follow the safety instructions included in the owner's manual.

Risks

- > **The strong spray from a pressure washer can cause serious wounds that might first appear minor. Wounds that appear minor can cause a person to delay treatment, increasing risk for infection, disability or amputation.**
- > The fast, strong spray can throw objects that strike and injure others who are close by.
- > Electric shock can occur if the pressure washer is not used properly and if safety instructions are not followed.
- > Using small, gasoline powered engines can cause carbon monoxide poisoning. Workers should not use any equipment powered by gasoline engines inside buildings or other partially enclosed spaces unless the gasoline engine can be placed outdoors and away from air intakes.

Precautions

- > **Never point a pressure washer at yourself or others.**
- > **Never attempt to push or move objects with spray from the washer.**
- > Never use a gasoline powered washer in an enclosed space.
- > Always test the *ground fault circuit interrupter* (circuit breaker or outlet) before using a pressure washer.
- > Always plug a properly grounded pressure washer into a properly grounded receptacle.
- > If an extension cord must be used, keep the pressure washer's power cord connection out of any standing water, and use a heavy duty extension cord with components rated for use in wet locations. Keep both the power cord and extension cord connections as far away as possible from the item being washed and away from any water runoff.
- > Wear rubber soled shoes that provide some insulation when using the pressure washer.
- > Never cut or splice the pressure washer's power cord or extension cords.
- > Never remove the grounding prong from the pressure washer's power cord plug or the extension cord.
- > Always have a qualified electrician check the pressure washer for electrical problems after it has tripped a circuit breaker.
- > Never allow children to operate a pressure washer. Keep children at a safe distance when an adult is using a pressure washer.

Section 11: Housekeeping

Housekeeping is an integral part of workplace safety. Well organized workplaces are free from clutter; trip hazards and debris promote a safety conscious working environment.

Overview

- > Keep materials, boxes and trash out of walkways, passageways or stairways.
- > Do not obstruct exits or emergency equipment such as fire alarms and extinguishers.
- > Return tools and equipment to their proper storage area after use.
- > Use caution signs or cones to isolate or warn people of slippery areas.
- > Quickly cleanup spills and leaks.
- > Remove snow and ice from walkways.
- > Have enough light to see what you are doing.
- > Do not leave file cabinet drawers open or open more than one drawer at a time (cabinet could tip over).

Office

Housekeeping within the office is essential in order to provide a safe working environment for employees and customers. It also provides a professional office appearance. The following task should be completed on a regular basis:

- > Clean floors prevent falls -- vacuum carpets and mop tile flooring, use a caution sign when mopping.
- > Empty waste baskets and discard appropriately.
- > Avoid use of extension cords crossing pathways.
- > Clear away boxes and clutter to avoid tripping hazards

Company Space

Extra Space Storage assigns a company used space in order to provide a safe and secure location to keep tools, supplies and equipment. This space must be clean, organized, labeled and adequately illuminated. The space should be large enough to allow easy exit and entry of the golf car and provide easy and safe access to stored equipment and supplies while the golf car is parked inside the space. Contents of the company space should include:

- > Golf Car and golf charger.
- > Cleaning chemicals stored out of the reach of children. Follow "chemical handling procedures" located within this manual.
- > Power tools, equipment and supplies. All of these items need to be stored in a clean and organized fashion (on shelves, wall brackets, tool boxes, etc.).
- > Display and sales merchandise. These items are to be allocated to a specific area within the company space that are easily stored, removed and well organized.

Section 12: Security

Most properties are equipped with security systems including security alarms, access management and video surveillance. Not all security systems are the same. Become familiar with the security and safety systems at the site.

Intrusion & Detection Control

To help protect your property from robbery and unauthorized entry, properties have security systems installed to monitor unauthorized access onto the property.

Most systems send the alarm to a monitoring company. The monitoring company will first attempt to contact the location and obtain the pass code needed to cancel the alarm. If the monitoring company cannot reach anyone at the site with the correct pass code, or a 'Distress' code is provided, they will notify the authorities for emergency response.

Access Management

By restricting, monitoring and recording entry onto the property through gate keypad systems, we protect valuable assets and sensitive areas from theft and damage. This allows for more control over the facility and improves employee safety, performance and accountability.

Video Surveillance

Video cameras are after-the-fact monitoring to help investigate theft, damage and fraudulent accident claims. By randomly monitoring the video cameras the facility management team can have increased awareness of what is going on throughout the entire property. However, unless these systems are constantly monitored, real-time usefulness in personal safety is not a realistic expectation. You must not over rely on video surveillance for your personal safety.

Security Systems

- > All systems must remain active and operational.
- > Repairs should be made quickly. Advise supervisor of any potential issues.
- > Any damage must be reported by filling out an Incident Report on Salesforce.

Suspicious Activity

- > Report any suspicious activity to the police and your supervisor.
- > Your safety is our top priority, if you observe suspicious or dangerous activities, contact the local police department to handle the situation.
- > An Incident Report must be filled out with each incident

Armed Robbery

The robber will generally be someone who is very nervous and usually disorganized. The robber may have a weapon. This is a potentially dangerous situation due to the inexperience and emotional state of the thief.

Below are suggested steps to take if you are involved in an armed robbery:

- > The best way to remain calm and not panic during a robbery is to be prepared.
- > Speak calmly to any robber(s) and cooperate with any demands.
- > Do not argue or fight to protect money or property from being stolen.
- > Try to focus on what the perpetrator looks like, unless you are asked to look away.

-
- > Attempt to remember specifics about the perpetrator to assist in providing the most accurate description to the police.
 - > Pay attention to height, weight, complexion, hair color, attire or unusual marks, scars or tattoos.
 - > Note the direction the perpetrator takes when they flee the property.
 - > Do not pursue the robber(s).
 - > Call 911 immediately after a robbery.
 - > Remain inside the building until the police arrive.
 - > Contact your DM and/or DVP or corporate office to report the incident immediately.
 - > Take notes and write down everything about the incident.
 - > Avoid disturbing the scene or touching anything, especially where fingerprints could be smudged or covered up.

Some tips to remember that may help prevent a robbery include:

- > Stay alert and observant at all times.
- > Be alert to suspicious activity and call 911 and notify your supervisor/manager immediately upon observation.
- > Secure all entrances and openings as soon as your office closes.
- > Ensure that our entrances and exits, our parking lot and all external walkways are well lit.

Your safety is our top priority, if you observe suspicious or dangerous activities, contact the local police department to handle the situation. DO NOT confront, follow, or chase suspicious persons.

An Incident Report must be filled out with each incident

Section 13: Workplace Violence

Extra Space Management, Inc. will not tolerate violence in the workplace. All incidents, complaints, and/or reports of violence, threats of violence, harassment, intimidation, and other disruptive behavior will be taken seriously because Extra Space Management, Inc. is committed to providing its employees with a reasonably safe and secure work environment.

Purpose of Program

Violence in the workplace is a leading cause of fatal and non-fatal occupational injury throughout the U.S. that may affect an organization at any time. The purpose of this program is to address the issue of potential workplace violence, prevent workplace violence from occurring to the fullest extent possible, and set forth procedures to be followed when such violence has occurred.

Statement of Program

Violence, threats of violence, harassment, intimidation, and other disruptive behavior in the workplace will not be tolerated by Extra Space Management, Inc. Examples of disruptive behavior can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of harm. Such behavior will be taken seriously and will be dealt with appropriately.

Scope of Program

All Extra Space Management, Inc. employees are required to comply with this Program. In addition, since visitors of Extra Space Storage properties are required to conduct themselves in a non-violent manner in conformity with existing law, employees who observe or experience visitors on property engaging in violent behavior should follow the procedures in this program for the reporting such behavior.

Application of Program

Violence and other disruptive behavior by or against any employee of Extra Space Management, Inc. or member of the public in or on Extra Space Property are unacceptable. Extra Space Property includes offices, work sites, vehicles, facility locations, and any other location where business is conducted. Individuals who commit such acts may be removed from the premises and may be subject to appropriate disciplinary action, including, where legally appropriate, termination of employment and/or criminal penalties.

Reporting of Violence

At the core of this Workplace Violence Prevention Program is the company's commitment to work with its employees to maintain a work environment free from violence and other disruptive behavior to the greatest degree possible.

- Any employee, upon becoming aware of an instance of physical assault, threatening behavior or verbal abuse occurring in the work setting, must immediately report the facts and circumstances of said incident to their supervisor. In the event that employees observe or experience violent behavior from employees or visitors on the property in which there is an immediate threat to their safety or the safety of others or where an injury has occurred, the employee should immediately obtain police and medical assistance and in addition notify their supervisor and then file an incident report.
- The site employees will immediately conduct a preliminary inquiry into the facts and circumstances of the incident and update the incident report and supervisor as necessary.
- In the event of employee violence, the Supervisor/DM will determine if there is:

-
- a) An immediate threat of violence. If so, the Supervisor/DM will ensure that local or county police and emergency medical personnel have been notified and thereafter follow the procedures outlined in subparagraph (b) or (c) below.
 - b) Serious misconduct or criminal behavior by employee. If so, the DM/Supervisor shall immediately notify the DVP/HR and take no further action.
 - c) No immediate threat of violence and no serious misconduct or criminal behavior by an employee. In that event, the DM will:
 - continue the investigation;
 - resolve/mediate matter;
 - initiate disciplinary action, if appropriate;
 - and make referrals to the EAP and/or Department of Human Resources, as appropriate.

NOTE: In all instances, an incident report must be completed and submitted in Salesforce.

Retaliation against an employee who makes a good faith report of violence or other disruptive behavior is strictly prohibited and shall be subject to appropriate corrective or disciplinary measures. An employee, who, in bad faith makes a false report, is also subject to disciplinary action.

*Please see the *Workplace Violence Prevention Program and Procedures Manual* located in the Safety section of the Salesforce Library for more information.

Section 14: Weapon's policy

To ensure that Extra Space Management Inc. maintains a workplace safe and free of violence for all employees, the company prohibits the possession or use of perilous weapons on company property. A license to carry the weapon on company property does not supersede company policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination. All company employees are subject to this provision, including contract and temporary employees, visitors and customers on company property.

- "Company property" is defined as all company-owned, leased, or managed buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the company's ownership or control. This policy applies to all company-owned or leased vehicles and all vehicles that come onto company property *except to the extent allowed by state law*.
- "Dangerous weapons" include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

ESMI reserves the right at any time and at its discretion to search all company-owned or leased vehicles and all vehicles, offices, apartments, packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including a termination.

Section 15: Extreme Heat

Humid or muggy conditions, which add to the discomfort of high temperatures, occur when a “dome” of high atmospheric pressure traps hazy, damp air near the ground. Excessively dry and hot conditions can provoke dust storms and low visibility. Droughts occur when a long period passes without substantial rainfall. A heat wave combined with a drought is a very dangerous situation.

Before:

- > Ensure air conditioners are working properly, where installed.
- > Insulate spaces around air conditioners for a tighter fit.
- > Use a circulating or box fan to spread the cool air.
- > Keep the cool air inside by weather-stripping doors and windowsills.

During:

- > Conserve electricity.
- > Stay indoors as much as possible. If air conditioning is not available, stay on the lowest floor out of the sunshine.
- > Eat well-balanced, light meals.
- > Drink plenty of water regularly.
- > Dress in loose-fitting clothes that cover as much skin as possible. Lightweight, light-colored clothing that reflects heat and sunlight and helps maintain normal body temperature.
- > Protect face and head by wearing a hat.
- > Avoid too much sunshine. Sunburn slows the skin’s ability to cool itself. Use a sunscreen lotion with a high SPF (sun protection factor) rating.
- > Slow down. Reduce, eliminate, or reschedule strenuous activities. High-risk individuals should stay in cool places. Get plenty of rest allow your natural “cooling system” to work.
- > Learn the symptoms of heat disorders.

Working in the Heat:

- > Work smart, Do your outdoor work in the morning when its cooler
- > Recognize your limitations
- > Pay attention to the weather – avoid strenuous outdoor activities during the heat of the day.
- > Break work into segments alternating outdoor and indoor, air conditioned work.
- > Hydrate with water. The saying is if you wait until you’re thirsty to drink, it’s too late – you’re already dehydrated. Energy drinks and caffeine should be avoided as they contribute to dehydration.
- > Use a buddy system and watch out for each other when working in excessive heat.
- > Download the OSHA “Heat Safety Tool” onto your smart phone. It provides your location Heat Index and specific guidance in heat safety.

Section 16: Fire Prevention/Action Plan

Site personnel are responsible for the administration and enforcement of policy, standards, local codes, and regulations that cover fire protection. Company policy regarding fire prevention is to ensure the protection, conservation and minimization of risks to life, property and financial loss. The purpose of this plan is to identify hazards and reduce the possibility of fire at every location.

Preventing Fires:

- > Smoking is prohibited anywhere on any ESS property.
- > Flammable liquids are to be stored in approved containers in minimal amounts.
- > Keep combustible materials such as garbage, leaves, shrubbery and debris from gathering in your facility.
- > When there is high heat and low humidity extra caution should be taken to minimize any potential sources of ignition, such as mowing, trimming, or Lock Cutting.

Be prepared in case of a fire:

- > Know all possible escape routes. Develop and practice an escape plan. Make sure all employees know what to do in a fire.
- > Know where fire extinguishers are located.
- > Frequently check smoke detectors and alarms.
- > Identify on the site escape plan at least two ways of escaping each building within your facility.
- > Mentally practice evacuating the building. Staying low to the ground is extremely important. In a real fire situation smoke rises and can make it extremely difficult to see. Also as you stay close to the ground there will be more oxygen and you will be less likely to get smoke inhalation.
- > Learn to stop, drop to the ground, and roll if clothes catch fire.
- > Post emergency numbers near telephones.

In the event of a fire:

- > Use **R.A.C.E.**

Rescue – remove any persons from immediate danger

- > Get out as quickly and as safely as possible.
- > Use the stairs to escape.
- > When evacuating, stay low to the ground.
- > If possible, cover mouth with a cloth to avoid inhaling smoke and gases.

If in a room with a closed door:

- > If smoke is pouring in around the bottom of the door or it feels hot, keep the door closed.
- > Open a window to escape or for fresh air while awaiting rescue.
- > If there is no smoke at the bottom or top and the door is not hot, then open the door slowly.

Alarm – Shout ‘FIRE’, call or have someone call 9-1-1.

****Call the fire department from a safe location outside the property****

-
- > **Confine** – Close doors to contain the fire

Extinguish – Only after all the preceding steps are followed and you believe it is safe to do so; you can attempt to use a fire extinguisher. You must have a clear and unobstructed escape route and always keep yourself between the fire and your exit.

- > ESMI requires the fire department be called before any attempts are made to control a fire.
- > Notify your supervisor once you are out of danger and complete an Incident Report.

After:

- > Stay out of damaged buildings.
- > Return to the property only when local authorities say it is safe.
- > Look for structural damage.
- > Don't discard damaged goods until after an inventory has been taken – for insurance purposes.

Section 17: Fire Equipment

Fire alarm and detection systems are designed to provide early warning for building occupants should a fire occur. These systems are installed as part of the initial construction of the building and are only installed when required by local code and jurisdictional requirements. Properties that are required to have detection systems receive annual inspections to ensure that the system operates as it was designed while significantly minimizing false alarms and business interruptions. Professionally trained and licensed technicians will provide inspections and testing as required to maintain the system and help meet code requirements.

Alarms/Detectors

- > Replace batteries annually,
- > Visually inspect and test each detector to ensure proper functionality annually
- > Must be kept in working order.
- > Problems should be immediately reported to your supervisor.

Apartment Fire Ladders (if so equipped)

- > All locations with second story apartments will have one Fire Safety Ladders for emergency use by occupants of the apartment should the need arise.
- > Ladder must be kept in area easy for access in case of emergency such as under a bed or in a closet near the window to be used.
- > Keep in good working order
- > Inspect annually
- > Ladder will remain in apartment at all times and must not be removed for any reason other than for use in case of an emergency
- > Ladder will not be used for any purpose other than a fire/safety emergency
- > Use extreme caution when using this ladder. Make sure it is properly secured and follow the Ladder Safety policy.

Automatic Fire Sprinklers (If your facility is equipped with fire sprinklers):

- > Do not tamper with the equipment.
- > Report any problems to your supervisor.
- > Keep materials and debris away from the sprinkler heads, valves and components.
- > If Storage units are equipped with sprinkler system, notify customers that they are to keep the sprinkler heads unobstructed with a minimal space of 18" from each sprinkler head.
- > Exposed fire sprinkler, risers, pipes, or heads are not to be used for hanging or leaning clothing, equipment, or any other material on. Doing so can cause rupture of system creating leaks and failure of system.
- > All supervisors and your Facilities Service Manager are responsible to maintain and regulate each facility's fire sprinkler systems per State and local regulations.

Fire Extinguishers

- > All locations have Multi-purpose ABC Fire Extinguishers. You must know the location of fire extinguishers and ensure they remain on station and are serviced annually.

-
- > Each location that has an onsite apartment is required to have at least one fire extinguisher; preferably located in the kitchen for easy access.

Do not tamper with equipment

- > Report any problems to your supervisor
- > Must be kept in good working order
- > Must be inspected annually
- > Must be housed in visible box with breakable/removable front
- > Maintain fire extinguisher boxes in good repair and clean condition

Using a Fire Extinguisher

All locations have Multi-purpose ABC Fire Extinguishers. You must know the location of fire extinguishers and ensure they remain on station and are serviced annually.

In event of a fire emergency, sound the alarm and call 9-1-1 first – you may not have time later

If you do believe you can safely control a small fire, only after calling 9-1-1 and making sure you do not place yourself in danger, follow the below steps.

It is critically important you maintain situational awareness and retreat at the first indication your efforts are not effective in controlling the fire.

P.A.S.S. Method

Pull the pin.



Aim low, pointing the nozzle at the base of the fire.



Squeeze the handle to discharge the extinguisher.



Sweep from side to side at the base of the fire until extinguished.



Section 18: Contractor Safety

Often a professional contractor will be required in order to fix or repair issues on the property. It is critical that any individual or company contracted to perform work on ESS owned/operated properties be properly insured and protected against any loss. Be sure to follow Operational Policy when considering a contractor in order to protect ESS against loss.

Whenever a contractor is working on site work closely with them to help ensure that safe practices are followed and no hazards or risks may exist to employees to customers on the property while work is being conducted.

- > The contractor should be conducting safety orientation with their employees.
- > Contractors must report all accidents, spills, injuries to the SM to ensure that employees and visitors to the property are aware of any hazardous situation.
- > Contractor's and their employees will not have in their possession any alcohol, firearms or illegal drugs while working on ESS properties
- > Contractors are expected to perform all work in accordance with all OSHA and Health and Safety Standards to ensure a safe work environment.

Section 19: Golf Cart Safety

Safe operating procedures

- > Operate at slow speeds. **Observe a 5 MPH speed limit.**
- > Be careful when making turns – slow down especially if you have passengers. Be especially careful around the blind corners at your facility.
- > Watch out for pedestrians.
- > Only authorized people should operate the golf cart, from the driver's side only, and only in designated areas.
- > Keep your entire body inside the golf cart, remain seated, and hold on when the cart is in motion. Never allow your or others to dangle their feet outside the cart – This has led to severe injuries.
- > All occupants must be seated at all times while operating the golf cart. (If a seat is not available for all riders they shall not ride)
- > Do not start the golf cart until all occupants are seated.
- > No lap sitting is allowed.
- > Keep your hands on the steering wheel and your eyes on the path ahead.
- > Use extra care in congested areas or when backing up. Always back up slowly, and watch carefully.
- > Avoid starting or stopping abruptly.
- > Avoid turning the steering wheel too sharply at higher speeds.
- > Always remove the golf cart keys when it is not being used, or when loading items. Ensure the brake is fully engaged.
- > Always keep the golf cart properly maintained and in good working order. (See "Golf Cart Maintenance Procedures" found in the Safety library for more information)
- > Always use proper PPE when performing battery maintenance on the golf cart (goggles, rubber gloves)
- > If you are using the golf cart to transport items, ensure all items are properly secured prior to operating the golf cart to avoid falling or shifting loads. Unsecured items can cause damage and injury.

Section 20: Driving Safety

Safe Motor Vehicle Operating Procedures

Extra Space deeply values the safety and well-being of all its employees, and advocates safe and responsible driving habits. This includes adherence with federal, state and local laws, and limiting distractions while operating a motor vehicle through the use of cell phones and other handheld electronic devices.

We realize that employees use personal, rented or company vehicles while conducting business on behalf of Extra Space Storage. Recognizing the increased hazards that are created by Distracted Driving, including the use of mobile communication devices (personal, rented or ESS owned) we have created the following policy:

- > As a matter of policy, ESS will never require an employee to use a mobile communication device while driving a vehicle,
- > Employees are never permitted to read or respond to e-mails, text messages, or participate in Web-ex/Conference calls while operating a vehicle for business purposes.
- > If it becomes necessary to receive or make a call while driving, a hands-free device must be used as allowed by state law, though employees are encouraged to safely stop and park the vehicle to receive or make a call.
- > No ESS employee shall operate a vehicle on company business while impaired by consumption of drugs or alcohol.
- > All other causes of distracted driving (eating, reading, grooming, etc.) should be avoided while operating a vehicle for company business.

ESS expects all employees to drive defensively at all times, maintain a current and valid driver's license and carry personal automobile insurance that provides at least minimum coverage per state regulations.

Employees, who have an accident while driving a personal, rented or ESS owned vehicle on company business, must complete an incident report in accordance with company procedures and within 24 hours of the accident.

Company owned Vehicles

As an authorized driver of a company vehicle, you have been given certain privileges. You assume the duty of obeying all motor vehicle laws, maintaining the vehicle properly at all times and, following all policies and procedures outlined for use.

To review state laws regarding cell phone use, visit http://www.qhsa.org/html/stateinfo/laws/cellphone_laws.html

Section 21: Terrorism

Terrorism is defined in the Code of Federal Regulations as “the unlawful use of force and violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.”

Before:

- > Be alert and aware of the surrounding area. The very nature of terrorism suggests that there may be little or no warning.
- > Learn where emergency exits are located. Think ahead about how to evacuate a building.
- > Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, fall or break in an explosion.
- > Keep fire extinguishers in working order. Know where they are located, and how to use them.

During:

- > Stay low to the floor. Exit the building only if authorities recommend and you feel safe to do so. Outside may be more dangerous than remaining inside.
- > Cover nose and mouth with a wet cloth if available, when fire and smoke are present.
- > When approaching a closed door, use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door – seek an alternate escape route.
- > Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.

After:

- > Stay tuned to local radio for information.
- > Follow instructions of the Authorities. If trapped, tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort – shouting can cause a person to inhale dangerous amounts of dust.

Chemical & Biological Agents

Chemical agents are poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Most chemical agents cause fast-acting serious injuries or death. Biological agents are organisms or toxins that have illness-producing effects on people, livestock and crops. The effect of biological agents may be delayed by hours or days.

If a chemical or biological agent attack were to occur, authorities would instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately.

Section 22: PPE (Personal Protective Equipment) & Eyewash stations

A certain number of jobs can only be done safely if employees have the proper basic Personal Protective Equipment. The following is the minimum required items for PPE (Personal Protective Equipment) that should be found on the property. Along with the PPE items listed below; all employees should be wearing proper footwear and clothing for the work to be performed to ensure safety of feet, legs and arms.

All PPE must be inspected for scratches, cracks, rips and tears and replaced if found.

Eye protection

Safety glasses/goggles – To be used when working with spray paints, chemicals, dusting/cleaning. Eye glasses are not rated for impacts and do not count. Goggles must be worn over eye glasses



Face protection

Face shield – To be used with grinder and can be used in place of safety glasses/goggles when working with chemicals.



Hand protection

Gloves rubber and leather/canvas – Rubber/latex are to be worn when working with chemicals, cleaning restrooms, spills, and fluids, etc. Leather/canvas gloves should be used when cleaning units, working with materials, hauling, cutting, etc.



Hearing protection

Ear muffs or ear plugs – to be used when using equipment that emits higher levels of sound such as grinders, blowers.



Colder climate

Slip Protection

Ice cleats – If ice can form on the property then ice cleats are required for each employee and to be worn whenever ice is possible on the property, this includes chores such as taking trash out, getting mail etc. Employees are also expected to wear their ice cleats whenever they are leaving and coming to work for increased safety protection from slipping on ice. This includes lunch breaks and when leaving for the day and coming to work in the morning.



Eye wash stations

Each property is required to have at least one station available to employees. These should be located in the most accessible place possible and typically where chemicals are stored or used. These should be inspected regularly and should be replaced every two years. If one has been used, it needs to be disposed of and replaced immediately with new product. These can be ordered from Grainger

