

2021 SUSTAINABILITY REPORT



Table of Contents

INTRODUCTION	3	Our Customers	28
Message from the CEO	4	• Customer-centric focus	29
About Life Storage	5	• Innovation.....	30
• Company Overview	6	• Rent Now	31
• Our History	7	• Tiered Pricing	32
• Our Core Values.....	8	• Technology	33
Our Strategy	9	Our Employees	34
• Sustainability: Doing Well by Doing Good ...	9	• Benefits & Well-being.....	35
• Our Sustainability Strategy.....	10	• Safety & Compliance	37
ENVIRONMENTAL	12	• Training & Development	38
Environmental Highlights	13	• Employee Engagement	39
Energy Efficiency	14	Our Social Impact	40
• Energy Efficiency Standard	15	• Diversity, Equality & Inclusion.....	41
• Oversight	17	• Life in Our Communities	42
• Green Buildings	18	• Life Stories: UPward Design for Life	44
Renewable Energy	19	GOVERNANCE	46
• Our Renewable Energy Investments	19	Governance Highlights	47
• Expanding Our Solar Program	20	Stakeholder Engagement Matrix	48
• Goals & Targets.....	21	Our Governance Foundations	49
Sustainable Operations	22	• Board of Directors.....	50
SOCIAL	23	• Our Approach	51
Social Highlights	24	• Governance Mechanisms	52
COVID-19 Response	25	• Risk Management.....	53
• Taking Care of Our Team	26	• Compliance Efforts.....	54
• Taking Care of Our Customers	27	Governance Documents	55

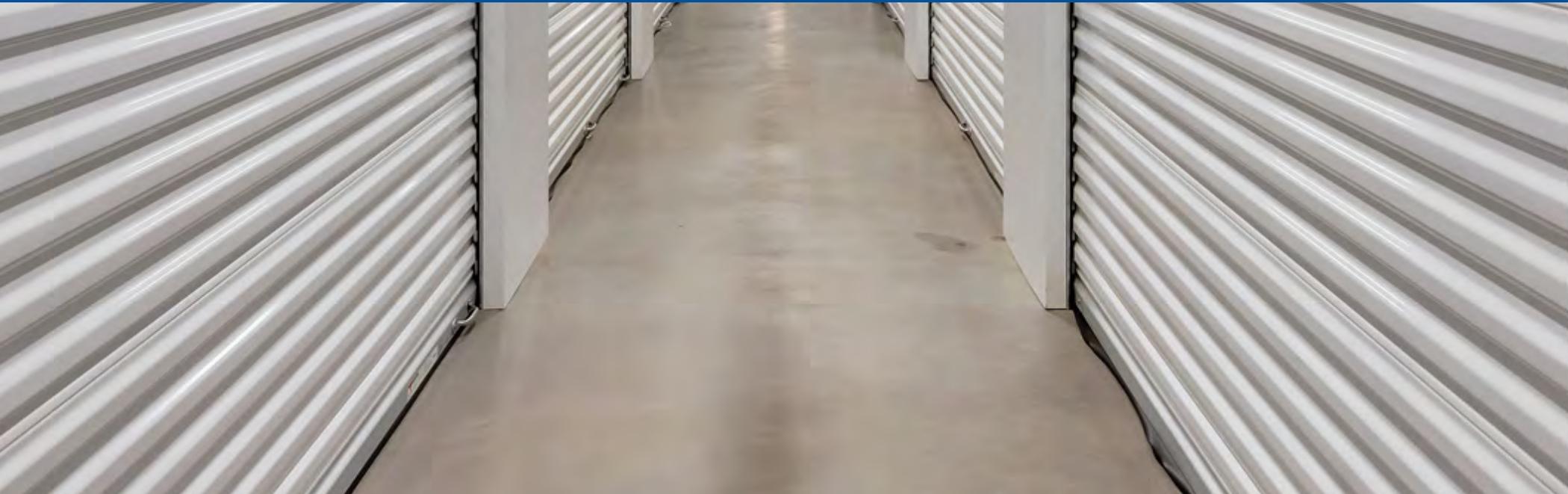




INTRODUCTION



[Message from the CEO](#) • [About Life Storage](#) • [Our Strategy](#)



INTRODUCTION

Message from the CEO

Fellow Life Storage Stakeholders,

In 1996, Life Storage founder Robert J. Attea wrote in our inaugural annual report, “No matter what the activity or realm, there is special significance to first.” I am fortunate to share with you a similarly significant first – Life Storage’s first annual sustainability report.

When we think of success, we tend to think of prosperity and growth. But how we define success is subject to circumstance. Take the challenges brought on in 2020. For some of us, simply getting through the day was a success in itself. Surviving, rather than thriving, was the primary focus for many.

A necessary but often overlooked element of success is resilience. If we can remain strong and unyielding in the face of adversity, we are successful. We are resilient. And we are sustainable.

Sustainability has been woven into the fabric of Life Storage for many years - we just didn’t call it that. We’ve always believed that long-term success can only be achieved by working in the best interest of our stakeholders. To achieve that, our strategy is not one of growth for its own sake, but one of sustainable growth. This strategy allowed us to take care of our stakeholders in the face of a global pandemic. It also allowed us to consistently deliver value in the present without compromising our ability to do so in the future.

The Life Storage core values - teamwork, respect, accountability, integrity and innovation – serve as guiding principles in all that we do. These values are especially evident in our efforts to holistically integrate sustainability across our organization. This report illustrates our commitment to doing right by our stakeholders and doing good for our world.

Back in 1996, our founders invited you to watch us grow. This inaugural sustainability report will show you how our commitment to sustainable growth has served us well through the years and will continue to do so in the future. But perhaps most notably, it echoes the sentiment of our founders back in 1996.

I am pleased to invite you, once again, to watch us grow.



Joe Saffire - Life Storage Chief Executive Officer



ABOUT LIFE STORAGE

Life Storage at-a-glance

Portfolio

- 1,000+ properties
- 34 states
- 575,000+ customers
- 2,000+ team members
- 70 Million NRSF
- 30+ years in self-storage industry

Company

- \$10.8 Billion enterprise value
- 87% 3-year total return (#1 Among Self-Storage REITs)
- Investment Grade Rated: Moody's Baa2; S&P BBB
- +17% quarterly dividend increase over past 5 years

All statistics as of June 30, 2021, except store counts, which are as of August 31, 2021



An aerial photograph of a city skyline. In the foreground, a modern, multi-story building with a white roof and grey facade is visible. The building has the Life Storage logo on its side. The background shows a dense urban area with various skyscrapers, including one with 'BB&T' on top. The sky is clear and blue.

ABOUT LIFE STORAGE

Company Overview

Life Storage, Inc. is a leading national owner and operator of self-storage properties, with over 1,000 locations in 34 states. Since entering the industry in 1985, we have grown to one of the largest, most respected self-storage operators in the world

We provide our 575,000+ residential and commercial customers with innovative storage and logistics solutions. We look to maximize shareholder value through a variety of channels, including:

- Diversified portfolio with increasing focus on primary markets
- Growth strategy driven by disciplined capital allocation
- Innovative technology solutions to drive customer acquisition and revenue management
- Differentiated corporate customer value proposition
- Strong financial performance, conservative balance sheet and attractive valuation

ABOUT LIFE STORAGE Our History



1985

Sovran Self Storage, Inc opens first storage facility



1991

All stores are re-branded Uncle Bob's Self Storage



1995

Sovran is listed on the NYSE



2016

Life Storage changes to LSI on the NYSE



2016

Sovran purchases Life Storage and adopts the Life Storage brand



2014

500 Stores



2000

Uncle Bob's launches the first humidity controlled storage facility



1996

100 Stores



2018

Launched Rent Now, our self-service online touchless rental platform



2020

900 Stores



2020

Online auctions rolled out across portfolio



2021

1,000+ stores

ABOUT LIFE STORAGE

Our Core Values



TEAMWORK

We will leverage the experience and talent of every team member to achieve extraordinary results.



RESPECT

We will treat our fellow team members, our customers, our shareholders, and our community with the highest degree of dignity, trust, and honesty.



ACCOUNTABILITY

We will take responsibility for our actions and accomplish the appropriate results.



INTEGRITY

We will exercise the highest ethical standards in all our actions.



INNOVATION

We will anticipate and embrace change while creatively meeting all challenges.



OUR STRATEGY

Sustainability: Doing Well by Doing Good

At Life Storage, we believe that sustainability and success are one in the same: in order to do well as a business, we must do good for our world.

The Life Storage vision is simple: to become the best self-storage company in the world. To realize this vision, we have adopted an integrative approach to sustainability across our organization.

We follow a four-pillar growth strategy that consolidates our efforts into strategic, high-impact areas: Expand Our Footprint, Digitize the Enterprise, Invest in Talent & Culture, and Drive Profitable Growth. Sustainability is deeply embedded in this growth strategy and is the impetus for many of the strategic efforts that fall into each pillar.



EXPAND OUR FOOTPRINT

Add Stores & Square Footage to Our Portfolio in Key Markets

- Be the acquirer and operator of choice
- 🌱 Invest aggressively in expansions & enhancements to existing facilities while incorporating sustainability measures
- 🌱 Consider environmental resilience and property characteristics in investment strategy
- Establish strategic alliances



DIGITIZE THE ENTERPRISE

Evolve to Meet Stakeholder Expectations

- 🌱 Offer customers a best-in-class digital experience
- Continue self-service innovation
- Leverage data and technology to enhance business decisions:
 - Optimize revenue and expenses
 - 🌱 Improve employee engagement
 - 🌱 Enhance environmental reporting capabilities
- 🌱 Finalize transition to paperless operations



INVEST IN TALENT AND CULTURE

Attract & Retain the Best

- 🌱 Provide an excellent employee experience and develop a best-in-class workforce that outperforms the competition
 - 🌱 Strategically-aligned Diversity, Equality & Inclusion efforts
 - 🌱 Innovative and competitive compensation, benefit and recognition programs
 - 🌱 Robust talent and employee development
- 🌱 Facilitate thoughtful community engagement such as volunteerism and donations
- 🌱 Nimble communications that seamlessly connect employees



DRIVE PROFITABLE GROWTH

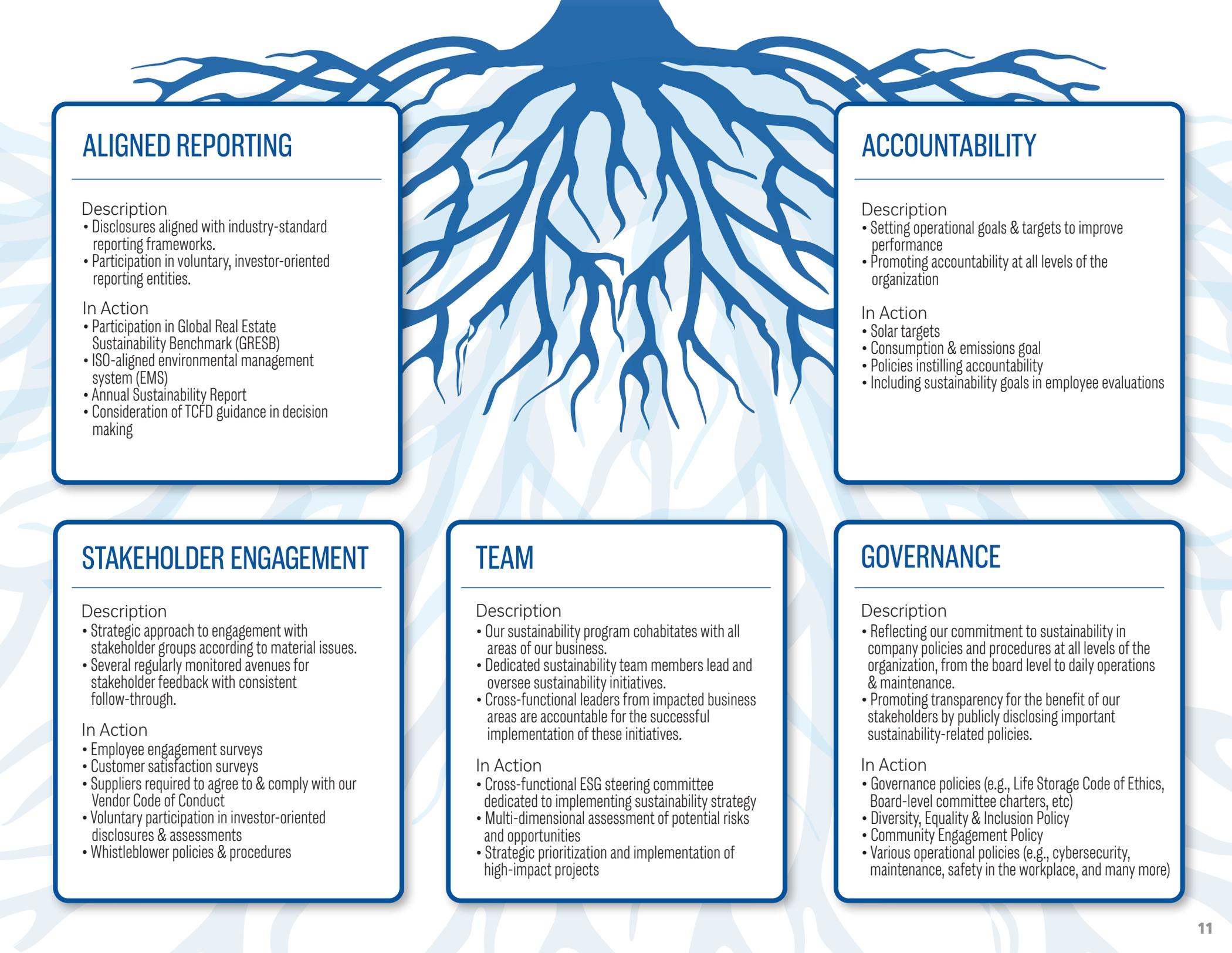
Enhance Shareholder Value

- Drive operating leverage
- 🌱 Deploy capital strategically
- 🌱 Identify new revenue and expense efficiency opportunities
- Maximize returns on real estate investments
- 🌱 Integrate climate-related risks & opportunities into business strategy

Our Sustainability Strategy

Successfully adopting sustainable practices across all areas of our business is critical to our long-term growth. A visual representation of our sustainability strategy is presented below. The roots of our strategy are the five central elements upon which our sustainability efforts are based. Each element is further explained in a corresponding blue box. Effectively maintaining these roots allows us to integrate and maintain sustainability into each strategic growth pillar, and, by extension, extend the benefits of sustainability to our stakeholders.





ALIGNED REPORTING

Description

- Disclosures aligned with industry-standard reporting frameworks.
- Participation in voluntary, investor-oriented reporting entities.

In Action

- Participation in Global Real Estate Sustainability Benchmark (GRESB)
- ISO-aligned environmental management system (EMS)
- Annual Sustainability Report
- Consideration of TCFD guidance in decision making

ACCOUNTABILITY

Description

- Setting operational goals & targets to improve performance
- Promoting accountability at all levels of the organization

In Action

- Solar targets
- Consumption & emissions goal
- Policies instilling accountability
- Including sustainability goals in employee evaluations

STAKEHOLDER ENGAGEMENT

Description

- Strategic approach to engagement with stakeholder groups according to material issues.
- Several regularly monitored avenues for stakeholder feedback with consistent follow-through.

In Action

- Employee engagement surveys
- Customer satisfaction surveys
- Suppliers required to agree to & comply with our Vendor Code of Conduct
- Voluntary participation in investor-oriented disclosures & assessments
- Whistleblower policies & procedures

TEAM

Description

- Our sustainability program cohabitates with all areas of our business.
- Dedicated sustainability team members lead and oversee sustainability initiatives.
- Cross-functional leaders from impacted business areas are accountable for the successful implementation of these initiatives.

In Action

- Cross-functional ESG steering committee dedicated to implementing sustainability strategy
- Multi-dimensional assessment of potential risks and opportunities
- Strategic prioritization and implementation of high-impact projects

GOVERNANCE

Description

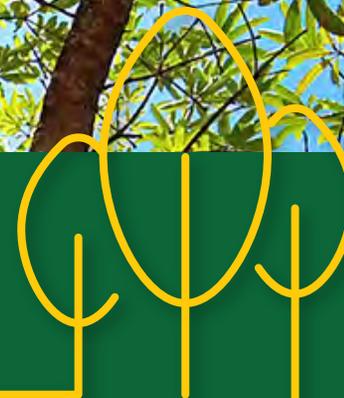
- Reflecting our commitment to sustainability in company policies and procedures at all levels of the organization, from the board level to daily operations & maintenance.
- Promoting transparency for the benefit of our stakeholders by publicly disclosing important sustainability-related policies.

In Action

- Governance policies (e.g., Life Storage Code of Ethics, Board-level committee charters, etc)
- Diversity, Equality & Inclusion Policy
- Community Engagement Policy
- Various operational policies (e.g., cybersecurity, maintenance, safety in the workplace, and many more)



ENVIRONMENTAL



Environmental Highlights • Energy Efficiency • Renewable Energy • Sustainable Operations



Upgraded 11,000+ light fixtures to **energy-efficient** LED lighting in 2020



Set aggressive targets to reduce our **carbon footprint**



20 GWh of **renewable energy** generated through 2020



ENVIRONMENTAL HIGHLIGHTS



Committed to an ambitious 5-year **solar development plan**



Saved 3,240 trees in 2020 by offering our customers low-impact, recycled-content packing materials



Implemented an ISO-aligned **Environmental Management System**



ENVIRONMENTAL

Energy Efficiency

Life Storage owns or operates more than 1,000 self-storage facilities encompassing over 70 million square feet in 34 states. As a REIT and a facility owner and operator, we are responsible for monitoring and minimizing our environmental impact.

Self-storage facilities are inherently resilient and have low environmental impacts relative to other industries and asset classes due to low energy and water utilization and minimal customer and employee traffic on-site. Despite this fact, it is important that we further reduce the environmental impact that we do have. One of the primary ways that we do this is by establishing energy efficiency measures and ensuring that these measures are implemented and maintained across our portfolio.

ENERGY EFFICIENCY

Energy Efficiency Standard

A key part of our strategy to reduce our carbon footprint is integrating energy efficiency into our buildings from the ground up. From sustainable construction and design practices to the nuts and bolts of how we run our facilities, energy efficiency is thoroughly considered.

All Life Storage facilities must meet a rigorous set of internally established energy efficiency standards. Our Construction Management team is responsible for establishing these guidelines and ensuring that they are implemented at all stages of the building design and facility operations process.

Specifically, our internal energy efficiency standards are included in our Storage Building Design Manual, Office Design Manual, and Replacement Standards.



Energy Efficiency Standard



ROOFING

All Life Storage roofing projects use cool roof technologies that reduce energy consumption by minimizing air conditioning needs.

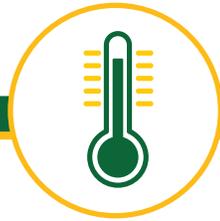
In 2020, Life Storage completed over 75 cool roofing projects covering roughly 1 million square feet.



LIGHTING

LED lights are used for all new buildings and light fixture replacements.

In 2020, we upgraded over 11,000 light fixtures to LED.



HEATING & COOLING

All new central air conditioning and heating units are required to be high efficiency models.

In 2020, 375 units were replaced with high-efficiency models.



RECYCLING & WASTE REDUCTION

Life Storage team members at every level must follow the guidelines outlined in our Waste Management Policy, which encourages recycling whenever possible and seeks to reduce our overall waste generation.



WATER CONSUMPTION

Despite the fact that self-storage facilities typically have low rates of water consumption and wastewater production, our Landscaping and Irrigation Policy outlines the steps we take to further minimize the impact of our facilities on biodiversity and water consumption.

ENERGY EFFICIENCY

Oversight

We rely on internal reporting requirements and partnerships with third-party consultants to ensure that these energy efficiency measures are maintained at all of our facilities.

Our Construction and Facilities Management teams are required to comply with our Storage Building Design Manual, Office Design Manual, and Replacement Standards. All repairs and replacements conducted at our facilities must be tracked and reported on. With the assistance of a third-party consultant, we monitor the environmental performance of our facilities in alignment with the Plan-Do-Check-Act stages of the ISO14001 environmental management system standard.

PLAN	DO	CHECK	ACT
Conduct property assessments Assess current energy procurement practices Analyze outcomes Establish benchmarks Set portfolio-level improvement targets Develop action plan	Conduct property upgrades Make procurement changes Develop & implement procedures Make plans to achieve goals Identify top consumers Identify key performance indicators (KPIs)	Monitor and measure KPIs Monitor progress of top consumers Identify & rectify outliers Document results	Evaluate results Identify key trends and recurring problem areas Implement lessons learned

ENERGY EFFICIENCY

Green Buildings

Life Storage is a silver member of the U.S. Green Building Council (USGBC®). The USGBC® developed the Leadership in Energy and Environmental Design (LEED) green building rating system.

The Life Storage wholly owned portfolio includes two certified-sustainable buildings in Deer Park, NY (USGBC Certified LEED Silver) and Chamblee, GA (Green Globe Certified One Green Globe). We also have several requirements in place to further our goal of having more energy efficient buildings, including:

- Energy-efficient technologies on all new roofs
- Mandatory replacement of LED light fixtures
- Energy-efficient HVAC units
- Mandatory installation of motion sensors and energy-efficient lighting



RENEWABLE ENERGY

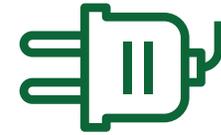
Our Renewable Energy Investments

Investing in renewable energy is both environmentally and financially favorable. Solar installations can reduce energy costs, improve energy security, and help offset environmental impact. At the end of 2020, more than 30 wholly-owned Life Storage properties were equipped with solar installations, generating 20 GWh of renewable energy through 2020.

20 GWh=



**3,055 PASSENGER
CARS FOR ONE YEAR**



**2,394 HOMES ELECTRICITY
USE FOR ONE YEAR**



**15,581,222
POUNDS OF COAL BURNED**



**35,088,834
MILES**

Calculated using the United States Environmental Protection Agency's GHG Equivalencies Calculator



RENEWABLE ENERGY

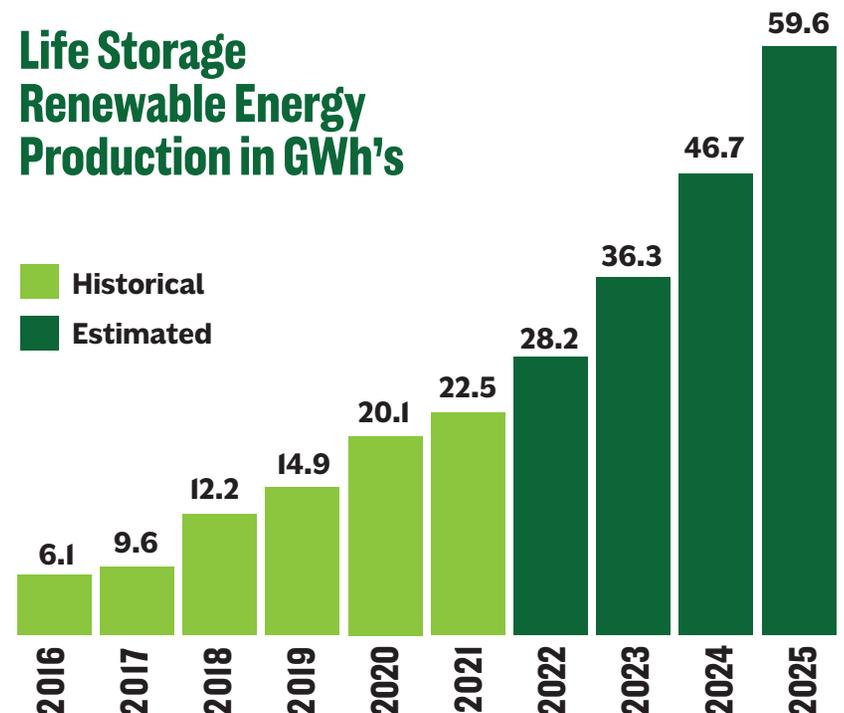
Expanding Our Solar Program

In 2020, we significantly increased our investment in renewable energy through our solar program and have set ambitious growth targets as a result. We believe that this investment will deliver significant cost savings and increased operational efficiency, resulting in higher returns for our stakeholders. We expect more than 45 wholly-owned Life Storage properties will be equipped with solar installations by the end of 2021.

Our solar team regularly assesses our portfolio for potential solar installation sites, focusing on facilities located in promising energy markets. We make every effort to ensure that our installations also have short payback periods and high energy yield potential. In addition to our own analysis, we rely on input from solar industry experts and energy consultants to inform our decision making throughout this process.

Potential sites must undergo comprehensive roof, structural, and electrical inspections prior to any installation activity. We do this to ensure a safe and reliable transition to renewable energy that does not compromise the integrity of our stores or the safety of our employees, customers, and their belongings.

All of our solar installations are remotely monitored and maintained to guarantee consistent generation and improve the lifetime of the on-site panels and inverters. All projects and installations are also subject to the protocols outlined in our company environmental management system (EMS) to optimize performance.



RENEWABLE ENERGY

Goals & Targets

TARGET	TARGET TYPE	LONG-TERM TARGET	BASELINE YEAR	TARGET YEAR	SUSTAINABLE DEV. GOAL
energy consumption	like-for-like	12.5% reduction	2020	2025	
renewable energy generation	absolute	7.5 MW capacity increase	2020	2025	



ENVIRONMENTAL

Sustainable Operations

In addition to implementing energy efficiency measures in our building design and facility operations, we also make a concerted effort to integrate sustainability into the day-to-day operations of our business as a whole.

- Our ESG committee meets regularly to discuss environmentally relevant topics.
- Assessment of our portfolio's vulnerability to climate change-related risks:
 - Only two of our wholly owned stores are below sea level, representing less than 0.35% of our portfolio. (as of January 2021)
- Availability of lower-environmental impact packing materials:
 - Boxes made from approximately 53% recycled content, certified by the Sustainable Forestry Initiative.
- Significantly reduced paper usage through more efficient technology platforms:
 - From 2018 to 2020, the average per-store paper consumption decreased 63%.
- Extensive, cloud-based 99-point check of all utility bills to identify damaged and underperforming HVAC units, assess the integrity and energy performance of our exterior building shell, and other leaks or energy wastes.
- In addition to compliance with our Vendor Code of Conduct, evaluation of vendors & suppliers considers sustainable practices and product offerings.
- Furniture at our Home Office in Buffalo, NY meets several sustainable product certifications including the Indoor Advantage Gold™ mark from Scientific Certification Systems (SCS) for meeting Indoor Air Quality, the ANSI/BIFMA e3 Sustainability Standard, and the levels® program.
- Implementation of policies designed to reduce our carbon footprint.
- Because we believe that the impacts of climate change present a risk to our business and assets, we have launched a dedicated effort to assess the changes necessary to align Life Storage with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).





SOCIAL



Social Highlights • COVID-19 • Our Customers • Our Employees • Our Social Impact



Social Impact Programs

Diversity, Equality & Inclusion
Life in Our Communities



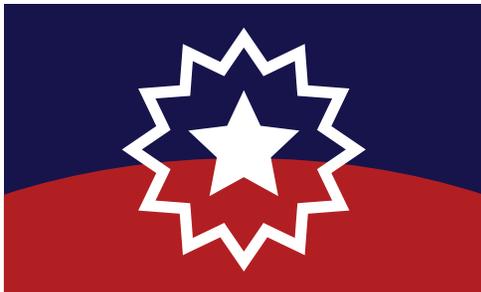
Average customer satisfaction
rating of 93%
in 2020, despite the COVID-19 pandemic



Volunteers for Life
employee recognition program



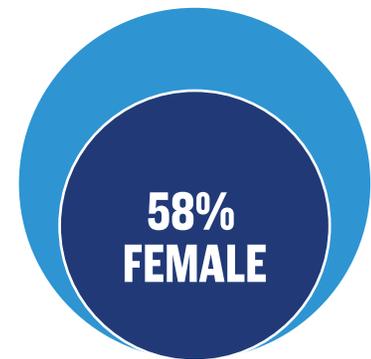
SOCIAL HIGHLIGHTS



\$50K donated in honor of
Juneteenth



Annual diversity training
for all employees



58%
of employees are female



COVID-19 Response

The Role of Sustainability in Mitigating the Effects of the COVID-19 Pandemic

Like all companies, Life Storage had to overcome unprecedented business disruption during the COVID-19 pandemic and continues to navigate the current climate with thoughtfulness and decisiveness.

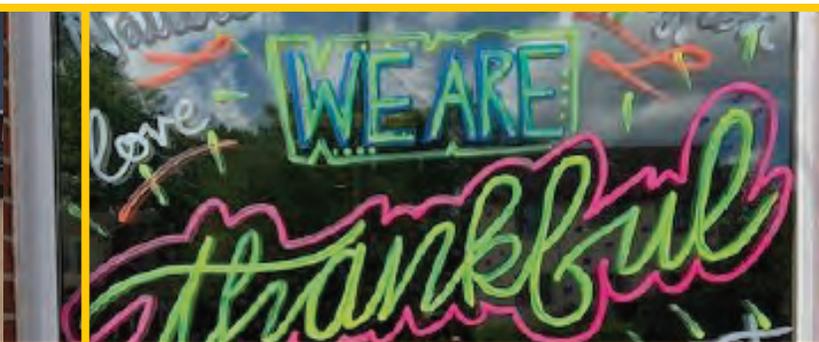
The pandemic clearly demonstrated the resilience of our business strategy. Our operations had already adapted to meet customer demand for self-service options with the launch of Rent Now, our proprietary self-service rental option, in July of 2018, well ahead of our public self-storage REIT peers. With this capability already in place at the onset of the pandemic, we were well-positioned to rapidly absorb the surge in demand for a touch-less, self-service rental process. Ultimately, this allowed us to mitigate the detrimental effects of the pandemic, protect our employees and customers, and achieve successful business performance.



COVID-19 RESPONSE

Taking Care of Our Team

- Provided up to two weeks of additional paid leave for teammates who needed to be absent from work for COVID-19 related reasons.
- Paid a one-time bonus at year-end 2020 to select store team members who had been with us since at least early 2020 in recognition of their successful efforts rapidly implementing revised store procedures in response to COVID-19.
- Ensured a safe and healthy work environment by implementing numerous health and safety protocols beyond the legal compliance.



COVID-19 RESPONSE

Taking Care of Our Customers

- Temporarily paused in-place customer rate increases and auctions of delinquent customers.
- Established a Customer Relief Plan designed to ease the financial burden customers were experiencing while also protecting rental and fee income and minimizing attrition.
- We intensified efforts to direct customers to our Rent Now platform in order to drive rentals and promote the safety benefits of a touchless, self-service option.

50%+

of April 2020 move-ins were processed using the Rent Now platform

In 2020, despite the COVID-19 pandemic, we earned an average

customer satisfaction rating of 93%



SOCIAL

Our Customers

Our vision to become the best self-storage company in the world is dependent upon attracting and retaining a large, loyal and satisfied customer base. We aim to provide best-in-class service that exceeds customer needs and expectations by delivering a self-storage experience that our customers will proudly tell their friends and family about.



OUR CUSTOMERS

Customer-centric Focus

Life Storage is a customer-centric company. Our business is built upon the belief that customer satisfaction and long-term success are inextricably linked, and this concept is deeply embedded in our operations.

Customer Satisfaction

We believe that the customer experience begins long before a lease is signed. The moment a potential customer walks through our doors, finds us online, or calls us, we are laser-focused on providing a solution that will exceed expectations.

- Recipient of Newsweek's "America's Best Customer Service" award every year since 2019
- A+ Rating on Better Business Bureau
- Top-rated Storage company on Trust Pilot
- Average customer satisfaction rating of 93% in 2020



Our robust, multi-step process to ensure customer satisfaction combines tried-and-true best practices with innovative, data-driven strategies.



All customers receive customer satisfaction surveys following initial unit rental and 3-month follow up, as well as when they vacate.



Customers are encouraged to provide feedback via online survey forms, social media, and in person; all reported issues are filed and investigated if appropriate.



Thorough internal mechanisms and store visit reports designed to track store operational performance and deliver feedback and guidance to store teams.

OUR CUSTOMERS

Innovation

Innovation is one of Life Storage's Core Values. We define our commitment to innovation as anticipating and embracing change while creatively meeting all challenges.

We have always been focused on providing innovative solutions to our customers. In today's rapidly changing consumer landscape, it is important to go beyond simply meeting consumer needs. We actively anticipate the dynamic and variable expectations of our customers to develop innovative solutions that deliver long-term satisfaction.

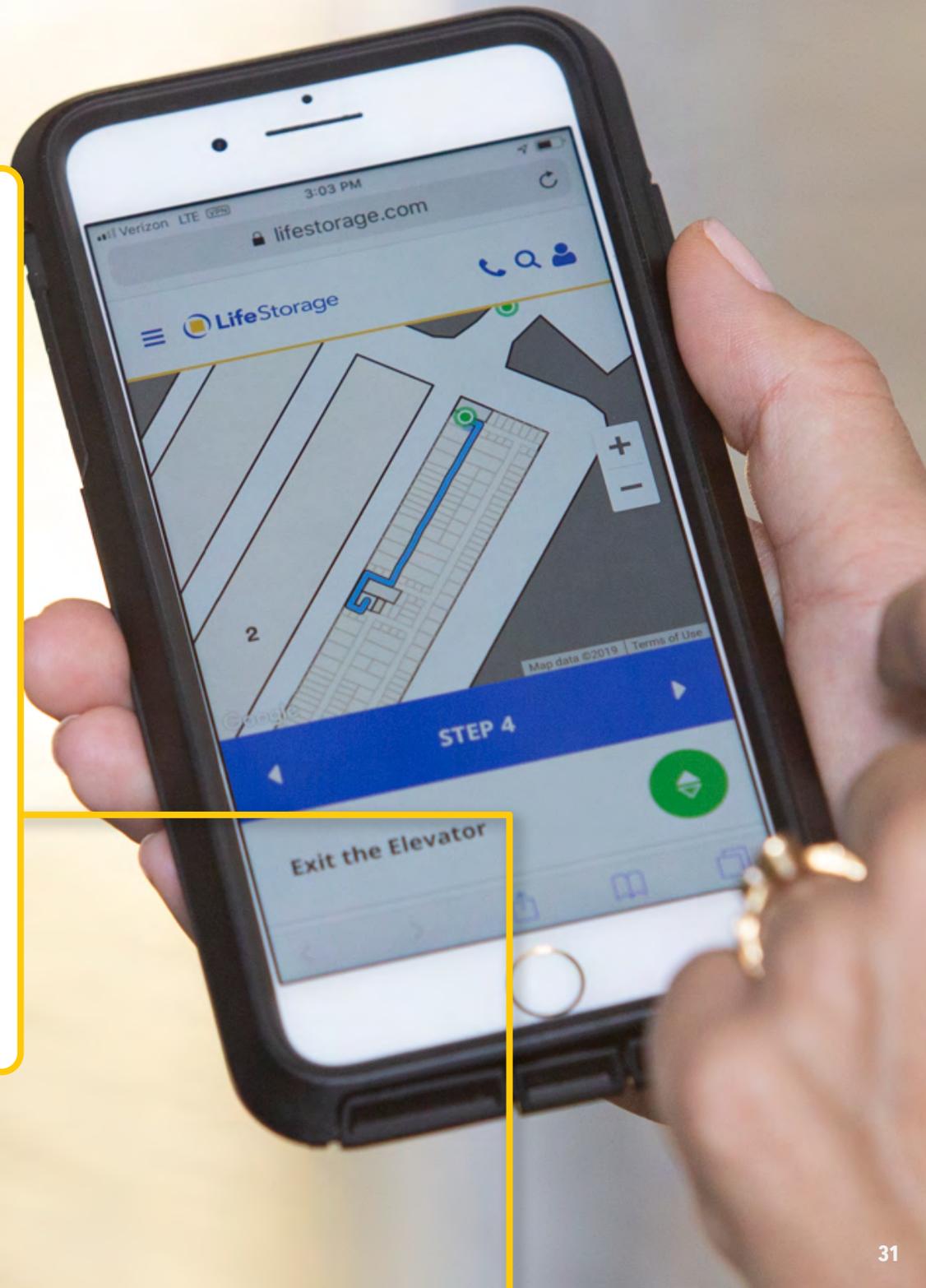


INNOVATION

Rent Now

Well before the COVID-19 pandemic, we recognized that a growing number of customers preferred a self-service experience. Rent Now, launched in July 2018, is our answer to this need.

Rent Now is a fully-digital online rental platform that allows customers to select a storage unit, complete the rental agreement and make their rental payment online. The customer receives their property access code and step-by-step directions to their specific rental unit on a digital map sent to their mobile device.



INNOVATION

Tiered Pricing

Following the initial success of Rent Now, we relied on data-driven insights to expand the platform's capabilities to include a proprietary dynamic pricing model. The second-generation platform presents customers with three convenience and pricing-based storage tiers during the online rental process.

Before setting foot on a Life Storage property, customers are able to select a unit that meets their individual needs and preferences by choosing one of three convenience and pricing-based tiers. Value-tier units are the most competitively priced, while Premium-tier units provide more convenience and Standard-tier units balance price and convenience.

This enhanced iteration of Rent Now enables a fully digital, "skip-the-counter" experience while still providing customers with the personalized service that Life Storage is known for.



*RENT NOW 2.0
(TIER PRICING)*

INNOVATION

Technology

All Life Storage facilities are outfitted with various state-of-the-art technological capabilities to provide our customers with a seamless experience from the moment they enter the facility to the moment they leave.

- Digital maps of every Life Storage property
- Tablets that allow Store Team Members to conduct on-site business while remaining accessible to customers
- Motion-activated & astronomically timed lighting

We constantly seek opportunities to further integrate advanced technologies at our facilities. To ensure that we offer our customers the most effective features possible, we selectively deploy these advanced technologies at different locations across our portfolio.

- Self-service kiosks (planned)
- Bluetooth-enabled smart locks
- Artificial intelligence (AI)-enabled smart security systems

SOCIAL

Our Employees

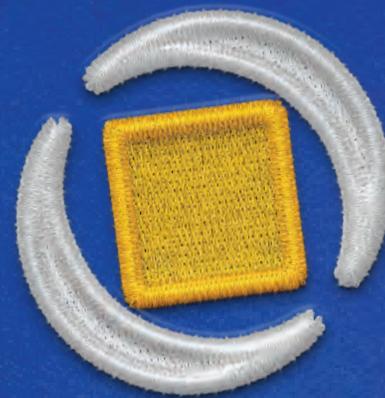
Our team members are the foundation of our engagement with all stakeholders. Therefore, we strive to attract and retain the highest quality team members with competitive compensation and benefits, safe working conditions, opportunities for personal growth and development, and a culture that emphasizes fair and equitable treatment.



OUR EMPLOYEES

Benefits & Well-being

We provide all of our team members with the resources and benefits necessary to maintain and improve their overall health and wellness. In addition to inclusive benefits plans, we offer an arsenal of additional wellness resources that team members are regularly encouraged to take advantage of.



Life Storage

Our competitive benefits package includes:

- Health insurance (medical, dental, vision)
- Life, Critical Illness and Accident Insurance
- 401(k) retirement plan and matching
- Leave of absence programs above and beyond those required by law
- Paid time off (also available for select volunteering efforts)
- Bonus opportunities based on individual, store and corporate performance
- Robust Employee Assistance Program that offers counseling services, eLearning opportunities, and more

We strive to create a working environment that positively contributes to the health and well-being of our team members. We look for creative ways to integrate health and wellness into the Life Storage culture and frequently provide opportunities for team members to participate in health-oriented workplace initiatives.

- Employee discounts
- Interactive health and wellness website
- Biometric screenings
- Wellness fairs at Home Office
- Flu shot clinic
- Webinars and other resources led by wellness experts
- Access to a variety of health and wellness guidelines related to everything from immunization schedules to stress management

OUR EMPLOYEES

Safety & Compliance

We are committed to providing safe environments for our team members and anyone who enters a Life Storage facility. All store team members complete a rigorous curriculum of safety trainings that are frequently updated. Our facilities regularly undergo property and safety assessments by various members of our operations teams. Our safety practices include, but are not limited to, the following:

- Policies & Procedures: company-wide standard operating practices for emergency response & management, OSHA compliance & training, personal safety, equipment use, and more
- Regular fire and incident response testing
- Customer property damage reporting and corrective action investigation procedures
- Detailed property & building assessment requirements (daily, weekly, monthly) and required equipment maintenance & repair schedules
- Home Office Medical Emergency Response Team (MERT)





OUR EMPLOYEES

Training & Development

We believe that investing in our team members is investing in our future. We work to provide wide-ranging opportunities for professional and personal development that help each Life Storage team member reach their full potential. Life Storage's robust training and professional development program is designed with one goal in mind: to set all team members up for success.

- All team members have access to comprehensive online training tools and informational resources covering everything from job specific skills to leadership, productivity, team building, and presentation skills.
- Each year, all team members must complete a diversity & unconscious bias training program that reflects our commitment to a diverse and inclusive work environment.
- Through our formal development program, Emerging Leaders, store team members who display strong leadership potential are provided additional mentorship and training opportunities to further accelerate their careers.
- Team members receive formal, bi-annual performance assessments, goal-setting exercises and feedback sessions.

OUR EMPLOYEES

Employee Engagement

At Life Storage, we listen to our team members. We conduct annual, anonymous engagement surveys of all team members to proactively identify areas for improvement and gain insight into the sentiments of our team members.

2021 Engagement Survey

72% Engagement • 73% Response Rate

Following each engagement survey, our Human Resources team identifies and analyzes the most commonly noted areas for improvement, breaks down the results into departments, and works with company leaders to develop specific action plans based on the survey results that are executed at the team and company levels.

"Amazing company to work for, company shows value to their employees, training and development is top notch."

"It's refreshing to be a part of a company that cares about the employee as a person, instead of just a number. I think my team does a great job at making me feel supported, professionally and personally!"

"Life Storage is the best company I have ever worked for."





OUR SOCIAL IMPACT

Diversity, Equality & Inclusion

Our Commitment

Life Storage is committed to fostering a diverse and inclusive work environment in which every employee is treated equally, feels empowered to succeed and is equipped with the tools to do so.

The Life Storage Diversity, Equality, and Inclusion (DEI) program is focused on creating and maintaining a diverse and inclusive work environment that exemplifies our company values: teamwork, respect, accountability, integrity, and innovation.

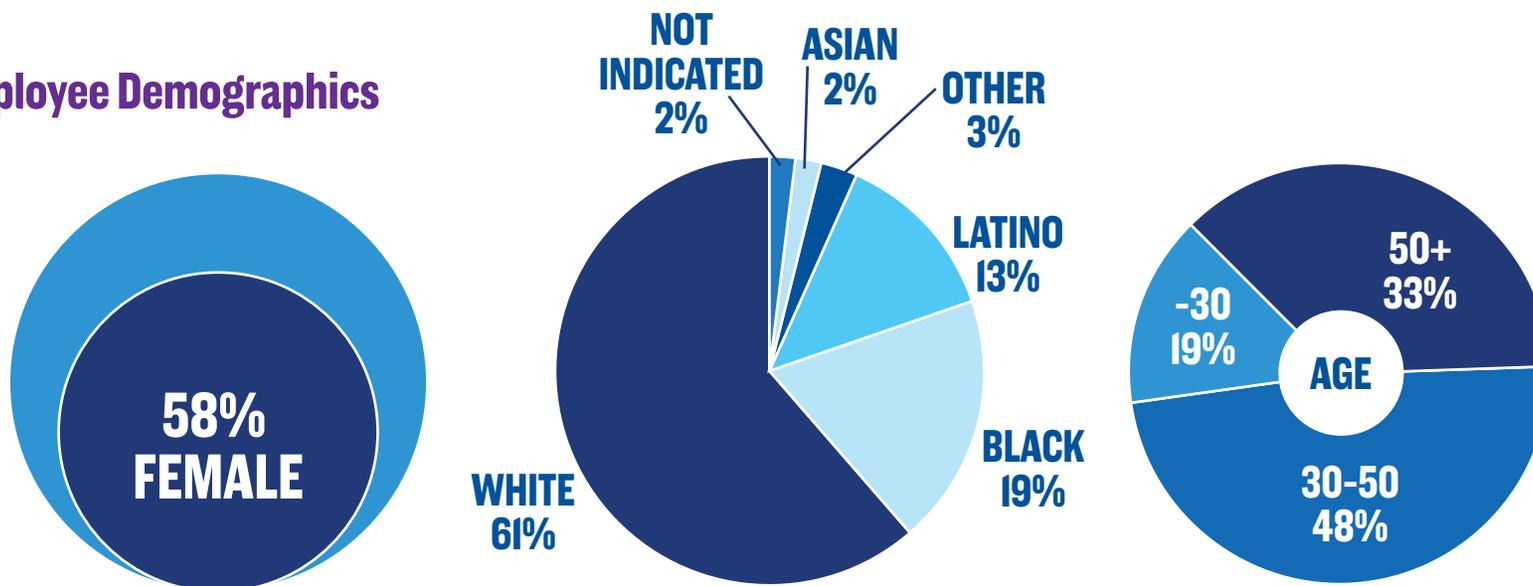
To ensure that our business decisions consider the diverse perspectives of our stakeholders, each and every Life Storage employee must feel empowered to succeed. We seek to achieve this through the following strategic objectives:

- **Celebrate Diversity:** Encourage all team members to bring their own unique experiences to the workplace.
- **Promote Inclusion:** Create an inclusive work environment that fosters collaboration. Offer inclusive trainings & resources centered around awareness and inclusive leadership.
- **Encourage Engagement:** Implement employee-centric initiatives to improve engagement and raise awareness. Actively solicit and respond to employee feedback.
- **Improve Representation:** Improve the representation of women, minorities, persons with disabilities, and Veterans at all levels of the organization.
- **Hold Ourselves Accountable:** Monitor and report on Diversity, Equality & Inclusion initiatives and ensure outcomes are available to appropriate stakeholders.

Program Highlights

- **Diversity Council:** Our Diversity Council consists of Life Storage team members from throughout our organization who are passionate about diversity, equality and inclusion in the workplace. The council meets to discuss ways to promote purposeful and meaningful employee engagement.
- **Diversity Training Program:** Our diversity training program helps each Life Storage team member understand their role in ensuring that Life Storage remains a great place to work for all. All employees receive quarterly training on relevant diversity-related topics such as unconscious bias, microaggressions, and more.
- **Employee-selected Donations:** In recognition of Juneteenth, Life Storage donated \$50,000 to national civil rights organizations. We asked our team members to select their preferred organization and donated to the two most highly rated selections.

Employee Demographics



***Other" includes the classifications: Native American or Alaska Native, Native Hawaiian or Pacific Islander, and "Two or More Races". Statistic as of September 30, 2021.*

OUR SOCIAL IMPACT

Life in Our Communities

Our Commitment

Teamwork, which is one of our Core Values, is essential to our culture, and we are dedicated to being a strong partner and teammate to our communities. We are committed to engaging with our communities in a way that exemplifies this Core Value and allows us to make meaningful and lasting contributions to the communities we serve.





Community Engagement at Life Storage

At Life Storage, we give back to our communities through volunteer efforts, charitable giving, and community-centric employee engagement.

Life Storage's community engagement program, Life in Our Communities, formalizes and optimizes our efforts to give back to our communities by focusing on the following strategic objectives:

- **Synchronize Our Efforts:**
Ensure company-wide alignment of all community engagement efforts.
- **Maintain Strategic Focus:**
Maximize impact by identifying and adhering to core focus areas relevant to our business.
- **Encourage Accountability:**
Govern and assess the execution and impact of the Life in Our Communities program.

Volunteers for Life

Outside of the Life in Our Communities program, many of our team members spend their free time making a difference in their local communities. Our quarterly Volunteers for Life award recognizes and rewards these incredible team members for their individual charitable efforts with both a personal bonus and a donation from Life Storage to the charitable organization of their choice.

Whether it's participating in a mentorship program or organizing meals for homeless individuals, we love to see our team members supporting each other and their communities! Recognizing these Volunteers for Life allows us to support our team members who give back and encourages the rest of us to do the same.

Life Stories: UPward Design for Life

Working with a Community Organization to Make a Positive Impact

What do you think of when you hear the word home?

Maybe you think of a comfortable couch, or family and friends gathered around a table. You might even think of the “office” you set up in your closet during the COVID-19 pandemic when so many of us spent more time at home than ever before. But what happens to the people who don't have the means to make their house a home? That's where UPward Design for Life steps in.

Based in Buffalo, New York, UPward Design for Life is a 501(c)(3) non-profit that collects gently used furniture items from the community and uses them to furnish the homes of those in need, including domestic violence survivors, refugees, and veterans. Since its inception four years ago, UPward Design for Life has helped more than 35 families achieve the safe, comfortable home that we all deserve.





When Dionne Williamson first founded UPward Design for Life, her home was quickly turned into a makeshift storage unit. “When we started, we actually started storing the donations in my home,” said Dionne. “Our living room was loaded with dressers. In the laundry room, there were microwaves stacked on top of each other. It was crazy.”

Eventually, Dionne ran out of room to store the large number of donations she was receiving. That’s when Life Storage entered the picture. “I had one of my coworkers from my day job say, *'You know what? I know someone at Life Storage. Maybe they can help you.'*”

“I moved the items out of my living room and into a Life Storage unit. The service from day one has always been great, and the staff has been wonderful.”

Life Storage is proud to partner with UPward Design for Life and other organizations like it to give back to our communities using the resources we have. To learn more about UPward Design for Life, check out the Life Storage blog!





GOVERNANCE



Governance Highlights • Stakeholder Engagement Matrix • Our Governance Foundations • Governance Documents



Anonymous, confidential,
third-party
whistleblower program



Separate
Chairman & CEO roles



ESG
Steering Committee

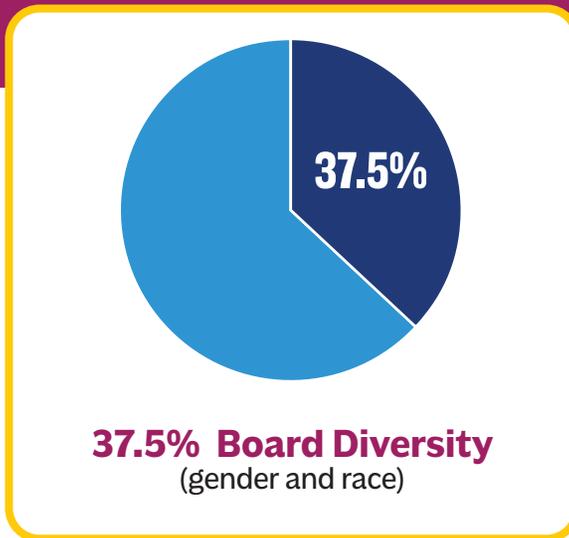


GOVERNANCE HIGHLIGHTS

Conducted
materiality assessment



37.5% Board Diversity
(gender and race)



Expanded the scope of responsibility for
sustainability oversight
to all board sub-committees



Stakeholder Engagement Matrix

Stakeholder Group	KEY ISSUES	ENGAGEMENT METHODS	
Customers	<ul style="list-style-type: none"> • Cybersecurity & Data Privacy • Customer & Employee Health & Safety • Business Ethics • Customer Satisfaction 	<ul style="list-style-type: none"> • Rigorous employee safety policies & procedures (see Employees) • Publicly disclosed Code of Ethics, Whistleblower mechanism, & other governance documents • Customer satisfaction surveys • Corrective action & resolution processes • Monitoring of customer feedback channels • Board level focus on cybersecurity issues in risk assessment process 	<ul style="list-style-type: none"> • Company-wide cybersecurity policies & procedures • Electronic rental agreements • Property safety assessments • Sustainability-specific requirements in lease agreements • Vendor Code of Conduct sign-off requirement
Employees	<ul style="list-style-type: none"> • Employee Well-being • Development Opportunities • Employee Occupational Health & Safety • Diversity & Equal Opportunity • Employee Satisfaction • Nondiscrimination 	<ul style="list-style-type: none"> • Building design & construction practices conducive to healthy working environments for employees • Vendor Code of Conduct sign-off requirement • Diversity, Equality & Inclusion program • Volunteerism opportunities via Life in Our Communities program • Volunteers for Life recognition award • Annual employee satisfaction surveys • Whistleblower mechanism, Discrimination & Harassment Prevention policy & training • Employee Health & Well-being program 	<ul style="list-style-type: none"> • Training & skill development resources • Emerging Leaders program • Biannual performance reviews • Required safety training • Safety guidelines & resources available for all operational activities • Emergency & crisis management guidelines • Property safety assessments
Communities	<ul style="list-style-type: none"> • Business Ethics • Transparency & Disclosure of ESG Performance • Climate Change-related Risks & Opportunities • Environmental Compliance • Customer & Employee Health & Safety 	<ul style="list-style-type: none"> • Annual sustainability reporting & participation in voluntary ESG assessments • Environmental considerations in acquisitions & construction processes • Property safety assessments include compliance-related checkpoints • Board- and company-level risk assessments & scenario analyses considering TCFD recommendations • Publicly disclosed Code of Ethics, Whistleblower mechanism, & other governance documents 	<ul style="list-style-type: none"> • Asset-level assessment of climate exposure risks • Environmental considerations in acquisitions & construction processes • Environmental Impact Assessment in due diligence • Life in Our Communities program • Rigorous safety policies & procedures (see Employees, Customers)
Investors	<ul style="list-style-type: none"> • Board Structure • Business Ethics • Transparency & Disclosure of ESG Performance • Board Management & Oversight of ESG Issues • Renewable Energy Generation & Procurement • Energy Consumption & Efficiency • Cybersecurity & Data Privacy • Customer Satisfaction • Employee Health & Safety 	<ul style="list-style-type: none"> • Board level focus on cybersecurity issues in risk assessment process • Operating practices meant to reduce energy consumption & improve overall energy efficiency • Robust methods to ensure and improve customer satisfaction (see Customers) • Rigorous safety policies & procedures (see Employees) • Annual sustainability reporting & participation in voluntary ESG assessments • Publicly disclosed Code of Ethics, Whistleblower mechanism, & other governance documents • Board of Directors younger and shorter-tenured than average 	<ul style="list-style-type: none"> • 75% of Board members are independent directors • Separate Chairman & CEO roles • All board members participate in risk management processes • ESG oversight responsibility extends to all Board Committees • Significant investment in renewable energy program (see p. 19-21) • Company-wide cybersecurity policies & procedures
Partners	<ul style="list-style-type: none"> • Business Ethics • Customer Satisfaction • Cybersecurity & Data Privacy • Employee Occupational Health & Safety • Employee Well-being 	<ul style="list-style-type: none"> • Robust methods to ensure and improve customer satisfaction (see Customers) • Rigorous safety policies & procedures (see Employees) • Publicly disclosed Code of Ethics, Whistleblower mechanism, & other governance documents • Employee Health & Well-being program 	<ul style="list-style-type: none"> • Company-wide cybersecurity policies & procedures • Employee Health & Well-being program • Company-wide cybersecurity policies & procedures • Board level focus on cybersecurity issues in risk assessment process

An aerial photograph of a city skyline, likely New York City, featuring numerous skyscrapers and a mix of building styles. In the foreground, a large, modern, light-colored building with the LifeStorage logo is prominent. The sky is overcast with grey clouds. A white text box with a yellow border is overlaid on the left side of the image.

GOVERNANCE

Our Governance Foundations

At Life Storage, we are committed to maintaining high standards of governance. We define our Core Value of Integrity as exercising the highest ethical standards in all of our actions. Because our governance practices are the foundation of our company, they are rooted in this value.

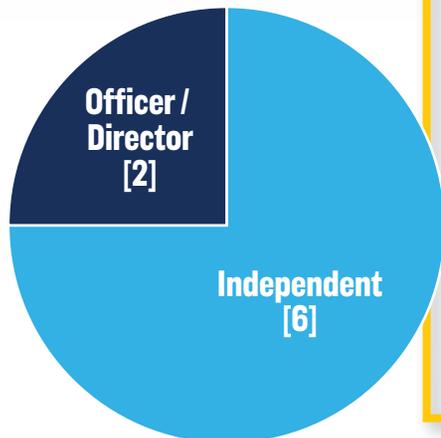
OUR GOVERNANCE FOUNDATIONS

Board of Directors

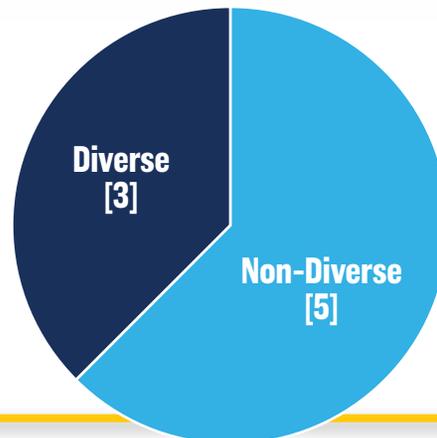
The Life Storage Board of Directors oversees and supports our senior leadership team to further our company vision, ensure long-term value for our shareholders, identify and manage risk, and proactively protect the best interests of all of our stakeholders.

Our Board is younger and shorter tenured than average. Our trustees come from a variety of backgrounds, collectively guiding our company forward with a diverse array of attributes, skills and experiences.

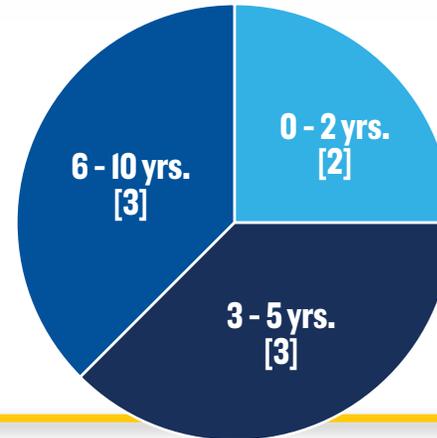
INDEPENDENT DIRECTORS



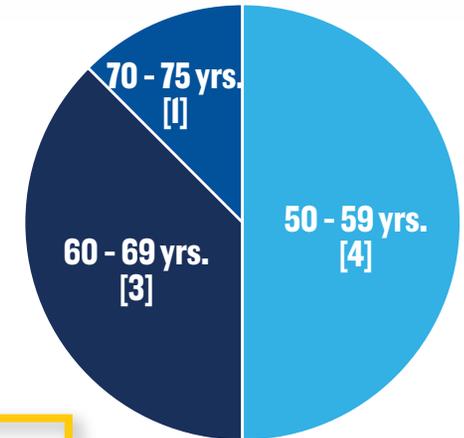
GENDER AND ETHNIC DIVERSITY



DIRECTOR TENURE



DIRECTOR AGE





OUR GOVERNANCE FOUNDATIONS

Our Approach

We believe our corporate governance provisions, our approach to Board governance and our management of ESG and compensation issues collectively put us in a strong position to deliver sustainable returns to shareholders while supporting our many stakeholder constituents.

Our governance practices include, but are not limited to, the following:

- Separate chair and CEO roles
- Shareholder ability to call special meetings
- Simple majority vote to amend by-laws
- Stock ownership requirements for executives and Directors
- One-share, one-vote
- External and internal executive pay parity
- Annual director elections
- Risk oversight by full Board and Committees
- Anti-hedging, anti-short-sale and anti-pledging policies
- Regular executive sessions of non-employee Directors
- Annual Board and Committee self-evaluations
- Compensation recovery/clawback policies
- Annual advisory approval of executive compensation
- Corporate governance principles
- No poison pill



OUR GOVERNANCE FOUNDATIONS

Governance Mechanisms

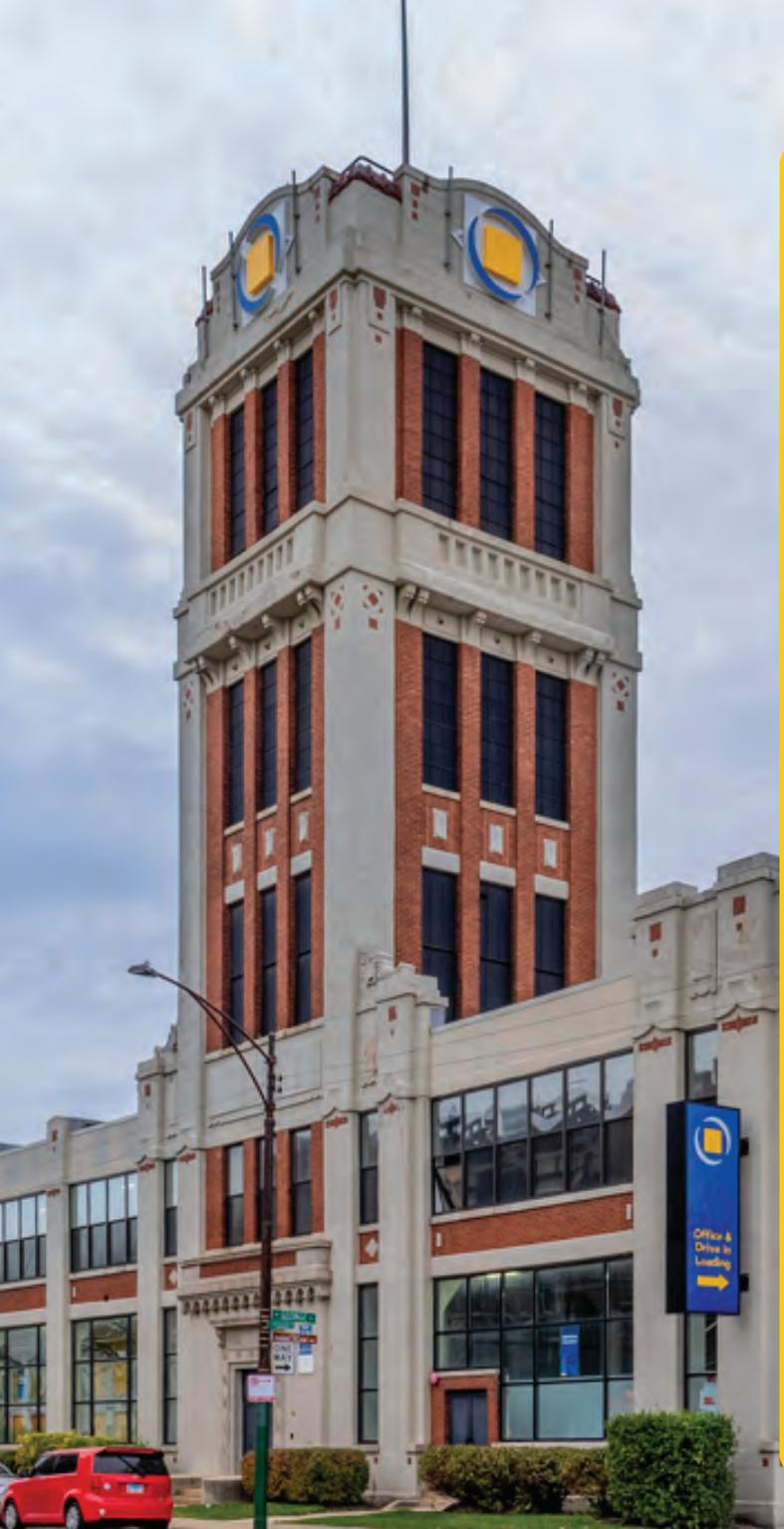
The Life Storage Code of Ethics is the cornerstone of our policies and procedures. Our Director of Audit and the Board of Directors' Audit Committee Chair oversee and enforce our anti-bribery, business ethics and whistleblower programs.



GOVERNANCE MECHANISMS

Risk Management

- Our Board of Directors, along with our senior leadership team, regularly conducts comprehensive enterprise risk management identification and mitigation exercises that consider operational, regulatory and legal risks.
- In response to the COVID-19 pandemic, our Board of Directors considered a variety of scenario analyses, including those focused on the health and safety of our people, liquidity, and financial performance, on our ability to serve customers' changing needs, and on the security of our leading technology platforms.
- Each year, all employees at the Director level or above are required to complete an extensive ethical risk survey that is designed to identify any potential ethical conflicts that may exist.
- Cybersecurity and data protection remain key risk management considerations. We continue to increase our focus on addressing and mitigating any cybersecurity-related risks throughout our company in the form of scenario analyses, policies, and employee training.



GOVERNANCE MECHANISMS

Compliance Efforts

Our internal compliance efforts include, but are not limited to, the following:

- Robust accounting systems throughout the company are designed to monitor and flag potential financial irregularities.
- Required employee engagement on compliance-related issues, such as annual training and sign-off on the Life Storage Code of Ethics and our Discrimination & Harassment Prevention Policy.
- Our extensive whistleblower program exists to ensure compliance with our Code of Ethics and our values. Complaints are reported anonymously and confidentially to an independent firm via a website or toll-free phone line that is available 24/7/365. All reported incidents are investigated until resolved.
- We believe that the vendors and suppliers we choose to partner with must uphold and demonstrate the same level of ethical integrity that we expect of ourselves. In pursuit of this, vendors and suppliers must agree to our our Life Storage Vendor Code of Conduct.

GOVERNANCE

Governance Documents

The following Life Storage governance policies are publicly accessible through our website via the investor relations webpage:

- *Code of Ethics*
- *Code of Ethics for Senior Financial Officers*
- *Corporate Governance Principles*
- *Policy Regarding the Recoupment of Certain Compensation Payments*
- *Insider Trading Policy*
- *Whistleblower Policies & Procedures*

Company Sustainability Policies

ESG Committee Charter

Our Environmental, Social and Governance (ESG) Committee supports Life Storage's ongoing commitment to sustainability by identifying, evaluating and monitoring ESG issues throughout the company and overseeing the integration of strategic ESG initiatives throughout the organization.

Vendor Code of Conduct

The Life Storage Vendor Code of Conduct ensures that all partners, contractors, and vendors, as well as their employees, agents and subcontractors, are committed to ethical, transparent and environmentally conscious business conduct in line with the Life Storage Code of Ethics.

Environmental Management System (EMS)

Our Environmental Management System (EMS) formalizes and optimizes the facilitation of all environmental initiatives at Life Storage to ensure continual improvement of our environmental performance.

Diversity, Equality & Inclusion Program Summary

Life Storage is committed to fostering a diverse and inclusive work environment in which every employee is treated equally, feels empowered to succeed and is equipped with the tools to do so. Our Diversity, Equality & Inclusion Program consolidates our efforts to follow through on this commitment.

Community Engagement Program Summary

Life Storage's community engagement program, Life in Our Communities, aligns our efforts to make meaningful and lasting contributions to the communities we serve by identifying and focusing on specific areas of need and ensuring that all of our resources are allocated appropriately and effectively.

Waste Management Policy

Our Waste Management Policy was implemented to promote responsible waste management practices across the company and ultimately reduce the amount of waste hauled to and disposed of in landfills or incineration facilities.

Landscaping & Irrigation Policy

Our Landscaping & Irrigation Policy ensures that all of our landscaping and irrigation practices have minimal impact on biodiversity and water consumption.

Disaster Resilience Policy

Our Disaster Resilience Policy was implemented to ensure the preparedness of Life Storage properties for the threats posed by natural disaster and equip all Life Storage personnel with the resources necessary to respond quickly and safely to any such event.

Cybersecurity Policy

Our Cybersecurity Policy is meant to safeguard that all company information, reduce business and legal risk and protect company reputation.

Full text versions of sustainability policies are available upon request.

Appendix I: Like-for-like Consumption Data

Like-for-Like Properties	2019	2020
Properties	563	563
Square Footage	44,520,668	44,520,668
Square feet directly managed	100%	100%
Average square foot occupancy	89.27%	90.67%

GHG Emissions	2019	2020
Data Coverage	100%	100%
Scope 1 (MTCO ₂ e)	6,764	5,817
Scope 2 (MTCO ₂ e)	35,145	27,212
Total MTCO ₂ e	41,908	33,029
% change in total		-21.19%
Emissions Intensity (MTCO ₂ e/SqFt)	0.00094	0.00074

Energy	2019	2020
Data Coverage	100%	100%
Electric Consumption (kWH)	85,574,720	78,387,002
Fuel Consumption (kWH)	39,635,204	31,760,219
District Consumption (kWH)		
Total Energy Consumption (kWH)	125,209,924	110,147,221
% change in total		-12.03%
Energy Usage Intensity (kWH/SqFt)	2.8124	2.4741

Appendix 2: SASB Index

Activity Metric	Code	Page(s)
Number of assets, by property subsector	IF-RE-000.A	5, 56
Leasable floor area, by property subsector	IF-RE-000.B	5, 56
Percentage of indirectly managed assets, by property subsector	IF-RE-000.C	56
Average occupancy rate, by property subsector	IF-RE-000.D	56

Metric(I)	Code	Page(s)
Energy Management		
Energy consumption data coverage as a percentage of total floor area, by property subsector	IF-RE-I30a.1	56
(1) Total energy consumed by portfolio area with data coverage, (2) percentage grid electricity, and (3) percentage renewable, by property subsector	IF-RE-I30a.2	56
Like-for-like percentage change in energy consumption for the portfolio area with data coverage, by property subsector	IF-RE-I30a.3	56
Description of how building energy management considerations are integrated into property investment analysis and operational strategy	IF-RE-I30a.5	14-20, 55
Water Management		
Description of water management risks and discussion of strategies and practices to mitigate those risks	IF-RE-I40a.4	16, 55
Management of Tenant Sustainability Impacts		
Discussion of approach to measuring, incentivizing, and improving sustainability impacts of tenants	IF-RE-410a.3	16, 20
Climate Change Adaptation		
Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	IF-RE-450a.2	16