

LIFE IN OUR COMMUNITIES

LSI Community Engagement Policy & Procedures

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1. COMMUNITY ENGAGEMENT PROGRAM OVERVIEW, PURPOSE & OBJECTIVES

Community Engagement Program Summary

At Life Storage, we believe that by giving back to our communities we will contribute to the betterment of the neighborhoods in which we do business and where our employees live. We aim to make meaningful and lasting impacts on our communities through volunteer efforts, charitable giving, and community-centric employee engagement.

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. Life Storage is committed to making sure that this positive impact is optimized by the tools and programs outlined in this document.

By identifying and focusing on specific areas of need, we will ensure that our resources are allocated appropriately and effectively to maximize our contributions to community growth and improvement. We are proud to support and facilitate our employees' community engagement.

Community Engagement Policy

Life Storage's Community Engagement Policy formalizes our commitment to promoting positive social change in our communities by:

1. Ensuring company-wide alignment of all community engagement efforts
2. Emphasizing the core focus areas of our Community Engagement (CE) Program
3. Governing and assessing the execution of our Community Engagement Program

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2. "LIFE IN OUR COMMUNITIES" STRATEGIC FOCUS AREAS

Life in Our Communities

Welcome to the "Life in our Communities" Program! Our intent is to bring about the greatest social benefit possible to our communities. To achieve this, Life Storage has identified three strategic focus areas which will be the basis of our Community Engagement Program.

Strategic Focus Overview

The following three Strategic Focus areas are designed to ensure that our efforts reach their fullest potential through synergy and clarity while also providing the flexibility to employ our Community Engagement where it is most impactful. There are several ways Life Storage's team can support our strategic focus areas. The remainder of this policy explains exactly how each of us can participate in the "Life in our Communities" program and serve as a driver of progress in our communities.

Strategic Focus #1: Life's Essentials

Life Storage can think of no cause more worthy of our support than ensuring that the people within our communities have access to the basic essentials needed for health, safety, and personal stability. Humanitarian essentials such as food, housing, clothing, and aid during times of crisis are staples that no one should be without. Life Storage also recognizes that, in a disproportional way, it is our minority and diverse populations that are more often without these basic essentials. With this distressing reality that we face today, we are proud to not only make this cause a strategic focus, but to identify it as our highest priority for community engagement. Examples of efforts and organizations related to this are:

- Food and clothing drives
- City missions, soup kitchens, or other organizations supporting those in need
- Housing and Shelter Assistance (ex. Habitat for Humanity)
- Disaster relief (ex. American Red Cross, local relief efforts)

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2. "LIFE IN OUR COMMUNITIES" STRATEGIC FOCUS AREAS

Strategic Focus #2: Our Communities

With over 900 locations across North America, we know that our CE Program can be wide reaching at the local level. Accordingly, Life Storage has identified "Our Communities" as our second strategic focus. Our intent is to encourage our employees to participate in causes that will have a direct impact on their respective communities. Understanding that each community has different needs, this strategic focus gives us the ability to embrace these differences everywhere that Life Storage operates. Some examples include:

- Local park cleanup events
- Partnering with a local educational institution's charitable community activities
- Participating in programs specifically oriented to help local immigrant communities

Strategic Focus #3: Using Our Resources Meaningfully

Recognizing that Life Storage has a unique and valuable resource with its storage spaces, we see the opportunity to leverage our assets for charitable causes when conditions support this. When we support the storage needs of charitable and related organizations, we extend our reach into our communities beyond that of donations and charitable activities. By partnering with organizations who have similar goals of community engagement and betterment, we intend on reaching our full potential as a leader of progress within our communities.

Section 4 this policy document further explains the administration of the following resource-focused community engagement initiatives:

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3. "VOLUNTEERS FOR LIFE"

"Volunteers for Life" Overview

The "Volunteers for Life" program is designed to recognize the individual charitable efforts of our team while also enabling company sponsored team CE activities whenever possible. Realizing that our large footprint makes it challenging for us to regularly participate in charitable events as a team, it is important to also highlight individual efforts that our teammates make for the betterment of their respective communities.

Our "Volunteers for Life" Program is intended to not only reward these individual efforts, but to encourage more people to participate in charitable causes that strengthen our communities. We ask all leaders to understand, communicate, and facilitate this reward program with their entire team.

General Program Guidelines

1. Every quarter each Area Manager and Home Office Leader may nominate individuals who have demonstrated outstanding community engagement and/or volunteerism.
2. The Social Programs Team, led by SVP Human Resources, the Director of Community Engagement (DCE), and Director of Diversity, Equality, and Inclusion (DDEI), is responsible for selecting 4 winners each quarter.
3. To nominate someone, simply send a quick write up to the [Community Engagement Team](#) that explains the charitable work/volunteerism being done. When possible, please include a photo of your nominee in action! The team will review the nominees and select the winners for that quarter.

The 2021 deadlines to submit a nominee are:

- 2nd Quarter: May 31st
- 3rd Quarter: August 31st
- 4th Quarter: November 30th

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3. "VOLUNTEERS FOR LIFE"

4. Each winner will receive a \$500 payroll bonus and will be able to choose a charitable organization to which Life Storage will make a one-time \$500 donation.
 - a. The DCE and SVP, Human Resources will approve each charity prior to the donation. See Appendix A (FAQ's) for which type of organizations are acceptable.

Team Community Engagement Events

When business conditions permit, Area Managers, RVP's, and/or Home Office leadership may organize and execute charitable team events that are designed to enhance and strengthen our communities. The following guidelines apply to any team event related to community engagement efforts:

1. Prior to executing any team event, RVP's should obtain approval from the Chief Operating Officer (COO). Home office events should be pre-approved by either the Director of Community Engagement (DCE) or SVP, Human Resources.
2. Participating employees must be in good standing with the company and may participate at their manager's discretion.
3. These events should fall within normal business hours unless approve by Vice-President or above and the SVP, Human Resources.
4. Business needs are always given first priority when approving participation in Community Engagement (CE) activities.
 - a. CE activities should not be used during peak business times.
 - b. Participation in CE activities should never result in overtime hours nor should they inconvenience another employee's schedule.

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3. "VOLUNTEERS FOR LIFE"

5. The "Volunteers for Life" program is intended to support 501(c)(3) nonprofit organizations or similar community programs such as Habitat for Humanity, the Red Cross, and city missions.
6. CE participation should NOT support the following types of organizations or activities:
 - Political activities
 - Any activity or organization associated with discriminatory beliefs or behaviors
 - Any activity or organization resulting in personal gain or income
 - Any activity or organization that does not mirror our company's values and code of ethics
 - See FAQ's (Appendix B), question #6 for more details
7. When participating in team CE activities, Life Storage personnel should adhere to the following guidelines:
 - a. Whenever possible, Life Storage apparel should be worn to demonstrate our dedication to our communities and our team's cohesion.
 - b. Expectations on behavior during these events mirror our expectations of professional conduct while working during normal business hours.
 - c. Have fun and represent your teammates and company according to our core values!
8. **Event Reporting and Photos.** It is important for us to share the great things that we do as part of our Community Engagement Program so we can build excitement for future activities and demonstrate our positive community impact to external stakeholders.
 - a. **Event Reporting.** Leaders are required to provide the Social Program Coordinator (Anna Attea (aattea@lifestorage.com)) advance notice of the activity including an event description.
 - i. The event's description should describe the event's impact, the charitable organization or cause, the number of participants, and any other stand-out information.
 - ii. **Photos.** Whenever possible photos of the events should be sent to the Social Program Coordinator, Anna Attea (aattea@lifestorage.com).
9. Frequently Asked Questions are found in Appendix A.

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4. DONATED AND DISCOUNTED SPACES

Like we have done for many years, Life Storage looks to continue to leverage its most prominent resource for the betterment of our communities. At times, this comes in the form of donated or discounted storage spaces for charitable or related organizations. Providing organizations that have similar community engagement goals the opportunity to utilize storage space at a discounted or donated rate allows Life Storage to continuously contribute to our communities when not directly participating in charitable events.

Guidelines for Donated or Discounted Spaces

1. Regional Vice Presidents (RVP) have the authority to authorize discounted or donated spaces. Area Managers should route all requests for discounted or donated spaces to their respective RVP.
2. Discounted or Donated spaces should be limited to 100 square feet (sq. ft.) unless RVP's authorize a rare exception.
3. Term limit. Discounted or donated spaces may be provided once annually to each entity for a period not to exceed three months. Exceptions can be authorized with RVP approval.
 - a. Following the discounted or donated space term, the space should either be vacated or rented at the current online rate.
 - b. If the space will be utilized beyond 3 months, Area Managers should input a rent increase to take place on the 1st day of the 4th month that will match the current online rate. *When doing so, this must be communicated to the charitable organization up front.*
4. Discounted or donated spaces may be given to appropriate charitable, non-profit, or related organizations that serve the betterment of our communities. Appendix A, question #6 lists the type of organizations that are *not* permitted.
5. Questions about donated spaces should be directed to the cognizant RVP.

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5. CORPORATE PHILANTHROPY & EMPLOYEE DONATION MATCHING

Corporate Philanthropy & Employee Donation Matching

Life Storage has and will continue to provide financial donations to charitable organizations when conditions support this. Generosity and genuine concern for those in need reflect well upon the core of our company's values and culture. Whenever we can share our financial resources to impact our communities in a positive manner, we are achieving the role of a strong community leader and benefactor.

Currently, the decision-making authority for philanthropic donations and employee donation matching resides in the executive leadership team. While we will continue to build our governance and processes for philanthropic activities, any input, questions, or inquiries on this topic can be sent to the Director of Community Engagement, [Don Herzog](#).

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6. ROLES AND RESPONSIBILITIES

Executive Sponsor, SVP Human Resources

Provide high-level oversight of Community Engagement Program and guidance to the Director of Community Engagement when needed. Update the Board of Directors about Community Engagement program, activities, successes, and challenges. Final approval authority for acceptance of charitable organization, donations, and policy in general.

Director of Community Engagement

Provide direct oversight of the CE Program. Responsibilities include, but are not limited to:

- Budget oversight
- Approval of CE activities and charitable organizations
- Development of CE policies and procedures
- Tracking and reporting on CE activities
- Update CE website content
- Ensure CE activities are properly reported to ESG assessments
- Oversight of employee committees (when implemented)
- Inform the Executive Sponsor of all CE activities, successes, and challenges
- Responsible for ensuring the program is meeting its objectives
- Select quarterly Volunteers for Life Home Office Winners

Social Program Coordinator

Provide general administrative support to the CE Program including, but not limited to:

- Directly assist with event coordination when needed
- Gather and maintain records of all CE events with critical data from each
- Archive photos and other social media coverage of events
- Assist with CE related communications
- Update CE website content
- Ensure CE activities are properly reported to ESG assessments

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6. ROLES AND RESPONSIBILITIES

Area Managers

- Submit nominees to RVP for quarterly “Volunteers” for Life winners; assist in regional selection process.
- Send requests for discounted or donated spaces to RVP’s for approval
- Ensure discounted or donated spaces expire after no more 3 months by ensuring either the space is moved out or the rate is increased to the online rate

Regional Vice Presidents

- Approve or disapprove all donated or discounted space requests that Area Managers submit.
- Work with the Director of Community Engagement for any exceptions to the limits on donated spaces.
- Help plan and approve any team community engagement efforts in their regions
 - Report team activities prior to and after each event (include photos)

“Life in Our Communities” Leader Expectations

Leaders at Life Storage are expected to support our Community Engagement efforts with enthusiasm and support. Responsibilities of all leadership include:

- Promoting and encouraging the “Life in our Communities” Program, especially submitting quarterly nominees for the “Volunteers for Life” Program
- Asking for your team’s feedback on what opportunities within their respective communities are viewed as the most critical and impactful
- Submitting proposals for team volunteer events to the CE Team and SVP HR
- Ensuring proper execution of and conduct during CE events
- Reporting on each CE activity to the Social Program Coordinator (including submission of photos and other media)

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APPENDIX A – VOLUNTEERS FOR LIFE FAQ'S

Frequently Asked Questions

1. What is the “Volunteers for Life” program?

“Volunteers for Life” is the Life Storage campaign to raise awareness of our team’s volunteer efforts where individuals and teams participate in meaningful community engagement (CE) activities. It is a program designed to encourage more meaningful participation in activities that are designed to engage with and strengthen our communities.

2. Who is allowed to participate in “Volunteers for Life”?

Employees who are in good standing may participate at their manager’s discretion.

3. Where and how will my participation in these events be communicated/shared?

In order to spread the positive impact of our community engagement efforts, photos and publications from any CE activity may be shared on our website, newsletters, and social media platforms. This may include individual community/charitable activities that are submitted to the Volunteers for Life Program as well as company sponsored community engagement team events.

4. Where should I send questions about community engagement activities?

Any questions about an organization or event’s eligibility can be sent to the Social Program Coordinator ([Anna Attea](#)) or Director of Community Engagement ([Don Herzog](#)).

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APPENDIX A – VOLUNTEERS FOR LIFE FAQ'S

5. If I do not choose to participate in “Volunteers for Life” activities, will this affect my annual performance review?

No, if you choose not to participate in “Volunteers for Life” activities, your annual performance review will not be impacted.

6. What are some examples of activities/organizations that are ineligible for team volunteer activities or for corporate donations?

- Non-accredited educational groups
- Fraternal, social, or labor groups
- Beauty or talent contests
- Political or partisan groups/organizations
- Athletic teams or events, unless associated with an organization with a broader community improvement mission
- Activities related directly to military service; however, support for Veterans and related organizations is acceptable under this program
- Activities to further religious or sectarian purposes
 - o Note. Activities with religious organizations for general community service, such as distributing care to the needy, working in a shelter or food pantry and similar are acceptable
- Organizations that discriminate on the basis of race, religion, creed, color, national origin, age, gender identity, sexual orientation, marital status, disability, veteran status, or any other basis protected by Local, State, or Federal Law
- Activities that you are compensated for