

Effective March 24, 2020

## Your Well-Being Is Our Top Priority

Your self-storage experience at Alpha Storage may look and feel a little different now and in the future as we navigate this time together. The health and well-being of our employees and customers is our main priority, which is why we are reinforcing best health practices, and monitoring the CDC, WHO, and local health agencies for information and continuous updates on the COVID-19 pandemic.

### What are we doing and what you can expect from us:

- ✓ We have provided guidance and recommendations to our employees on hand-washing protocols, the importance of staying at home if they feel unwell, exhibit symptoms, or are ill, and thoroughly cleaning areas that are frequently touched.
- ✓ We will attempt to keep our properties operating as usual, while safeguarding the health and wellbeing of our employees and customers as we comply with the directives of national, state, and local authorities.
- ✓ We continue to welcome you to our properties, but at this time we've asked our employees to refrain from shaking hands and to practice Social Distancing by maintaining the recommended six-foot distance from others. Our smile and friendly greeting are your assurance that you are valued and your well-being is our priority.
- ✓ It may become a necessity for us to reduce access or office hours or suspend access to all or parts of a storage facility, including the office, to deal with the potential impacts of the coronavirus outbreak.
- ✓ We are imposing a limit to the number of customers allowed in the lobby to **two** at any given time, as well as a limit of **two customers riding in the elevator** (at locations with elevators).

### What are our expectations from you?

- We ask for your patience and understanding if we must make adjustments to how we serve you as we adapt to the frequent changes in our business and personal experiences.
- Shelter in Place (stay at home) if you are feeling ill, have symptoms of a cold or the flu or in a group that the CDC identifies as "at risk" or "high-risk" as listed in the following link: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/people-at-higher-risk.html> , then we ask you to follow the advice of the public health officials and the guidelines in making an informed decision about visiting public areas where you may be exposed to others who may carry the virus.
- We encourage you to use the convenient off-site methods for contacting us. You may go online to [alphastorage.com](https://alphastorage.com) to create and access your account through the "Make a Payment" button on our website, select your location, click on that location's "Pay" button, then click on either the "Sign Up" link or simply sign in if you've already created an account. You can review and manage your account and make online payments. In addition, customers can call any location's office phone during normal office hours, and our employees will be happy to help.
- If you must come in to make a payment, retrieve items from your unit, place items in your unit, or rent another unit, please limit the number of persons in the office lobby or elevators to **two**. Maintain the accepted six feet of separation required of Social Distancing. Use hand sanitizer or wash your hands after touching your person or any surfaces.
- Continue to educate yourself and monitor the guidance of public health officials and other sources of credible information. Here are some resources for your consideration:
  - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

We thank you for continuing to allow us to provide the best solution to solve your storage needs. We are committed to being here for you and together we will get through this situation.

Sincerely,  
The employees and Management of Alpha Storage