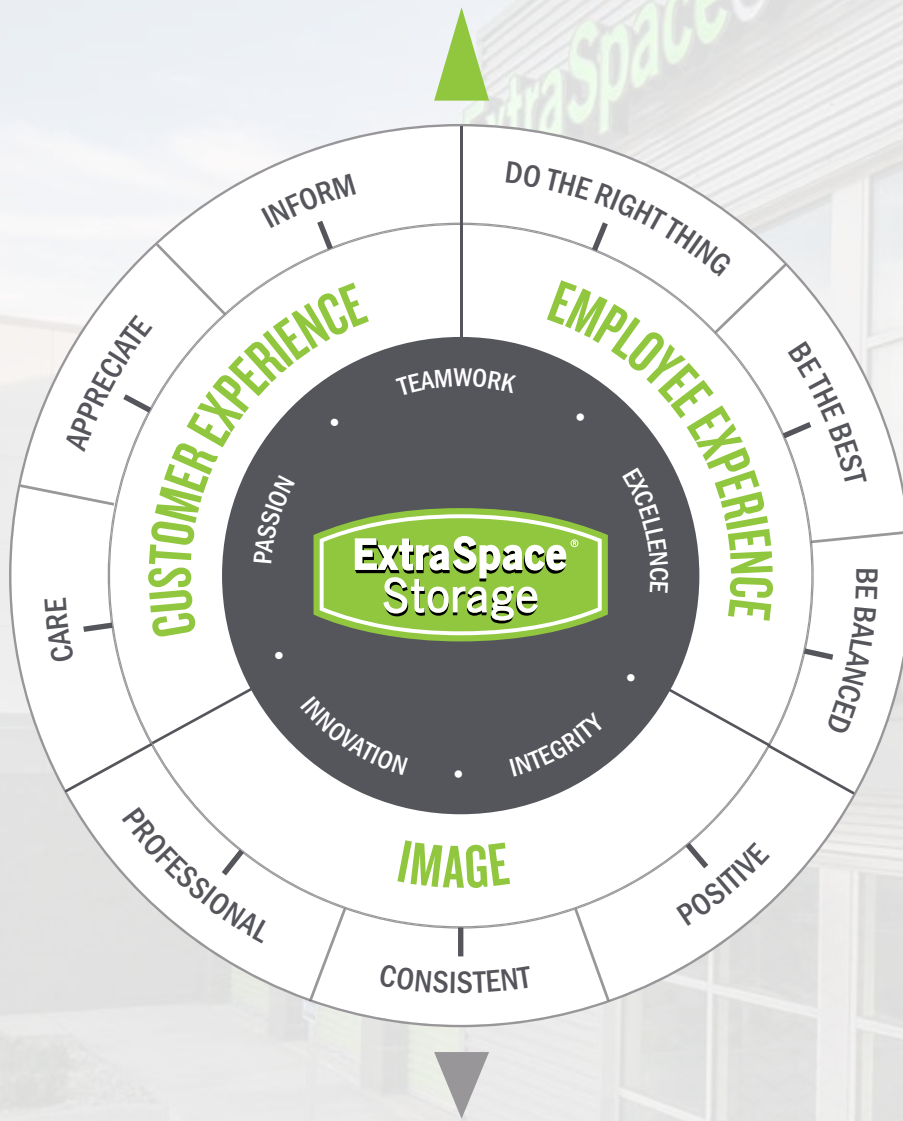




ExtraSpace[®]
Storage

CULTURE GUIDE

This is who we are.



Storage isn't just about space – it's about helping people to a better tomorrow.

At Extra Space Storage, we believe that doing the right thing is the only way to do business. When we meet the needs of our customers by providing solutions and showing genuine care and appreciation, we create win-win situations—for our customers, our investors, and our employees.



**“OUR PEOPLE ARE
THE LIFEBLOOD OF
EXTRA SPACE.”**

**– Joe Margolis,
CEO of Extra Space Storage**

OUR VALUES

Our values are at the center of all that we do. We value attitudes and actions that get people to that better tomorrow. These are our core values:

■ Integrity

We live our values—even when no one is looking. When we make mistakes, we acknowledge them. We never try to deceive.

■ Excellence

We embrace challenge, we pay attention to details, and we provide the best experiences for our customers. We never stop getting better.

■ Passion

We have a mission we genuinely believe in. We care about our customers and our fellow employees. We are energized about making Extra Space a great place to work.

■ Teamwork

None of us is as smart as all of us. No one is indispensable, and no one is better than anyone else. We trust each other, we rely on each other, and we empower each other.

■ Innovation

We constantly grow and improve. We ask “why”, we look to the future, and we take appropriate risks. We expect to do better tomorrow than we did today.

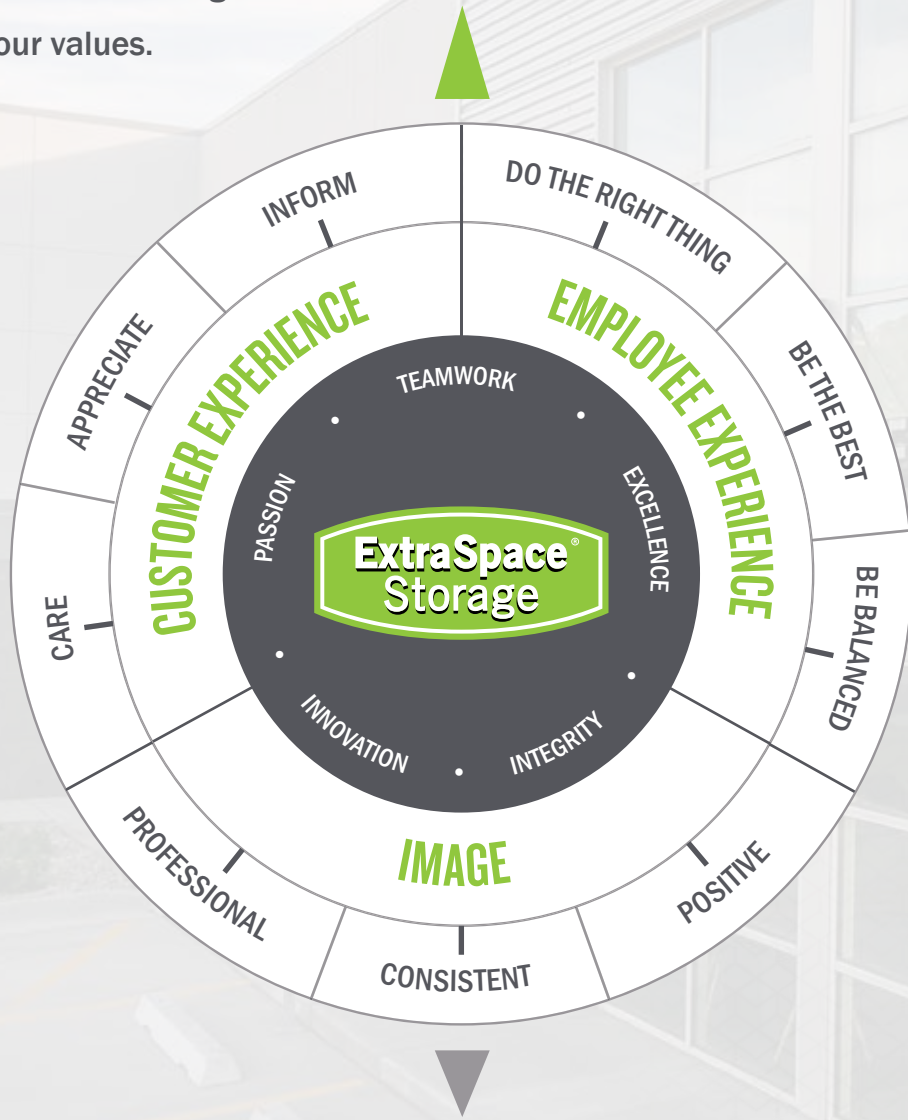


**“WE WILL CONTINUE TO
PROVIDE OUR PEOPLE
WITH THE BEST TOOLS
AND TECHNOLOGY
SO THAT WE CAN
MAXIMIZE CUSTOMER
SATISFACTION.”**

**– Ken Woolley,
Founder of Extra Space Storage**

COMPANY COMPASS

As our values are at the center of all we do, they guide the way we work, the way we interact with our customers and the way we treat our co-workers. Extending from those values are the principles and actions that guide our culture and give meaning to our values.



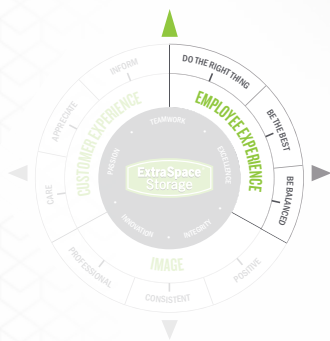
**“PEOPLE ASK ME
WHAT IT TAKES TO
BE SUCCESSFUL AT
EXTRA SPACE.
THE ANSWER IS
SIMPLE – LIVE OUR
VALUES EVERY DAY.”**

**– Joe Margolis,
CEO of Extra Space Storage**

EMPLOYEE EXPERIENCE

Employees are valued at Extra Space. Along with expecting much of ourselves, we enjoy a healthy balance that lets us bring our best selves to work.

We deliver strong customer experiences and perform well as a company, and we accomplish that by doing the right thing, being the best, and being balanced.



Do the Right Thing

We don't just talk about our values. We live them every day. We consult them when making decisions, and we judge our past actions against them. We use our values to get better.



Be the Best

We are leaders in our industry. We give our customers the best products and service by reimagining self-storage. We hire, develop, and retain the best people, and we empower each other to do great work. We also take 100% responsibility for results. When things go wrong, we learn and change.



Be Balanced

We know that in order for our employees to care for our customers, they need to feel cared for themselves. So we treat each other well. We help each other grow. We pay competitive wages and provide a fair work/life balance. We recognize that one purpose of work is to sustain life outside of our jobs, and we support each other in living balanced lives. This lets us bring our best selves to work.

As we put the needs of our customers first, priorities fall in line. When we focus our efforts on what matters most, it allows us to prioritize company needs over departmental needs and departmental needs over individual desires.

**“NONE OF US IS
SMARTER THAN
ALL OF US.”**

**– Spencer Kirk,
Former CEO of Extra Space Storage**

CUSTOMER EXPERIENCE

We build strong connections with our customers. We listen to them and then work to exceed their expectations. We love creating individual experiences in moments that matter, so we care for our customers, we appreciate them, and we work hard to keep them informed.



Care

We put ourselves in our customers' shoes. We invest in their well-being. We know that being human means taking turns helping each other, and we love being there for them.



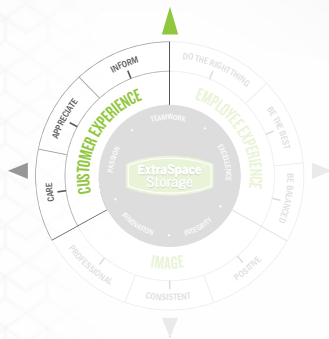
Appreciate

Our customers give us their trust and loyalty, and we appreciate that. We know they are everything to our business, and we express our appreciation often.



Inform

We are experts at what we do. We share helpful information so customers can make educated decisions. We proactively inform our customers about issues that impact them.

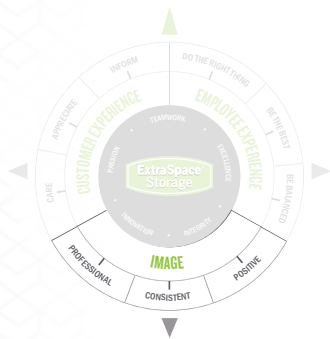


**“THE MOST GROWTH
WILL COME THROUGH
THE EXECUTION OF
OUR STRATEGY, WHICH
IS THE CENTRAL
RESPONSIBILITY OF
OUR PEOPLE.”**

**– Ken Woolley,
Founder of Extra Space Storage**

IMAGE

We value our image, so we are intentional with the message we send and the impression we give. We use consistent brand standards and visual elements, and we also know our brand is a reflection of the experiences we provide. Always working to please our customers, we strive to be professional, consistent and positive.



Professional

We maintain high standards in the way we act, look, and treat others. We pay attention to small things like dressing appropriately, smiling at customers, and keeping our work areas clean and organized.



Consistent

We provide the same experience for every customer. While our people and properties vary, we provide an experience customers can rely on through consistent processes and brand elements.



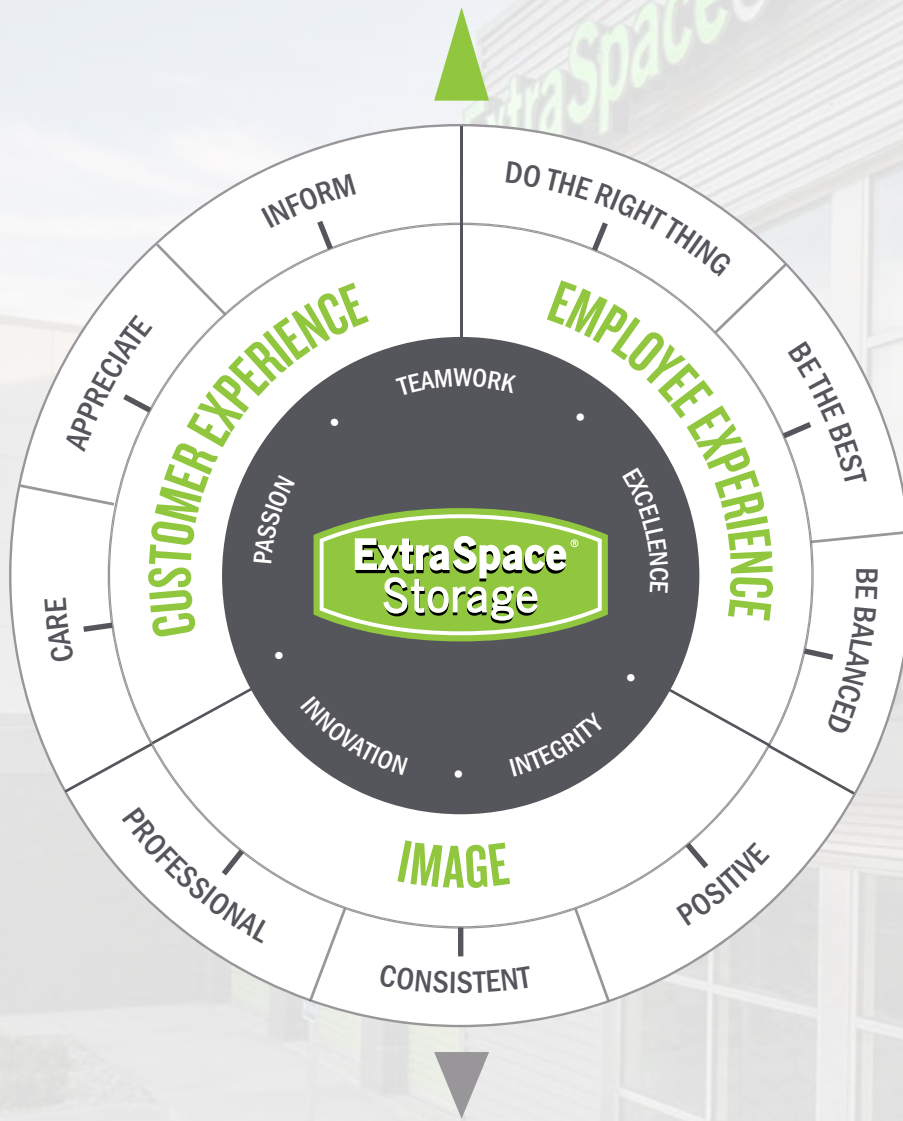
Positive

We are determined optimists—supportive, calm and hopeful. We cheer each other through challenges, and we celebrate each other's success.

A green-tinted photograph of a modern office interior. In the background, there is a whiteboard on a wall. In the foreground, a white chair is visible. The overall scene is dimly lit, with the green tint dominating the color palette.

**“THE BEST DAYS OF
THIS COMPANY AREN’T
BEHIND US, THEY ARE
AHEAD OF US.”**

**– Spencer Kirk,
Former CEO of Extra Space Storage**



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