



## COVID-19 SAFETY PLAN

### Effective Immediately

Updated November 9, 2020:

At Sunnyside Self Storage, the health and safety of our staff, tenants and customers is our number one priority. Therefore, the following safety measures have been put in place:

- Masks are mandatory for all people entering the office. Masks will be provided to customers who don't have one. Service will be refused to customers who refuse to wear a mask properly. Employees are expected to wear a mask while customers are in the office
- Signage has been added to remind people entering the office to practice social distancing, wear a mask and not to enter if they have any COVID-19 symptoms
- Office capacity has been limited to one customer at a time (with the exception of children, those with special needs and elders who need assistance).
- A plexiglass partition wall has been installed to separate customers from employees. Signs have been added to remind customers not to lean on the partition and to maintain a 6ft distance.
- Storage customers have been reminded of the various ways they can contactless pay from home, limiting the amount of people entering the office.
- An email has been sent to all storage tenants reminding them that they are not to visit Sunnyside Self Storage if they have any symptoms, have been exposed or have tested positive for COVID-19
- Clients will now be responsible for swiping their own credit cards for storage and merchandise sales - employees no longer need to touch client payment cards.
- Washroom has been temporarily closed for public use
- Hand sanitizer has been installed near the front door, customers are encouraged to use it
- Cleaning and sanitization efforts have been increased in the office and truck rentals. Employees are expected to wipe down their work station (computer, phone, pen, etc) at the end of their shift.
- Less staff overlap on the schedule to avoid having multiple people in the office
- Personal Protection Equipment (masks and gloves) will be provided to employees

- Employees are to remind customers when we have reached our capacity limit and ask them to wait outside until it is their turn

Should an employee experience any symptoms of COVID-19, or test positive for the virus, they are not to come to work. Management will change the business hours to accommodate employees needing time off to self isolate. Management is closely monitoring the new developments of COVID-19 and will increase safety measures as they are recommended by our health officers and government officials.

All Sunnyside Self Storage employees have read and understand the COVID-19 Safety Plan. Should employees have any health and safety concerns, management will update the safety plan to address employee concerns.

Upcoming additions to Sunnyside Self Storage's COVID-19 Safety Plan:

- Sunnyside Self Storage is working on getting a system in place that will allow for curbside pick up and online ordering of merchandise
- COVID-19 Safety Plan will be added to the website
- If necessary, we will add physical queue line controls (floor markers) outside the office