



# COVID-19 Message

## Dear Customers, please read the following before entering:

Practice safe social distancing - Smiles are safe, but we are encouraging both employees and customers to avoid any physical contact.

As the situation with COVID-19 continues to evolve day to day **our primary focus is the health and safety of our community - customers, employees and guests.**

Our facilities remain open with no changes to our hours of operation while we closely monitor this evolving situation based on Public Health Agency of Canada and relevant local authorities.

### Ways we are managing minimize contact while storing:

Cleanliness and sanitization has always been a top priority of our operational procedures, but at this time, we have taken the following additional preventative measures to keep our storage facilities safe and clean:

- We have introduced enhanced cleaning protocols in all of our facilities, with a particular focus on high contact areas.
- We have installed additional sanitizing stations at all of our locations.
- We have reinforced handwashing and hygiene practices. We are also encouraging all customers to wash their hands frequently during their visits for at least 20 seconds
- Only Customers are to handle their own merchandise when purchasing
- Payments: We encourage to pay on-line or in store with debit machine and 'tap' when possible.
- Lastly we encourage at least 1 meter of distance with all interactions.

### Other ways to lower contact and still have access to your belongings:

- EasyCode app - if you have not already taken advantage of our EasyCode app offers hands free control of our gates and doors. Available for Android and iOS.
- Our call centre 1-866-310-1999 is available to answer any questions
- Our online customer portal can facilitate many transactions - scheduling of move-in / move-out dates, bill payments, and update account information.

In addition to the above protocols, we ask that anyone who is feeling unwell refrain from visiting the facilities. This guidance applies to staff, customers and visitors.

Based on these actions and the guidance shared by the Public Health Agency of Canada we feel confident in keeping our facilities open for business. As this is an evolving situation, we are closely monitoring any changes to this assessment and will share any updates. We will continue to monitor this situation closely and will provide ongoing updates as needed. We also encourage our guests to stay up-to-date through Canada's Public Health website.

Thank you in advance for your understanding and co-operation during this time. Stay well.

Leslie Kellen, Director of Operations

XYZ Storage

1-866-310-1999

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## we offer minimum contact storage solutions

### keyless access

access our facilities and storage units with the EasyCode app.

### online experience

book and administrate your storage online.

### mobile storage

we deliver, we pick-up, we store until you need it.