



PROFESSIONAL STORAGE MANAGEMENT

INTRODUCTION TO ARGUS

Mission Statement

To provide self-storage owners with professional and transparent self-storage management services. We strive to lead our industry with best-in-class service and support while motivating and optimizing team performance by having the best quality product knowledge in the self-storage industry.

Vision Statement

Argus Professional Storage Management (APSM) is more than a third-party management company. Our teams work as a strategic partner to assist our clients in reaching their investment objective. Integrity, professionalism, and honesty are at the core of what we do. APSM team members are empowered to take charge of the situation, use their best judgement, and ultimately do the right thing.

Core Values

- Deliver a first-class experience through professional customer service
- Embrace and drive change for the betterment of our clients
- Create a fun, friendly, safe and open culture
- Be adventures, creative and open-minded
- Pursue personal and professional growth
- Build open and honest relationships through communication with team members
- Build a positive team and family-oriented environment
- Do more with less
- Be passionate and determined about our work
- Be humble

Policies and Procedures

Whether you have just joined Argus, or have been at Argus for a while, we are confident that you will find Argus a dynamic and rewarding place in which to work and we look forward to a productive and successful association.

We consider the employees of Argus to be one of its most valuable resources. Our policies have been written to serve as the guide for the employer/employee relationship. The full version of Argus Human Resource Policies is located online on SyncHR.

Argus written policies are not intended to address all the possible applications of, or exceptions to, the general policies and procedures described. Argus does not guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by Argus. You may resign for any reason at any time.

Harassment / Discrimination / Retaliation

Purpose

To provide guidance, definition, and a reporting process for perceived harassment, discrimination, and/or retaliation for employees and volunteers of Argus.

Scope

All Argus Employees

Policy

Argus prohibits discrimination and or harassment that is sexual, racial, or religious in nature or is related to race, color, religion, sex, national origin, veteran status, physical and or mental disability, or any other protected status under Federal, State and local laws. This policy applies to all employees throughout the organization and all individuals who may have contact with any employee of this organization. Argus will make reasonable accommodations for qualified individuals with known disabilities and or handicaps unless doing so would result in an undue hardship.

Argus strives to maintain a workplace that fosters mutual employee respect and promotes harmonious productive working relationships. Our organization believes that discrimination, harassment or retaliation in any form constitute misconduct that undermines the integrity of the employment relationship.

Nothing in this policy provides for any legal or contractual rights beyond that which is provided by law, nor should this policy be in any way interpreted as modifying or providing an exception to Argus's policies regarding employment at will.

Procedure

Harassment

Harassment is any unwelcome behavior that results in the intimidation or persistent and repeated annoyance of an individual. It may take the form as:

- Harassment of an employee by co-workers or supervisors
- Harassment of a supervisor by employees
- Harassment of employees in the workplace by non-employees including customers or other individuals
- Harassment of customers or other individuals by employees

All harassment is prohibited, including harassment based upon race, color, religion, sex, national origin, veteran status, physical and or mental disability, any status under Federal, State and local laws.

Examples of harassment include (list is not inclusive):

- Derogatory or insulting remarks
- Verbal abuse or yelling
- Cursing
- Ethnic, sexual or offensive jokes, messages, paraphernalia, calendars, photographs, or cartoons
- Unnecessary surveillance of an employee's activities for a reason not directly related to work performance

- Inappropriate messages and or pictures sent to another employee via technology, mail, interoffice delivery, or any other method of delivery

Sexual Harassment

Sexual harassment has been defined as a form of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Such conduct constitutes sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of prohibited sexual harassment include (list is not inclusive):

- Supervisors or managers explicitly or implicitly suggesting sex in return for a hiring, compensation, promotion or retention decision
- Verbal or written sexually suggestive, degrading, or obscene comments, jokes, or propositions
- Unwanted physical contact, such as touching, grabbing, or pinching
- Displaying sexually suggestive objects, pictures, or magazines
- Continual expression of sexual or social interest after an indication that such interest is not desired
- Conduct with sexual implications when such conduct interferes with the employee's work performance or creates an intimidating work environment
- Suggesting or implying that failure to accept a request for a date or sex would adversely affect the employee in respect to a performance evaluation, promotion, working conditions or compensation.

Reporting Harassment, Discrimination, or Retaliation

Argus expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels he or she has been subjected to any other form of harassment and or discrimination, the employee may (but is not required to) tell the person engaging in the harassing and/or discriminating conduct that it is unwelcome, offensive, and should immediately stop.

The employee *must*, however, *immediately report* any known or alleged discrimination and or harassment (whether it is of the employee or someone else) to his or her immediate supervisor, manager, or Human Resources. If the employee's immediate supervisor is engaged in or part of the harassment and or discrimination at issue, the employee *must report* the alleged discrimination and or harassment to Human Resources who will take the necessary steps to initiate an investigation of the discrimination and or harassment claim.

Argus will conduct its investigation in a confidential manner whenever possible, subject to any laws or regulations requiring the report of such complaint to law enforcement or regulatory authorities. Resolution of each complaint will be reached as soon as possible and communicated to the employee and the other parties involved. Appropriate corrective action, up to and including termination, will be taken promptly against any employee believes engaged in discrimination and or harassment.

Any form of retaliation against any employee for filing a complaint or participating in an investigation is prohibited. The employee *must immediately report* any known or alleged retaliation to his or her immediate supervisor, manager or Human Resources. If the employee's immediate supervisor is engaged in or part of the retaliation, the employee *is required to report* the alleged retaliation to Human Resources.

Equal Employment Opportunity

Purpose

Argus provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, sex, religion, age, marital status, disability and or handicap, veteran status, sexual or affectional preferences, ancestry or national origin and all applicable federal, state and local laws.

Scope

All Argus Employees

Policy

As an equal employment opportunity employer, Argus does not discriminate in its employment decisions on the basis of race, color, sex, religion, age, marital status, disability and or handicap, veteran status, sexual or affectional preferences, ancestry or national origin that would be in violation of any applicable federal, state, or local law. Argus adheres to Genetic Information Nondiscrimination Act (GINA) and will not discriminate with respect to genetic and family medical history information as defined by GINA. Furthermore, Argus will make reasonable accommodations for qualified individuals with known disabilities and or handicaps unless doing so would result in an undue hardship.

Argus's goal is to recruit, hire, and maintain a diverse workforce. Equal employment opportunity is not only good business; it is the law and applies to all areas of employment. Argus affords equal opportunity to all employees and prospective employees without regard to race, color, sex, religion, age, marital status, disability and or handicap, veteran status, sexual or affectional preferences, ancestry or national origin with regard to the following: the terms, conditions and privileges of employment, including but not limited to application procedures, hiring, discharge, advancement and or promotion, demotion, training, compensation, benefits, job training and decisions affecting the status as an employee.

Procedure

Equal Employment Opportunity compliance

- Pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, and implementing regulations, 45 C.F.R. Part 80 § 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, and implementing regulations, 45 C.F.R. Part 84; and the Age Discrimination Act of 1975, 42 U.S.C. § 6101 et seq., and implementing regulations, 45 C.F.R. part 91, and state and local laws prohibiting discrimination, Argus adheres to an equal employment opportunity policy for all qualified applicants, and employees.

Equal Employment Opportunity Officer (EEO Officer)

- The Director of Human Resources is the EEO Officer for Argus. The EEO Officer investigates all complaints of discrimination.

- An employee or applicant may raise concerns or complaints without fear of retaliation in accordance with the provisions of the Affirmative Action Act, the Equal Employment Opportunity Act, or the Americans with Disabilities Act of 1990.
- Employees and applicants may address questions, concerns, requests, or additional information to the Corporate Director of Human Resources, and or any Manager.

Affirmative Action

Purpose

Argus does not impermissible discriminate. Argus provides equal opportunity to all qualified persons regardless of race, color, religion, sex, national origin, veteran status, physical and or mental disability. Similarly, this policy is applied to all other employment actions, including, but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay, benefits and selection for training/education.

Scope

All Employees and Applicants

Policy Statement

Argus is an equal opportunity employer. Argus is committed to the principles of Equal Employment and Affirmative Action.

AMERICANS WITH DISABILITES ACT

Purpose

The Americans with Disabilities Act (ADA) requires employers reasonable to accommodate qualified individuals with disabilities. Argus complies with all Federal and State laws concerning the employment of persons with disabilities.

Scope

All Argus Employees / Applicants

Policy

Argus does not discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

Pursuant to Section 3.07, Compliance with Non-Discrimination Laws, Argus will comply with the Americans with Disabilities Act of 1990 (Public Law 101-336) and the Arizona Disability Act of 1992 (A.R.S. 41-1492 et seq.), that prohibit discrimination on the basis of physical or mental disabilities in delivering contract services or in the employment, or advancement in employment, of qualified persons. Argus further complies with all state Disability Acts where Argus has Store / facilities.

Argus will, to the extent required by Federal or State law, reasonably accommodate qualified individuals so they can perform the essential functions of a job.

An individual who can, with reasonable accommodation that is not an undue hardship to Argus, perform the essential functions, will be given the same consideration for that position as any other applicant.

Procedure

Reasonable Accommodation for Applicant / New Employee

Requests for accommodation from applicants with disabilities during the hiring process will be accepted in writing or oral form and will be forwarded to the Director of Human Resources for processing. The Director of Human Resources will provide a list of standard accommodations for applicants that can be approved by supervisors without additional approval. (e.g. sign language interpreter for a job interview or large print application).

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health and or safety of themselves or other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired.

Any employee who requests accommodation may do so by written request or may use the assistance of a Regional Director or the Director of Human Resources.

The optional self-disclosure statement will identify:

- Need for the accommodation
- Limitation resulting from the disability and any potential reasonable accommodation that could overcome those limitations
- Qualified employee with a disability who may not be aware of the type of accommodation needed to perform the essential functions of the job. Such will be given the opportunity to engage in a collaborative process of identification with qualified third parties and the Director Human Resources Office to develop possible accommodations.

The request will be forwarded to the supervisor having the authority to review the request to determine if the request:

- Is effective in eliminating barriers to performing essential functions of the job, and having an equal opportunity in the hiring process
- Does not pose undue hardship
- Considers the preferences of the individual to be accommodated

The Regional Director will make the budgetary or resource commitment to implement the accommodation. The Regional Director may consult with qualified third parties to assist in the interactive process with the qualified employee with a disability to determine a reasonable accommodation that satisfies the expressed need of the employee with a disability.

Reasonable Accommodation for Current Employees

Supervisors may alert the Director of Human Resources if they believe that an employee who has a performance issue may have the need for accommodation. The Director of Human Resources will provide information regarding the reasonable accommodation policy and invite the individual to identify that need through an interactive process. The steps in the process will be initiated in the same manner as for applicants/new employees.

All employees are required to comply with safety standards. Current employees who pose a direct threat to the health and or safety of themselves or other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made concerning the employee's immediate employment situation.

The Human Resources Director and the Management Team is responsible for implementing this policy, including resolution of reasonable accommodation, safety, and undue hardship issues.

Definitions

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy.

"Disability" refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual. An individual who has such impairment, has a record of such impairment, or is regarded as having such impairment is a "disabled individual."

"Direct threat to safety" means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation. Such threat shall also include a significant risk to the health and safety of the disabled individual.

"Qualified individual with a disability" means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that the individual holds or has applied for.

"Reasonable accommodation" means making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modification of examinations, adjustment or modification of training materials, adjustment or modification of policies, and similar activities.

"Undue hardship" means an action requiring significant difficulty or expense by the employer. The factors to be considered in determining an undue hardship include, but are not limited to:

- Nature and cost of the accommodation
- Overall financial resources of the facility at which the reasonable accommodation is to be made
- Number of persons employed at that facility
- Effect on expenses and resources or other impact upon that facility
- Overall financial resources of Argus
- Overall number of employees and facilities
- Operations of the particular facility as well as the entire organization
- Relationship of the particular facility to the organization

"Essential job functions" refers to those activities of a job that are the core to performing said job for which the job exists that cannot be modified.

How to File a Complaint

If an employee/applicant believe they were discriminated against or not afforded a reasonable accommodation, the employee/applicant can submit a complaint to our Internal Compliance Officer in writing by mail to the address set forth below, or by e-mail at the e-mail address set forth below, or by calling the Argus Human Resources Department at (520) 320-9135, or by phone to the Argus Human Resources Department at the phone number set forth below.

Argus Human Resources Department
6400 E Grant Road Suite 200
Tucson, AZ 85715

Email Address: HR@Proselfstorage.com

Phone: (520) 274-7026

If the employee/applicant is not comfortable filing a complaint through our internal process, the employee/applicant can file a complaint with an external entity. The external entities with contact information is set forth below.

Equal Employment Opportunity Commission (EEOC)

<https://www.eeoc.gov/how-file-charge-employment-discrimination>