

## COVID – 19 Website Announcement

North Main Storage takes the health and safety of our associates and customers very seriously. Like many of our customers, North Main is monitoring the information provided by the U.S. Centers for Disease Control and Prevention as well as the state and local government officials related to growing concerns of Coronavirus also known as COVID-19 affecting the entire world and our local communities and municipalities.

### **SAFETY ACTIONS TAKEN**

North Main is doing our part by enacting the following health and hygiene protocols:

- For our associates, we are enforcing frequent and thorough soap hand washing as well as using alcohol-based hand sanitizer whenever washing is unavailable. Here are the other precautions being taken with our associates:
  - If an associate is not feeling well, they are required to stay home.
  - Regular disinfecting of high-contact areas and products such as keypads, office, hallway, and unit doors, door handles, packaged locks, boxes etc.
  - Disinfecting of touched material credit cards and other payments, pens, clipboards, and documentation.
- Signing documents electronically and online payments are recommended to avoid needing to interact in person.
- Social distancing is being respected and emphasized with all local associates.
- Currently, we are not allowing access into our office. We have a station outside the office for paperwork and payments. However, we are currently allowing access to storage units for essential items.
- For safety reasons, we will not be accepting cash as a form of payment.

### **CUSTOMER SERVICE UPDATES**

In light of all of the changes occurring in our lives due to the Coronavirus Disease (COVID-19), North Main Storage wishes to inform the Manteca community that we are taking every precaution necessary to minimize the potential for exposure of the virus while we continue to service our customers and the community.

We understand that our customers and business partners mostly rely on our services due to emergency situations and may have difficulty in functioning without our services. So, we are taking this one day at a time. North Main is working to diminish any services delays but realize that this may not be 100% possible given the local restrictions but rest assured that North Main will continue to monitor the situation and adjust accordingly. If we need to adjust our hours or if

we are required to close the facility, you will be informed and provided with updates as more information becomes available.

North Main Storage values your business and appreciates your patience with this unfortunate situation that is affecting everyone in one way or another.