

# Public Storage

## Sustainability Report

### 2022

Presenting data for 2021



# IMPORTANT INFORMATION

**FORWARD-LOOKING STATEMENTS:** This report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements include statements relating to our ESG and sustainability plans, goals, targets, expectations, and all underlying assumptions, information relating to operating trends and performance, expectations regarding costs to implement our strategies, expected or projected results of our ESG and sustainability initiatives, our strategic priorities, and all other statements other than statements of historical fact. These statements are based on management's beliefs and assumptions made based on information currently available to management. All statements in this report, other than statements of historical fact, are forward-looking statements that may be identified by the use of the words "outlook," "guidance," "expects," "believes," "anticipates," "should," "estimates," and similar expressions. These forward-looking statements involve known and unknown risks and uncertainties, which may cause our actual results and performance to be materially different from those expressed or implied in the forward-looking statements. Factors and risks that may impact future results and performance include, but are not limited to, those factors and risks described in Part 1, Item 1A, "Risk Factors" in our most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission (the "SEC") on February 22, 2022 and in our other filings with the SEC.

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# MESSAGE FROM OUR CEO



We are pleased to present Public Storage's 2022 Sustainability Report. Our engaged and agile team, digital innovation, and financial fortitude continue to solidify our position as a global leader in sustainable self-storage operations. Our highlights from an active 2021 include:

- Recognition by Forbes and Statista as one of “America’s Best Large Employers” and by Comparably as a “Choice Employer” with an “A+” Culture Score based on employee feedback, and receiving eight “Best Company” awards including recognition for diversity, employee happiness, career growth, and company outlook;
- Bolstering employee satisfaction with greater role specialization and upward mobility at our property and customer care center levels;
- Promoting 459 property managers to positions of increased responsibility due to their outstanding field leadership and customer service;
- Increasing diversity representation in our management ranks and formalizing a diversity hiring policy, thereby strengthening an already diverse employee base;
- Reducing our energy consumption, carbon emissions, water consumption, and waste production by 5% and 22%, on average, over the past one and three years, respectively, through proactive initiatives; and
- Positioning in the top 4% of Sustainalytics’ global coverage universe (nearly 15,000 companies) and leading the U.S. self-storage REIT peer group on climate per the CDP (Carbon Disclosure Project).

I am excited about what the future holds for Public Storage as we celebrate our past successes in our Golden Anniversary year. We will work hard to earn your continued support as we strive for continued resilience and sustainability across our business.

A handwritten signature in black ink, appearing to read "J. Russell, Jr." in a cursive style.

**Joseph D. Russell, Jr.**  
**President and Chief Executive Officer**

# BASIS OF OUR SUSTAINABILITY REPORT

This is Public Storage's third annual sustainability report and it presents quantitative and qualitative information regarding our sustainability efforts in 2021.

## REPORTING FRAMEWORK

The information presented in this report covers Public Storage's overall operations, with the exception of annual environmental performance data (i.e., energy consumption, carbon emission, water consumption, and waste production), which covers our same store pool (2,274 properties; 149 million net rentable square feet) as of December 31, 2021. We utilize the same store pool in order to reflect performance on a stabilized like-for-like basis. We exclude our 513 non-same store properties because they are in various stages of lease-up, in addition to 93 properties that are third-party managed but not owned by Public Storage (both as of December 31, 2021). We will consider including both the non-same store and third-party managed properties in our reporting in future years. We also exclude properties owned by Shurgard Self-Storage SA (Euronext Brussels:SHUR) and PS Business Parks (NYSE:PSB), publicly listed companies in which we hold approximate 35% and 41% minority common equity interests, respectively, as of December 31, 2021. We have no operational control over properties owned by either company and, therefore, we exclude them.

## REPORTING GUIDELINES

Public Storage has published a sustainability report annually since 2020, referencing the Global Reporting Initiative (GRI) standards and United Nations Sustainable Development Goals (SDGs) while aiming to report in accordance with the Sustainability Accounting Standards Board (SASB) and Task Force on Climate-Related Financial Disclosure (TCFD) standards.

## DATA REVIEW

Public Storage engaged [ISOS Group](#) to review the environmental performance data presented in this report. Their assurance report can be found in the 'Independent Assurance Statement' section of this report. EVORA Global, a third-party sustainability consultant, also has reviewed this data.

## MATERIALITY ASSESSMENT

In 2021, Public Storage identified the most significant environmental, social, and governance issues we face through our sustainability strategy, Enterprise Risk Management (ERM) framework, and input from stakeholders. Further information can be found in the 'Materiality' section of this report.

## PARTICIPATION IN SUSTAINABILITY INITIATIVES

In 2015, the member states of the United Nations adopted 17 Sustainable Development Goals. The SDG framework brings together society, governments, and business to drive positive change. As a responsible company, Public Storage is committed to playing an active role, on its own scale, in contributing to the relevant SDGs via our sustainability strategy.

## CONTACT

For any question or comment on the published content of this report, please [contact us](#).

# INTRODUCTION

## PUBLIC STORAGE

Public Storage, headquartered in Glendale, California, is the largest owner and operator of self-storage properties in the world. Our brand, including the ubiquitous orange color, is one of the most recognizable in America.

Our network of nearly 2,800 owned stores comprises 198 million net rentable square feet and serves more than 1.7 million customers located across 39 states. We are a diverse team of nearly 5,800 people who identify as 68% female, 32% male, and 52% people of color.

### COMPANY AT-A-GLANCE<sup>(1)</sup>

**49** Years in Operation

**NYSE / S&P 500** Company

**Nearly 5,800** Employees

**\$3.4B** 2021 Revenues

**4.2x** Net Debt + Preferred to EBITDA

**A2 / A** Credit Ratings (Moody's / S&P)

### PORTFOLIO AT-A-GLANCE<sup>(1)</sup>

**2,787** Owned Properties

**198M** Net Rentable Square Feet

**39** States

**Half** of the U.S. Population Lives  
Within Five Miles of a Property

**1.7M** Customers In-Place

**79%** Operating Margin<sup>(2)</sup>

1. Balance sheet and portfolio size characteristics as of December 31, 2021.

2. Same-store direct net operating margin for the year ended December 31, 2021.

## HOW WE OPERATE

The self-storage business is simple at its core—we serve customers who need space to store their goods. Public Storage has been the trusted leader in providing value, convenience, and cleanliness to self-storage customers nationwide since 1972. We generate revenue through the lease of storage units and related activities, including tenant reinsurance and the sale of storage merchandise.

Public Storage's corporate strategy is focused on the long-term. We manage all aspects of our business—including operations, capital allocation, balance sheet, and risk management—for the decades to come. The intended and achieved result is resilience in our properties and company, which, in turn, reinforces and perpetuates our ability to generate long-term growth and create value for stakeholders.

## OUR COMPETITIVE ADVANTAGES

The long-term focus has allowed Public Storage to create unique competitive advantages that, in 2021, helped result in our same-store operating margin being approximately 400 to 900 basis points higher than the operating margins of our self-storage REIT peers. The advantages are primarily driven by:



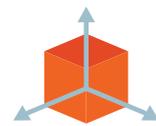
### HIGH-INTEGRITY TEAM AND CULTURE

An innovation-driven culture  
with broad diversity



### UNMATCHED SCALE AND LOCATIONS

Half of the U.S. population lives  
within a Public Storage trade area



### MULTI-LEVER EXTERNAL GROWTH

Acquisition, development,  
redevelopment, and third-party management  
expertise drives growth



### PLATFORM STRENGTH AND INNOVATION

Continuous first-mover strategy,  
technology, and platform innovation  
with an unmatched data set



### GROWTH-ORIENTED BALANCE SHEET

Capacity to fund further  
accretive growth



# SUSTAINABILITY AT PUBLIC STORAGE

Public Storage has established sustainable and responsible policies and procedures to promote long-term resilience, growth, and value creation while doing right by our environment, people, and communities. In doing so, we follow principles of sound environmental and social sustainability and good governance (ESG). This is reflected in our dynamic corporate strategy and close engagement with internal teams and wider stakeholders.

## OUR FOUNDATIONS

Sustainability is not a new concept to Public Storage. Over many decades we have built strong foundations resulting in a light environmental footprint, diverse and inclusive employee base, strong connections with our communities, focused risk management, and resilient operations. Delivering our goals requires us to continually build upon and strengthen these foundations.

## OUR GOALS AND OBJECTIVES

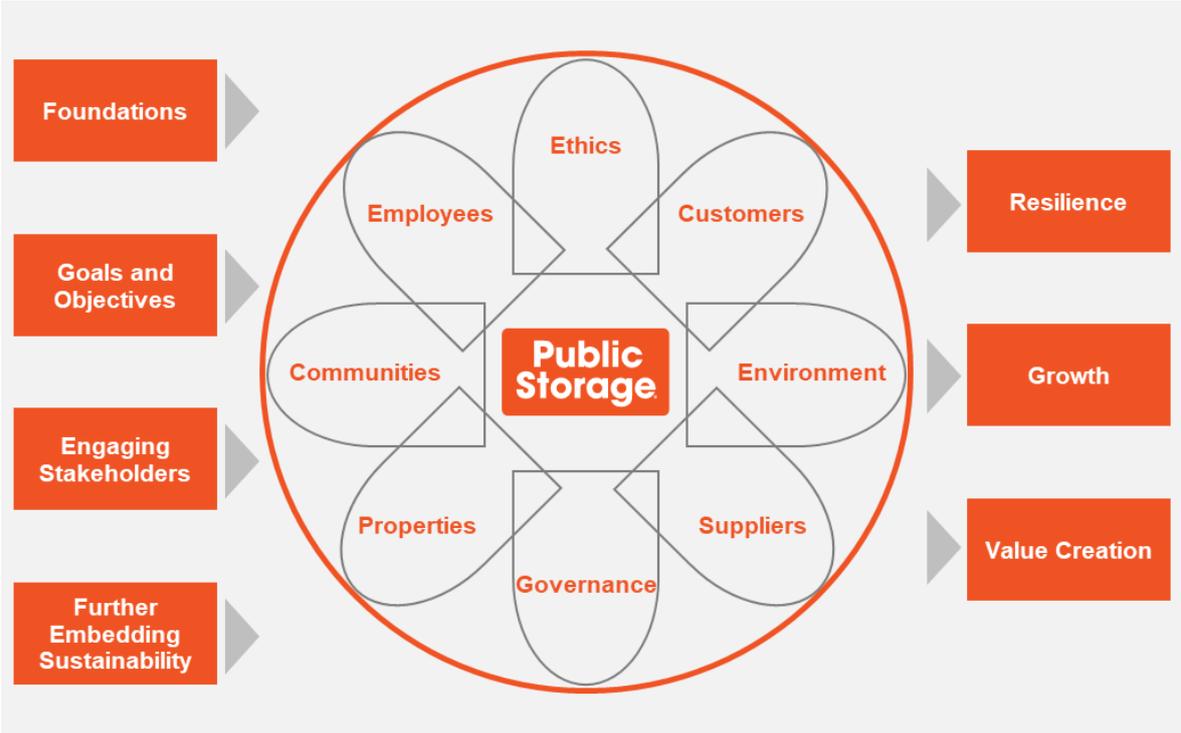
Sustainability at Public Storage is about creating resilience, growth, and value by connecting our sustainability goals and objectives with business opportunities. The goals and objectives are targeted, interconnected, and mutually reinforcing as it relates to our successful long-term strategy.

## ENGAGING STAKEHOLDERS

We learn and respond through ongoing engagement and collaboration with our various stakeholders to deliver our goals.

## FURTHER EMBEDDING SUSTAINABILITY INTO OUR STRATEGIES

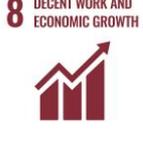
We are working to further embed sustainability into our culture, decision making, systems and processes, and governance utilizing our Environmental Management System (EMS) framework.



# OUR SUSTAINABILITY GOALS

Our goals reference the UN Sustainable Development Goals (SDG) framework.

UN Sustainable Development Goal	Initiative	Goal	Comments and Progress
 <p>13 CLIMATE ACTION</p>	<b>Energy Consumption</b>	Reduction of 5% in 2022 (like-for-like)	Goal of at least 5% reduction in 2021 was achieved; 18% reduction over the past three years
 <p>6 CLEAN WATER AND SANITATION</p>	<b>Water Consumption</b>	Reduction of 3% in 2022 (like-for-like)	Goal of at least 3% reduction in 2021 was not achieved; 13% reduction over the past three years
 <p>13 CLIMATE ACTION</p>	<b>Carbon Emission</b>	Reduction of 5% in 2022 (like-for-like)	Goal of at least 5% reduction in 2021 was achieved; 27% reduction over the past three years
 <p>13 CLIMATE ACTION</p>	<b>Energy Efficient Lighting</b>	Exterior LED lighting at all properties	Completed and the commitment is ongoing for new properties
 <p>13 CLIMATE ACTION</p>	<b>Energy Efficient Lighting</b>	Interior LED lighting at all properties	In progress with nearly 1,500 properties completed and the commitment is ongoing for new properties
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<b>Centralized Access Control</b>	Remote access system (entrance gate, doors, elevators, etc.) at all properties	Completed and the commitment is ongoing for new properties
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<b>Building Efficiency Upgrades</b>	All redevelopment properties will include efficiency upgrades	Ongoing - Upgrades have been included at all redevelopment properties since 2013

UN Sustainable Development Goal	Initiative	Goal	Comments and Progress
 <p><b>7</b> AFFORDABLE AND CLEAN ENERGY</p>	<b>Solar Power Generation</b>	Expand generation and storage capacity to over 1,000 properties	Ongoing - Solar installed at 71 properties with 337 additional properties under contract for installation
 <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>	<b>Supply Chain Sustainability</b>	Encourage sustainable behavior by suppliers and vendors	Completed - Added sustainable behavior clause to supplier and vendor contracts
 <p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<b>Data Privacy</b>	Compliance with California Consumer Privacy Act (CCPA) and other data privacy laws	Ongoing – Public Storage is in compliance with CCPA and other applicable data privacy laws
 <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	<b>Employee Training and Development Programs</b>	Enhance programs to expedite career advancement and upward mobility	Ongoing – Employees completed over 440,000 training events in 2021
 <p><b>3</b> GOOD HEALTH AND WELL-BEING</p>	<b>Employee Satisfaction</b>	Improvement of employee programs based on feedback and other engagement	Ongoing – 85% of employees completed satisfaction surveys in 2021
 <p><b>3</b> GOOD HEALTH AND WELL-BEING</p>	<b>Employee Wellness</b>	Improvement of employee wellness	Ongoing – Numerous wellness programs provided for employees in 2021.
 <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<b>Board Diversity</b>	Add diverse trustees	Added three female and two racially diverse male trustees over the past two years

# STAKEHOLDERS

Our success depends on the quality of the relationships we build inside and outside of Public Storage. Transparent dialogue with our stakeholders allows for understanding, adaptability, and risk management. Our material impacts are closely aligned with the views of our stakeholders based on our engagement, which we describe in greater detail below.

Our key stakeholders are identified as (1) employees, (2) customers, (3) communities, (4) investors, and (5) suppliers and vendors. We engage with these stakeholder in a number of ways.

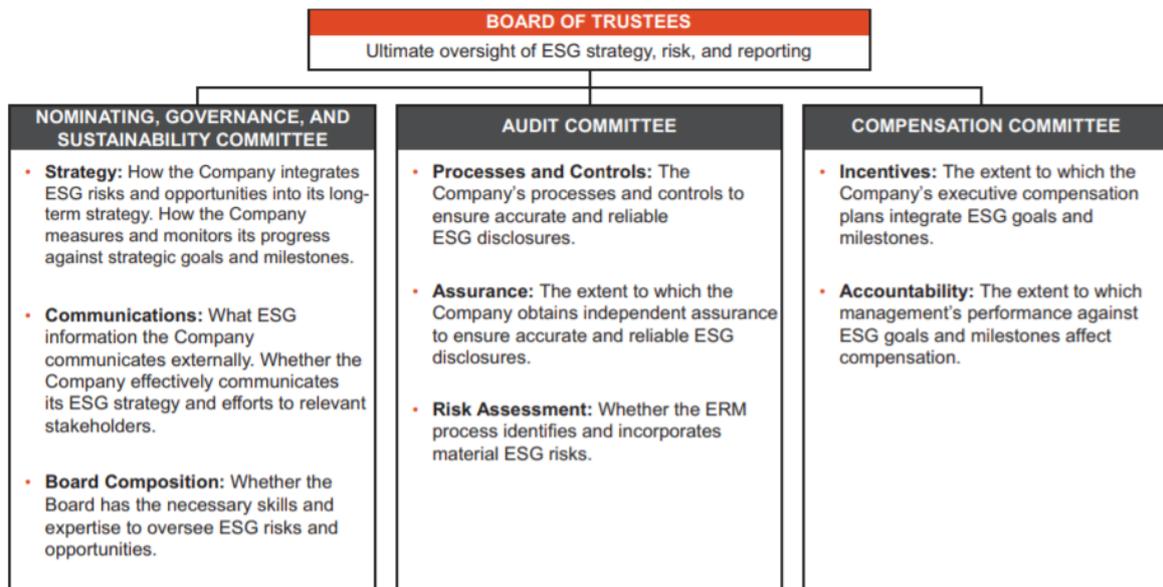
EMPLOYEES	
<ul style="list-style-type: none"> <li>• Direct engagement (group and individual)</li> <li>• Dedicated Learning and Development team</li> <li>• Development and upward mobility focus</li> <li>• New hire training programs and job aids</li> <li>• Ongoing training and job aids</li> <li>• Sustainability training</li> <li>• Active succession planning at all levels</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfaction surveys</li> <li>• Monthly employee newsletter</li> <li>• Wellness programs, including mental wellness</li> <li>• Monthly safety training at all properties</li> <li>• Annual safety training at company headquarters</li> <li>• 24-hour anonymous compliance hotline</li> <li>• Back up child care support for families</li> </ul>
CUSTOMERS	COMMUNITIES
<ul style="list-style-type: none"> <li>• Direct engagement at properties</li> <li>• Customer service functions</li> <li>• Satisfaction surveys</li> <li>• Environmental best practice postings at properties</li> </ul>	<ul style="list-style-type: none"> <li>• Employee volunteering</li> <li>• Cleanliness and safety surrounding properties</li> <li>• Industry trade group memberships</li> <li>• Conference and event participation</li> </ul>
INVESTORS	SUPPLIERS AND VENDORS
<ul style="list-style-type: none"> <li>• Investor Day in 2021 provided insight into company strategy, performance, and outlook</li> <li>• Ongoing company presentations to update investors on macro and company specific topics</li> <li>• Quarterly supplemental earnings disclosure</li> <li>• Quarterly earnings calls</li> <li>• Direct engagement with management team</li> <li>• Dedicated investor relations team</li> <li>• Conference and event participation</li> </ul>	<ul style="list-style-type: none"> <li>• Direct engagement</li> <li>• ERM and compliance programs addressing anti-boycott, anti-bribery, export restriction, and trade sanction issues</li> <li>• Supplier code of conduct agreement focused on:               <ul style="list-style-type: none"> <li>○ Prohibiting corrupt or unfair business practices</li> <li>○ Antitrust and fair competition agreements</li> <li>○ Employment law agreements, including involuntary, anti-discriminatory, and child labor</li> </ul> </li> </ul>

## ESG GOVERNANCE

Our Environmental, Social, and Governance Steering Committee (ESG Committee), comprising our CEO and other senior executives, directs, supports, and reports on the company's ongoing commitment to environmental, health and safety, social responsibility, governance, and other related matters. The ESG Committee is guided by the [Charter of the Environmental, Governance, and Sustainability Committee](#).

The ESG Committee reports to and receives guidance from our Board of Trustees through formal and informal meetings and interactions. The Nominating, Governance, and Sustainability Committee provides comprehensive oversight, the Audit Committee focuses on reporting and data integrity, and the Compensation Committee focuses on accountability through compensation.

In 2021, the Board of Trustees confirmed its commitment to effective oversight of the company's sustainability risks and opportunities, and to ensuring the company's progress across our sustainability initiatives by clarifying the allocation of oversight responsibilities among its standing committees:



## MATERIALITY

We focus on the sustainability issues that materially affect Public Storage, the environment, and our shareholders, employees, communities, and other stakeholders, in order to drive continual advancement. We seek to identify the issues that will impact our ability to continue creating long-term growth and value in a resilient and sustainable manner.

We have identified the items below as our most important environmental, social, and governance considerations through our sustainability strategy, input from stakeholders, and ERM framework:

### **Environmental**

- Climate change
- Energy consumption
- Carbon emissions
- Environmental management integration
- Water consumption
- Waste management

### **Governance**

- Sustainability governance integration
- Data security
- Financial and non-financial risk management
- Transparency and reporting
- Executive compensation
- Director compensation

### **Social**

- Health and safety
- Wellbeing (employee, customer, and community)
- Diversity and inclusion
- Corporate culture
- Talent management
- Learning and development

# OUR PEOPLE

Our people are the heart of Public Storage’s business, bringing our values to life through the service that they provide and through the energy and passion that drives us to become an ever more responsible and sustainable business.

We place a high degree of trust and authority in our property operations team with support and oversight from our leadership and corporate operations group. Public Storage is passionate about creating excellent workplaces characterized by optimal organizational wellbeing and productivity of our employees. We pride ourselves on the values of teamwork, care, and excellence. Our policies and programs are designed to make employees’ working lives productive and rewarding. We foster an open, supportive, diverse, and inclusive culture, and regularly monitor and evaluate our performance in this regard.

## 2021 PEOPLE HIGHLIGHTS

- Recognized by Forbes as one of “America’s Best Large Employers.” In addition, recognized by Comparably as a “Choice Employer” with an “A+” Culture Score based on employee feedback. We also received eight “Best Company” awards including recognition for diversity, employee happiness, career growth, and company outlook;
- Bolstered employee satisfaction with greater specialization and upward mobility at our property and customer care center levels;
- Raised property manager wages by 13%, on average, and promoted 459 managers due to their outstanding field leadership and customer service;
- Increased diversity representation in the management ranks and formalized a diversity hiring policy, thereby strengthening our broader diversity with an employee base that is 68% female and 52% people of color; and
- Continued focus on the health and wellbeing of our employees and customers through paid time off assistance, COVID-19 testing coverage, access to subsidized childcare at home or nearby facilities, and eldercare resources along with bolstering mental wellness support to all employees. Rolled out an enhanced employee assistance platform that offers innovative wellbeing solutions and provides virtual and in person assistance to help our employees navigate life challenges.

## EMPLOYEE ENGAGEMENT

Because employee engagement is instrumental in understanding the effectiveness of our strategies, we conduct various surveys that measure commitment, motivation, and engagement, in addition to soliciting broader employee feedback that helps us improve.

Each year, we conduct a formal employee engagement survey and a pulse check survey to measure engagement. In 2021, 80% of our employees participated in our employee engagement survey (first quarter) and 85% in our pulse survey (fourth quarter). We were pleased to see employee engagement of 79% in the fourth quarter and we are committed to continuous listening and improvement for our employees. Team members also recognized each other in force, utilizing our Online Academy, they shared 79,000 peer-to-peer recognition instances last year.

We are proud to be included in the Forbes and Statista “America’s Best Large Employers” award list and to have been recognized by Comparably, Inc. as a “Choice Employer” with an “A+” Culture Score based on employee responses across 18 culture metrics, among other recognitions.



## HUMAN RIGHTS

A core value at Public Storage is treating individuals with dignity and respect inside our organization and throughout our supply chain. Respect for human rights is fundamental to our success and the communities where we operate. Employees are united by values that demonstrate our insistence on “doing the right thing.”

Our commitment to human rights embodies and reflects these values as they influence everything we do and serve as the guiding principles that drive Public Storage every day. Where appropriate, we engage in dialogue with stakeholders on human rights issues related to our business and the communities in which we operate.

## DIVERSITY, EQUITY, AND INCLUSION

Public Storage is committed to an inclusive workplace that embraces and promotes diversity, pay equity, and equal opportunity. The principle of non-discrimination permeates all aspects of our business.

We are united under one common goal—creating a diverse and inclusive environment where all employees feel valued, included, equal, and excited to be part of a best-in-class team. With nearly 5,800 team members from all different races, backgrounds, and life experiences, we celebrate inclusion and value the diversity each person brings to Public Storage. We believe our commitment to diversity and inclusion makes us a stronger company and instills a sense of pride across our teams and the customers we serve.

Public Storage supports our people and removes artificial barriers from the workplace. We train all employees on sexual harassment and discrimination upon hiring and refresh on an annual basis. We set expectations early with new managers participating in our Diversity and Inclusion training, which supports how each of us plays a role in fostering a positive and inclusive environment. This approach creates an atmosphere where different perspectives and views are explored, discussed, and challenged. Our new senior managers participate in Unconscious Bias: Understanding Bias to Unleash Potential, which we partner with Franklin Covey to deliver. This training helps leaders address and understand their biases, which helps improve decision-making and increase performance across our organization.

Recruitment, selection, and promotion of individuals into specific positions or for development opportunities is determined on personal/professional merit, and all employees are subject to the same rules and conditions of employment without regard to any individual differences.

Our employees are:

**68%**  
Female

**40%**  
Female  
Managers

**52%**  
People of Color

**32%**  
People of Color  
Managers

In 2021, our employee promotions were:

**74%**  
Female  
Promotions

**49%**  
People of Color  
Promotions

### 2021 DIVERSITY, EQUITY, AND INCLUSION HIGHLIGHTS

- Our CEO, Joe Russell, signed the CEO Action for Diversity and Inclusion pledge
- Began disclosing our annual Equal Employment Opportunity Report (EEO-1)
- Comparably voted Public Storage one of the Best Companies for Women and for Diversity
- Increased diversity representation in the management ranks and formalized a diversity hiring policy

CELEBRATING OUR CULTURE



## HEALTH, WELLNESS, AND SAFETY

Public Storage is committed to the total well-being of our employees, customers, and other stakeholders. Safe practices are infused across our systems, operating procedures, and the way we think and act.

We provide health plans and programs, tools, and resources that empower our employees to explore their needs and evaluate for themselves what makes sense in achieving a healthy and balanced lifestyle. These include:

- Comprehensive health benefits available to virtually all employees (only need to work 20 hours or more per week)
- Paid time-off benefits
- Progressive benefit premiums focused on those earning less than \$50,000 per year
- Dedicated health and wellness website providing educational and motivational content
- Employee wellness surveys
- Individual and team contests that promote goal setting, action, and monitoring
- Access to free annual flu shots
- Employee guidance resources with access to free counselling services through various channels (web, phone, in person)
- Discount programs for fitness centers, auto/home insurance, legal services, pet insurance, and more
- Programs for retirement planning including a 401(k) plan with matching employer contributions
- Subsidized childcare

We are committed to providing safe self-storage facilities for our customers and employees. Health and safety criteria are regularly assessed at our properties and corporate office.

Workplace health and safety training is provided to new team members upon initial employment. Programmatic ongoing training and event-driven training (regarding workplace or operations, plant or equipment, legislation, policy, work process, and other changes) are also provided. Furthermore, task-specific training is conducted in regards to work activities, workplaces, and equipment. Our approach is hands-on and interactive to ensure complete understanding of procedures. Records of training conducted and participation and acknowledgment of training by team members are tracked by the Human Resources department.

Our health and safety performance is maintained at a high level across all areas of our business. This is due to our precautionary approach to individuals' health and safety. Our most frequent incidents happen when our customers move in and stack their possessions, not heeding relevant safety considerations, such as wearing gloves. We remind our customers to take sensible measures through email advice and postings in our stores. We keep first aid kits in our stores to deal with small cuts and scrapes and report all incidents via our reporting procedures, so we can assess and address where possible the root causes of any injury. We will always aim to be accident and injury free, where it's within our control.



## LEARNING AND DEVELOPMENT

Our people power Public Storage's success. We equip our employees with skills, tools, and knowledge to help them grow as individuals and contribute to the value of the organization through engagement. We empower our employees through learning and development programs.

We believe that our associates are our greatest asset, and while many companies reduced their workforce in 2021, Public Storage grew in numbers across the country. Along with adding new team members, we developed three new career path options for frontline-employee career advancement. These types of growth opportunities lead Public Storage team members to have an average tenure of more than 8 years for corporate employees and nearly 4 years for front-line property managers.

We devote attention to the continuous improvement of skills and knowledge. The PS Academy is a world-class learning platform aimed to develop our people and leaders. Comprehensive training is defined and updated at minimum every year, in line with Public Storage's strategy, people accreditation, and regulatory requirements. The performance management process includes the definition of a personalized skills development program for employees. We support our managers and teams in setting development priorities through training and on-the-job learning activities.

Most of our new hires join us as property managers without any experience in the self-storage industry. Our hands-on training program matches new hires with a Key Training Professional (KTP) and provides close coaching and development from a district manager, which makes our newly onboarded teammates ready to manage a property after about two weeks.

We have multiple career path opportunities for our property teams, and many choose to grow their entire career with us while learning new skills and taking on additional responsibility. Some choose to focus on developing people, others desire to learn multi-unit property management, and many want to build their career around ensuring our customers receive the best possible service. For those who enjoy the challenges that come with managing multi-unit portfolios and people, we offer our District Manager-in-Training program, which prepares some of our best teammates to become successful District Managers at the company as described below. We believe the quality of customers' interaction with our employees is critical to our long-term success.

### 2021 LEARNING AND DEVELOPMENT HIGHLIGHTS

- Employees completed over 440,000 training events in 2021 (averaging over 79 hours per employee) mainly delivered through our PS Academy and other training events resulting in elevated skillsets, career advancement, and upward mobility
- Employee-to-employee recognitions of appreciation through our Employee Service Award program increased to 79,000 instances, up 46% from 2020
- Additional learnings through *The Insider*, our monthly newsletter that provides learning and development, company updates, and employee recognition

## LEADERSHIP DEVELOPMENT

Leadership development is a fundamental pillar of the Public Storage culture and our employee journey. We seek to develop leaders that thrive while elevating the progress, performance, and upward mobility of their fellow teammates.

- **Property Training:** New hires begin their journeys by training at our self-storage properties. This hands-on blended learning program provides insight into our property-level operations, engendering a strong understanding of customer focus. The foundational experience positions our leaders to guide, mentor, and develop their teams into the future.
- **Custom Development Programs:** Our programs are customized by position. For instance, new District Managers engage in a paid three-month development program before they take on a new role. Each of the new hires are assigned an individual mentor to learn the business through specific curriculum designed to teach the industry and key experiences. The training is bolstered by programmatic eCourses provided through the Public Storage Academy.
- **Change Management Training:** Change management is a critical skill that is particularly relevant as we innovate and continuously improve our operations. We partnered with The Ken Blanchard Companies to provide training through their Leading People Through Change program, which helps our leaders predict, identify, and respond to team concerns while utilizing advocates to champion change through explanation, buy-in, and commitment.
- **Real Estate Engagement and Learning (R.E.A.L.):** This program was specifically designed for our asset management, real estate, construction, and third-party management teams. The program creates collaboration and cohesion across the teams through sharing of knowledge and skills, and access to professional development resources.
- **New Senior Leader Training:** This six-month program equips new leaders with the tools they need for effective transition through a 30/60/90-day roadmap. Each month, this group of leaders meets for open discussion of their experiences in order to learn from each other. The open discussion is bolstered by additional leadership topics and business insights facilitated by senior team members from across the company. The training fosters a clear understanding of the role, strong bonds with peers, and an expanded employee network.
- **District Manager in Training (DMIT):** This program is designed to enable our property managers to transition into field management. The nine-month program equips these leaders with the skillsets needed to move from an individual contributor to a team manager with responsibility for overseeing multiple properties. In addition to a strong curriculum, each DMIT will have a District Manager mentor for real-time training and advice.

### 2021 LEADERSHIP DEVELOPMENT HIGHLIGHTS

- Comparably designated us one of 2021's Best Companies for Career Growth and CEO
- Launched new Senior District Manager training program
- Launched new District Manager in Training program, providing career path expansion and upward mobility for our property managers

## COMPENSATION

Public Storage's compensation policy is to reward long-term performance, attract and retain talent through competitive, fair, and gender-neutral compensation. Performance is as much individual as it is collective. Public Storage is committed to the sincerity and transparency of the link between performance and compensation. This link is also a driver for employee motivation and commitment. We seek pay equity at all levels. Thus, people with similar roles and responsibilities receive comparable salaries. Compensation policies are reviewed each year by the Compensation Committee of our Board of Trustees. We ensure our alignment with best practices and our compliance with applicable legislation. We regularly participate in compensation surveys in order to assess our conditions within the business.

Talent retention is important, and we are proud to take a market-based approach for competitive wages and full-time benefits, available to all employees who work a minimum of 20 hours per week. Last year, Public Storage increased starting wages for frontline associates by 13% and continued to ensure all employees have access to affordable health care. To take healthcare affordability a step further, our philosophy is to tier our contributions based on wages. This means our executives and higher paid team members contribute a higher rate for benefits to help provide the most affordable rates and improve healthcare equity for frontline associates. In 2021 we provided affordable health plans and program options to virtually all our employees (99.5%).

On top of competitive wages and best-in-class healthcare options, many of our property managers are able to take advantage of on-site apartments with free utilities. With more than half of all properties housing associates, resident property manager tenure was 6 years, on average, in 2021. This is a unique benefit we are able to offer our employees, at a time when rent rates have risen substantially across the country.

### 2021 COMPENSATION HIGHLIGHTS

- Raised Property Manager wages by 13%, on average
- Promoted 459 managers due to their outstanding field leadership and customer service

# OUR COMMUNITIES

Public Storage is committed to partnering internally and externally to have a positive impact on our communities. We define our communities as our immediate neighbors and those in the local areas surrounding our properties. We support and empower our community partners by focusing on building positive and lasting relationships, and maintaining sustainable operations. We believe that having open and transparent dialogue with our local communities enables us to create a congenial environment for our neighbors, customers, and employees alike.

Compliance with local laws and regulations is paramount to the sustainability of our operations and being a good member of the community. We consult and develop compliance action plans for the areas in which we operate. The effectiveness of our community engagement is continuously reviewed and adjusted to ensure that we sufficiently address community interests and opportunities.

Our community efforts include:

- Maintaining clean and safe surroundings
- Employee volunteering
- Membership in trade industry associations
- Sustainability initiatives
- Property redevelopment and adaptive reuse
- Engagement in planning stage of development
- Property environmental assessments
- Accessibility and traffic impact assessments
- Noise and waste controls during development



**Polar Plunging in Minnesota to support the Special Olympics**

## 2021 COMMUNITY HIGHLIGHTS

- Contributed to the [Nareit Hawaii Community Giving Initiative](#), an organization dedicated to supporting forward thinking programs that are creating affordable housing solutions and improving the quality of life for families across Hawaii.
- Contributed to [Project Blue – The Healthy Room Project](#), an organization that partners with outreach programs in South and East Los Angeles that enable kids to reach personal success through developing purpose, positive identities, resilience, and character through safe after-school sports and STEM activities.

# OUR CUSTOMERS

Delivering an industry-leading customer experience is central to Public Storage's strategy. We are committed to understanding our customers' needs, providing tailored storage solutions, and delivering on our brand promise. Customer engagement and insights inform our strategy, which aims to deliver superior experiences and, in turn, drive retention and referrals. Our policies and procedures are designed to protect the health, safety, and privacy of our customers. We monitor these programs and update regularly based on our learnings.

A majority of our customers are individual residential users, whose storage needs range from short-term to long-term. The remainder of our customers are businesses, ranging from local small businesses to multi-national companies requiring a storage network.

We actively engage with our customers directly on-property and through our Customer Care Center, satisfaction surveys, dedicated blog, and additional social media channels. Our social media strategy includes communicating our wider corporate responsibility activities, how customers can act in sustainable manners, the favorable environmental aspects of our properties, recognition we are gaining within the sustainability space, and case studies of how we have helped our local communities.

From the many positive customer responses to our social media content, we know that our customers are engaged with our social and environmental activities. Our programs are important to them and they know we take our responsibilities seriously.

## 2021 CUSTOMER HIGHLIGHTS

- Nearly 128,000 Google reviews collected with an average rating of 4.8 out of 5 stars. Our all-time rating currently stands at 4.8 out of 5 stars.
- Nearly 1.3 million customers moved into our properties, with nearly 50% utilizing our eRental online lease

# OUR SUPPLIERS AND VENDORS

We commit to working with our partners, suppliers, and contractors to improve sustainability performance throughout our supply chain. These suppliers deliver creative and marketing services, legal and financial services, and a full range of real estate products and services.

To drive positive change, we ask our suppliers strategic questions and evaluate different options using a wide variety of criteria. Sustainable procurement means going beyond price, quality, and value to also incorporate environmental, social, and governance considerations into our supply-chain decisions and purchases. Our procurement strategy contributes to local communities and helps reduce negative environmental impacts.

We continually look for opportunities to increase dialogue and improve understanding, both internally and externally, on sustainable sourcing. We are currently seeking ways to reduce the embodied carbon inherent to our property development and redevelopment activities. This includes sourcing environmentally friendly building materials available today, and allocating capital and additional resources towards deep decarbonization, including the development of zero carbon steel and cement in conjunction with [Energy Impact Partners](#).

## 2021 SUPPLIER HIGHLIGHT

- Engaged corporate and property-level poster vendor that utilizes eco-friendly materials
- No issues raised by or regarding our suppliers via our confidential Whistleblowing Helpline

# OUR ENVIRONMENT

Public Storage's desire to further enhance the sustainability of our company and portfolio underpins our sustainability strategy. We consider potential environmental impacts—both positive and negative—into our decision making across the business. The following features of our properties reflect the company's commitment to responsible environmental stewardship:

- **Low Environmental Impact:** On average, one-to-two Public Storage employees operate each property at any given time, and our customers are only occasionally on-site because they do not work or reside there. As a result, our properties consume less energy, emit less carbon, use less water, and produce less waste relative to other real estate types.
- **Proactive Initiatives:** Despite our light environmental footprint, we proactively strive to reduce our impact further through initiatives such as “on demand” LED lighting, solar power generation, and low-water-use landscaping. These are environmentally friendly initiatives that also generate good economic returns on invested capital.
- **Low Obsolescence:** Properties have retained functional and physical usefulness over many decades. In fact, many customers favor our single-story, drive-up properties built in the 1970s and 1980s due to their central locations and accessibility. This contrasts with other real estate types that require frequent reinvestment (i.e., capital expenditures) to stay current with consumer preference, remain competitive with newer competition, offset heavier wear-and-tear by users, and maintain structural operating efficiency.
- **High Structural Resilience:** We build and operate our properties to withstand the test of time, including general aging and acute and chronic risks from rising water levels, changing temperatures, and natural disasters.

Our approach identifies opportunities for efficiencies in energy consumption, carbon emission, water consumption, waste production, and strengthening resilience across the portfolio. Efficiency and resilience projects are assessed on the basis of return on investment for both the environment and our investors.

When undertaking our development and redevelopment properties, we recognize the crucial importance of appropriate design. We seek passive design solutions that aim to reduce heating, cooling, lighting, and ventilation energy use. Our design and material specifications aim to incorporate the benefits of thermal mass and reduce cooling energy use. We also utilize a range of technologies to minimize heat transfer (particularly in climate and/or humidity-controlled storage). In cases where we are required to remediate land or contaminated sites, we seek expert advice and endeavor to conduct work in a sustainable manner.

Natural hazards including severe storms, flooding, and wildfires may impact our operations and properties. We employ comprehensive business continuity and disaster resiliency plans in the face of environmental events that are outside of our control.

## ENVIRONMENTAL IMPACT REDUCTION PROGRESS

Over the past three years, we reduced our energy consumption, carbon emission, water consumption, and waste production intensities by 22%, on average, across our stabilized portfolio. The reductions were primarily driven by conversion to LED lighting and low-water use landscaping. Combined with our inherently light environmental footprint, these initiatives result in an impact that is approximately 82% lower than other property types, on average. We are committed to identifying and acting upon additional initiatives that will further reduce our impact.

Environmental Intensities					
Metric	Reductions		2021 Intensities		
	One-Year Vs. 2020	Three-Year Since 2018	Public Storage	Other Property Type Average <sup>(1)</sup>	Public Storage Relative Impact
Energy Consumption (kWh/SqFt)	-7%	-18%	1.44921	7.55966	-81%
Carbon Emission (MTCO <sub>2</sub> e/SqFt)	-9%	-27%	0.00045	0.00234	-81%
Water Consumption (Kgal/SqFt)	0%	-13%	0.00155	0.01469	-89%
Waste Production (Ton/SqFt)	-2%	-31%	0.00013	0.00061	-79%

1. Urban Land Institute, Greenprint Performance Report, Volume 12. Other property types include multifamily, office, industrial, and retail. Hotels were removed from ULI's most recent report.

## SELECT ENVIRONMENTAL HIGHLIGHTS

- Full operational control of our nearly 2,800 owned self-storage properties
- Proprietary operating platform that enables centralized workflows, monitoring and control of systems, and paperless processes across the company
- Building envelope audits and environmental assessments (e.g., energy, water, and waste) conducted on owned and potential new acquisition properties
- Older, less-efficient properties are actively upgraded through our Property of Tomorrow and redevelopment programs. Property of Tomorrow was started in 2018 to enhance older facilities across the portfolio through initiatives that make economic, environmental, and branding sense.

## SELECT ENVIRONMENTAL INITIATIVES

### ENERGY

- Efficient HVAC systems
- Internal temperature band controls
- Sensored “on-demand” lighting
- LED lighting (internal and external)
- Solar power generation and use
- High-reflectivity “cool” roofs

### WATER

- Efficient plumbing systems
- Low-water irrigation systems
- Drought-tolerant and native landscaping
- One restroom per property, on average
- Water run-off controls
- Storm water retention



### WASTE

- Waste recycling program
- Sale of recycled packaging materials

## ENERGY CONSUMPTION

Energy usage at Public Storage properties is low relative to other property types, partly because our customers do not live or work at the property and many visit infrequently. Additionally, only one or two Public Storage employees are typically working on-site at a time. On-property energy usage includes heating, lighting, elevators, and other minor operational elements. In turn, these activities are our primary source of carbon emission.

Despite our low impact, we reduce our energy usage and carbon emission further through efficient HVAC systems, internal temperature control bands, sensed “on-demand” lighting, internal and external LED lighting, solar power generation, and high reflectivity “cool” roofs. We are investing environmental capital in properties as we upgrade visual and physical branding across the portfolio through the Property of Tomorrow program. This multi-year program is funded with over \$600 million into initiatives that make economic, environmental, and branding sense. This includes the aforementioned items, in addition to higher-efficiency offices, enhanced digital security, and branding.

We are also seeking ways to reduce the energy use and embodied carbon inherent to our property development and redevelopment activities. This includes sourcing environmentally friendly building materials available today, and allocating capital and additional resources towards deep decarbonization, including the development of zero carbon steel and cement in conjunction with [Energy Impact Partners](#).

## SOLAR PROGRAM

Our properties with roof-mounted solar installations generate low carbon electricity that, in some cases, can fully offset our individual property electric utility costs and generate income on electricity we sell. We have 71 properties that generate renewable solar electricity, with an additional 337 stores under contract to add solar installations. In addition, we are exploring adding solar installations for Community Solar at our stores in Connecticut, New Jersey, and Maryland. Solar generation presents a significant opportunity across our portfolio.



## 2021 ENERGY OPTIMIZATION HIGHLIGHTS

- Reduced same-store energy use intensity by 7% versus 2020 and 18% versus 2018
- Added solar production capacity to 50 properties. We now have 71 properties with solar, 337 properties under contract to add solar, and plans to reach 1,000 properties with solar over the next few years.
- Enhanced 318 properties under our Property of Tomorrow program rebranding and enhancement initiative
- Partnered with Energy Impact Partners, which is driving revolutionary technology towards net zero emissions. More information [here](#).

## WATER USAGE

Water usage at Public Storage properties is also low relative to other property types. On-property water usage includes bathroom facilities (only one bathroom at each property, on average), landscape irrigation, and cleaning.

Despite our low impact, we are further reducing our usage through efficient plumbing systems, low-water use irrigation systems, drought tolerant and native landscaping, water run-off controls, and storm water retention. We are currently in the process of converting to low-water use landscaping across our portfolio.

### 2021 WATER USAGE HIGHLIGHTS

- Converted 234 properties to low-water use landscaping. Further information [here](#).

## WASTE MANAGEMENT

Our main source of waste is from customer move-out activities at our properties. We encourage customers to use appropriate behavior and best practices, including taking full responsibility for their items and waste/recycling segregation. In cases where customers do not fulfil their removal and disposal obligations, our waste contractor provides further waste segregation and recycling services post collection.

### 2021 WASTE MANAGEMENT HIGHLIGHTS

- Reduced same-store waste production intensity by 2% versus 2020 and 31% versus 2018
- Worked with our waste contractor and store teams to improve recycling rates and quality of waste data
- Installed monitoring cameras inside dumpsters at over 200 stores to help manage frequency of use and number of pick-ups

## GREEN BUILDING CERTIFICATIONS

Public Storage is pursuing the achievement and maintenance of green building certifications through LEED and BREEAM. We currently have five properties that have received LEED certifications and an additional two that are on track to achieve certification.

We proactively evaluate our prototype and design standards for opportunities to improve future developments and redevelopments. Our goal is to provide properties that have an environmental benefit for the communities we serve and our operations team that serves them.

We commit to continually refining our green building strategy with the intent of further proving the low-impact nature of our portfolio, applying the learnings from the process across our existing portfolio, and strengthening our position as environmental leaders in the self-storage space.

### 2021 GREEN BUILDING CERTIFICATION HIGHLIGHT

- Actively engaged in new certification programs with LEED through the U.S. Green Building Council and BREEAM

## ENVIRONMENTAL MANAGEMENT SYSTEM

We are committed to formalizing our Environmental Management System (EMS) to further infuse sustainability across our organization, enhance our program, and bolster our results. Public Storage aims to align our EMS with International Standards Organization (ISO) 14001, an internationally recognized approach to environmental management.

The key elements of our strategy include:

1. **Plan:** Materiality review, together with asset level risk and opportunity analysis, to develop control procedures, objectives, and targets with the goal of continual improvement
2. **Implement:** Improvement programs based on materiality and assessed risk/opportunity
3. **Monitor and Measure:** A variety of data-based approaches to regularly monitor and measure sustainability performance
4. **Review:** Complete regular progress reviews, which are critical to ensure our approach is refined and improved, and use external methodologies, including GRESB and CDP, to benchmark our relative performance.
5. **Report:** Reporting progress on an annual basis at minimum

### 2021 ENVIRONMENTAL MANAGEMENT HIGHLIGHT

- No ESG controversies

# CLIMATE RELATED RISKS AND OPPORTUNITIES

Public Storage is committed to managing climate-related risks and opportunities. Our Board of Trustees and management acknowledge climate change as being a material consideration for Public Storage and our disclosures aim to be in accordance with Task Force on Climate-related Financial Disclosures (TCFD) recommendations.

## GOVERNANCE

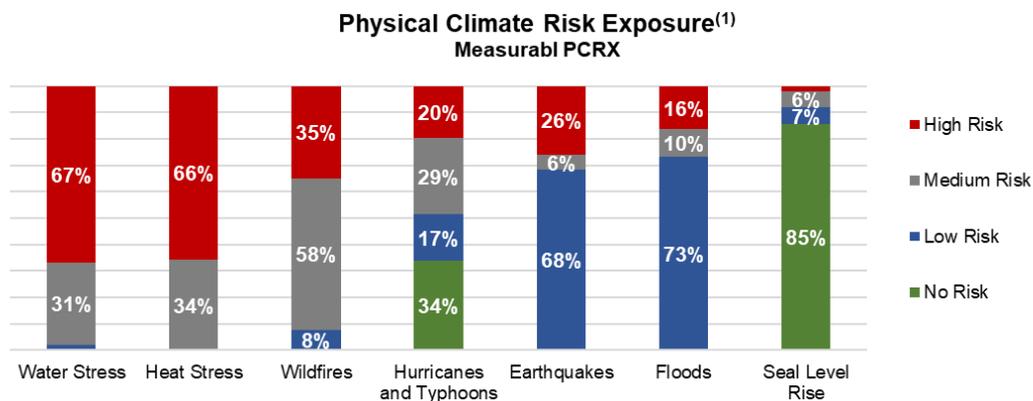
Our ESG Committee has primary responsibility for climate-related activities. The ESG Committee reports directly to the Board’s Nominating, Governance, and Sustainability Committee, which oversees our broader sustainability initiatives, the Audit Committee, which focuses on reporting and data integrity, and the Compensation Committee, which focuses on accountability through compensation.

## STRATEGY

We assess risks and opportunities at the individual property and corporate levels as part of processes across our operations. We are long-term real estate owners, and we consider short, medium, and long-term (i.e., greater than 100 years) time horizons in our assessments. We give primary consideration to physical, regulatory, legal, market, and reputational risks. Examples include heat/water stress, natural disasters, pandemics, temperature change, and regulatory compliance.

## RISK MANAGEMENT

The identification of risks and opportunities takes place at all levels of the company. In 2021, we began using Measurabl’s Physical Climate Risk Exposure (PCRX) system to help identify climate risks and opportunities at the individual property level across the portfolio. PCRX provides risk scores for physical risks including floods, heat stress, hurricanes and typhoons, sea level rise, water stress, earthquakes, and wildfires. Potential stress from heat (i.e., rising temperatures) and water (i.e., change in supply/demand) are our biggest identified risks.



1. The 2021 same-store property pool, excluding three properties that are not yet analyzed by PCRX. Certain categories may not add to 100% due to rounding.

We are addressing potential heat stress risks (e.g., higher energy costs, more frequent power outages, and impacts on our customers and workforce) through initiatives such as converting to LED lighting, solar installation, and analyzing battery storage and microgrids. We are addressing potential water stress risks (e.g., increased costs and decreased availability) through initiatives such as

efficient plumbing systems, low-water use irrigation systems, drought tolerant and native landscaping, water run-off controls, and storm water retention. We address the remaining risks primarily through natural disaster resilient development, redevelopment, and capital expenditures.

Additionally, our field personnel provide frontline insights in regard to property and local conditions. Our operations team utilizes significant data in order to monitor and remedy building envelope and usage outliers. Our property development and acquisition teams assess risk in regards to new opportunities. We utilize our comprehensive ERM framework to provide management and the Board with an understanding of the risks associated with company strategy and business objectives and to track our risk profile and mitigation efforts over time. We are committed to formalizing our EMS to be utilized as part of our ERM.

Public Storage has identified changes that we deem likely to occur, including:

- A focus on electrification and decarbonization
- An increase in carbon emission taxation and fines
- An increase in standards, especially for buildings
- Higher financial reporting expectations, including scope 3 emissions
- The introduction of a carbon price

Reducing our carbon footprint is important to allow us to:

- Avoid property-level risks, including valuation declines
- Minimize costs by investing at the right time
- Minimize potential taxation, including carbon emission taxation
- Utilize our sustainability credentials to attract customers, employees, and investors
- Maintain long-term resilience, growth, and value creation

## NET ZERO PATHWAY

We are working towards a net zero pathway, including consideration of science-based targets. Our diligence process has included engaging an expert consultant, understanding the perspectives of relevant third parties, researching alignment commitments made by other companies, and analyzing internal processes to understand the practicalities of a pathway. In the meantime, we have focused on action, by meaningfully reducing our carbon intensity over the past three years. Our efforts are ongoing and we will continue to update our stakeholders on our progress.

## 2021 CLIMATE RISK AND OPPORTUNITY ACHIEVEMENTS

- Reduced same-store carbon emission intensity by 9% versus 2020 and 27% versus 2018
- Implemented Measurabl's Physical Climate Risk Exposure (PCRX) system to help identify climate risks and opportunities at the individual property level across the portfolio
- Partnered with Energy Impact Partners, which is driving revolutionary technology towards net zero emissions. More information [here](#).

# OUR ETHICS AND GOVERNANCE

Ethics and integrity are core principles of Public Storage. Our actions are guided by a strict sense of responsibility and a duty of transparency. We expect our employees and stakeholders to respect our fundamental values and ethics, and to abide by applicable regulations.

The adoption of ethical and responsible practices defines the way we do business. This is a required condition for the resilience and sustainability of our operations and properties. Maintaining and reinforcing trust with our customers, employees, and other stakeholders is a priority.

Robust corporate governance focused on managing sustainability issues helps us to:

- Be more competitive
- Maintain success while managing risk
- Create long-term resilience, growth, and value

We align our strategy with the challenges facing our industry and regulatory changes related to sustainability. We integrate non-financial risks into our governance and processes. We strengthen the alignment of our values and processes, as well as internal synergies around sustainability issues. In addition, we will formalize the links between our existing policies, guidelines and processes, and sustainability issues. This strengthens our transparency and our sense of duty to our stakeholders.

## 2021 ETHICS AND GOVERNANCE HIGHLIGHTS

- 100% of employees, executive management, and trustees attested to their understanding of the [Code of Conduct](#)
- No ethics-related fines, penalties, or settlements
- Ongoing involvement in local trade associations for the self-storage industry. In 2021 the total amount of the membership fees across the group was approximately \$338,000.

## CORPORATE GOVERNANCE

Our Board oversees senior management to ensure that we serve the long-term interests of the company and our stakeholders. Our trustees take a proactive, focused approach to their oversight responsibilities. Our corporate governance is structured to foster principled actions, informed and effective decision making, and appropriate monitoring of performance, risk, and compliance. Trustee decisions are governed by the [Corporate Governance Guidelines and Trustees' Code of Ethics](#), in addition to individual committee charters.

As discussed above, in 2021, the Board of Trustees confirmed its commitment to effective oversight of the company's sustainability risks and opportunities and to ensuring the company's progress across our sustainability initiatives by clarifying the allocation of oversight responsibilities among its standing committees including the Nominating, Governance, and Sustainability Committee, Audit Committee, and Compensation Committee.

Having robust governance bodies is a priority for Public Storage. Our Board seeks trustees with diverse backgrounds and experience, such that the collective expertise of each of them contributes to the implementation, management, and supervision of our business activities. The Board provides guidance, direction and oversight to advance the interests of Public Storage and our stakeholders.

Public Storage is committed to respecting the rules of governance. To this end, we have established transparent financial reporting and effective internal controls. It is organized in such a way as to promote a strong culture of awareness of compliance, business ethics, and risk management.

### BOARD COMPOSITION, INDEPENDENCE, AND DIVERSITY

The fourteen members of our board are:

- 86% independent
- 36% female
- 29% racially diverse (self-identified)
- 21% aged in the 40s, 65% in the 60s, and 14% in the 70s

Ensuring an appropriate balance of experience and diversity are key focus areas for the NGS Committee and the Board. Our Board reflects diverse perspectives, including a complementary mix of skills, experience, and backgrounds, that we believe are paramount to our ability to represent the interests of all stakeholders. Our Board recognizes the importance of diversity and supports management's efforts to enhance all aspects of diversity throughout the company.

Our trustees have a broad range of experience in varying fields, including finance, real estate, financial reporting, banking, international affairs, governance, marketing, retail, operations, legal, and cybersecurity/technology. A majority of our trustees hold or have held directorships at other U.S. public companies. Five of our trustees, in addition to our Chairman and our CEO, have served as CEOs, and all have demonstrated superb leadership and analytical skills gained from deep experience in management, finance, and corporate governance.

Five of our trustees are women, and four trustees are racially diverse or self-identify as being from an underrepresented community. Additionally, our Chairman and our CEO have provided meaningful in-person opportunities for the Board to interact with key members of management beyond our executive officers on a quarterly basis. Half of our current executive officers are racially diverse or self-identify as being from an underrepresented community (including our Chief Administrative Officer and Chief Legal Officer), and a quarter of our current executive officers are female (including our Chief Administrative Officer).

## COMMITTEES OF THE BOARD

The Board has set up the following committees, each of which has a charter (available on our website) that is reviewed at least annually by the committee and the Board:

- The Audit Committee
- The Compensation Committee
- The Nominating, Governance, and Sustainability Committee (NGS)

## AUDIT COMMITTEE

The Audit Committee focuses on financial and other risks, including reputational and legal risks, affecting the company. The Audit Committee also discusses the company's policies with respect to risk assessment and risk management.

- **Oversight of Financial Risks:** The Audit Committee, which comprises entirely independent trustees and financial experts, is responsible for assisting the Board in fulfilling its oversight of the effectiveness of the accounting and financial reporting processes of the company and audits of its financial statements, including the integrity of the company's financial statements; the company's compliance with legal and regulatory requirements; the independent registered public accountants' qualifications, independence, and performance; and the scope and results of internal audits, the company's internal controls over financial reporting, and the performance of the company's internal audit function.
- **Oversight of Information Security Risks:** The Audit Committee also oversees cybersecurity and other information technology risks affecting the company. Management reports quarterly to the Audit Committee regarding information security. All four members of our Audit Committee have cybersecurity experience from their principal occupation or other professional experience. See "Corporate Governance—Cybersecurity" on page 32 of our 2022 Proxy Statement for more information about how the Audit Committee and the company are committed to properly addressing cybersecurity risks we face in today's global business environment. We have experienced no material information security breaches in the last three years. As such, we have not spent any material amount of capital on addressing information security breaches in the last three years, nor have we incurred any material expenses from penalties and settlements related to a material breach during this same time. We believe we are adequately insured against losses related to a potential information security breach, and do not carry any cybersecurity insurance.

## COMPENSATION COMMITTEE

The Compensation Committee focuses on risks related to our compensation program, including evaluating appropriate compensation incentives relating to the compensation of our executives and employees.

- **Oversight of Compensation Risks:** The Compensation Committee annually considers a report from management in their review of the company's processes for evaluating potential risks related to compensation policies and practices applicable to all employees and the company's management of such risks. Most recently, in February 2022, the Compensation Committee considered the Company's Annual Report on Form 10-K and also considered and discussed with management its conclusion that the company's compensation policies and practices are not reasonably likely to have a material adverse effect on our company.
- In connection with preparing the report for the Compensation Committee's consideration, members of our senior management team, including our CEO and Chief Administrative Officer, reviewed the target metrics for all of our employee incentive compensation plans. At the completion of the review, management and the Compensation Committee concluded that our incentive compensation plans did not create undue risks for the company.

## NOMINATING, GOVERNANCE, AND SUSTAINABILITY COMMITTEE

The Nominating, Governance, and Sustainability Committee focuses on risks associated with succession planning, corporate governance, Board effectiveness, and public policy matters, including political and charitable contributions. The NGS Committee also supports the Board in identifying and overseeing risks associated with ESG and sustainability matters and, as appropriate, coordinates with other Board committees on such matters (such as the Compensation Committee with respect to ESG-related compensation metrics and the Audit Committee with respect to internal controls regarding ESG reporting).

## CODE OF CONDUCT

Employees, executive management, and trustees must adhere and annually attest to our [Code of Conduct](#), which includes policies and standards around personal, professional, and marketplace integrity; anonymous reporting of concerns; and protecting company assets, records, and information. The Code of Conduct also covers the Foreign Corrupt Practices Act, antitrust and competition laws, anti-boycott laws, export control laws, insider trading laws, and equal opportunity, diversity, and anti-harassment standards. Executive management and trustees must also adhere to additional [Corporate Governance Guidelines and Trustees' Code of Ethics](#).

At all times, our employees must act—with loyalty, competence, care, and diligence—in the best interests of customers and other stakeholders. Identifying and understanding irresponsible behavior is a prerequisite for any corrective action. Ethical and accountability principles are a mandatory part of each employee's annual performance review. In addition, the whistleblowing procedures in place guarantee employees complete confidentiality in the event of a report. In all our activities, checks and balances ensure the proper monitoring of the systems put in place, in support of our corporate values and objectives. Employee training involves courses related to business ethics, compliance, and regulations.

Our Code of Conduct aims to:

- Define the expected behavior of all employees
- Make the connection between our company values, policies and guidelines, and individual actions
- Promote ethical decision-making
- Ensure that our behavior meets the highest standards of professional conduct

It covers a number of important topics, including:

- Compliance with the laws and regulations
- Ethics and transparency in the services provided to customers;
- Protecting confidential information
- Money laundering and corruption
- Maintaining a healthy environment, free from harassment and discrimination

Public Storage further expects its employees to promote Public Storage values outside their business activities and to speak up when they have a concern about a possible violation of the underlying Public Storage policies or the applicable laws.

We have put in place internal guidelines for issues that may impact our activities, our employees, or our other stakeholders. These arrangements ensure the active monitoring of compliance with regulations. All employees facing these risks are informed of regulatory changes. Public Storage's objective is twofold: maintain active communication on procedures and guidelines, and review ethics-related policies to integrate non-financial risks.

## ANTI-CORRUPTION AND BRIBERY

Public Storage prohibits employees from participating in schemes involving any payment or transfer of Public Storage funds or assets to any representative of suppliers, customers, public authority officials, or others in the form of commercial bribes, kickbacks, and other similar payoffs and benefits.

Bribery and corruption of suppliers and/or customers includes, but is not limited to:

- Gifts (except if customary business practice or in compliance with Public Storage's business expense policy);
- Cash payments reimbursed by Public Storage (except expenditures for meals and entertainment of suppliers and customers that are a customary business expense and in compliance with Public Storage's business expense policy);
- The uncompensated use of Public Storage services, facilities, or property (except if customary business practice and lawful);
- Loans, loan guarantees or other extensions of credit (except at prevailing commercial rates);
- Giving or receiving anything of value to (foreign) government officials, (foreign) political parties, party officials, or candidates for public office, suppliers or customers for the purposes of obtaining, facilitating (facilitation payments) or retaining business for Public Storage.

Public Storage also prohibits employees from receiving (other than salary, wages or other ordinary compensation from Public Storage), directly or indirectly, from suppliers, customers or others in connection with a transaction entered into by Public Storage, anything of a significant value, excessive hospitality, loans, or other special treatments. The same applies to any person having a close personal relationship with the employee.

Failure to comply with such commitments may lead to disciplinary or other measures against culpable employees, including the termination of employment and/or the termination of contracts with business partners, or to such contracts not being extended or changed for precautionary reasons.

As part of the mitigation of corruption risks, employees participate in a yearly declaration on conflicts of interest. In 2021, 100% of our employees participated in an online training about anti-bribery as part of our Code of Conduct refreshment training. No cases of corruption or bribery were reported during the year. There were no legal proceedings against Public Storage or its employees and no confirmed incidents when contracts with business partners were terminated or not renewed due to alleged corruption.

## INSIDER TRADING

Public Storage seeks to ensure that its employees do not abuse, or place themselves under suspicion of abusing, price sensitive or inside information that they may have or be thought to have, especially in periods leading up to an announcement of financial results or of price sensitive events or decisions. Public Storage's trustees and employees (or people closely associated with them) are prohibited from trading or attempting to trade in Public Storage securities or other financial instruments for their own account or for the account of a third party at any time when in possession of material nonpublic information or during a closed trading window (as such periods are communicated by management). Other restrictions, such as prohibitions of short sales, hedging, and otherwise disclosing or using inside information, also apply.

In 2021, 100% of employees participated in an online training about insider trading as part of our Code of Conduct attestation.

## WHISTLEBLOWING

Public Storage annually reviews and updates its whistleblower procedures, consistent with best practices. The procedures are designed to allow all concerned persons (e.g., employees, shareholders, executive or non-executive trustees, contractors, or suppliers) to disclose information internally on actual or potential acts, which they believe shows malpractice, unethical conduct or illegal practices in the workplace, without being penalized in any way. The policy also sets forth how concerned persons are to (i) safely express concerns, (ii) know who to contact, (iii) make a report, and (iv) to be protected for raising concerns. Concerned persons are expected to disclose or report the acts/incidents (e.g., crime, offense, misconduct, threat, or prejudice) that could occur in various contexts (e.g., financial markets, money laundering, anti-bribery, product safety, and compliance, health and safety, consumer protection and regulations). Public Storage ensures that employees act within the law and expects all concerned persons to adhere to all rules, policies and procedures.

A clear reporting procedure is in place to raise any wrongdoing in an appropriate way. Reported cases are handled by the Internal Audit department (independent reporting line to the Audit Committee) and, in case of conflict of interest, by the Legal department, treating any whistleblowing disclosure with the highest level of confidentiality. The identity of the reporting person will be protected at all stages in any internal matter to the extent reasonably possible and subject to national legislation. Concerned persons will be protected from retaliation, harassment, victimization or disciplinary action as a result of any disclosure.

## RISKS AND OPPORTUNITIES

Understanding risks and their potential impacts is at the heart of the Public Storage's sustainable approach. Our risk management framework makes it possible to see how risks interact over time and at different stress levels. It benefits from our commitment to transparency and informed decision-making. Tradition and a long-term perspective are the foundation of our convictions.

In this context, the notion of responsibility and the duty of prevention require an irreproachable control of risks. The Board determines the risk tolerance. This is monitored using indicators and risk limits. Reputational risks, ethical breaches, or data protection shortfalls are also monitored. We are aligned with industry best practice standards to articulate responsibilities and obligations for risk management. This standard allows us to integrate sustainability risks throughout the organization.

A culture of innovation and collective reflection permeates our business. We believe that incremental improvements in all of our activities create value for Public Storage's stakeholders. The successful implementation of our strategic objectives depends on the strength of our risk management. When we identify and analyze the main operational or non-financial risks, we also identify opportunities. These opportunities enable us to create and deliver products, services, processes, collaborations and tools in line with Public Storage's strategic objectives. Our commitment to sustainability is part of this approach. It contributes to the transformation of the activities of our industry to contribute to a more sustainable and responsible world.

### EXAMPLES OF MAIN RISK

- Regulatory framework
- Maintaining a long-term business model
- Capabilities and data management
- Good corporate citizenship
- Talent management
- IT risks
- Product suitability

### EXAMPLES OF MAIN OPPORTUNITIES

- Comply with current regulations
- Leverage increased levels of innovation
- Optimize the effectiveness of tools and processes
- Support the communities in which we operate
- Invest in training and development
- Utilize digital protection products
- Integrate sustainability criteria into investments

### DATA PROTECTION AND PRIVACY

Ensuring the privacy of our customers' personal data is paramount at Public Storage. We are committed to protecting the privacy of the data collected for the sole purpose of executing the self-storage contract, and to ensuring the security of the premises. The company has a privacy policy

and our contracts with our customers, suppliers, and employees contain data privacy provisions to ensure that all the rights and duties are understood by the parties.

Digitalization is accelerating and, with it, the risks of invasion of privacy. We are supporting these changes with digitalization projects. Our goal is to optimize certain processes and offer our customers new service options. At the same time, we focus on supporting seamless protection for our stakeholders. Information security policies and procedures define the classification and rules to be adopted for the purposes of confidentiality of information and compliance with regulations on the protection of personal data. They describe the organizational controls put in place to protect information. Our other security measures include firewalls, data encryption and 24-hour monitoring. This enables us to maintain the quality of technological systems and proactively detect unusual activity. In addition, all our employees are trained on the collection, the process, and the protection of personal data.

We ensure the confidentiality, integrity and availability of data. This is essential to maintain the trust placed by our customers, employees, and other stakeholders. Since the proliferation of remote work for our corporate employees, we have further strengthened our security capabilities. We can thus monitor the increasing number of threats involving phishing and social engineering.

We have an established Phishing Awareness campaign. We send out mock-phishing test emails to employees to continuously educate them in our efforts against phishing. Those employees who click on the campaign link are required to take additional training to increase their awareness.

We also focused on improving the user experience. To do this, we have simplified the processes and controls and consolidated security. We are continually and exponentially adapting our systems.

## CYBERSECURITY

Public Storage devotes significant resources to protecting and continuing to improve the security of our computer systems, software, networks, and other technology assets. Our security efforts are designed to preserve the confidentiality, integrity, and continued availability of all information owned by, or in the care of, the company and protect against, among other things, cybersecurity attacks by unauthorized parties attempting to obtain access to confidential information, destroy data, disrupt or degrade service, sabotage systems, or cause other damage.

## BOARD OVERSIGHT

Our Board considers cybersecurity risk as one of the most significant risks to our business. The Board has delegated to the Audit Committee oversight of cybersecurity and other information technology risks affecting the Company. The Audit Committee periodically evaluates our cybersecurity strategy to ensure its effectiveness. Management provides quarterly reports to the Audit Committee regarding cybersecurity and other information technology risks, and the Audit Committee in turn provides reports to the full Board. As part of our Board refreshment efforts in recent years, we have focused on adding trustees with information technology skills. Currently, ten members of our Board, including all four members of our Audit Committee, have cybersecurity experience from their principal occupation or other professional experience. In addition, several

members of our Audit Committee attended third-party director education courses on cybersecurity, including cyber risk governance, and privacy issues and trends in 2021.

## CYBERSECURITY RISK IDENTIFICATION AND MANAGEMENT

A dedicated team of technology professionals works throughout the year to monitor all matters of risk relating to cybersecurity. Our Chief Technology Officer and our Vice President, Management Information Systems, oversee our information security program. Their teams are responsible for leading enterprise-wide cyber resilience strategy, policy, standards, architecture, and processes.

We identify and address information security risks by employing a defense-in-depth methodology that provides multiple, redundant defensive measures and prescribes actions to take in case a security control fails or a vulnerability is exploited. We leverage internal resources, along with strategic external partnerships, to mitigate cybersecurity threats to the company. We have partnerships for Security Operations Center (SOC) services, penetration testing (PENTEST), incident response (IR), and various third-party assessments. We deploy both commercially available solutions and proprietary systems to actively manage threats to our information technology environment.

Our cybersecurity oversight infrastructure is externally audited as part of our Sarbanes-Oxley audit process and our controls include information security standards. In addition, we are externally audited and certified by top information security standards, specifically Payment Card Industry Data Security Standard (PCI DSS), to ensure we comply with this rigorous standard specifically for the safe handling and protection of credit card data. Additionally, we are assessed internally and externally against the National Institute of Standards and Technology (NIST) Cyber Security Framework, and our external partners provide an independent ranking of cyber security maturity and coverage as part of their services. We regularly engage appropriate external resources regarding emerging threats to navigate the diverse cybersecurity landscape.

In addition to ensuring adequate safeguards are in place to minimize the chance of a successful cyberattack, the company has established well-defined response procedures effectively to address any cyber event that may occur despite these robust safeguards. These response procedures are designed to identify, analyze, contain, and remediate such cyber incidents to ensure a timely, consistent, and compliant response to actual or attempted data incidents impacting the company. Recently, the company completed two separate Disaster Response and Business Continuity Plan exercises to validate our current readiness, and the Company believes that it devotes appropriate resources and enlists partners to adapt to the evolving threat landscape.

The company takes data protection seriously and ensures every employee understands their role in keeping Public Storage safe from cyber-attacks. We employ a robust information security and training program for our employees, including mandatory computer-based training, regular internal communications, and ongoing end-user testing to measure the effectiveness of our information security program. As part of this commitment, we require our employees to complete a Cybersecurity Awareness eCourse and acknowledge our Information Security Policy each year. In addition, we have an established schedule and process for regular phishing awareness campaigns that are

designed to emulate real-world contemporary threats and provide immediate feedback (and, if necessary, additional training or remedial action) to employees.

We have experienced no material information security breaches in the last three years. As such, we have not spent any material amount of capital on addressing information security breaches in the last three years, nor have we incurred any material expenses from penalties and settlements related to a material breach during this same time.

We believe we are adequately insured against losses related to a potential information security breach, and do not carry any cybersecurity insurance.

# SUSTAINABILITY TRANSPARENCY

## SUSTAINALYTICS

Sustainalytics, a Morningstar Company, provides analytical environmental, social, and governance research, ratings, and data to institutional investors and companies. Public Storage is rated 'Low Risk' and is in the top 4% of Sustainalytics' global universe of nearly 15,000 companies.

## GRESB

GRESB provides actionable and transparent environmental, social, and governance data to financial markets. They collect, validate, score, and benchmark data to provide business intelligence, engagement tools, and regulatory reporting solutions for investors, asset managers, and the wider industry. In 2021, Public Storage's score increased to 68 out of 100, a 19% year-over-year improvement.

## MSCI

MSCI ESG Ratings uses a rules-based methodology designed to measure a company's resilience to long-term, industry material environmental, social, and governance risks. Public Storage is the highest rated U.S. self-storage company and increased its score by approximately 17% in 2021.

## SEC CLIMATE DISCLOSURE

The Securities and Exchange Commission proposed rule amendments that would require a registrant to include certain climate-related information in its registration statements and periodic reports, such as on Form 10-K, including:

- Climate-related risks and their actual or likely material impacts on the registrant's business, strategy, and outlook;
- The registrant's governance of climate-related risks and relevant risk management processes;
- The registrant's greenhouse gas emissions, which, for accelerated and large accelerated filers and with respect to certain emissions, would be subject to assurance;
- Certain climate-related financial statement metrics and related disclosures in a note to its audited financial statements; and
- Information about climate-related targets and goals, and transition plan, if any.

The proposed disclosures are similar to those based on broadly accepted disclosure frameworks, such as the Task Force on Climate-Related Financial Disclosures (TCFD) and the Greenhouse Gas Protocol. Public Storage has established a working group that includes a reputable third-party advisor. We are working towards compliance in line with the stated SEC rules and deadlines.

## 2021 REPORTING ACHIEVEMENT

- Achieved increases in scoring across all ESG frameworks through progress on initiatives and enhanced reporting

# ESG PERFORMANCE MEASURES

Below we disclose the sustainability performance outcomes from this reporting period.

## ORGANIZATIONAL BOUNDARY

We report on properties that are owned and operated by Public Storage. Data is reported for our self-storage portfolio. This approach has been chosen because it allows us to demonstrate performance, statistics, and data that we have control over and directly influence.

In regards to the annual environmental performance data (i.e., energy consumption, carbon emission, water consumption, and waste production), we report on our same store pool (2,274 properties; 149 million net rentable square feet) as of December 31, 2021. These properties were 96.3% occupied, on average, in 2021. We utilize the same store pool in order to reflect performance on a stabilized like-for-like basis. Note that these 2,274 properties are the same as the 2,242 properties referenced in ISOS Group's Independent Assurance Statement. Certain properties in the 2,242 count are split into two for our financial-reporting based 2,274 count due to physical and operational nuances.

We exclude our 513 non-same store properties because they are in various stages of lease-up, in addition to 93 properties that are third-party managed but not owned by Public Storage (both as of December 31, 2021). We will consider including both the non-same store and third-party managed properties in our reporting in future years. We also exclude properties owned by Shurgard Self-Storage SA (Euronext Brussels:SHUR) and PS Business Parks (NYSE:PSB), publicly listed companies in which we hold approximate 35% and 41% minority common equity interests, respectively, as of December 31, 2021. We have no operational control over properties owned by either company and, therefore, we exclude them.

## SAME STORE (LIKE-FOR-LIKE) METHODOLOGY

The same store facilities consist of facilities that have been owned and operated on a stabilized level of occupancy, revenues, and cost of operations since January 1, 2019. The same store composition allows us to effectively evaluate the ongoing operating and sustainability performance of our self-storage portfolio in 2020 and 2021, and excludes the impact of lease-up of unstabilized facilities, which can significantly affect operating and sustainability trends.

## SEGMENTAL ANALYSIS (BY PROPERTY TYPE, GEOGRAPHY)

Segmental analysis is conducted by property type. The Public Storage portfolio consists of only one building type – self-storage properties. We operate solely in the United States.

## REPORTING PERIOD

Reporting for each year accounted for in the performance tables refers to the calendar year, i.e., January 1, 2021 to December 31, 2021.

## NARRATIVE ON PERFORMANCE

Where appropriate, we have provided a narrative on our performance alongside the relevant performance measure in this document.

## COVERAGE

Public Storage works actively to access relevant data for the properties that Public Storage owns and controls. Having access to data is important to Public Storage, as the information creates conditions for efficient and sound technical management of the buildings. The proportion of properties included in each indicator is mentioned in connection with respective key indicators. Public Storage constantly strives to access all relevant data as comprehensively as possible. We commit to reporting on progress annually.

## NORMALIZATION

Public Storage calculates energy, carbon, water, and waste intensity ratios by dividing by the buildings' gross square footage. This is the most widely accepted method for a self-storage facility to compare energy utilization and resource consumption.

## THIRD PARTY VERIFICATION/ASSURANCE

The energy, carbon, water, and waste data of our self-storage portfolio has been independently assured by a third-party – [ISOS Group](#). The statement can be found at the end of this section.

## GRI CONTENT INDEX

Our sustainability reporting has been prepared with reference to the guidelines developed by the Global Reporting Initiative (GRI 1: Foundation 1). This content index demonstrates our alignment with the General Disclosures and Topic-Specific Standards for the Priority 1 material topics that were identified following our most recent materiality review in 2021. The index begins on page 58.

## SASB CONTENT INDEX

Our sustainability reporting has been prepared with reference to the guidelines developed by the Sustainability Accounting Standards Board (SASB). The index begins on page 64.

## ENVIRONMENTAL PERFORMANCE DATA

TABLE 1: ENERGY USE – STORAGE PORTFOLIO

Impact Area	Indicator	2021	2020
Energy use	Data coverage	99.8%	99.8%
	Electric use (kWh)	203,881,533	228,529,050
	Fuel use (kWh)	70,634,044	68,168,649
	District use (kWh)	0	0
	<b>Total energy use (kWh)</b>	<b>274,515,577</b>	<b>296,697,699</b>
	<b>% change in total</b>	<b>-7.5%</b>	<b>-</b>
	<b>Energy use intensity (kWh/SqFt)</b>	<b>1.44921</b>	<b>1.56631</b>

### Notes on Data Coverage:

We are reporting on the 2,274 self-storage properties in our 2021 same store pool. We utilize the same store pool in order to reflect performance on a stabilized like-for-like basis. See ‘Organizational Boundary’ on page 50 for properties that are excluded.

### Narrative on Performance:

Despite having more customers in our portfolio in 2021 (96.3% average occupancy relative to 94.5% during 2020), we reduced our energy use by 7.5% through efficiency measures including LED lighting and, to a lesser extent, solar power installation and use.

TABLE 2: CARBON EMISSIONS – STORAGE PORTFOLIO

Impact Area	Indicator	2021	2020
Carbon emissions	Data coverage	99.8%	99.8%
	Scope 1 (MTCO <sub>2e</sub> )	12,800	12,353
	Scope 2 (MTCO <sub>2e</sub> )	73,051	81,744
	<b>Total carbon emissions (MTCO<sub>2e</sub>)</b>	<b>85,851</b>	<b>94,097</b>
	<b>% change in total</b>	<b>-8.8%</b>	<b>-</b>
	<b>Emissions intensity (MTCO<sub>2e</sub>/SqFt)</b>	<b>0.00045</b>	<b>0.00050</b>

### Notes on Data Coverage:

We are reporting on the 2,274 self-storage properties in our 2021 same store pool. We utilize the same store pool in order to reflect performance on a stabilized like-for-like basis. See ‘Organizational Boundary’ on page 50 for properties that are excluded.

### Narrative on Performance:

Despite having more customers in our portfolio in 2021 (96.3% average occupancy relative to 94.5% during 2020), we reduced our carbon emissions by 8.8% through efficiency measures including LED lighting and, to a lesser extent, solar power installation and use.

**TABLE 3: WATER USE – STORAGE PORTFOLIO**

<b>Impact Area</b>	<b>Indicator</b>	<b>2021</b>	<b>2020</b>
Water use	Data coverage	97.0%	97.0%
	<b>Water use (Kgal)</b>	<b>293,078</b>	<b>293,010</b>
	<b>% change in total</b>	<b>0.0%</b>	<b>-</b>
	<b>Water use intensity (Kgal/SqFt)</b>	<b>0.00155</b>	<b>0.00155</b>

**Notes on Data Coverage:**

We are reporting on the 2,274 self-storage properties in our 2021 same store pool. We utilize the same store pool in order to reflect performance on a stabilized like-for-like basis. See ‘Organizational Boundary’ on page 50 for properties that are excluded.

**Narrative on Performance:**

Despite having more customers in our portfolio in 2021 (96.3% average occupancy relative to 94.5% during 2020), remained essentially flat through efficiency measures including low-water use landscaping, efficient plumbing systems, water run-off controls, and storm water retention.

**TABLE 4: WASTE PRODUCTION – STORAGE PORTFOLIO**

<b>Impact Area</b>	<b>Indicator</b>	<b>2021</b>	<b>2020</b>
Waste production	Data coverage	94.7%	94.7%
	Non-Hazardous Waste Production (Ton)	24,783	25,397
	Hazardous Waste Production (Ton)	0	0
	<b>Total Waste Production (Ton)</b>	<b>24,783</b>	<b>25,397</b>
	<b>% change in total</b>	<b>-2.4%</b>	<b>-</b>
	<b>Waste production intensity (Ton/SqFt)</b>	<b>0.000131</b>	<b>0.000134</b>
	<b>Waste disposal methods:</b>		
	Landfill	89.7%	90.8%
	Diverted from landfill	10.3%	9.2%
	Reuse	1.1%	0.1%
Recycling	9.1%	9.1%	

**Notes on Data Coverage:**

We are reporting on the 2,274 self-storage properties in our 2021 same store pool. We utilize the same store pool in order to reflect performance on a stabilized like-for-like basis. See ‘Organizational

Boundary' on page 50 for properties that are excluded. Waste generated upstream and downstream from Public Storage's activities is not available and, therefore, is not included.

**Narrative on Performance:**

Despite having more customers in our portfolio in 2021 (96.3% average occupancy relative to 94.5% during 2020), we reduced our waste production by 2.4% through efficiency measures including working with our waste contractor and property teams to improve recycling rates and installing cameras inside of dumpsters to monitor frequency of use and number of contractor pickups.

**TABLE 5: SOLAR GENERATION – STORAGE PORTFOLIO**

<b>Impact Area</b>	<b>Indicator</b>	<b>2021</b>	<b>2020</b>
Solar energy use	Stores that have solar panels	71	21
	<b>Solar generation (kWh)</b>	<b>6,003,249</b>	<b>1,989,863</b>
	<b>% change in total</b>	<b>202%</b>	-
	Total store grid use (kWh)	276,967,836	276,238,549
	Solar generation % of grid use (%)	2.2%	0.7%
	Solar generation % of energy use (%)	2.1%	0.7%

**Notes on Data Coverage:**

We are reporting on all self-storage properties at which we had solar power generation and use at the end of each period (i.e., 71 properties at year-end 2021 and 21 properties at year-end 2022). See 'Organizational Boundary' on page 50 for properties that are excluded.

**Narrative on Performance:**

We are accelerating our solar program with 337 properties under contract to add solar installations and a goal of reaching over 1,000 properties in the next few years. In addition, we are exploring adding solar installations for Community Solar at our stores in Connecticut, New Jersey, and Maryland. Solar generation presents a significant opportunity across our portfolio.

## EMPLOYEE DATA

TABLE 6: GENDER DIVERSITY

Impact Area	Units of Measure	Indicator	2021			2020	
			Female	Male	Non-binary	Female	Male
Employee Diversity	% that identify	Board of Trustees	36%	64%	0%	17%	83%
		Executive Officers	25%	75%	0%	25%	75%
		All Employees	68%	32%	>0%	69%	31%

TABLE 7: RACE AND ETHNICITY DIVERSITY

Impact Area	Units of Measure	Indicator	2021	2020
Employee Diversity	% of all employees that identify	White	48%	47%
		African American	25%	25%
		Hispanic or Latino	18%	19%
		Asian	3%	4%
		Hawaiian or Pacific Islander	1%	1%
		Native American or Alaskan	>0%	>0%
		Two or more races	4%	4%
		Other/non disclosed	>0%	>0%

**Notes on Data Coverage:**

We are reporting on our entire workforce.

**Narrative on Performance:**

Maintaining a very diverse, equitable, and inclusive workforce has long-been a focus for Public Storage.

**TABLE 8: EMPLOYEE – PERFORMANCE AND TRAINING**

<b>Impact Area</b>	<b>Units of Measure</b>	<b>Indicator</b>	<b>2021</b>	<b>2020</b>
Employee Performance Appraisals	% of all employees	Received regular performance and career development reviews	100%	100%
		Have ESG objectives	80%	81%
ESG Training	% of all employees	Received ESG training	100%	100%
Employee Survey	% of all employees	Completed employee satisfaction survey	85%	80%

**Notes on Data Coverage:**

We are reporting on our entire workforce.

**Narrative on Performance:**

Public Storage has specific internal processes dedicated to performance and training, both within and beyond the context of ESG. We increased our satisfaction survey response rate in 2021.

## HEALTH AND SAFETY DATA

TABLE 9: EMPLOYEE HEALTH AND SAFETY

Impact Area	Units of Measure	Indicator	2021	2020
Employee Health & Safety	Per 200,000 hours worked	Recordable incident rate	5.0%	5.1%
		Lost time incident rate	0.9%	0.7%
	Total number	Work-related fatalities	0	0

**Notes on Data Coverage:**

We are reporting on our entire workforce.

**Narrative on Performance:**

Public Storage has specific internal processes and controls to mitigate health and safety risks, including audit and assurance programs. Our indicators were relatively steady in 2021.

# GRI (GLOBAL REPORTING INITIATIVE) INDEX

Reporting period: January 1, 2021 through December 31, 2021

GRI 1: Foundation 2021

Disclosure	Description	Location in Report or URL
<b>GRI 2: General Disclosures 2021</b>		
2-1 Organizational details	Public Storage Inc. Publicly Listed 701 Western Avenue, Glendale CA 91201-2349 United States of America	<a href="#">10-K</a>
2-2 Entities included in the organization's sustainability reporting	Public Storage reports as one entity in its sustainability report. The audited consolidated financial statements are in the 10-K, they belong to one consolidated entity (Public Storage).	Page 5, 'Basis of Our Sustainability Report'
2-3 Reporting period, frequency and contact point	Sustainability reporting, January 1, 2021 through December 31, 2021; energy, GHG, water, and waste data, January 1, 2021 through December 31, 2021; Employee Metrics as of December 31, 2021; Publication date of the report, June 2022; contact Ryan Burke, Vice President Investor Relations	Page 5, 'Basis of Our Sustainability Report'
2-4 Restatements of information	Public Storage has further specified the location of information, utilizing additional policies, and sections of policies and reports for disclosures to improve transparency in reporting.	N/A
2-5 External assurance	Limited Assurance review conducted by ISOS Group	Page 5, 'Basis of Our Sustainability Report' Page 67, 'Independent Assurance Statement'
2-6 Activities, value chain and other business relationships	Public Storage, a member of the S&P 500, is a fully integrated, self-administered, and self-managed REIT that primarily acquires, develops, owns, and operates self-storage facilities. Our Code of Conduct sets forth the guiding principles by which we operate our Company and conduct business with our stakeholders.	Page 7, 'How We Operate'
2-7 Employees	Public Storage employ nearly 5,800 employees	Page 55, 'Employee Data'
2-8 Workers who are not employees	Not available	N/A
2-9 Governance structure and composition	See section ESG Governance and Corporate Governance of our Sustainability Report	Page 13, 'ESG Governance' Page 39, 'Corporate Governance'
2-10 Nomination and selection of the highest governance body	Our Nominating, Governance, and Sustainability Committee is responsible for recommending to our Board a slate of nominees for election at each annual meeting. Nominees may be suggested by directors, members of management, or shareholders. In evaluating candidates to serve on our Board, our Nominating, Governance and Sustainability Committee's objective is to select individuals with holistically diverse skills and experience that can assist Public Storage and our Board in achieving their business, governance, and social responsibility objectives.	<a href="#">Corporate Governance Guidelines &amp; Code of Ethics</a>
2-11 Chair of the highest governance body	Public Storage has fourteen Board members, 86% are independent as of December 2021. Ronald Havner is Chairman.	Page 39, 'Board Composition, Independence, and Diversity'
2-12 Role of the highest governance body in overseeing the management of impacts	Our Board has Broad oversight of sustainability activities. The Nominating, Governance, and Sustainability Committee provides comprehensive oversight, the Audit Committee focuses on reporting and data integrity, and the Compensation Committee focuses on accountability through compensation.	Page 13, 'ESG Governance' Page 39, 'Corporate Governance'
2-13 Delegation of responsibility for managing impacts	Public Storage's Board of Directors is actively engaged on environmental, social, and governance topics and delegates authority to the executive management and our ESG Committee.	Page 13, 'ESG Governance'
2-14 Role of the highest governance body in sustainability reporting	The Nominating, Governance, and Sustainability Committee provides comprehensive oversight, the Audit Committee focuses on reporting and data integrity, and the Compensation Committee focuses on accountability through compensation.	Page 13, 'ESG Governance'

Disclosure	Description	Location in Report or URL
2-15 Conflicts of interest	As part of the mitigation of corruption risks, employees participate in a yearly declaration on conflicts of interest.	Page 43, 'Anti-Corruption and Bribery'
2-16 Communication of critical concerns	Public Storage welcomes open communication including critical concerns to the highest governance bodies of the organization.	N/A
2-17 Collective knowledge of the highest governance body	Executive team members and the ESG Committee are responsible for providing supportive materials to the Nominating, Governance and Sustainability Committee and Audit Committee.	Page 13, 'ESG Governance' Page 39, 'Corporate Governance'
2-18 Evaluation of the performance of the highest governance body	Our Board, acting through its Nominating, Governance and Sustainability Committee, conducts a self-evaluation at least annually to determine whether it and its committees are functioning effectively, and whether the combination and mixture of skills, experience, and judgment that directors bring to our Board provide our Board with the necessary tools to perform its oversight function effectively. The Nominating, Governance & Sustainability Committee also oversees the board's ESG support and evaluation.	<a href="#">Corporate Governance Guidelines &amp; Code of Ethics</a>
2-19 Remuneration policies	The Compensation Committee focuses on risks related to our compensation program, including evaluating appropriate compensation incentives relating to the compensation of our executives and employees.	Page 41, 'Compensation Committee' <a href="#">Proxy Statement</a>
2-20 Process to determine remuneration	The Compensation Committee annually considers a report from management in their review of the company's processes for evaluating potential risks related to compensation policies and practices applicable to all employees and the company's management of such risks. Most recently, in February 2022, the Compensation Committee considered the Company's Annual Report on Form 10-K and also considered and discussed with management its conclusion that the company's compensation policies and practices are not reasonably likely to have a material adverse effect on our company.	Page 41, 'Compensation Committee' <a href="#">Proxy Statement</a>
2-21 Annual total compensation ratio	See Compensation Discussion and Analysis within Proxy Statement.	<a href="#">Proxy Statement</a> , 'Compensation Discussion & Analysis'
2-22 Statement on sustainable development strategy	See Public Storage's CEO Letter in our Sustainability Report	Page 4, 'Message from Our Chief Executive Officer'
2-23 Policy commitments	Our Code of Conduct describes various situations on implementing organization policies and practices for responsible business conduct.  Our Human Rights Policy explains how Public Storage strives to conduct its business in a manner that is consistent with fundamental human rights principles.  Our Proxy Statement explains Public Storage's commitment to environmental sustainability and the mitigation of environmental risks in connection with the operation/development of our property portfolio.	<a href="#">Code of Conduct</a> <a href="#">Human Rights Policy</a> <a href="#">Proxy Statement</a>
2-24 Embedding policy commitments	We require that each new employee complies with our Code of Conduct and other corporate policies upon hire. We require that all employees, including management, annually certify that they have read and attest to the Code. As part of our internal audit function, we conduct periodic audits to determine internal compliance with the Code.	<a href="#">Code of Conduct</a>
2-25 Processes to remediate negative impacts	See our Code of Conduct	<a href="#">Code of Conduct</a>
2-26 Mechanisms for seeking advice and raising concerns	The Code of Conduct describes various situations on implementing the organization's policies and practices for responsible business conduct. Public Storage provides guidance on how to raise concerns about any business conduct in the organization. These mechanisms are also supplemented by Public Storage's whistleblower hotline policy and various stakeholder (and stockholder) engagement practices where Public Storage continuously asks for advice and encourages communication.	<a href="#">Code of Conduct</a>
2-27 Compliance with laws and regulations	There were no significant instances of non-compliance with laws and regulations during the reporting period.	N/A
2-28 Membership associations	Public Storage a member of NAREIT.	Page 38, 'Our Ethics and Governance'
2-29 Approach to stakeholder engagement	We learn and respond through ongoing engagement with our various stakeholders and collaborate with them to deliver our goals.	Page 12, 'Stakeholders'

Disclosure	Description	Location in Report or URL
2-30 Collective bargaining agreements	None	N/A
<b>GRI 3: Material Topics 2021</b>		
3-1 Process to determine material topics	See section Materiality in our Sustainability Report	Page 14, 'Materiality'
3-2 List of material topics	See section Materiality in our Sustainability Report	Page 14, 'Materiality'
3-3 Management of material topics	Part II of 10-K	<a href="#">10-K</a>
<b>GRI 201: Economic Performance 2016</b>		
201-1 Direct economic value generated and distributed	Part II and III of 10-K.	<a href="#">10-K</a>
201-2 Financial implications and other risks and opportunities due to climate change	See section Materiality in our Sustainability Report	Page 14, 'Materiality'
201-3 Defined benefit plan obligations and other retirement plans	See our Sustainability Report, Proxy Statement, and 10-K for a description of certain retirement plans and other benefits that Public Storage offers.	Page 19, 'Health, Wellness, and Safety' <a href="#">Proxy Statement</a> <a href="#">10-K</a>
201-4 Financial assistance received from government	None	N/A
<b>GRI 203: Indirect Economic Impacts 2016</b>		
203-1 Infrastructure investments and services supported	See section Our Communities in our Sustainability Report	Page 24, 'Our Communities'
203-2 Significant indirect economic impacts	See section Our Communities in our Sustainability Report	Page 24, 'Our Communities'
<b>GRI 205: Anti-corruption 2016</b>		
205-1 Operations assessed for risks related to corruption	Please see section Anti-Corruption and Bribery in our Sustainability Report	Page 43, 'Anti-Corruption and Bribery'
205-2 Communication and training about anti-corruption policies and procedures	In 2021, 100% of our employees participated in an online training about anti-bribery as part of our Code of Conduct refreshment training and attestation.	Page 43, 'Anti-Corruption and Bribery'
205-3 Confirmed incidents of corruption and actions taken	No cases of corruption or bribery were reported during the year.	Page 43, 'Anti-Corruption and Bribery'
<b>GRI 206: Anti-competitive Behavior 2016</b>		
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None	N/A
<b>GRI 302: Energy 2016</b>		
302-1 Energy consumption within the organization	See Environmental Performance Data > Energy Use	Page 52, 'Environmental Performance Data'
302-2 Energy consumption outside of the organization	None	N/A
302-3 Energy intensity	See Environmental Performance Data > Energy Use	Page 52, 'Environmental Performance Data'
302-4 Reduction of energy consumption	See Environmental Performance Data > Energy Use	Page 52, 'Environmental Performance Data'
<b>GRI 303: Water and Effluents 2018</b>		
303-5 Water consumption	See Environmental Performance Data > Water Use	Page 53, 'Environmental Performance Data'

Disclosure	Description	Location in Report or URL
<b>GRI 305: Emissions 2016</b>		
305-1 Direct (Scope 1) GHG emissions	See Environmental Performance Data > Carbon Emissions	Page 52, 'Environmental Performance Data'
305-2 Energy indirect (Scope 2) GHG emissions	See Environmental Performance Data > Carbon Emissions	Page 52, 'Environmental Performance Data'
305-4 GHG emissions intensity	See Environmental Performance Data > Carbon Emissions	Page 52, 'Environmental Performance Data'
305-5 Reduction of GHG emissions	See Environmental Performance Data > Carbon Emissions	Page 52, 'Environmental Performance Data'
<b>GRI 306: Waste 2020</b>		
306-1 Waste generation and significant waste-related impacts	See Environmental Performance Data > Waste Production	Page 53, 'Environmental Performance Data'
306-2 Management of significant waste-related impacts	See section Waste Management in our Sustainability Report	Page 33, 'Waste Management'
306-3 Waste generated	See Environmental Performance Data > Waste Production	Page 43, 'Environmental Performance Data'
306-4 Waste diverted from disposal	See Environmental Performance Data > Waste Production	Page 53, 'Environmental Performance Data'
306-5 Waste directed to disposal	See Environmental Performance Data > Waste Production	Page 53, 'Environmental Performance Data'
<b>GRI 401: Employment 2016</b>		
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Comprehensive health benefits available to virtually all employees (only need to work 20 hours or more per week).	Page 19, 'Health, Wellness, and Safety'
<b>GRI 403: Occupational Health and Safety 2018</b>		
403-1 Occupational health and safety management system	Public Storage values the health and safety of our employees and operates as part of our human capital management system in accordance with applicable law and company policy.	Page 57, 'Health and Safety Data'
403-2 Hazard identification, risk assessment, and incident investigation	In accordance with Public Storage's company procedure, personnel report known hazards, risks, or incidents to the Human Resources and/or applicable manager. Such hazards, risks or incidents are then inspected according to our policies and procedures and then remediated in accordance with applicable legal requirement or company policy. Any assessment will be escalated for further investigation or remediation as applicable.	N/A
403-3 Occupational health services	Public Storage provide health plans and programs, tools, and resources to empower our employees to explore what they need and to evaluate for themselves what makes sense in achieving a healthy and balanced lifestyle. Measures detailed in Sustainability Report.	Page 19, 'Health, Wellness, and Safety'
403-4 Worker participation, consultation, and communication on occupational health and safety	Public Storage works to improve occupational health and safety opportunities for employees. Opportunities for improvement are welcome through a variety of communication channels.	Page 19, 'Health, Wellness, and Safety'
403-5 Worker training on occupational health and safety	Workplace health and safety training is provided to new team members upon initial employment. Programmatic ongoing training and event-driven training (regarding workplace or operations, plant or equipment, legislation, policy, work process, and other changes) are also provided. Furthermore, task-specific training is conducted in regards to work activities, workplaces, and equipment. Our approach is hands-on and interactive to ensure complete understanding of procedures. Records of training conducted and participation and acknowledgment of training by team members are tracked by the Human Resources department.	Page 19, 'Health, Wellness, and Safety'
403-6 Promotion of worker health	Public Storage workers' access to nonoccupational medical and healthcare services like biometric health screening, flu shot clinics, wellness challenges (focusing on water intake, healthy habits), a wellness website, and vaccine site setup for employees. Our senior management focuses on promoting worker health through our provided services.	Page 19, 'Health, Wellness, and Safety'

Disclosure	Description	Location in Report or URL
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Our most frequent incidents happen when our customers move in and stack their possessions, not heeding relevant safety considerations, such as wearing gloves. We remind our customers to take sensible measures through email advice and postings in our stores. We keep first aid kits in our stores to deal with small cuts and scrapes and report all incidents via our reporting procedures, so we can assess and address where possible the root causes of any injury. We will always aim to be accident and injury free, where it's within our control.	Page 19, 'Health, Wellness, and Safety'
403-8 Workers covered by an occupational health and safety management system	Pertains to 100% of employees.	N/A
403-9 Work-related injuries	See section Health and Safety Data in our Sustainability Report	Page 57, 'Health and Safety Data'
<b>GRI 404: Training and Education 2016</b>		
404-1 Average hours of training per year per employee	Employees completed over 440,000 training events in 2021 (averaging over 79 hours per employee) resulting in elevated skillsets, career advancement, and upward mobility.	Page 21, 'Learning and Development'
404-2 Programs for upgrading employee skills and transition assistance programs	Public Storage is committed to providing employees with professional development opportunities that increase their skills, drive results, and enhance both the success of the employee and organization through our training and development program.	Page 21, 'Learning and Development'
404-3 Percentage of employees receiving regular performance and career development reviews	100% of our employees received regular performance and career development reviews.	Page 21, 'Learning and Development'
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
405-1 Diversity of governance bodies and employees	See section Employee Data in our Sustainability Report	Page 55, 'Employee Data'
<b>GRI 406: Non-discrimination 2016</b>		
406-1 Incidents of discrimination and corrective actions taken	No ethics-related fines, penalties, or settlements	Page 38, 'Our Ethics and Governance'
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>		
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	The organization has not identified any operations or suppliers at significant risk in 2021.	N/A
<b>GRI 408: Child Labor 2016</b>		
408-1 Operations and suppliers at significant risk for incidents of child labor	The organization has not identified any operations or suppliers at significant risk in 2021.	N/A
<b>GRI 409: Forced or Compulsory Labor 2016</b>		
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	The organization has not identified any operations or suppliers at significant risk in 2021.	N/A
<b>GRI 411: Rights of Indigenous Peoples 2016</b>		
411-1 Incidents of violations involving rights of indigenous peoples	The organization has not identified any incidents of violations in 2021.	N/A
<b>GRI 413: Local Communities 2016</b>		
413-1 Operations with local community engagement, impact assessments, and development programs	Various community-led initiatives existed at local level in 2021.	Page 24, 'Our Communities'

Disclosure	Description	Location in Report or URL
<b>GRI 414: Supplier Social Assessment 2016</b>		
414-1 New suppliers that were screened using social criteria	To advance our commitment to social sustainability, we engage with our vendors and encourage them to adopt initiatives of their own.	N/A
414-2 Negative social impacts in the supply chain and actions taken	No significant issues with non-compliance in 2021.	N/A
<b>GRI 415: Public Policy 2016</b>		
415-1 Political contributions	The Nominating, Governance, and Sustainability Committee focuses on public policy matters, including political and charitable contributions.	Page 41, 'Nominating, Governance, and Sustainability Committee'
<b>GRI 416: Customer Health and Safety 2016</b>		
416-1 Assessment of the health and safety impacts of product and service categories	Health and safety at our stores is a paramount concern. Store managers complete daily checks. Regional managers also cover health and safety in their regular reviews. Top-down initiatives are rolled out periodically through the regular communication channels.	Page 19, 'Health, Wellness, and Safety'
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	The organization has not identified any incidents of non-compliance in 2021.	N/A
<b>GRI 417: Marketing and Labeling 2016</b>		
417-1 Requirements for product and service information and labeling	We comply with all legal requirements when marketing our storage facilities.	N/A
417-2 Incidents of non-compliance concerning product and service information and labeling	The organization has not identified any incidents of non-compliance in 2021.	N/A
417-3 Incidents of non-compliance concerning marketing communications	The organization has not identified any incidents of non-compliance in 2021.	N/A
<b>GRI 418: Customer Privacy 2016</b>		
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	The organization has not identified any substantiated complaints in 2021.	N/A

# SASB (SUSTAINABILITY ACCOUNTING STANDARDS BOARD) INDEX

Topic and Metric	Code	Report Page and Response
<b>Activity Metrics</b>		
Number of assets, by property subsector	IF-RE-000.A	<b>Page 50, 'Organizational Boundary'</b> In regards to the annual environmental performance data (i.e., energy consumption, carbon emission, water consumption, and waste production), we report on our 2021 same store pool (2,274 properties; 149 million net rentable square feet). We utilize the same store pool in order to reflect performance on a stabilized like-for-like basis. We exclude our 513 non-same store properties because they are in various stages of lease-up, in addition to 93 properties that are third-party managed but not owned by Public Storage. We will consider including both the non-same store and third-party managed properties in our reporting in future years. We also exclude properties owned by Shurgard Self-Storage SA (Euronext Brussels:SHUR) and PS Business Parks (NYSE:PSB), publicly listed companies in which we hold approximate 35% and 41% minority common equity interests, respectively. We have no operational control over properties owned by either company and, therefore, we exclude them.
Leasable floor area, by property subsector	IF-RE-000.B	Public Storage has only one property subsector (self-storage).
Percentage of indirectly managed assets, by property subsector	IF-RE-000.C	<b>Page 29, 'Select Environmental Highlights'</b> We have full operational control of our nearly 2,800 owned self-storage properties.  Public Storage has only one property subsector (self-storage).
Average occupancy rate, by property subsector	IF-RE-000.D	<b>Page 50, 'Organizational Boundary'</b> 96.3% average occupancy in 2021.  Public Storage has only one property subsector (self-storage).
<b>Energy Management</b>		
Energy consumption data coverage as a percentage of total floor area, by property subsector	IF-RE-130a.1	<b>Page 52, 'Table 1: Energy Use - Storage Portfolio'</b> 99.8% coverage  Public Storage has only one property subsector (self-storage).
(1) Total energy consumed by portfolio area with data coverage, (2) percentage grid electricity, and (3) percentage renewable, by property subsector	IF-RE-130a.2	<b>Page 52, 'Table 1: Energy Use - Storage Portfolio'</b> Electric, fuel, and district energy consumption provided in kWh.  <b>Page 54, 'Table 5: Solar Generation - Storage Portfolio'</b> Percentage grid electricity and renewable electricity provided in kWh.  Public Storage has only one property subsector (self-storage).
Like-for-like percentage change in energy consumption for the portfolio area with data coverage, by property subsector	IF-RE-130a.3	<b>Page 52, 'Table 1: Energy Use - Storage Portfolio'</b> In 2021, a 7.5% reduction in energy consumption relative to 2020.  Public Storage has only one property subsector (self-storage).
Percentage of eligible portfolio that (1) has an energy rating and (2) is certified to ENERGY STAR, by property subsector	IF-RE-130a.4	<b>Page 34, 'Green Building Certifications'</b> Less than 1% of our portfolio currently has green building certificates or energy ratings. In 2021, we added nine properties that are either LEED certified or in the certification process. Additionally, we are actively engaged in new certification programs with LEED through the U.S. Green Building Council and BREEAM.  Public Storage has only one property subsector (self-storage).

Topic and Metric	Code	Report Page and Response
<b>Energy Management (continued)</b>		
Description of how building energy management considerations are integrated into property investment analysis and operational strategy	IF-RE-130a.5	<p><b>Page 27-29, 'Our Environment'</b>  <b>Page 30, 'Energy Consumption'</b>  <b>Page 35, 'Environmental Management System'</b></p> <p>Public Storage's aim for energy management is to reduce the energy consumption at our properties by optimizing systems design and conservation practices.</p> <p><b>Property Investment Analysis:</b> We consider a building's energy performance in our underwriting for new acquisitions. In addition to in-person tours and environmental audits, our team reviews capital budgets to determine opportunities for upgrades that will reduce consumption. If the acquired building has an energy certification or rating, all supporting documentation and/or standard operating procedures are maintained to ensure we uphold, and where possible, enhance the building's performance requirements.</p> <p><b>New Development and Redevelopment:</b> To ensure our development process aligns with our ESG approach, our team evaluates and enhances the design standards for new developments and redevelopments. Public Storage defines project objectives and criteria to inform design, set guidelines for consultants, and outline how we measure environmental performance.</p> <p><b>Operational Strategy:</b> We are formalizing an Environmental Management System (EMS) to, in part, more closely monitor the energy, water, waste, and GHG emissions performance of our portfolio. This dedication will enable high quality data, ongoing performance measurement, and consistent execution and learning across the portfolio.</p> <p>Our goal is to formalize our management program to further embed best practices. Our management framework aims to follow the ISO 14001 standard "plan, do, check, act" process. We strive to maintain excellence in utility data benchmarking by aligning ourselves with industry best practice and by submitting annually to GRESB and other surveys. As part of our energy strategy, and data management system, Measurabl is utilized to manage both our utility data and broader ESG-related data. We also utilize third-party assurance as appropriate.</p> <p>Public Storage has only one property subsector (self-storage).</p>
<b>Water Management</b>		
Water withdrawal data coverage as a percentage of total floor area and floor area in regions with high or extremely high baseline water stress by property subsector	IF-RE-140a.1	<p><b>Page 53, 'Table 3: Water Use - Storage Portfolio'</b>  97.0% coverage</p> <p><b>Page 36, 'Risk Management'</b>  Percentage of total properties in high risk water stress areas provided. We will consider providing this metric as a percentage of total floor area in future reporting.</p> <p>Public Storage has only one property subsector (self-storage).</p>
Total water withdrawn by portfolio area with data coverage and percentage in regions with high or extremely high baseline water stress by property subsector	IF-RE-140a.2	<p><b>Page 53, 'Table 3: Water Use - Storage Portfolio'</b>  Water use provided in Kgal. We will consider providing this metric in regions with high water stress in the future.</p> <p>Public Storage has only one property subsector (self-storage).</p>
Like-for-like percentage change in water withdrawn for portfolio area with data coverage by property subsector	IF-RE-140a.3	<p><b>Page 53, 'Table 3: Water Use - Storage Portfolio'</b>  In 2021, water use was relatively flat to 2020.</p> <p>Public Storage has only one property subsector (self-storage).</p>

Topic and Metric	Code	Report Page and Response
<b>Water Management (continued)</b>		
Description of water management risks and discussion of strategies and practices to mitigate those risks	IF-RE-140a.4	<p><b>Page 32, 'Water Usage'</b>  Water usage at Public Storage properties is low relative to other property types. Despite our low impact, we are further reducing our usage in order to manage risk and act upon environmental, social, and economic opportunity.</p> <p>Our property portfolio is concentrated in major metropolitan areas across the United States. As such, our primary water source is from municipal water supplies and public utilities. Primary water consumption across our portfolio includes landscaping, plumbing, cleaning, HVAC maintenance, and drinking.</p> <p>In 2021, we began using Measurabl's Physical Climate Risk Exposure (PCRX) system to help identify climate risks and opportunities at the individual property level across the portfolio. PCRX identifies 67% of our properties being in high risk water stress areas. Therefore, we focus on mitigating the risk despite our already low water usage. We are mitigating this risk through efficient plumbing systems, low-water use irrigation systems, drought tolerant and native landscaping, water run-off controls, and storm water retention.</p> <p>We aim to improve water efficiency and support conservation through our mitigation efforts. We strive to maintain excellence in utility data benchmarking by aligning ourselves with industry best practice and by submitting annually to GRESB and other surveys. We utilize third-party assurance as appropriate.</p>
<b>Management of Tenant Sustainability Impacts</b>		
Management of tenant sustainability impacts	IF-RE-410a.1 IF-RE-410a.2 IF-RE-410a.3	<p>Non-applicable because our tenants do not have control over utility and other sustainability-related operational controls. Public Storage has full operational control of our properties. However, we do engage to both understand tenants and encourage sustainable behavior while on property. Our efforts are described in sections:  <b>Page 12, 'Stakeholders'</b>  <b>Page 25, 'Our Customers'</b></p>
<b>Climate Change Adaptation</b>		
Area of properties located in 100-year flood zones, by property subsector	IF-RE-450a.1	<p><b>Page 36-37, 'Climate Related Risks and Opportunities'</b>  We do not report this specific metric and will consider doing so in future reporting. However, we do utilize Measurabl's Physical Climate Risk Exposure (PCRX) system to assess flood risk. Per PCRX, 10% of our properties are 'High Risk', 16% are 'Medium Risk', 73% are 'Low Risk', and 1% are 'No Risk'.</p>
Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	IF-RE-450a.2	<p><b>Page 36-37, 'Climate Related Risks and Opportunities'</b>  Discussion of risks and opportunities provided, including quantification of physical climate risk exposure through Measurabl's PCRX system.</p> <p>Climate change poses physical and transitional risks to Public Storage's business as an operator of properties across the United States. To mitigate the adverse impacts of climate change, we strive to ensure resilience by incorporating climate-related considerations into key activities and long-term business planning. We assess risks and opportunities at the individual property and corporate levels as part of processes across our operations. We are long-term real estate owners, and we consider short, medium, and long-term (i.e., greater than 100 years) time horizons in our assessments. We give primary consideration to physical, regulatory, legal, market, and reputational risks. Examples include heat/water stress, natural disasters, pandemics, temperature change, and regulatory compliance.</p> <p>The identification of risks and opportunities takes place at all levels of the company. In 2021, we began using Measurabl's Physical Climate Risk Exposure (PCRX) system to help identify climate risks and opportunities at the individual property level across the portfolio. PCRX provides risk scores for physical risks including floods, heat stress, hurricanes and typhoons, sea level rise, water stress, earthquakes, and wildfires. Potential stress from heat (i.e., rising temperatures) and water (i.e., change in supply/demand) are our biggest identified risks. At the corporate level, we intend to utilize climate risk data to inform capital planning and ensure we are making investments that respond to physical climatic risk, while also responding to the requests of investors and disclosure requirements. At the property-level, we intend to formalize a dialogue-based approach with the operations team to assess likelihood and impact of preparedness.</p> <p>To advance knowledge of climate-related governance and increase engagement across senior management, we have engaged EVORA Global to provide continuing guidance. Public Storage is in the process of thoroughly examining other financially material physical and transitional climate risks to align with the recommendations set out by the Taskforce on Climate-Related Financial Disclosures (TCFD). TCFD disclosures are planned for inclusion in relevant financial and ESG disclosures in future years.</p>

# INDEPENDENT ASSURANCE STATEMENT



## Independent Assurance Statement

Provided by ISOS Group, Inc.  
On selected environmental metrics included in:  
Public Storage  
2022 Sustainability Report

### To the Management Team of Public Storage:

ISOS Group, Inc. ["ISOS" or "we"] were engaged by Public Storage ["Client"] to conduct moderate level type 2 assurance of environmental data to be reported in its 2022 Sustainability Report ["Report"], covering the period beginning January 1, 2021 and ending December 31, 2021.

We have performed our moderate assurance engagement in accordance with the AccountAbility 1000 Assurance Standard v3 ("AA1000AS"). Our review was limited to the data reported in Public Storage's 2022 Sustainability Report comprising of:

- Energy consumption
- GHG emissions
- Water use
- Waste management

We have not performed any procedures with respect to other information included in 2022 Sustainability Report and, therefore, no conclusion on the Report as a whole is expressed.

### Public Storage's responsibilities

The Company's management are responsible for:

- Preparing the data in accordance with generally accepted reporting practices,
- The accuracy and completeness of the information reported,
- The design, implementation and maintenance of internal controls relevant to the preparation of the report to provide reasonable assurance that the report is free from material misstatement, whether due to fraud or error,
- Ensuring the data performance is fairly stated in accordance with the applicable criteria and for the content and statements contained therein.

### Criteria

The assurance process was intended to provide an independent opinion confirming that the Client has complied with procedures for data management at the company and minimized degrees of error by adequately:

1. Sourcing utility and waste hauler data to populate relevant data management systems,
2. Enforcing management and quality controls across the reporting period,
3. Aggregating and converting metrics into the correct unit of measure,
4. Calculating greenhouse gas emissions, and
5. Disclosing all totals correctly into its 2022 Sustainability Report.

### Boundary

Organizational Boundary	Public Storage is a REIT that primarily acquires, develops, owns, and operates self-storage facilities in the United States.
Reporting Boundary	The reporting boundary is limited to its same store stabilized self-storage facilities operating under the Public Storage.
Assurance Boundary	The boundary of assurance was limited to the Client's two thousand two hundred forty-two (2,242) operational properties located in the United States.
GHG Emissions Boundary	The GHG emissions boundary followed the operational control methodology specified in the GHG Protocol.

ISOS Group, Inc. | 1223 Cleveland Ave, Ste 200, San Diego, CA 92103 | [www.isosgroup.com](http://www.isosgroup.com)

**Public Storage Note:** The 2,242 properties referenced in ISOS Group's Independent Assurance Statement are the same as the 2,274 properties referenced in our reporting boundary. Certain properties in the 2,242 count are split into two for our financial-reporting based 2,274 count due to physical and operational nuances.

### Limitations and Exclusions

Greenhouse gas quantification is unavoidably subject to inherent uncertainty because of both scientific and estimation uncertainty and for other non-financial performance information the precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time.

Several smaller scope 1 GHG emission sources (i.e., refrigerant releases, mobile combustion sources, emergency generators) have been excluded from this review. In instances where annual performance is reported in the aggregate, opportunity for data analysis is limited and it is less likely to uncover data errors, gaps, or anomalies. Reviews pertaining to the completeness and capture of all utility meters at properties, particularly those attributed to tenant spaces, is limited to what is disclosed in data management systems. No visit to the Client's headquarters or facilities was conducted throughout this engagement. However, a sample set of properties were reviewed in more granularity and tested for data accuracy. It was determined that these limitations and exclusions do not materially impact the performance criteria or assurance engagement.

### Methodology

The assurance procedures undertaken were to determine the strength of the systems in place. ISOS Group:

- Engaged a sample of individuals responsible for performance measurement,
- Evaluated current management systems for performance data collection, compilation, calculation, reporting, and validation,
- Determined consistency of assessing materiality, management approach, and application of quality control procedures,
- Reviewed sustainability disclosures, supporting data, and justification for rectifying discrepancies,
- Validated alignment to standard reporting protocols to ensure accurate claims to the quantitative methodology and approach and assurance claims,
- To verify quantitative claims, both at the aggregate level and on a sample basis, and test accuracy, consistency, completeness, and reliability, ISOS Group:
  1. Conducted a portfolio assessment analyzing performance results to uncover any errors, misstatements, gaps, or performance anomalies,
  2. Brought all findings to the Client's attention to address and confirmed resolution,
  3. Selected the following properties for testing and analysis, including cross-reference to primary source data to uncover variances and address any exclusions and other limitations:
    - a. S. Ashland Ave (Chicago, IL)
    - b. Gerard Ave (Bronx, NY)
    - c. Michigan Ave / Beck Rd (Canton, MI)
    - d. Wabasha Ave (St Paul, MN)

### Findings

Based on the process and procedures conducted, there is no evidence that the metrics reported by the Client in its 2022 Sustainability Report are not materially correct and provide a fair representation of the Client's environmental impacts to stakeholders for the stated period and reporting boundary.

Parameter	2021 (Absolute)
Total Energy Consumption (MWh)	274,516
Total GHG Emissions (MT CO <sub>2</sub> e)	85,851
Total Water Consumption (kgal)	293,078
Total Waste Production (US ton)	24,783

#### Application of the AA1000AP

Findings and conclusions concerning adherence to the AA1000 AccountAbility Principles:

Inclusivity	Public Storage has identified key stakeholder groups and informal engagement is ongoing.
Materiality	Public Storage is currently undertaking its inaugural materiality assessment.
Responsiveness	Public Storage has a dedicated space on website for sustainability-related information and publishes an annual sustainability report. The sustainability report's application of GRI enables transparency on Public Storage's approach to material sustainability issues.
Impact	Public Storage is developing its sustainability program and is currently concentrated on formalizing its sustainability governance structures.

#### Restriction of use

This assurance report is made solely to the Client in accordance with the terms of our engagement, which include agreed arrangements for disclosure. Our work has been undertaken so that we might state to the Client those matters we have been engaged to state in this moderate assurance report and for no other purpose. Our moderate assurance report should not be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than the Client for any purpose or in any context. Any party other than the Client who obtains access to our moderate assurance report or a copy thereof and chooses to rely on our moderate assurance report (or any part thereof) will do so at its own risk. To the fullest extent permitted by law, we accept or assume no responsibility and deny any liability to any party other than the Client for our work, for this independent moderate assurance report, or for the conclusions we have reached.

#### Statement of Competency and Independence

ISOS Group is an independent professional services firm that specializes in sustainability reporting under the Global Resources Initiative (GRI), CDP, and GRESB and is a provider of external assurance services. ISOS Group is a Global Reporting Initiative Certified Training Partner for the United States and a CDP Silver Education and Training Partner in the United States. Our team of experts have the technical expertise and competency to conduct assurance to the AA1000 assurance standard, which meets the criteria for assurance of environmental data.

No member of the assurance team has a business relationship with the Client, its Directors, or Managers beyond that required of this assignment. We conducted this assurance independently and, to our knowledge, there has been no conflict of interest. ISOS Group has a strong code of ethics and maintains high ethical standards among its staff in their day-to-day business activities. The assurance team has extensive experience in conducting assurance engagements over environmental, social, ethical, and health and safety information systems and processes.

Further information, including a statement of competencies, can be found at [www.isosgroup.com](http://www.isosgroup.com).

Signed on behalf of ISOS Group: San Diego, California – USA, June 30, 2022.



Brian Noveck  
CSAP Practitioner



AA1000  
Licensed Assurance Provider  
000-284

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