

## **Best Companies**

### **Environment 2009**

#### **17 – 1 Does your organisation have an environmental champion or dedicated 'green team' responsible for driving your efforts to reduce your impact on the environment?**

Yes, our Corporate Social Responsibility (CSR) Manager has responsibility for all environmental aspects of Big Yellow's operations and services. He has established a CSR policy which includes environmental and social objectives. This is supported by an environmental management structure for integrating positive environmental opportunities and negative impact controls through existing management systems in Planning, Construction, Operations, Facilities Management and the Marketing Departments (The Team). Performance on reducing business impacts on the environment are reported in the CSR section of our Annual Report and Accounts (2006 to 2009)

#### **17 – 2 Details**

##### **Planning**

The CRS Manager works with the Planning Team to ensure that each new store is designed to optimise sustainable development, striking the balance between cost, environmental impact and potential impacts on the local community. He is also responsible for Sustainability Statements. In particular aspect of energy efficiency, renewable energy, green travel plans, sustainable material selection, waste reduction, rain water harvesting, water conservation and landscape biodiversity are designed in to our new stores.

##### **Construction**

Environmental best practice guidance for the Construction Team is provided by the CSR Manager in the form of site Environmental Management Plans (EMP's). These involve environmental inductions, tool box talks, posters and procedures. They address construction impacts on the environment such as contaminated land, noise, vibration, dust, waste management and vehicle emissions. Emergency preparedness and response procedures and posters are also displayed.

##### **Operations**

Once the stores are opened to our customers the Group CSR policy is displayed in the store office. An 'Energy Efficiency Walk-round Check List' following the guidance of the Carbon Trust is implemented by the Store Manager, audited by a Compliance Manager and monitored by the Group CSR Manager. For customers, a 'Store User Guide' is provided which contains our policy on waste management and tips on reducing, reusing and recycling packaging and storage waste. A poster for domestic waste recycling is also provided.

##### **Facilities Management**

Energy efficiency initiatives driven by financial savings and legislation on reducing our carbon emissions have been implemented in recent years. These include customer motion activated lighting (30% savings) and energy efficient T5 lighting (20% savings). In line with our Carbon Reduction Commitment we will be installing Smart Metering to monitor our energy use more accurately and be able to find areas where we can still further reduce energy waste in lift use, equipment use, heating and cooling.

##### **Marketing**

External communications to our customers, investors, peers and government of our environmental policies, management systems and performance reporting is essential to indicate leadership beyond compliance and innovation in sustainability in the operation of our stores and services. Environmental articles via executive magazines, national newspapers and NGO and Investor Relation websites can provide useful feedback from the like minded green consumer market, ethical investors, government and non-governmental organisations. We have been a

member of the FTSE4 Good index series and manage our environmental policies based on their principles. We have also contributed data to the voluntary international Carbon Disclosure Projects (CDP's) 2008 and 2009. In 2010 we aim to gain the Carbon Trust Standard and logo for reducing our carbon footprint over a period of three consecutive years.

### **17 – 3 Do you monitor your organisation's impact on the environment in any way?**

Yes, all of the following environmental impacts are monitored:

1. Energy use and carbon emissions / footprint on an annual basis;
2. Quarterly renewable energy generation and carbon emission reduction;
3. Overall environmental performance of some of our new buildings by BREEAM
4. Construction impacts
5. Construction Fit Out and Operational waste
6. Operational Store water management and rainwater harvesting

### **17 – 4 If yes, please describe how:**

1. Energy efficiency and carbon reduction by the use of energy suppliers spreadsheets, consultants energy reports and Store Energy Performance Certification (EPC) ratings;
2. Quarterly measurement of 10 stores for renewable energy (solar PV, wind turbine and ground source heat pump) meter monitoring
3. Building Research Establishment Environmental Assessment Methodology (BREEAM) ratings (including environmental management, commissioning, health and well being, energy, travel, materials, waste, water and biodiversity)
4. Considerate Constructors Scheme (CCS)
5. Construction waste by contractor reporting on spreadsheets
6. Store waste through a waste contractor
7. Quarterly reporting from stores for water saved through rainwater harvesting. (see Annual CSR Report 2008).

### **Does your organisation recycle and /or reuse materials where possible?**

Yes, during construction we sometimes use:

1. inert demolition hard core for road foundation, piling matt and foundations;
2. during store 'fit out' we recycle plaster board and steel cut off's back to the manufacturers;
3. 80 - 90% of our 'fit-out' non-hazardous waste is recycled by our contractor offsite.

During store operation we provide recycling bins to customers where requested and employee store office paper and cardboard is recycled.

### **17 – 6 If yes please provide details:**

Big Yellow Construction Limited builds about 6 stores per year. Typical waste generation from site clearance, ground works, shell and fit out is about 40,000 tonnes of waste per site of which 90% is recycled offsite (Sutton, Waste File UK). Timber is chipped for energy recovery through combustion. Plastics are chipped for reprocessing and concrete crushed for secondary recycled aggregates use. Metal and plasterboard (about 200m<sup>3</sup> per site) off cuts are sent back to the manufacture direct from all BY sites. Packaging is sold as recycled packaging. Green waste and soil can be composted and resold for landscaping. Therefore typical annual waste generation can be 240,000 tonnes. Top soil and sub-soil could account for 62% of recycling and crushed concrete for 12.4%. Timber can account for about 10% and steel cut offs for about 3% of recyclable materials. Paper cardboard and plastics can make up to 3% of the waste mainly related to packaging. The Construction 'fit-out' for about 5-6 stores per year generated 130 skips<sup>3</sup> of waste or 2,000 m<sup>3</sup> in financial year 2008. Plaster board cut offs filled about 20 skips or 200m<sup>3</sup> for return to the manufacturers for recycling.

**17 – 7 Is there anything else you believe to be unique or interesting about your organisation's efforts to support the environment?**

All of our efforts to support the environment are recorded annually and documented in the CSR section of our Annual Report and accounts. A copy of the 'stand alone' CSR Report 2008 is uploaded and contains many photographs of our renewable energy installations, green roofs and rainwater harvesting systems.

**17 – 8 Please describe your organisations approach to sustainability or how you strive to be a sustainable organisations?**

Big Yellow, as a developer and operator of self storage sees Corporate Social Responsibility (CSR) as a belief that we should take into account the social and environmental impacts of our operations on our stakeholders. This approach is also known as sustainable development or sustainability. CSR policy at our business level entails a vision to 'strike the balance' between socio-environmental responsibilities and commercial objectives. This is a core value also known as the 'triple bottom line' (integrating economic, social and environmental business objectives) or 'Sustainable Development.' Big Yellow and our stakeholders are the drivers for this change in company policy. All companies must change from a predominantly economic strategy to be ethically aware in a growing 'green' consumer market and increasing environmental legislation at UK, European and International levels.

**Local Community**

**18 – 1 What efforts do you make to support and protect your local community both as an employer and through your charity and environmental efforts?**

Big Yellow provides services, employment and charitable support to local communities within a close radius of its stores. In accordance with the Group's evolving 'Giving' policy, some storage space is provided for local charities at a discounted rate. Space and time in kind has also been donated to disaster relief causes. A 'snap shot' of Big Yellow's charitable giving at the start of 2009 revealed the following:

- 62% of our stores were providing space for 47 different charities;
- 38% of these charities were health and child care related such as Barnardos, Friends of Paediatric Intensive Care, The Children's Kidney Trust and Early Years;
- Overseas charities included Band Aid and Tackle Africa;
- Religious based charities included the Salvation Army, English Churches, Jewish Women's Aid and the Society of the Revival of Islamic Heritage; and
- Environmental charities included The Bat Conservation Trust, The Peoples Trust for Endangered Species and the Norfolk Wildlife Trust.

During the year ended 31 March 2009 Big Yellow reviewed the ways in which it engaged with local communities to improve its giving policy. In the last year the Group committed to the establishment of charity budgets for each of the regional grouping of stores.

**18 – 2 If you would like to upload any photos or other relevant supporting documents please do so here.**