

Corporate Social Responsibility Policy

The Board recognises that high levels of corporate social responsibility (CSR) linked to clear commercial objectives, will create a more sustainable business and increase shareholder and customer value. This Policy will cover all of Big Yellow Group's operations, as both a self storage developer and operator. Big Yellow Group is seeking to meet the demand for self storage from businesses and private individuals providing the storage space for their commercial and / or domestic needs, whilst aiding local employment creation and contributing to local community regeneration.

The Board commits to:

- Complying with relevant social and environmental legislation
- Establishing a formal integrated CSR management structure to implement "best practice"
- Preventing pollution and the waste of resources to protect the environment
- Consulting with stakeholders on social aspects to improve their services to the Group
- Providing capital for sustainable development that is economically viable
- Reporting annually on improving ethical, community and environmental performance

Operationally, Big Yellow Group commits to:

- **Development** to address relevant issues on local community and climate change aiming to achieve best practice on sustainability check lists and local planning guidance
- **Design** to minimise its carbon footprint as far as practicable through the application of passive building principles, viable renewable energy and other sustainability criteria
- **Construction** to aim for build site sustainable practices by raising environmental and health and safety standards through the Considerate Constructors Scheme
- **Estates and Facilities** to monitor energy, waste and water provider performance in order to identify areas for operational efficiency improvements
- **Operations** to keep store managers and customers informed of the ethical, safety, security, energy use and waste minimisation aspects of storage and packaging
- **Sales, Marketing and Customer Care** to facilitate external communication of sustainability and ethical market differentiation and improve customer satisfaction
- **Human Resources** to integrate the Group CSR policy within all training programmes, employee communications, and benefits initiatives, whilst continuing to promote charitable giving, employment creation and staff retention
- **Office Management and Information Technology** to facilitate internal communication of environmental performance and cost effectiveness of energy usage, waste paper reduction, recycled paper usage, and the recycling of waste paper

The CSR Manager will facilitate the Board and Group Operations to achieve these commitments by establishing more specific objectives within the existing management structure and implementing guidance to meet agreed continuous improvement targets. The CSR Manager is also responsible for recording key performance indicators for annual reporting and review by the Board.



James Gibson
Chief Executive Officer

16 October 2007



Get some space in your life.™