



## FTSE4Good

### **Big Yellow's Supply Chain, Contractor Labour and Environmental Standards Guide**

#### **Application of Exposure and Risk Standards:**

1. Low exposure to supply chain risks through sourcing products, or contractors, within the 'UK low risk, high income (LRHI) OECD Country';
2. Retail merchandise standards, predominantly UK sourced for our customers;
3. Products with labelled 'recycled content', available to customers;
4. Labels assigned with low risk scores under labour standards; and
5. UK, European and International standards for compliance and best practice.

#### **Existing Corporate Social Responsibility (CSR) Policy References:**

- Commits to high work place standards, for staff, contractors and suppliers;
- Maintains employment standards by sourcing mainly reputable UK supplier packaging;
- Contractors managed to high social, environmental, health and safety standards;
- Best practice is achieved through the 'Considerate Constructors Certification Scheme'; and
- Human Resources training and benefit initiatives' encourage best practice.

The Board has reviewed the 'Modern Slavery Act' in the supply chain and its relevance to our supply chains for products sourced overseas and contractor services within the UK. A policy will be published in the near future.

#### **Big Yellow Construction Supply Chain Contractor Labour Standards:**

- Provide a supportive and caring working environment;
- Apply the principals of the 'Considerate Constructors Scheme (CCS)' to our contractors;
- Give consideration to contractors impact on each other, neighbours and the public;
- Ensure site activities are professional and well managed; and
- Attain the highest levels of safety performance and protect and enhance the environment.

<b>The Considerate Constructors Scheme (CCS) - Key Performance Indicators</b>
1. Average number of operatives.
2. Average number of females.
3. Workforce (%) with Construction Skills Certification Scheme (CSCS) Cards.
4. Number of compliments recorded by the site.
5. Number of complaints received and recorded by the site.
6. Number of reportable accidents.
7. Number of non-reportable accidents.
8. Number of fatalities on site.
9. Number of environmental incidents.



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**BIG YELLOW GROUP CORPORATE SOCIAL RESPONSIBILITY  
CONSTRUCTION SITE SUPPLY CHAIN LABOUR STANDARDS**

**SOCIAL BEST PRACTICE**

**HEALTH AND SAFETY**

Identify significant hazards (with the potential for harm)

Risk assess significant hazards

Implement controls to eliminate hazards or reduce risk

Monitor risk controls to ensure compliance

Ensure all persons are competent, trained and aware of hazards and risks

**CONSIDERATION**

Show consideration to site neighbours and the public

Inform neighbours in advance of any unusual activities

Escort visitors to site offices and request they sign in

Monitor parking and vehicle speed on neighbouring roads

**CLEANLINESS**

Ensure access routes to site are kept clear and clean

Ensure fuel pipe valves are secure and supervise refuelling

Use drip trays under mobile plant

Recycle discarded packaging and materials on the site

**RESPECT FOR PEOPLE**

Maintain a respectable dress code and no 'wolf whistling'

Invite local community, education and unemployed visitors to site

Welcome visiting students to learn and experience site work

Promote equal opportunities, diversity, gender, race, etc.

**HERITAGE AND ARCHAEOLOGY**

Comply with archaeological contract obligations

Protect finds, contact manager and give experts access

Obtain consent before continuing work

Treasure must be reported to the district coroner

**WHO TO CONTACT IN AN EMERGENCY**

Site Manager:

Tel.

Construction Manager/Director:

Tel.

Environment Agency Hotline:

Tel. **0800 807 060**



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## Big Yellow Environmental, Social, Governance (ESG) Supply Chain & Labour Standards Assessment:

### Self-Storage Services, Property Portfolio, and New Developments

UK based store portfolio and new build mainly achieve:

- High 'B' level Energy Performance Certification (EPC); and
- 'Very Good' to 'Excellent' (BREEAM) certifications.

### Big Yellow Store Merchandise 'Supply Chain Labour Standard' Commitments:

1. 'Comply with relevant social and environmental legislation' and best practice;
2. 'Continually raising health and safety standards' by reporting in its Annual report; and
3. Maintain high scores in the Considerate Constructors Scheme (CCS)

Operations are sourcing merchandise mainly from the UK and low risk EU countries, as recorded below:

Store Retail Merchandise 'Country of Origin' Supply Chain Risk						
Supply	Product	Mat.	Manuf.	Recycled Content	Recycled	Shipped
<b>Brooks Recycled Card Board Boxes and Packaging</b>						
1	Small Box	UK	UK	100% Recycled	Yes	Lorry
2	Medium Box	UK	UK	100% Recycled	Yes	Lorry
3	Large Box	UK	UK	100% Recycled	Yes	Lorry
4	Ext large Box	UK	UK	100% Recycled	Yes	Lorry
5	12 Bottle Divider	UK	UK	100% Recycled	Yes	Lorry
6	Standard Archive	UK	UK	70% Recycled, 30% Recyclable	Yes	Lorry
7	Large Archive	UK	UK	70% Recycled, 30% Recyclable	Yes	Lorry
8	Wardrobe - Box	UK	UK	85% Recycled, 15% Recyclable	Yes	Lorry
9	1-2 Bed Pack - Box	UK	UK	85% Recycled, 15% Recyclable	Yes	Lorry
10	3-4 Bed Pack - Box	UK	UK	85% Recycled, 15% Recyclable	Yes	Lorry
11	Student Pack - Box	UK	UK	85% Recycled, 15% Recyclable	Yes	Lorry
12	Value Pack - Box	UK	UK	85% Recycled, 15% Recyclable	Yes	Lorry
13	Archive - Box	UK	UK	85% Recycled, 15% Recyclable	Yes	Lorry
<b>Really Useful Products (Boxes and Trunks)</b>						
14	Euro-box	UK	UK	Virgin med flow copolymer, Poly-prop	Yes	Lorry
15	Moving Trunk	UK	UK	Virgin med flow co-polymer, Poly-prop	Yes	Lorry
<b>Henry Squire Padlocks</b>						
16	Outdoor Padlock	UK	UK	Virgin Steel. Brass, Bronze, Plastic	Yes	Lorry
17	Combination	UK	UK	Virgin Steel. Brass, Bronze, Plastic	Yes	Lorry
<b>Contico Crates and Shelving</b>						
18	49 Ltr Tuff Crate clear/Silver	Bel	UK	Virgin Polypropylene	Yes	Lorry
19	5 Tier Shelving Black/Silver	Ire	UK	Recycled Polypropylene	Yes	Lorry
<b>LMT/Prima Tape</b>						



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20	Big Yellow Tape	Europe	Ital	Virgin Polypropylene Tape	Yes	Lorry
21	Fragile Tape	Europe	Ital	Virgin Polypropylene Tape	Yes	Lorry
<b>Solution Centre Pens, Twine</b>						
22	Marker Pens	S Africa	S Africa	Virgin Plastic	Yes	Lorry
23	Yellow Twine	UK	UK	Virgin Poly-propylene	Yes	Lorry
<b>E-Z Rect Shelving</b>						
24	6ft Shelving	Can	Can	Virgin Steel, 15% recycled Board	Yes	Lorry
25	3ft Shelving	Can	Can	Virgin Steel, 15% recycled Board	Yes	Lorry
<b>Wine Case Racks</b>						
26	Wine Racks	UK Brazil*	UK	Steel, Pine*	Yes	Lorry
* Continuous re-growth woods - Natural Pine from Brazil						
<b>BPI Dust Sheets, Covers, Bags</b>						
27	Dust Sheet	Europe	UK	Virgin Polymer	Yes	Lorry
28	Chair Cover	Europe	UK	Virgin Polymer	Yes	Lorry
29	Single Mattress Bag	Europe	UK	Virgin Polymer	Yes	Lorry
30	King Mattress Bag	Europe	UK	Virgin Polymer	Yes	Lorry
31	Sofa Cover	Europe	UK	Virgin Polymer	Yes	Lorry
<b>Trans-cover Ltd, Vacuum Storage Bags</b>						
32	Vacu Store Bags	Chile*	Chile	Virgin 15%, Nylon 85%, Low D, Poly-e	Yes	Lorry
<b>Eden Plastics Boxes</b>						
33	Collapsible Storage	UK	UK	Recycled Polypropylene	Yes	Lorry
<b>Marland Ropes and Fill</b>						
34	Yellow Rope	Holland	UK	Virgin Polypropylene	Yes	Lorry
35	Loose-fill	Germany	UK	Min 90% recycled Polystyrene	Yes	Lorry
<b>Southgate Corrugated Card, Shrink-wrap, Tissue Paper</b>						
36	Corrugated	UK	UK	100% Recycled	Yes	Lorry
37	Shrink-wrap Clear	Italy	UK	10% re-gran & 90% virgin material	Yes	Lorry
38	Shrink-wrap Black	Italy	UK	10% re-gran & 90% virgin material	Yes	Lorry
39	Tissue Paper	China	UK	50% recycled & 50% virgin pulp	Yes	Lorry
40	Tape Gun	Taiwan	UK	virgin plastic	Yes	Lorry
<b>London Bubble Packaging</b>						
41	Small Bubble	Euro	UK	Virgin polyethylene, ethylene, octanc-1	Yes	Lorry
42	Large Bubble	Euro	UK	Virgin polyethylene, ethylene, octanc-1	Yes	Lorry

### Low Risk Assessment Profile Supply Chain Labour Standards:

- >90% of our suppliers are based in high income OECD or 'other high income countries';
- Four countries (S Africa, Brazil, Chile & China) sources can be medium risks;
- Big Yellow has > 90% low supply chain labour risks mainly in the UK and Europe;

### Medium Risk Assessment Profile Supply Chain Labour Standards:

- medium risk sector, products and sourcing from high risk countries, at any level of revenue;

**High Risk Assessment Profile Supply Chain and Products** are related to high risk sectors, product sourcing from high risk countries under exposure threshold.



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Example 1:

'Loose Fill Packaging' for customer storage protection, within our supply chain

**EcoFlo®**  
Biodegradable Loosefill

**"When a product performs better, costs less, and is better for the environment... why wouldn't you use it?"**

- High level protection
- Professional appearance
- Cost effective
- Easy and safe disposal for customers
- Helps achieve packaging waste and recycling targets

**"The advantages in both a business sense and an environmental sense are substantial.**

**This product is a great marketing tool to show customers we really care about the environment."**

*Racal - Datacom*

**"Superior all round protection for your products"**

Made from starch and 100% biodegradable, EcoFlo is independently proven to offer better all round protection than polystyrene loosefill.

With a superior technical and environmental performance, plus a competitive price, it's easy to see why EcoFlo is the fastest growing loosefill in the UK.

**"It's not just money you're saving"**

**Independent scientific tests prove EcoFlo offers superior protection compared to polystyrene.**

"The results of the tests to compare the performance of biodegradable loosefill from Green Light Products and EPS loosefill products show that, under the conditions applied, a product packaged in the biodegradable loosefill remains undamaged, without having shifted during dropping or excessive vibrating. This material was the only material to give a satisfactory and consistent result."

*University of Humber*

"EcoFlo performed most favourably in the packaging of light and delicate goods when compared with other loosefills, in terms of displaying no signs of product migration or breakage during drop tests and transport tests."

*Brunei University*

**How does EcoFlo protect your products?**

The odourless, white EcoFlo chips compress to form an impenetrable mould around the product, preventing it from migrating to the bottom of the carton.

The surrounding chips provide high level shock and impact protection for your goods, eliminating breakages.

EcoFlo guarantees this superior performance for all products; from delicate fine china and sensitive electronic equipment to heavy mechanical components.

**Frequently Asked Questions**

**EcoFlo may be 100% biodegradable, but does it perform as well as polystyrene?**

Yes, if not better! Independent tests by Brunel University and the University of Humber show that EcoFlo prevents product migration and provides better impact protection than polystyrene.

**EcoFlo is made from starch. What difference does that make?**

EcoFlo is biodegradable and conforms to EN13432, making it suitable for domestic or municipal compost. It will dissolve in water which eliminates the problem of littering. Starch is an annually renewable resource, not a depleting resource like petro-chemical based polystyrene.

**Is the production process environmental?**

Yes! We use a low energy, single stage production process, compared to the multi stage, high energy process used for producing polystyrene. EcoFlo uses steam instead of pentane gas as the blowing agent.

**How will my customers and I be affected by the Waste Packaging Legislation?**

Compared to polystyrene you and your customers will have a lower recycling and recovery obligation and reduced costs.

**Does it attract rodents?**

No! This is a common misconception. Bentokil state "EcoFlo will not attract rodents any more than products such as polystyrene, paper or cardboard."

**EcoFlo compresses more than polystyrene. Does this mean I will use more?**

No. If you use 10 litres of polystyrene you will use 10 litres of EcoFlo. We store over 1 tonne of chips in our bulk storage hoppers and the chips maintain their performance.

**"Polystyrene chips are not popular with our customers so we have been tremendously pleased with the overwhelming response with this product."**

*Marston Book Service Ltd*

**Green Light PRODUCTS LTD**  
Capital Business Park, Parkway  
Cardiff, CF23 7PX

T: 029 2079 0880 F: 029 2079 4700  
E: sales@greenlightproducts.co.uk  
W: www.greenlightproducts.co.uk



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### Example 2:

**Sourcing Electronic Equipment: store and office electronics; computers; security TV's; Computers; Mobile Phones; Printers; and Photocopiers.**

#### **DELL Computers: IT Equipment**

Our DELL computers are using plastics from computers and parts they recycle through their existing 'takeback and recycling' programs to build brand new systems.



We are using plastics from the computers and parts we recycle through Dell's existing takeback and recycling programs to build brand new systems, driving a circular economy for the IT industry.



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### Our APPLE mobile phones

Apple is certified in accordance with the internationally recognised quality and environmental standards: ISO 14000 Environmental Management System; and EMS ISO 14040; and EMS ISO 14044;

### OUR Kyocera photocopiers

Kyocera are certified to the 'Energy Star Rating'; Environmental Management System (EMS) ISO 14001; and Quality Management System ISO 9001 (QMS) standards;

### Store Portfolio Maintenance and New Store Construction Contractors:

- External contractors are managed by our internal Facilities Management department for maintenance and repair of the whole store portfolio (70 stores), when required;
- External contractors are also managed by our internal Construction Management department for new store build (~1/2 store openings per year);

### Responsibilities Scope:

- Environmental and Social policies and responsibilities;
- Historical contaminated land, operational spill and leak risk assessment and response;
- Air, light, and surface water pollution; and noise and vibration (energy efficiency);
- Protection of wildlife and habitat and archaeological finds

### Health and Safety Annual Reporting

During the year, Big Yellow's new store at Gypsy Corner was opened and the Enfield stores' 'fit out works' were completed. 'Strip out' works were also started at a property acquired in Cambridge. Four existing stores had Phase 2 storage partition extensions installed. The number of 'Man Days' worked was 9% less than the previous year, with our high safety standards being maintained. The Enfield site was also managed under the Considerate Constructors Scheme' ("CCS") which also promotes high standards of health and safety management

<b>Construction fit-out contractors and visitor health and safety</b>					
<b>Year ended 31 March</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Number of total Man Days	6,431	6,511	610	3,315	3,005
Number of Minor Injuries	1	1	-	2	1
Number of Reportable Injuries (RIDDOR)	1	-	-	-	-

One 'Minor Injury' and one 'Near Miss' was reported over 3,005 'Man Days' in the year. No 'Fatal Injuries', 'Notices', 'Reportable Injuries' or 'Prosecutions' occurred, indicating a well-controlled environment for staff, contractors and visitors on our construction sites. Health and safety performance continues to be reviewed in preparation for our next new store development at Guildford in 2016.