

TRAINING AND DEVELOPMENT

TRAINING AND NEW EMPLOYEES

All employees are required to attend induction training upon joining the Company, the purpose of which is to provide them with a basic introduction to the self-storage industry and the Company. Induction will largely take place on the job, during which time employees will be provided with the opportunity to further develop their operational knowledge through practical experience gained within a store.

TRAINING COURSES

To complement an employee's learning, the Company may arrange for formal or informal training, in order to enhance their knowledge of the business. Where an employee attends an external workshop or seminar they will be paid at their normal rate of pay for the duration of the training. In addition, the Company will also reimburse any expenses incurred whilst attending such training, in accordance with the Company's Expenses Policy. Where an employee becomes aware of a course, seminar or training session that they believe would enhance their skills or those of a fellow employee they are encouraged to bring the details of such training to the attention of their Manager. The availability of courses, seminars or training sessions may be relatively limited and they should therefore be booked well in advance. This will also enable their Manager to adjust work schedules and to provide any cover that is required. For all Company internal training courses, employees will be required to dress in accordance with the Company Dress Code. In addition, where an overnight stay is required, employees are expected to conduct themselves in a professional manner at all times as they will be representing the Company. Failure to do so may result in disciplinary action being taken. In circumstances where an employee is unable to attend either an internal or external training course, their Manager will be responsible for advising the Human Resources Department as early as possible before the date of the training and certainly no later than seven (7) days beforehand, unless of course the reasons for their non-attendance could not be foreseen. Failure to provide such notification will result in a deduction to recover the cost of the training from the next bonus payment of the delegate and Manager concerned.

CAREER DEVELOPMENT

Success Factors have been developed for certain departments within Bagshot. Each individual who aspires to progress, will have access to the Success Factors relevant to their position and will be responsible for driving their own development with support and guidance from their Manager. An employee and their Manager will agree those areas in which they are already performing and the areas on which they need to focus in order to become more effective. Once an employee has been signed off in their job role they should consolidate and gain experience in their position. Having achieved this, they may, at a later stage, wish to begin working on the Success Factors for the next job role, in preparation for the next stage of their career.

PERSONAL PERFORMANCE REVIEWS

Performance Reviews provide Managers and employees with an opportunity to discuss an employee's actual work performance, which may also be reviewed against the Success Factors that have been set by the Company. In addition, they will also provide an opportunity to identify any areas of development for an employee, by way of agreeing objectives for the future. In order to ensure that performance is reviewed on a fair and consistent basis, Managers must ensure that employees understand their position, responsibilities and duties. They must also communicate the

expected standards of performance to all employees and agree any specific responsibilities, together with how these responsibilities will be assessed. Performance Reviews are a two way process and employees will be encouraged to express their views and opinions as to both their performance and the review process.

The performance of new employees and employees who have been promoted within the Company will be reviewed by their Manager towards the end of their Probationary Period, in order to determine as to whether the employee meets the standards and requirements of the Company. Throughout such periods, an employee's Manager will ensure that ongoing support and feedback is consistently provided. For all employees who are established within their position, Performance Reviews will be conducted by their Manager on an annual basis. Once again, an employee's Manager will be responsible for ensuring that support and feedback is always provided. Written records of an employee's Performance Review will be retained on their personal file.

References: Big Yellow Employee Handbook (April 2015) Page 79