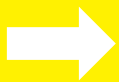


The security of our customers' possessions is our number one priority.

With staff on site seven days a week, our security checks and balances reduce operational risk and we always know who is in our buildings.

# how we operate a secure business



**CCTV externally monitored  
24 hours  
a day**

**All individually  
alarmed**  
storage rooms

**Customer  
PIN codes**  
to gain access

**Staff on site  
7 days  
a week**  
during trading hours

**Perimeter  
fencing**  
at every site

**Electronic  
security**  
gates

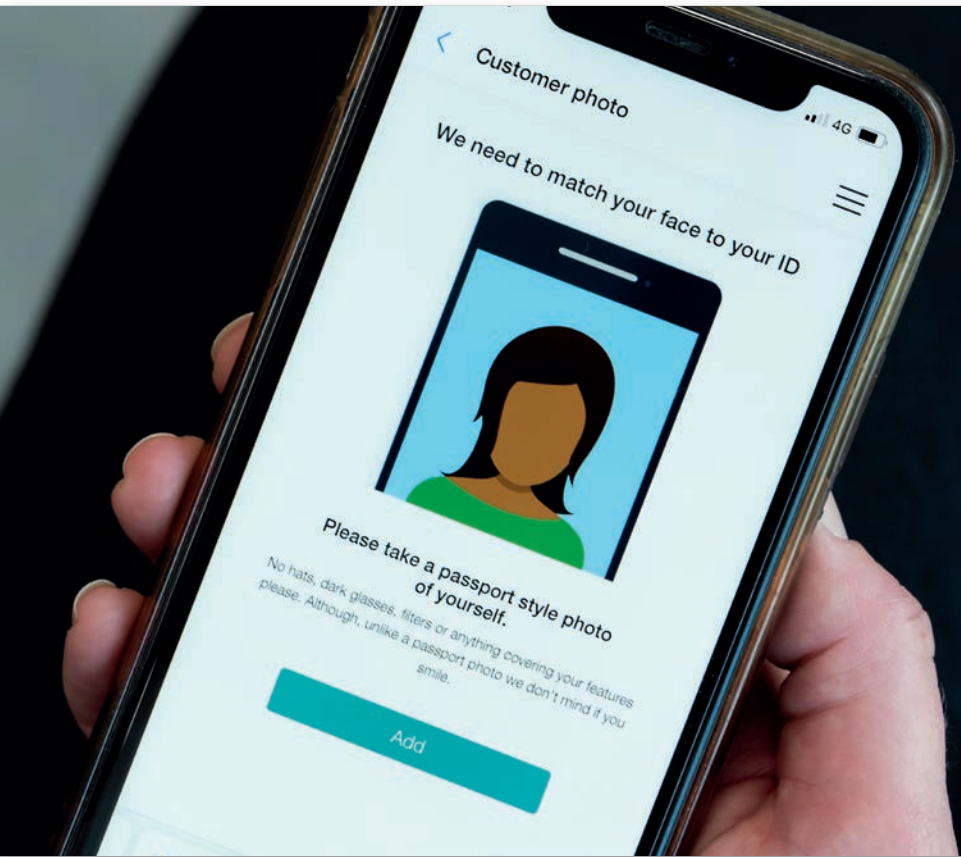
**Fire and smoke  
detection**  
systems

**Vigilant  
teams**  
in store

**Prohibited list  
enforced**  
of high-risk goods

**Security and  
ID checks**  
for all new customers

**Limited and  
controlled use**  
of extended hours access



## Customer Security Checks

We conduct security and identity checks for everyone who stores with us. Each customer is photographed and security documents supplied. These can be easily uploaded by the customer, at home, via our Check-in Online platform, saving the customer valuable time when they arrive at the store. Over 90% of our customers use Check-in Online.

A customer's emergency contacts can also be uploaded and the customer must also submit an inventory of everything they are storing. This helps prevent any prohibited items being stored and assists the store teams to check all possessions are adequately covered with contents protection.

## 24 hour CCTV and individually alarmed rooms.



Archive multi pack.

Standard archive box.

Large archive box.

