

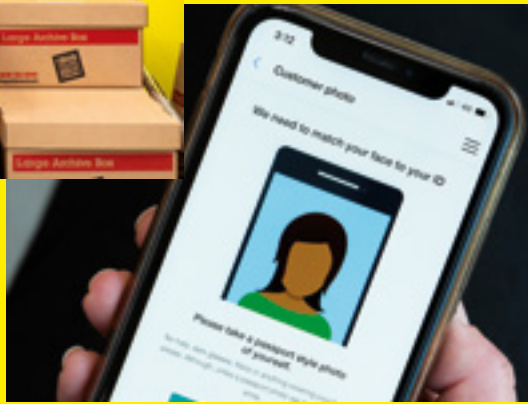
we are **BIG** on we are **SECURITY**

Protecting our customers' possessions is paramount to what we do

We have invested in state-of-the-art security, to provide our customers with peace of mind and to reduce our operational risk.

Security checks and our systems mean we always know who is in our buildings. Every Big Yellow storage room is individually alarmed, and we have staff on site seven days a week with CCTV monitored around the clock.





“ The level of security put me at ease and I feel assured that my belongings will be safe whilst they are in store.

[Customer at Big Yellow Watford]

Customer Security Checks

We carry out identity checks on everyone who stores with us.

Using our Check-in Online digital platform, customers can effortlessly upload security documents and a photo of themselves using their mobile phones at home. This is used by over 90% of our move-ins.

Check-in Online also enables customers to easily submit an inventory of their goods. This assists our teams to ensure possessions are adequately covered with contents protection and prevents any prohibited items being stored.

24/7 externally monitored CCTV

Individually alarmed rooms

Customer ID checks

Vigilant staff on site seven days a week

Perimeter fencing

Electronic coded gates

Fire and smoke detection

Prohibited goods list enforced