

Security Matters

When it comes to self storage, we take security extremely seriously.

Our store teams, who are on site seven days a week alongside our state-of-the-art security systems are crucial in protecting our stores 24/7.

Vigilant staff on site • Customer ID checks • Perimeter fencing • Electronic coded gates •



Balancing automation, customer service and security

As the market-leading self storage operator in the UK, we take the security of our customers and their possessions seriously. This requires an investment in technology and automation, physical security, and in our view most crucially, having team members present in the store during normal retail hours.

Security that sets us apart

We will continue to invest in the security of our stores through providing individually alarmed rooms with unique PIN access, and digital CCTV monitored 24/7. We also restrict which of our customers have access to our stores when there are no team members present.

Extra security checks

We carry out identity checks on every customer. Our onboarding process is online and customers can upload ID prior to arriving at our stores. Our store teams provide an extra layer of security through double checking every customer ID at the point of move in.

Our store teams are able to identify and refuse custom to any suspicious enquiries. They also provide a valuable service to business customers such as online traders, who require deliveries to be taken. Clearly this cannot be done without team members present.

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Highly appreciated the efforts of the staff and management to keep the things I stored in a safe and secure manner.

Customer at Big Yellow Kingston North



Individually alarmed rooms • PIN access • 24 hour CCTV • Smoke and fire detectors



So easy to move in and access a storage room. Excellent security.

Customer at Big Yellow Chelmsford