



## **Service** and Security

### **Unrivalled customer service**

**Our friendly and helpful store teams deliver the very best standards in customer service. This, coupled with our market leading security, are some of the key reasons why people choose Big Yellow.**

#### **Unrivalled customer service**

Recruiting the right people, a continuous investment in training and the engaged culture of the business are critical to our continued success of delivering unrivalled customer service. We are proud of our people who put the customer at the heart of the business.

Our staff are onsite seven days a week and work hard to understand the needs of our customers. We have over 27,700 Google Reviews averaging 4.7 and our customer surveys in the year have given us an outstanding NPS score of 82.8. This genuine feedback is testament to the consistency of our customer service.

#### **Security matters**

As the market leading self storage operator in the UK, we take the security of our customers and their possessions seriously.

Our security protocols are regularly reviewed and we continue to invest in the security of our stores. Presently, this is through individually alarmed rooms, PIN code access and digital CCTV monitored 24/7. Secure, phone app access is also now being trialled at some of our locations. We also restrict which customers have access to our sites when no one is present.

We carry out identity checks on every new customer through our onboarding process. Our store teams are vigilant and we are not afraid to turn away potential customers if things look suspicious.

“We love Big Yellow because we can open more space or close space down to suit our stocking profile at different times of the year. The units are totally secure and the **staff offer a fantastic service**, not only to us, but also to our visiting customers, couriers and trading partners.”

Dan Humphries, Owner, Drumazon



### Exemplary customer feedback



★★★★★

Customer at Big Yellow, Milton Keynes

The units of storage are very neat and the staff are extremely knowledgeable, friendly and helpful. From reservations to booking in and storing. Everything was seamless without any hassle. The team were very helpful with their impressive customer service skills. I totally would recommend Big Yellow Self Storage 100%.



★★★★★

Customer at Big Yellow, Brighton

Exceptional service from start to finish! The team at Big Yellow Self Storage has been incredibly efficient, professional and attentive to all my needs. The facility is clean, secure and well-maintained, making it easy to access my belongings whenever needed. Highly recommend Big Yellow Self Storage for their outstanding customer service and reliable storage solutions!



Trustpilot: 4754 Reviews.  
Rated "Excellent"

