

Protecting our customers and store teams

The health and safety of our team members and customers is our principal priority. Our storage facilities are large buildings yet not crowded places and generally we have a low intensity of use.

We have reviewed the updated Government's advice and carried out risk assessments to confirm our stores remain Covid-19 compliant with appropriate measures, including by way of example:

- we have limited the number of team members on site at any one time;
- we have provided Perspex barriers, floor distancing markers, face coverings, protective gloves, hand sanitisers and other washing facilities;
- we have installed appropriate Covid-19 customer signage which is kept under review;
- we are limiting the number of customers allowed into our reception area at any one time to manage social distancing;
- only one customer is allowed in a lift at a time;
- we have intensified the daily cleaning levels of our storage facilities, especially in the most commonly touched points; and
- the vast majority of our team members drive, cycle or walk to work and we have encouraged more to follow suit.

Prospective customers, should they have the need, can reserve a room, check-in online, and complete move-in documentation without needing to be present at our stores. Most customers however choose to complete the process in our receptions when they move-in, as many have never used self storage before.

Storage and distribution is one of the businesses that was requested to remain open to support essential online and offline retail. Some of our business customers are distributing medical and other essential supplies, and indeed we include the NHS and other public sector entities amongst our customers. We are also assisting food retailers and wholesalers requiring storage of dried foods.

In addition, we have customers who have had a sudden need for short-term storage triggered by the recent lockdown. Many of these are businesses whose retail outlets or distribution hubs have closed and therefore have an emergency need for the storage of their stock. Many are small entities using our services as mini logistics for e-tailing and online selling of essential goods.

We have continued to support our network of over 200 local charities to whom we provide free storage and have also provided free space to the British Red Cross in a number of our stores to support the work they are doing during the pandemic.



It has been crucial
for us to continue our support
of community and charity
groups during these unique
and challenging times...

... We have provided the following support to local communities and charities:

— **Helped our communities helping the NHS**

We have helped support local charities who have been assisting vulnerable groups and NHS frontline workers, through our donation of storage space and boxes.

— **Local Charities and Foodbanks**

We have many charities, including foodbanks who store with us free of charge and continue to do valuable work during this time.

— **British Red Cross Support**

We have provided free storage to the British Red Cross at 27 locations to assist their distribution of disability aids and food parcels to discharged hospital patients – reducing the pressure on the NHS.

— **Big Yellow Foundation**

Our Foundation supports six charities who help vulnerable adults get back into sustainable employment. Our continued fundraising through customer donations and the matching of these donations has been vital to our charities suffering from a decline in other income at this time.



**HELPING
VULNERABLE
PEOPLE
LEAD
BRIGHTER
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