



We have commissioned SGS United Kingdom Ltd to carry out independent assurance of our Greenhouse Gas (GHG) emissions disclosures and other select voluntary disclosures, at a limited level of assurance according to the International Organization for Standardization's (2006) ISO 14064-3. The full assurance statement is published in our CSR Report 2021.

Our full CSR Report and the relevant sections within our Annual Reports and Accounts (Director's report and CSR section) have been prepared in accordance with the Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018 implementing the Streamlined Energy and Carbon Reporting (SECR) requirements. The GHG section of the CSR report has been reported in accordance with the WRI/WBCSD GHG Protocol – A Corporate Accounting and Reporting Standard.

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Part 1 SCOPE

Introduction

The annual CSR report covers the main activities of the company as an owner, operator and developer of self-storage within the UK.

Big Yellow is a FTSE 250 listed Real Estate Investment Trust (REIT) with the following store portfolio, operations and services as at 31st March 2020:

- 78 wholly owned stores
- 2 Central Administration Buildings: one Head Office (Bagshot, Surrey); and one Distribution Centre (Maidenhead, Berkshire); and
- Managed Stores (on behalf of investors in Armadillo Self Storage). Big Yellow Group has a 20% investment in Armadillo Storage Holding Company Limited and a 20% investment in Armadillo Storage Holding Company 2 Limited. Our investments are treated as associates using the equity accounting method and are therefore out of scope for environmental CSR reporting purposes; we do include Armadillo employees when reporting H&S and 'People' data.

We report on our wholly owned 'Big Yellow Self-Storage' portfolio for environmental data. We are also reporting on Social data as defined by EPRA.

We focus our reporting on our Big Yellow store portfolio, which represented 99% of our Scope 1 & 2 emissions during 2020/21.

We do not include our administration buildings in the Group energy totals. The consumption at these properties is now reported separately from the rest of our portfolio in our CSR report.

We have expanded our assured data as follows this year:

- Include market-based emissions;
- Community investment, specifically 'free space' and 'employee fundraising';
- People data, specifically 'turnover', 'male/ female split' and 'training hours'

We report data for our financial year ending on 31st March.

Reporting scope

	Big Yellow Stores	Big Yellow Bagshot & Maidenhead	Fit out construction (if any occur during the FY)	Shell construction / demolition (if any occur during the FY)
Electricity (kwh)	Scope 2	Scope 2	Scope 3 – reported separately	Scope 3 – not currently available
Gas (kwh)	Scope 1	No gas at these sites	Scope 3- reported separately	Scope 3 – not currently available
Solar generation (kwh)	Scope 2	No solar at these sites	n/a	n/a
Diesel / oil / fuel (lts/ miles)	Scope 1	n/a	Scope 3- reported separately	Scope 3 – not currently available
Refrigerants or other gases	Scope 1	Scope 1	None expected	n/a (unless 'discharge')
Emissions (CO ₂ e)	Scope 1&2	Scope 1&2	Scope 3	Scope 3 – not currently available

Waste (CO ₂ e)	Scope 3	Scope 3	Scope 3 - reported separately	Scope 3 – not currently available
Water (CO ₂ e)	Scope 3	Scope 3	Scope 3 - reported separately	Scope 3 – not currently available
Employees business travel	Scope 3	Scope 3	n/a	n/a
People related KPIs	included	included	Only for specific fit out H&S	n/a

Please note, this year we have completed a full Scope 3 assessment, but our current reporting focus for Scope 3 continues to be Transmission losses, Mileage, Waste, Water and Fit out data where we have high quality data.

Exclusions

Emissions caused through maintenance of fire suppressants/ extinguishers have been excluded on the basis of de minimis contribution to overall emissions.

Emissions from home working have been excluded. During the various local and national lockdowns our office-based employees were asked to work from home wherever that was feasible. We do acknowledge that working from home under those circumstances displaced emissions, rather than reduced them as our emissions data for our non-store portfolio may show. We have not adjusted our reporting as we expect this year to represent a temporary change to our collective working patterns, however we will re-evaluate FY 2021/22.

Where KPIs specifically exclude parts of our business we state so; for example, where we do not include our office and distribution building in our energy consumption.

All current and future telecoms installations are excluded. During the year we identified the following stores with installations: Fulham, Hounslow, Edmonton, Brighton, Finchley East, Twickenham, Sutton, Sheen, High Wycombe, Tunbridge Wells, Beckenham and Orpington. These installations are not under Big Yellow operational control and therefore do not form part of our energy or carbon reporting.

Changes during the year

We opened three new stores during the reporting year: Camberwell (July 2020); Bracknell (September 2020) and Battersea (November 2020).

We also retrofitted three existing stores with 50kWh solar energy each: Watford, Norwich and Tunbridge Wells – adding an additional 150kWh total installed capacity.

ref	Change made	Impacts on
a	Bring Solar energy reporting in line with the GHG protocol, using activity data and setting out how estimates are applied	Alignment to best practice & anticipating that solar is becoming a material energy source
b	Include a baseline year policy	Transparency – improved
c	Water data: set out in the basis of reporting document how we calculate this.	Transparency – improved.
e	Included a section on ‘exclusions’ in the basis of reporting document	Alignment to best practice
f	Include a section on ‘Community Investment’ KPIs in the basis of reporting document to reflect that this KPI is now externally assured	Transparency – improved.

g	Include a section on 'People' KPIs in the basis of reporting document to reflect that this KPI is now externally assured	Transparency – improved.
h	Excluded energy consumption and resulting emissions from telecoms installations & restated for prior 2 years	Transparency on actual controlled energy - improved

Part 2 DATA ACQUISITION

Data Acquisition (Scope 1 & 2) overview

Type of energy	Supplier	Data aggregator	Energy broker	Data mgt
Electricity	Opus Energy as of 1st October 2019	IMServ ¹	ECM2	EcoAct
Gas ³	Total Opus Energy as of 1st October 2019	IMServ	ECM	EcoAct
	Gazprom Opus Energy as of 1st October 2019	IMServ	ECM	EcoAct
Solar generation	All Big Yellow stores with Solar PV	Evo Energy ⁴	n/a	EcoAct
Solar Export – export meter reading	Wandsworth, Manchester, Bristol Ashton Gate, Bristol Central, Guildford Central, Bracknell, Camberwell, Battersea, Tunbridge Wells, Watford and Norwhich	Evo Energy	ECM	Internal
Solar Export – deemed export	Balham, Bromley, Camberley, Edingburgh, Fulham, Kennington, Merton, Nottingham, Reading, Sheen, Twickenham	EDF	n/a	Internal
Solar Export – neither measured nor deemed	Barking, Chiswick, Enfield, Gypsy Corner, New Cross and Richmond	Good Energy	ECM	Internal
Refrigerant gas emissions	AiA ⁵ services	GZ / EcoAct	n/a	EcoAct
Van	Premises Maintenance Manager	GZ / EcoAct	n/a	EcoAct
Telecoms equipment – energy data for subtracting from energy totals	Spyder – via Facility Mgt	Spyder / Head of CSR	n/a	EcoAct

1 IMServ provide HH actual (not estimated) data to both ECM for billing and EcoAct for reporting purposes

2 ECM (Energy and Carbon Management) are further responsible for metering and investigating meter issues, such as data transmission gaps

3 Moved onto HH data loggers during 2018/19

4 EvoEnergy manage our Solar PVs, installation, maintenance as well as their reporting platform

5 AIA manage refrigerant gas 'top up' activities

Our portfolio: Our 78 stores and 2 administration buildings (Bagshot and Maidenhead) use ‘off site’ / supplied National Grid electricity (Scope 2 GHG emissions). 17 of our stores contain flexi offices ⁶, of which 8 use natural gas heating (Scope 1, onsite GHG emissions). 28 stores generate roof top solar electricity (Scope 1) for self-supply. During the year, we fitted five (6) stores with roof top solar PV with export meters.

Data Acquisition Community and People overview

Type of KPI	Data owner	Systems, tools, references	Data mgt
People data - turnover	Head of People and Development	Cascade	People and Development Dpt
People data – female/male by level	Head of People and Development	Cascade – for m/f assessment Published NED & Exec composition Internally agreed definition of mgt group ⁷	People and Development Dpt
Training & Development	Head of Training and Development	Headcount data is obtained from the Head of People and Development Learn	Training and Development Dpt
Community Investment – free and discounted space	Operations (Stores and Area Managers) IT	Space manager for free and discounted space Finance employee fundraiser tracker email or spreadsheet for employee fundraising Other – payment confirmation or similar	Input: Stores & Area managers Data retrieval: IT Employee fundraiser: Finance and CSR

Energy Use Data Acquisition Scope 1 & 2 – Specifics

Auditable Data

Yearly audit is performed in two steps as follows:

Step 1: Q1 to Q3 data is submitted to external auditors during January. Auditors assess data quality, integrity and completeness, structures, systems, processes, procedures and controls associated with data collection, collation, validation and reporting.

Step 2: Q4 data is submitted to external auditors during April. Auditors assess if calculations have been made correctly.

It is possible that monthly data uploads into Envizi supplement existing data gaps. This is not desirable during the Q1 to Q3 audit, as the data in Envizi represents a moving target. To avoid this issue, EcoAct and Big Yellow have agreed a lock down period where Envizi will upload current months’ data, without supplementing data from the period that is being audited, thus providing the auditors fixed data points.

⁶ Battersea, Bromley, Byfleet, Camberwell, Cardiff, Chester, Dagenham, Finchley North, Guildford Slyfield, Gypsy Corner, Kennington, New Malden, Nine Elms, Portsmouth, Slough, Staples Corner, Twickenham 2

⁷ ‘Board of director members’ are our Executive Directors and our Non-Executive Directors;

‘Executive Management’ is our Senior Manager Leadership Group consisting of: Company Secretary and Group Financial Controller; Head of Ecommerce and Marketing; Head of Store Operations; Construction Director; Head of Customer Services; Head of People and Development; Head of CSR; Head of IT, Digital Security and Telephony. They have been selected based on their unique / supplementary subject matter expertise.

‘Managers’ are our store managers.

	April '20	May '20	Jun '20	Jul '20	Aug '20	Sept '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	April '21	May '21	June '21
Collect Q1 to Q3 data	x	x	x	x	x	x	x	x	x						
Lock Q1 to Q3 data										x	x	x			
Externally verify Q1 to Q3 data										x	x	x			
Collect Q4 data (do not amend Q1 to Q3 data)										x	x	x			
Lock Q4 data													x	x	
Externally verify Q4 data													x	x	
Write CSR report & basis of reporting document										x	x	x	x	x	
Externally verify Report														x	x

Electricity Use

Data acquisition was completed as per table above. Any issues with meter performance during the reporting year are resolved by ECM and documented by EcoAct and Head of CSR.

Gas Use

Gas meters have loggers installed during 2019 that transmit HH data on gas.

Flexi Offices

1. Two stores with flexi office heating have electric heating (Bromley and Finchley North) and these kWh uses are included within their total store electricity (no sub-meter data);
2. Balham, Sheen, Kennington, Fulham and Bromley stores have ground source heat pumps (GSHPs). Heating and cooling electricity supply kWh are included in the total electricity use for stores and non-store administrative buildings. GSHP supplied electricity use is included within the total electricity main meter Scope 2.
3. Our newly opened stores with flexi offices have air source heat pumps (Bracknell, Battersea, Camberwell and Manchester). Heating and cooling electricity supply kWh are included in the total electricity use for stores and non-store administrative buildings
4. The other eight stores with flexi offices use gas heating.

Solar PV Generation, Performance and Export Electricity (kWhs)

Solar PV generation is monitored on a monthly and quarterly basis for maintenance. It is monitored on a quarterly basis for claiming 'Feed in Tariff' payments from EDF Energy and Good Energy Ltd via a Smart meter portal at Head Office. The maintenance and monitoring contract is with Evo Energy (as of February 2018).

Solar Export

Our newest stores are equipped with an export meter, exported energy is sold back to the grid at an export tariff and Big Yellow receive monthly credit notes.

Some stores, although they do not have an export meter, pay an export tariff on energy 'deemed exported'.

Exported energy varies significantly between stores depending on the demand of energy and the time of the year.

Process Gases

Refrigerants (R410A and R407C) use:

Emissions (kg CO₂e) from air conditioner ('top up's) during annual servicing records is variable. Annual Replacement varies from '0' (not material) to several kg 'top up' per year.

Discharge from fire extinguishers:

Accidental discharge from fire extinguishers – none were reported during the year.

Forklifts used at stores

We use electric forklifts that are recharged in the stores. The electricity use is included in each store's consumption data.

Backup power

Where we use batteries for backup power, these are (re-)charged with electricity; the electricity use is included in each store's consumption data.

Fuel from company van

Big Yellow also owns one company van which uses diesel fuel. For completeness this is included in our total Scope 1 & 2 data.

Construction Fit Out

Electricity use is metered on site and recorded in Construction minutes.

Where electricity is not available and a gas/ oil generator is used, the volume of fuel delivered or used will be recorded in Construction minutes instead and provided to Head of CSR.

Energy use for Construction fit out is reported separately.

'Spyder' electricity demand – negative demand

Telecoms equipment is metered on the equipment and transmitted to the Facilities Team on a regular basis for invoicing. The data is currently provided twice yearly; however, we are in the process of negotiating a quarterly data transfer.

The spreadsheet is sent to EcoAct, who upload it into Envizi as a total 'minus' posting.

Data Acquisition (Scope 3)

During the year, we have commissioned a one-off emission footprint assessment by EcoAct, which cover our Scope 3 emissions for the FY 2019/20; the aim of this is to identify areas of our wider footprint Big Yellow may wish / be able to act on. In bold those categories for which we have easy access to good quality data and are therefore including in our CSR report as standard.

The Scope 3 Footprint work represents a point in time; our ongoing Scope 3 reporting of the bold categories is measurable data for the financial year in question.

In Scope for the Scope 3 Footprint work are: Purchased Goods and Services; Capital Goods; Fuel-and Energy related activities not included in Scope 1 or Scope 2; Upstream Transport and Distribution; **Waste Generation in Operation; Business travel; Employee commuting;** Downstream Transportation and Distribution; End-of-Life Treatment of Sold Products.

Excluded from this exercise are the categories that do not apply to our type of organisation, namely: Upstream leased assets; Processing of Sold Products; Use of Sold Products; Downstream Leased Assets; Franchises; Investments.

Employee business travel (car mileage)

Annual employee mileage claims from our Finance team are used to work out emissions caused through company business travel.

We use 'average car', 'unknown fuel' and select the conversion factor from miles to kg CO₂e.

Store Waste Management

Collated by our waste management contractors D S Smith and provided to Head of CSR annually. Data is broken down by site and type of waste.

Construction fit out waste

Construction waste disposal and recycling is based on estimates of skip volume and conversion to tonnage Waste (m³/t) is recorded in the Construction meeting notes and provided to Head of CSR (if activities take place during the year).

Store water use

Is collated annually by ECM and provided to Head of CSR for reporting. As of March 2019, we switched to a new water company: First Business Water.

In March 2021 we asked all stores to conduct a water meter read. Out of the 78 stores at the time, 47 were either unable to locate their meter, unable to access it or unable to read it. The other submitted meter readings were provided back to the water company and accepted as actual readings.

We were hoping to work with our water company to improve water meter readings but were unable to conduct this work due to Covid 19.

As this was the second year of providing actual data to the water company, we received mostly full year data on water consumption data. Where there were data gaps the following rules were applied

- a) For stores with actual meter readings for a certain time period: divide the number of days actual data and multiply by 365 days = full year data
- b) For stores without meter readings: check size and age of store; find a store with actual meter readings of approximately same age and size; use the meter reading of the most similar store for full year data.

Construction fit out water use

Is reported in Construction meeting minutes and provided to Head of CSR for reporting where relevant (if activities take place during the year).

Data Acquisition – People

All People GRI data is provided by the Head of People and Development, however, where we require ‘total number of employees’ as a normative number, we use Full Time equivalents which are provided for the relevant year by the Finance department.

KPI	Data provider	Frequency
% female/male at each level	People element of the People and Development Dept	annual
training hours female/male	Development element of the People and Development Dept	annual
turnover	People element of the People and Development Dept	annual

Data Acquisition – Community Investment

KPI	Data provider	Frequency
Free Space donated for community or charity use (£)	Big Yellow IT team – on request	annual
Payments to Social Enterprise organisations (£)	Construction Director – on request	annual
Total employee Big Yellow Foundation fundraising & Big Yellow matched funds (£)	Head of CSR & Finance team – fundraising tracker	annual
Free space donated – non storage ⁸	Head of Planning and Acquisition – on request	annual
Other funds raised	This could be funds raised by internal departments, for example the sell of old IT equipment	annual
Total Community Investment	Sum of all of the above	annual

⁸ This is a new category to allow us to report on the equivalent space provided to a not for profit organisation which is due to occupy dedicated space at our Battersea store during 2021.

Data Provider Review & process

Performance review during the year

The Environmental Committee (formerly the Quarterly CSR Forum) reviews electricity, gas and solar data on a quarterly basis and evaluates anomalies.

During the year, the Environmental Committee has determined that a quarterly review is not responsive enough and has commissioned ECM to provide a monthly analysis. This process is being piloted during Q4 2020/21.

The Board is provided with a bi-monthly update on CSR topics; the Sustainability Committee, chaired by the Non-Executive Director for Sustainability convenes twice yearly to address specific strategic Environmental topics.

Review process for the CSR report production

The Head of CSR manages the overall production of the CSR Reporting process and engages with the relevant stakeholders to ensure the necessary data / information is received and processed in a timely manner.

Draft sections of the CSR report are sent back to the data providers for review of the narrative prior to final review by Operations Director and CFO review.

Part 3 ENERGY USE AND EMISSIONS KPIS

Definition of ‘energy consumption’

Solar

Until FY 2019/20 we reported our energy use as consisting of gas, electricity and solar energy generated on site. With solar representing a smaller percentage of our overall energy consumption, we overstated our energy use by equating all energy generated with all energy consumed.

As we accelerate on our journey to a low carbon economy and implement a strong solar strategy, we feel the impact of solar energy on our total energy needs has now become material enough to exclude the solar energy exported back to the grid.

We will present both ‘used’ and ‘generated’ solar energy data.

To calculate ‘used’ solar energy

- For solar stores where we have actual export data, we will subtract the yearly amount exported from the total energy consumption for that store.
- For solar stores that are deemed export, we will subtract the yearly amount that our supplier deems exported from the total energy consumption for that store.
- This approach will be deployed as of 2020/21 onwards; no data will be restated. We expect this to result in a small decrease in energy consumed.

Telecoms equipment

Until 2019/20 we included the electricity used by Spyder, who manage telecoms equipment on store roof space we are letting out to them. However, this energy demand has increased significantly, with the associated emissions reaching a material 5% of the total in 2018/19. We will be restating energy and emissions data from 2018/19 onwards.

We will not be re-baselining our data at present; see our Baseline Policy in this document.

We will be including a statement in our annual CSR report to explain the removal of ‘Spyder’ electricity to explain the variance.

Reporting KPIs

SECR (Streamlined Energy and Carbon Reporting)

We will be reporting the Company's Scope 1 & 2 Greenhouse Gas (GHG) emissions and their underlying energy use, as well as a range of voluntary disclosures and narratives as part of our SECR obligations. Specifically:

Year ending 31st March		comments
GHG Scope 1 total tonnes CO ₂ e	Total Scope 1 Emissions location based	Consists of Operational Scope 1 emissions and fit-out Scope 1 emissions (where they occur during the year)
GHG Scope 2 total tonnes CO ₂ e	Total Scope 2 Emissions location based	Consists of Operational Scope 2 emissions and fit-out Scope 2 emissions (where they occur during the year)
GHG Scope 2 total tonnes CO ₂ e	Total Scope 2 Emissions market based	Now at 0
Total GHG Scope 1 & 2 Total tonnes CO ₂ e	Total Scope 1& 2 Emissions location based	Scope 1 & 2 store and non-store portfolio and fit-out
Total GHG Scope 1 & 2 Total tonnes CO ₂ e	Total Scope 1& 2 Emissions market based	
Scope 3 total tonnes CO ₂ e	Electricity Transmission Losses and Employee Business travel	SECR only requires Scope 3 data where an underlying energy consumption can be calculated. For BY this means electricity transmission losses and business travel.
tCO ₂ e/ revenue (000's£) – location based	Greenhouse Gas (GHG) emissions intensity from building energy consumption	Total Scope 1&2 location-based emissions as stated above divided by revenue
tCO ₂ e/ revenue (000's£) – market based	Greenhouse Gas (GHG) emissions intensity from building energy consumption	Total Scope 1&2 market-based emissions as stated above divided by revenue
tCO ₂ e/ Occupied space (000's m ²)	Greenhouse Gas (GHG) emissions intensity from building energy consumption (scope 1 and 2)	Total Scope 1&2 location-based emissions as stated above divided by Average Occupied Space
tCO ₂ e/ CLA (000's m ²)	Greenhouse Gas (GHG) emissions intensity from building energy consumption (scope 1 and 2)	Total Scope 1&2 location-based emissions as stated above divided by Current Lettable Area
Energy data	Underlying Scope 1 and 2 emissions energy data (kWhs)	

a) Energy use

- Scope 1: fuel use from our company van and the gas use from our 8 stores that heat with gas
- Scope 2: Electricity purchased and used for our operations (excluding energy sold on)
- Scope 3: Energy use and related emissions from business travel in rental cars or employee owned vehicles where the company is responsible for purchasing the fuel; electricity transmission losses

Due to the discovery of material electricity consumption outside of BY control, we have restated our data to FY 2018/19.

EPRA

Despite the unique nature of self-storage, we consider EPRA sBPR standards as the most meaningful to us; we report against them and will provide an explanation where we cannot provide data on their KPIs. We publish EPRA KPIs as part of our Full CSR report.

GRI

A number of our KPIs are based on the Global Reporting Initiative's (GRI) framework. It has been our intent to increase the number of GRI indicators, but find that with EPRA as our main framework, only a select few additional GRI KPIs (such as 'People' KPIs) add value to the reader of our reports; we remain committed to presenting and regularly reviewing these.

Absolute and Intensity Data

We report absolute and intensity data both for 'Energy use' and 'Scope 1 and 2 GHG emissions'.

We provide 'like for like' data where available in line with EPRA sBPR standard.

Energy KPIs

KPI's for store energy use and GHG emissions

EPRA environmental indicators and a select number of additional data:

- Supplied electricity, gas and solar (kWh)
- Energy costs or payments (£): CRC tax; FiT payments; increases; reductions; annual averages;
- Percentage (%) of absolute kWh and CO₂e reductions / increases;
- Annual generation as a percentage of grid supply 'solar stores' and subsets for large Solar PV installations (50kWh or above);
- Annual generation as a percentage of the whole store portfolio energy use;
- Total kWh use (all electricity solar, gas);

GHG Emission Reporting:

Greenhouse Gas (GHG) Emissions

GHG emissions are reported annually (tonnes CO₂e) under the Director's summary section in the Annual Report in compliance with Companies Act 2006. GHG emissions are expressed as tonnes of carbon dioxide equivalent that include the compounds that cause global warming. This includes the seven main GHG emissions covered by the Kyoto Protocol, in line with common practice: carbon dioxide (CO₂), methane (CH₄), hydrofluorocarbons (HFCs), nitrous oxide (N₂O), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and nitrogen trifluoride (NF₃).

Greenhouse Gas (GHG) Emissions conversion factors

We report in line with BEIS best practice guidelines as to how conversion factors are chosen for relevant reporting periods. However, as the publication of the standard relevant for our Q4 data is not published until after our annual reporting cycle is closed, we apply the conversion factors that are used for the Q1 to Q3 data. In the subsequent reporting year, we restate the Q4 numbers to ensure we use best available data. This is to ensure the year on year relationship between data and emission factors is consistent, regardless of our reporting year

For our 2020/21 publication, issued in June/ July 2020, BEIS Standard Set Version 1 2020 (for the calendar year 2020) will apply.

	Period start	Period end	Publication date
Big Yellow Annual Report 2020/21	1st April 2020	31st March 2021	June/ July 2021
DEFRA conversion factors 2020	1st January 2020	31st December 2020	9th June 2020
DEFRA conversion factors 2021	1st January 2021	31st December 2021	01.06.2021

	Big Yellow Q1 conversion factor	Big Yellow Q2 conversion factor	Big Yellow Q3 conversion factor	Big Yellow Q4 conversion factor
At time of report publication	2020	2020	2020	2020
Adjusted & restated during 2020/21 reporting	2020	2020	2020	2021

GHG Baseline Year

Baseline years are set to 2011. Our baseline year policy is as follows:

Baseline-year policy

We believe a baseline year can help in defining the level of emission reduction ambitions set by a company and allows the company to monitor and report on progress over time.

We selected the year 2010/11 as baseline year as that year signified the starting point in our major investment strategy to make our stores more energy efficient.

We have identified two significant changes that may trigger a base year recalculation, namely:

- Structural changes to ownership or control (for example mergers, acquisition, divestiture, and outsourcing and insourcing of emitting activities).
- Discovery of significant errors

should the changes meet or exceed our materiality threshold of 5% emissions variance or more.

We do not consider the organic growth of our organisation to trigger a recalculation.

Note on telecoms equipment ('Spyder') energy consumption identified during the year: the material increase in energy demand took place in 2018/19 and we have therefore selected to restate our data back to that point in time. During our baseline year (2010/11) the Spyder part was 0.43%.

Note on science-based targets: Best practice guidance by the SBTi indicates that a baseline year needs to be 'representative of the business as it is'. As we move towards setting a science-based target, we will consider re-baselining to a more recent year, if appropriate.

Carbon Intensity KPI's

Total CO₂e (and CO₂) are normalised by the total areas as follows:

- Carbon relative to Revenue (kgCO₂e /£m);
- Carbon kg CO₂e/ m² Annual Average Customer Occupancy;
- Carbon kg relative to Current Lettable Area ('CLA')

Average data can be used if comparing against 'year on year' / several year's data.

Scope 3 – Voluntary GHG emissions

Total CO₂e (and CO₂) are reported for:

- Electricity supply and distribution GHG emission losses,
- Store Waste,
- New store construction ‘fit-out’ waste,
- Store water use – supply and treatment,
- Employee business travel by car.

Store Waste Management

(GHG Emissions Scope 3 Supply Chain)

Operational store waste is reported by our contractor. The data covers all stores and our merchandise warehouse. Waste data is measured in tonnes (t’s), cost (£’s) including Landfill Tax savings, and the percentages (%) of mixed dry recyclables and mixed papers by mass balance. The percentage sent to landfills for further recycling and disposal is not estimated. Residual GHG emissions are usually <1% of combined Scope 1 and 2 emissions and are therefore not materials.

Store Water Use

(GHG Emissions Scope 3 Supply Chain).

Water use at Big Yellow has a low impact on our business and the environment. Water use is very low due to low staff numbers at each store (1-3 store staff) and providing one WC’s for customers’ use. A kitchen sink is available for staff. We calculate both Water Supply and Water Treatment using the DEFRA standard 2020 .

Business Travel

(GHG Emissions Scope 3 Business Travel)

Please note, this is an element of our total Business travel emissions; currently we do not capture business travel via trains, planes or other forms of transport).

Using ‘miles travelled’ information from our expenses system we have converted £s expenses paid to miles:

X miles / £0.45 (for first 10,000 miles)

X miles / £0.25 (for any miles above 10,000)

We then apply DEFRA standard for ‘average car size’ and ‘unknown fuel’.

Please note that our work on Scope 3 foot-printing has indicated that we may have underreported business travel. We have corrected our error this year but have not restated previous years’ emissions.

Construction Fit Out

kWh use is metered on site and recorded in Construction minutes. tCO₂e emission are calculated by the CSR Manager and:

- Reported separately alongside operational carbon data
- New store construction ‘fit-out’ energy/ emissions data – no materiality threshold, energy and emissions total are included in SECR. Energy totals are not included in CSR Report Energy Totals, Emission Totals are presented both in and excluding fit-out emissions;
- Water use (m³) is reported in the Construction minutes; and
- Waste (m³/t) is recorded and reported where significant.

These KPI’s are reported each year of Construction development; however due to the variable nature of fit-out activities, will not be included in Big Yellows carbon footprint, but reported separately.

Reporting KPIs- Definitions of ‘space’, ‘area’ and ‘occupancy’

- Maximum Lettable Area (MLA) (also sometimes referred to as the Final Storage Area) represents the sum of all the storage rooms in a facility, when fully fitted out with self-storage partitioning (kg CO₂e/m² MLA).
- Current Lettable Area (CLA), is the sum of all the storage rooms in a facility that have currently been fitted out; there may be more space that can be fitted out in a facility in the future; once a facility is fully fitted out, the area of all the storage rooms becomes the MLA). As of 2018/19 this is our key indicator and is closely aligned to our main financial reporting structure. One of 3 intensity metrics used for the Director’s report section of our Annual Report.
- Gross Internal Area (GIA) m² (also sometimes referred to as the Gross Internal Floor Area (GIFA) m²) is used as it approximates to ‘total useable floor area’ as defined by Energy Performance Certification (EPC’s) or by customer access to all part of the building via lighted reception area; loading bay; corridor’s; stairwells; lifts; storage space,

office space etc. It is calculated by multiplying the MLA by 3, then dividing by 2. This measure is no longer used for intensity calculations.

- Annual Average Customer Occupied Space Occupancy intensity, using annual average occupied space (sq. ft) looks to smooth out peaks and troughs that naturally occur during the year due to varying customer. One of 3 intensity metrics used for the Director's report section of our Annual Report. It is defined as the self-storage space occupied by customers on a weekly basis (accounting for weekly customer 'move ins' and 'move outs'). This data does not include vacant units and unfitted areas in upper floors that could be partitioned in the future.
 - Final Flexi Office Areas of 8 gas heated offices reported annually for gas use and emissions.
 - Flexi Office Occupied space (ft: m² conversion) is defined as Final Area occupied space by office unit rented and
 - Total Absolute Carbon Emissions Measure (tCO₂e / kgCO₂e) are presented as 'Operation Emissions', which are made up of:
 - Supplied Electricity, including flexi office electricity (scope 2 emissions);
 - Natural Gas for heating 8 x flexi offices (scope 1 emissions);
 - Refrigerant for air conditioning 'top up' or replacement (scope 1) when required;
 - Diesel fuel for one company van (scope 1 emissions) if used
- And as 'Operations and Fit Out' which in addition to the above also include:
- Grid Electricity supplied to construction for 'fit out' electricity (scope 2)
 - Gas Oil generator (scope 1 emissions) if used;

8 x Flexi Office Gas Final Areas, within stores, excludes non-usable space such as, office corridors, stair wells etc., It does not include other parts of the store, used for storage, under the same 'shell' construction.

PART 4 Other KPIs

A. Health and Safety

[From the UK Health and Safety Executive \(HSE\)](#)

Reporting accidents and incidents at work: a brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Annual Injury Incident Rate (AIIR) and / or RIDDOR" are used for health and safety annual reporting on:

- customers (stores including flexi offices);
- visitors (non-staff or non-contract);
- contractors (with contract); and
- staff (employed by Big Yellow), involved in work related incidents.

[Best Practice](#)

- Employee Reportable Injuries: $\neq > 3$ days
- (Requires, recording only);
- Employee Major Injuries: $\neq > 7$ days (requires mandatory reporting) = 0
- 'Fatal Injuries': 0
- 'Notices' = 0
- 'Prosecutions' = 0

[Reporting of accidents](#)

For employees, an accident is reported if it is a specified injury OR an absence over seven days and it occurs whilst at work. The three-day absence means we report the accident even if it is classified as minor. For customers, visitors, and contractors, we report the accident if the person is injured (minor or major injury) AND taken to hospital AND within the control of Big Yellow.

'Reportable Injuries' where it is not deemed within the control of Big Yellow are not included.

This definition was revised in the year ended 31 March 2017, and prior to this, these incidents were reported if they were sustained in connection with work. The definition of 'reportable' was revised to only include incidents suffered by non-employees that were deemed within the control of Big Yellow'.

Big Yellow Construction (Fit Out) work related health and safety performance is reported for ‘Fit Out’ contractors and visitors and can be compared against total ‘man days’ for that year.

Scope: Stores & Construction

Includes all operational buildings and Big Yellow Construction Fit out Stage:

- 78 wholly owned operational stores;
- 1 x Bagshot Main Office;
- 1 x Maidenhead Merchandise Depot; and
- ‘Fit Out’ Construction sites, when operational. (during 2017/18 that was applicable to Guildford Central, which opened in March 2018 and has therefore been accounted for in the total store numbers)

Health and Safety Policies

Health and Safety meetings are held quarterly by the Group H&S Committee.

Staff Data Gathering & RIDDOR calculations are from data gathered from our HR database taking account of individual contract type and region defined as Bagshot or Stores and Full Time (over 37.5 hours per week), Head Office and 40 hours per week Stores. Casual workers included as permanent employees.

Construction Man days worked are calculated using aggregated sign in and out data for each operative on a daily basis. The site manager counts and notes number of attendees in the site diary. These numbers are reported to Big Yellow Construction at the end of the job, or at end of year if required.

Health and Safety Training

All new starters undertake an induction via a series of e-learning modules within the first week of their induction. H&S is covered; the new starter is required to familiarise themselves with the relevant policy and procedure for their job role / location.

Annual Injury Incident Rate (AIIR)

Guidance is taken from RIDDOR for determining when to report an accident to the HSE. For employees, an accident is reported if it is a specified injury OR an absence over seven days and it occurs whilst at work. The three-day absence means we report the accident even if it is classified as minor.

For customers, visitors, and contractors, we report the accident if the person is injured (minor or major injury) **AND** taken to hospital **AND** within the control of Big Yellow.

‘Reportable Injuries’ where it is not deemed the fault of Big Yellow are not included. All incidents are publicly reported (from FY 2013). This definition was revised in the year ended 31 March 2017, and prior to this, all incidents were reported. Minor incidents and notices are also reported if they occur within the financial year.

Calculations

Big Yellow Staff RIDDOR Calculation:

Number reportable injuries / Average number of staff employed x 100,000 =

Man Days worked Data Gathering and

Construction (Fit Out) RIDDOR Calculation:

Number reportable injuries / Total Man days worked x 100,000 =

Considerate Constructors Scheme (Supply Chain)

For our Big Yellow construction activities, we subscribe to the externally monitored and certified Considerate Constructors Scheme. Please find out more on our [Sustainable Construction website](#) and [Policy](#).

B. 'People'

KPI	Calculation
% female/male at each level	Report available from People and Development department, based on employee records – 'employee database' Cascade Employees have been asked to complete a basic set of personal data, such as gender, race, age – our People Department is able to download this information into spreadsheets and adds up the relevant categories.
training hours female/male	Employees are required to document their learning through our internal ' Learn ' system. Our Development team downloads this data and adds up total training hours by male / female employee.
turnover	Turnover is calculated by the People department using the total number of employees who have left their employment within the reporting year.

C. 'Community Investment'

KPI	Calculation
Free Space donated for community or charity use (£)	Automated IT report Space manager – fields used: classification of customer as 'charity' and '% discount applied. 99% or higher
Charity discounts of up to 90%	Automated IT report Space manager – fields used: classification of customer as 'charity' and '% discount applied. Higher than 90%, lower than 99%.
Payments to Social Enterprise organisations (£)	Invoice from Social Enterprise partner(s) or 'Nil' return – total used
Total employee Big Yellow Foundation fundraising & Big Yellow matched funds (£)	Head of CSR & Finance team – fundraising tracker
Total Community Investment	Sum of all of the above less except the 'full commercial value' amount

PART 5 Group Targets

We set group targets that consider Big Yellow's 'material' / significant environmental, social and governance (ESG) business impacts that we have on the environment, our employees, communities, suppliers and customers, taking into account the views of our wider stakeholder community such as investors and government organisations.

We have produced a materiality overview, which we review on an annual basis.

Targets are set regularly and reviewed annually against financial year 2011 (= 'baseline year').

During the year, the Sustainability Committee met for the first time and requested a review of our solar retrofit activities with the intention to generate as much energy from solar as possible.

The Sustainability Committee has approved an ambitious new strategy which will be published alongside our Annual Report and Accounts in June 2021.

We assess what is achievable based on energy efficiency programmes and other sustainable key performance indicators (KPI's). External benchmarks are also referred to external, longer term Government GHG emission reduction commitment to 2020 and 2050. With the UN IPCC report published in October 2018, we are committed to decarbonise our business in line with the UK Government timelines or earlier if possible.

PART 6 Responsibilities

The Head of CSR reviews Big Yellow self-storage activities, portfolio and services to identify significant environmental, social and financial aspects of the business that could be made more sustainable, efficient and viable. These aspects may have impacts that need to be managed for sustainable investment opportunities or risk management.

It is the responsibility of the Head of CSR that data is gathered in the most effective and credible way to ensure Big Yellow can meet its legal reporting obligations as well as the various external benchmarking activities it chooses to take part in.

Data is reviewed internally by the Environmental Committee on an at least quarterly basis and relevant aspects reported to the Board on a bi-monthly basis.

The Sustainability Committee meets twice yearly and formally reviews performance and sets strategic direction. The Terms of References for the Sustainability Committee are published [here](#).

Our three key objectives, or promises as we call them, are:

- Provide the place and space to make lives easier.
- Treat everyone fairly and respectfully.
- Plan and act for a sustainable future.

For specific roles and responsibilities please see the [‘Governance’ section on our Corporate Website/ Sustainability](#).

END
