



Big Yellow Group PLC

Basis of Reporting

1st April 2021 – 31st March 2022

Corporate Social Responsibility and Sustainable Development

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 2022.

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.

Further to its announcement of 23 June 2021, the Group exercised its call option in respect of the agreement (the "SPA") to acquire the remaining stake in each of Armadillo Storage Holding Company Limited and Armadillo Storage Holding Company 2 Limited (together, "Armadillo") which it does not already own. The SPA was entered into and completed on 1st July 2021 and Armadillo is now owned 100% by the Group.

Integrating Armadillo

Data collection and aggregation for the original Big Yellow business is standardised and automated, requiring little manual intervention. This has allowed us to present credible and transparent data, for which we have been recognised by the European Public Real Estate Association (EPRA) who have awarded us 'Gold' for the last 2 years' their sustainability best practice reporting standards ('EPRA sBPR').

When considering how best to collect data for the newly acquired Armadillo stores, we have taken the decision to integrate the Armadillo data into our existing processes and systems where possible. For some of our Armadillo stores this means simply transferring their existing set ups onto Big Yellow systems. Some Armadillo stores require more work to prepare them for integration, for example having meters installed. This work has commenced, and we expect:

- To have completed most of the systems integration summer 2022
- To have populated our existing systems with as much historical data as possible by end of December 2021, which we have achieved.

Armadillo branded stores vary from Big Yellow branded ones in a number of ways:

- Most Big Yellow stores were built by Bing Yellow Construction, to our specification; most Armadillo stores were not but were acquired as existing businesses;
- Big Yellow stores are on average 50% larger than Armadillo stores (average of 63,000 sq ft v 43,000 sq ft);
- Big Yellow stores are clustered in London and the South, we only have 1 Armadillo store in London, the rest are outside, further north.
- Big Yellow stores have benefitted from years of investment, including energy efficiency; although some Armadillo stores have had investments too, we are assessing requirements at present.

Prior to the acquisition, Big Yellow held 20% shares in Armadillo; in addition, it has also been acting on behalf of the Armadillo investors to take on the operational management of the stores. This means some departments will have been providing Armadillo data in parallel to Big Yellow data for several years and the acquisition has had little impact on procedures. This basis of reporting document will indicate where a parallel Armadillo process/ data source still exists, all other processes have been integrated.

When deciding whether to include Armadillo branded stores into this year's report, we had the choice to include full year data for both business sections or to include Armadillo from 1st July onwards only. We have opted to include Armadillo branded stores for the **full financial year**, as we are able to obtain a meaningful amount of data and it will make comparative reporting going forward easier.

We have set a science-based target during the year and are therefore re-baselining using FY2019/20 data sets. This baseline data set will include the combined Big Yellow and Armadillo business.

That means we have completed a comprehensive data gathering exercise and now assess our FY2019/20, FY2020/21 and current year FY2021/22 data sets to cover all material energy data.

For the ease of reading this report and all our CSR publications, any references to 'our stores', 'our operations' or 'Big Yellow' refers to the combined businesses.

Armadillo does not have a separate head office or distribution center.

Reporting scope

Big Yellow is a FTSE 250 listed Real Estate Investment Trust (REIT) with the following store portfolio, operations and services as of 31st March 2022:

- 106 wholly owned stores (81 Big Yellow branded, 25 Armadillo branded) – please note, on 26.02.2022 our Armadillo Cheadle store burnt down; fortunately, no one was injured. Unfortunately, the building and its contents have been destroyed. We intent to report all environmental data for Cheadle up to the 26th of February 2022.
- 2 Central Administration Buildings: one Head Office (Bagshot, Surrey); and one Distribution Centre (Maidenhead, Berkshire); and

We report on our 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 store portfolio, which represented 99.4% of our Scope 1 & 2 emissions during 2021/22.

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

	Defined as	Big Yellow	Big Yellow Bagshot & Maidenhead	Fit out construction (if any occur during the FY)	Shell construction / demolition (if any occur during the FY)
Electricity (kwh)	Electricity used in our Operations. Consists of grid bought electricity plus solar generated energy minus exported energy	Scope 2	Scope 2	Scope 3 – reported separately	Scope 3 – not currently available
Gas (kwh)	Gas purchased for a small selection of stores that rely on gas for heating	Scope 1	No gas at these sites	Scope 3- reported separately	Scope 3 – not currently available
Solar generation (kwh)	Energy generated via solar on site	Scope 2	No solar at these sites	n/a	n/a
Diesel / oil / fuel (lts/ miles)	Either diesel generators for fit-out activities or fuel for our maintenance van	Scope 1	n/a	Scope 3- reported separately	Scope 3 – not currently available
Refrigerants or other gases	The refrigerant gases used to top up our air conditioning units	Scope 1	Scope 1	None expected	n/a (unless 'discharge')
Emissions (CO ₂ e)	Emissions caused by any in scope activity	Scope 1&2	Scope 1&2	Scope 3	Scope 3 – not currently available
Waste (CO ₂ e)	Tertiary waste generated by our employees	Scope 3	Scope 3	Scope 3 - reported separately	Scope 3 – not currently available

Water (CO ₂ e)	Water supply and treatment in our operations both for customer and employee use	Scope 3	Scope 3	Scope 3 - reported separately	Scope 3 – not currently available
Employees business travel	Emissions caused by our employees travelling for business reasons by car	Scope 3	Scope 3	n/a	n/a
People related KPIs	Employees, customers, contractors, visitors to our premises	included	included	Only for specific fit out H&S	n/a

Exclusions

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

Emissions from home working: have been excluded. We do acknowledge that working from potentially displaces emissions, rather than reduces them. With changing working patterns, we may need to re- assess.

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.

Telecom’s installations: 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.

We continue to undertake a review of other, non-Big Yellow energy consumption, such as vending machines and may add further consumption to be included in the future.

Industrial Units: Bracknell (already open), Staines and Harrow (under construction/ planning) contain a number of separate industrial units alongside our traditional self-storage building.

The strategy for these sites is to sell off the separate units at an opportune moment within a year or two of being constructed. These units have separate electricity and in some instances gas supply and / or solar panels.

Whilst we work on finding a suitable buyer, we lease out these units and therefore in theory enter a landlord – tenant relationship. As we consider this both de minimis and temporary / short term, we have excluded them from our Scope 2 CSR reporting, however, we have provided the data listed separately under Scope 3.

Changes during the year

We opened three new stores during the reporting year: Uxbridge (June 2021); Hayes (January 2022) and Hove (March 2022).

ref	Change made	Impacts on
a	Ensure definition of electricity data throughout the report consistently includes grid bought electricity plus solar generation minus solar exported	Alignment to best practice
b	Include as much of the consumption data as possible for the 25 acquired Armadillo stores – state data completeness	Data completeness post acquisition 1 st July 2021

Part 2 DATA ACQUISITION

Overview Scope 1 & 2 data acquisitions

Type of energy	Big Yellow or Armadillo	Supplier	Data aggregator	Energy broker	Data mgt
Electricity	Big Yellow	Opus Energy as of 1st October 2019	IMServ ¹	Inspired (formerly ECM ²)	Atos (formerly EcoAct)
	Armadillo	Opus Energy as of 1st October 2019	Inspired (formerly ECM ³)	Inspired	Atos
Gas ⁴	Big Yellow	Total Opus Energy as of 1st October 2019	IMServ	Inspired	Atos
		Opus Energy as of 1st October 2019	IMServ	Inspired	Atos
	Armadillo	Total Opus Energy as of 1st October 2019	IMServ	Inspired	Atos
Solar generation	Big Yellow	All Big Yellow stores with Solar PV	Evo Energy ⁵	n/a	Atos
	Armadillo	Armadillo Plymouth	Manual readings from the store team	n/a	Atos
Solar Export – export meter reading	Big Yellow	Select no of Big Yellow stores with Export meters	Evo Energy	Inspired	Internal
	Armadillo	n/a			
Solar Export – deemed export	Big Yellow	Balham, Bromley, Camberley, Edinburgh, Fulham, Kennington, Merton, Nottingham, Reading, Sheen, Twickenham	EDF	n/a	Internal
	Armadillo	n/a			
Solar Export – neither measured nor deemed	Big Yellow	Barking, Chiswick, Enfield, Gypsy Corner, New Cross and Richmond	Good Energy	Inspired	Internal

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

2 Inspired are furthermore responsible for metering and investigating meter issues, such as data transmission gaps

3 Big Yellow have commissioned Inspired to move all electricity data onto IMServ, so Armadillo branded stores are in line with Big Yellow.

4 Please note, the gas installations are being replaced by electricity in the coming years

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

	Armadillo	Plymouth	Internal	Inspired	Atos
Refrigerant gas emissions	Big Yellow & Armadillo	AiA ⁶ services	Big Yellow CSR / Atos	n/a	Atos
Van	Big Yellow & Armadillo	Premises Maintenance Manager	Big Yellow CSR / Atos	n/a	Atos
Telecom's equipment – energy data for subtracting from energy totals	Big Yellow	Freshwave /Spyder – via Facility Mgt	Freshwave/ Spyder / Big Yellow CSR	n/a	Atos

Our portfolio: Our 106⁷ stores and 2 administration buildings (Bagshot and Maidenhead) use 'off site' / supplied National Grid electricity (Scope 2 GHG emissions). 28 of our stores contain flexi offices, of which 14 use natural gas heating (Scope 1, onsite GHG emissions). 32 stores generate roof top solar electricity for self-supply.

All stores with gas installation – office use or not

Store	office	gas
Byfleet	yes	yes
Canterbury	yes	yes
Cardiff	yes	yes
Dagenham	yes	yes
Derby	no	yes
Dundee	no	yes
Gateshead	yes	yes
Guildford Slyfield	yes	yes
Hull	no	yes
Liverpool South	no	yes
Macclesfield	yes	yes
New Malden	yes	yes
Newcastle	yes	yes
Peterborough	no	yes
Portsmouth	yes	yes
Slough	yes	yes
Staples Corner	yes	yes
Stockton Central	no	yes
Torquay	yes	yes
West Molesey	yes	yes

⁶ AIAs manage refrigerant gas 'top up' activities

⁷ From Feb 2022 onwards 105 stores, as Cheadle burnt down

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, Atos 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.

	April '21	May '21	Jun '21	Jul '21	Aug '21	Sept '21	Oct '21	Nov '21	Dec '21	Jan '22	Feb '22	Mar '22	April '22	May '22	June '22
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

With the acquisition of Armadillo on 1st July 2021 we intend to maintain current Big Yellow processes although some of the data may be presented and reviewed on spreadsheets rather than Envizi.

Electricity Use

Big Yellow electricity data acquisition was completed as per table above. Armadillo electricity data is not fully available on HH automatic meters but are expected to be by summer 2022. Any issues with meter performance during the reporting year are resolved by Inspired and documented by Atos and Big Yellow CSR team.

Electricity use is now a combination of grid bought electricity plus solar generated minus solar exported:

- 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 is usually 50%.

Gas Use

The eight Big Yellow gas meters had loggers installed during 2019 that transmit HH data on gas. Armadillo gas use is partially recorded manually, partially via gas loggers. Please note, not all Armadillo gas installations are on automatic meters, however, gas meters at Armadillo stores are being replaced with electric boilers / heaters over the next three years.

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. Bracknell's Units have gas installations, however, are capped and not actively used.
5. The following Big Yellow branded stores with flexi offices use gas heating: Byfleet, Cardiff, Dagenham, Guildford Slyfield, New Malden, Portsmouth, Slough, Staples Corner.
6. For Armadillo, we have implemented a programme to replace gas with electricity and now only have five stores with gas heating; out of these five only Macclesfield and West Molesey have offices. Please see our latest CSR Report for an update.

Solar PV Generation, Performance and Export Electricity (kWh)

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 export meters, 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, receive 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. The CSR team collate exported energy data throughout the year as this is required to calculate electricity used.

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:

The fire at Cheadle happened at a time when the store was not staffed and so no attempt to extinguish the fire was undertaken. The fire was brought under control through the efforts of the fire brigade. We have not included emissions caused by this event in this year's annual report.

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

Forklifts used at stores

For Big Yellow stores, we use electric forklifts that are recharged in the stores. The electricity use is included in each store's consumption data.

The Armadillo stores use electric forklifts that are recharged in the stores too, apart from Torquay and Liverpool Aintree. Gas consumption data has been requested.

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. Our Maintenance person services both Big Yellow and Armadillo stores.

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 the Big Yellow CSR team.

Energy use for Construction fit out is reported separately.

'Freshways / Spyder' electricity demand – negative demand

Telecom's equipment is metered on the equipment and transmitted to the Facilities Team on a regular basis for invoicing. The data is provided twice yearly.

The spreadsheet is sent to Atos, who upload it into Envizi as a total 'minus' posting on the total of Big Yellow's energy consumption.

Until 2019/20 we included the electricity used by Freshways (formerly 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 have restated energy and emissions data from 2018/19 onwards to exclude this energy consumption

Telecom's data is now reported as part of our Scope 3 reporting.

Data Acquisition (Scope 3)

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 Big Yellow CSR team annually. Data is broken down by site and type of waste.

Our waste contractor informs us that most of our waste that cannot be recycled is being sent for incineration / heat recovery with only the remaining ashes sent to landfill. As the residual percentage to landfill is not known, we apply the higher landfill conversion factor to ensure we do not underreport.

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 Big Yellow CSR team (if activities take place during the year).

Store water use

Is provided to Big Yellow CSR team for reporting by Inspired, who deal with our water company on Big Yellow's behalf. As of March 2019, we switched to a new water company: First Business Water.

In March 2022 we asked all stores to conduct a water meter read. Out of the 106 stores at the time, 90 responded, 18 were aware of a meter, but couldn't access it. 26 unable to locate their meter, the other submitted meter readings were provided back to the water company.

As this was the third 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 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 Big Yellow CSR team 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	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.

Data Acquisition – 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 (£)	Big Yellow CSR & Finance team – fundraising tracker
Other funds raised/ one off donations	This could be funds raised by internal departments, for example the sale of old IT equipment / one off free packaging material for appeals, such as Ukraine
Total Community Investment	Sum of all the above less except the ‘full commercial value’ amount

Review processes

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.

Where anomalies that cannot be explained are identified, the Big Yellow CSR team issues the store in question with a check list to attempt to identify likely causes. This has been launched at the October 2021 committee meeting. Stores are responding positively, actively wanting to contribute to the problem identification.

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 Big Yellow CSR team 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 KPIS

Reporting KPIs

SECR (Streamlined Energy and Carbon Reporting)

Year ending 31st March		Data source / calculations
GHG Scope 1 total tonnes CO ₂ e	Total Scope 1 Emissions (location based)	Consists of Operational Scope 1 emissions (store and non-store portfolio) and fit-out Scope 1 emissions (where they occur during the year) The Scope 1 emissions from the various sources are added up.
GHG Scope 2 total tonnes CO ₂ e	Total Scope 2 Emissions (location based)	Consists of Operational Scope 2 emissions (store and non-store portfolio) and fit-out Scope 2 emissions (where they occur during the year). The Scope 2 emissions from the various sources are added up.
GHG Scope 2 total tonnes CO ₂ e	Total Scope 2 Emissions market based [2]	The Rego backed 100% renewable electricity tariff was in place during the full financial year, setting our market-based Scope 2 emissions at 'zero'.
Total GHG scope 1 & 2 Total tonnes CO ₂ e	Total Scope 1& 2 Emissions (location based)	Addition of Total Scope 1 Emissions (location based) plus Total Scope 2 Emissions (location based)
Total GHG scope 1 & 2 Total tonnes CO ₂ e	Total Scope 1& 2 Emissions (market based)	Addition of Total Scope 1 Emissions (location based) plus Total Scope 2 Emissions market based
Scope 3 total tonnes CO ₂ e	Electricity Transmission Losses	Transmission losses are calculated using our grid bought electricity for the financial year and multiplying it with the relevant DEFRA conversion factor for Transmission losses.
	Telecoms emissions on our sites	Our external partners who manage the telecom's masts provide bi-annual data. We calculate the emissions by applying the relevant DEFRA conversion factor for UK grid bought electricity.
	Employee Business travel	Our Finance department provide an annual expenses re-imbursment report. Based on the expenses repaid, we calculate employee travel emissions, using 'average car' conversion factors
TOTAL Scope 3 total tonnes CO ₂ e	Electricity Transmission Losses, Telecom's emissions, Employee Bus Travel	Calculated adding the individual Scope 3 sub-categories together.

tCO ₂ e/ revenue (000's£) – location based	Greenhouse Gas (GHG) emissions intensity from building energy consumption	Calculation : kgCO ₂ e/£000 revenue – location based
tCO ₂ e/ revenue (000's£) – market based	Greenhouse Gas (GHG) emissions intensity from building energy consumption	Calculations kg CO ₂ e/ revenue (000's£) – market based
tCO ₂ e/ Occupied space	Greenhouse Gas (GHG) emissions intensity from building energy consumption (Scope 1 and 2 location-based)	Calculations kg CO ₂ e/ Occupied space (m ²)
tCO ₂ e/ CLA (1,000m ²)	Greenhouse Gas (GHG) emissions intensity from building energy consumption (scope 1 and 2 location-based)	Calculations kg CO ₂ e/ Current lettable area (m ²)
Energy data	underpinning Scope 1 and 2 emissions data (kWh)	Energy underpinning the above Scope 1 and Scope 2 emissions

Notes to the data table: Regarding restating, in addition to restating to include Armadillo data, each year, the last 3 months of our emissions data is reported using prior year's conversion factors, due to an emission factor publication lag – we operate on a 'best available data' principle and will therefore restate each year .

Regarding Market based emissions, as of 1st October 2019 we purchase Rego backed 100% renewable energy from Opus Energy, so are able to provide both location-based and market- based CO₂e emissions.

The three location -based intensity metrics are calculated from the location -based Scope 1&2 totals. The one market -based intensity metric is calculated from the market -based Scope 1 & 2 totals.

Methodology for Calculating Emissions

Scope 1, Gas

Data collection: Big Yellow and some of our Armadillo gas data is metered and automatically transmitted into our energy and emission reporting platform, Envizi. Gas for the remaining stores with gas is obtained from supplier invoices and manually uploaded onto Envizi. This process is part of the assurance work undertaken by SGS. Any gaps are accrued.

Calculations Our software platform, Envizi, contains our consumption data as well as the current DEFRA BEIS emission factors. These are used to calculate emissions automatically when reports are produced. Our annual data straddles two emission factor years; as soon as the latest factors are released, our partners ensure Envizi contains the most up to date set and this is applied against the relevant data set.

Scope 1, Van

Data collection: our maintenance person records miles driven to service our stores. The data is collected quarterly and sent to our partners for uploading into Envizi. Envizi commutes the mileage data into emissions.

Calculations: using a 35gallon per miles consumed assumption, this is converted to litres and the following conversion factor applied: Total kWh (gross CV 10.61 kWh/litre).km travelled x emission conversion factor for a diesel average van (up to 3.5 tonnes) in km/kgCO₂e / 1000 to convert to tCO₂e.

Scope 1, fit out diesel

Data collection: diesel consumption is collected manually by the construction team and reported weekly in the Construction Fit Our report. The final report for the financial year is used to assess the overall diesel consumption during the year.

Calculation: the total diesel consumption in litres converted to kWh using the gross CV kWh/litre for Diesel (average biofuel blend) x emission conversion factor in kWh (Gross CV)/kgCO₂e for a Diesel (average biofuel blend) / 1000 to convert to tCO₂e.

Scope 2, location based, electricity

Data collection: Big Yellow and some of our Armadillo electricity data is metered and automatically transmitted into our energy and emission reporting platform, Envizi. Electricity for the remaining stores is obtained from supplier invoices and manually uploaded onto Envizi. This process is part of the assurance work undertaken by SGS. Any gaps are accrued.

Calculations Our software platform, Envizi, contains our consumption data as well as the current BEIS/DEFRA emission factors. These are used to calculate emissions automatically when reports are produced. Our annual data straddles two emission factor years; as soon as the latest factors are released, our partners ensure Envizi contains the most up to date set and this is applied against the relevant data set.

Scope 2, market based, electricity

Data collection: the same as for location -based electricity

Calculations: instead of applying the location -based emission factors, we manually set electricity emissions at 0 as we have been purchasing 100% Rego backed electricity since 1st October 2019. For total Scope 1 & 2 emissions, market based, we set Scope 2 at 0 and Scope 1 the same as per above.

Scope 3, Electricity Transmission & Distribution losses

Data collection: we use data collected for the location -based grid bought electricity data.

Calculation: the total grid supplied electrical consumption in kWh x T&D emission conversion factor in kWh/kgCO₂e / 1000 to convert to tCO₂e.

Scope 3, telecoms masts

Data collection: we use the data collected by the company who installs and operates 3rd party telecoms masts on 12 of our stores. The consumption for these masts is reported bi-annually via spreadsheet and manually uploaded into our software platform, Envizi.

Calculations: The standard grid bought electricity conversion factors are applied.

Please note, when the consumption data is uploaded into Envizi it is posted as a negative amount to ensure it is deducted from our own, grid bought electricity consumption.

Scope 3, Employee business travel

Data collection: we use employee expenses re-imbusement data held in our Finance system to calculate miles travelled.

Calculation: using 'cars (by size) Average car' conversion factors, we multiply the miles travelled reimbursed with the BEIS/DEFRA factor to arrive at the emissions, for business travel.

EPRA

Despite the unique nature of self-storage, we consider EPRA sBPR standards as the most meaningful to report against; we report and provide explanations where we cannot provide data on any specific EPRA KPI. 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 2021	31st March 2022	June/ July 2022
DEFRA conversion factors 2021	1st January 2021	31st December 2021	02.06.2021
DEFRA conversion factors 2022	1st January 2022	31st December 2022	<i>Tbc</i>

	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	2021	2021	2021	2021
Adjusted & restated during 2020/21 reporting	2021	2021	2021	2022

GHG Baseline Policy and Year

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 originally 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.

During the year, the acquisition of Armadillo has resulted in a material structural change to our business. Although we have added nearly one third of stores to the original Big Yellow portfolio, as the Armadillo branded stores are only on average two thirds of a Big Yellow's average store footprint, the increase in energy is not expected to be proportionally lower.

Nevertheless, it is a significant change, and our baseline year has been adjusted.

Our baseline year policy remains in place.

Baseline-year

Our new baseline year as of FY2021/22 is FY2019/20.

Note on telecoms equipment ('Freshwave/ Spyder') energy consumption identified during the year: the material increases 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'. We will be using 2019/20 as a new baseline year.

Carbon Intensity KPI's

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

- Carbon relative to Revenue (kgCO₂e /£m): total Scope 1 & 2 store and non-store emissions
- Carbon kg CO₂e/ m² Annual Average Customer Occupancy: total Scope 1 & 2 store emissions
- Carbon kg relative to Current Lettable Area ('CLA'): total Scope 1 & 2 store emissions

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,
- Freshwave telecoms data,
- Bracknell stand-alone units – reported separately

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 WCs 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'.

Construction Fit Out

kWh use is metered on site and recorded in Construction minutes. tCO₂e emission are calculated by the CSR team 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.
- 20 stores with gas / 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 at 20 sites (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.

PART 4 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: =/>3 days
- (Requires, recording only);
- Employee Major Injuries: =/>7days (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:

- 106⁸ wholly owned operational stores;
- 1 x Bagshot Main Office;
- 1 x Maidenhead Merchandise Depot; and
- 'Fit Out' Construction sites, when operational. (During 2021/22 that was applicable to Hove, Uxbridge and Hayes)

Health and Safety Policies

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

⁸ 105 without Cheadle, which burnt down in Feb 2022

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 daily. 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 =

Construction Man Days worked (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](#).

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 2019/20 (= 'baseline year').

During the year, we developed science-based targets, which we have published in our Full CSR report.

We provide a 'Performance Section' in our Full CSR Report where all other targets and progress against them are tracked.

PART 6 Responsibilities

The Big Yellow CSR team 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, including climate change related risks as set out within the TCFD.

It is the responsibility of the Big Yellow CSR team 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

