Big Yellow Group PLC

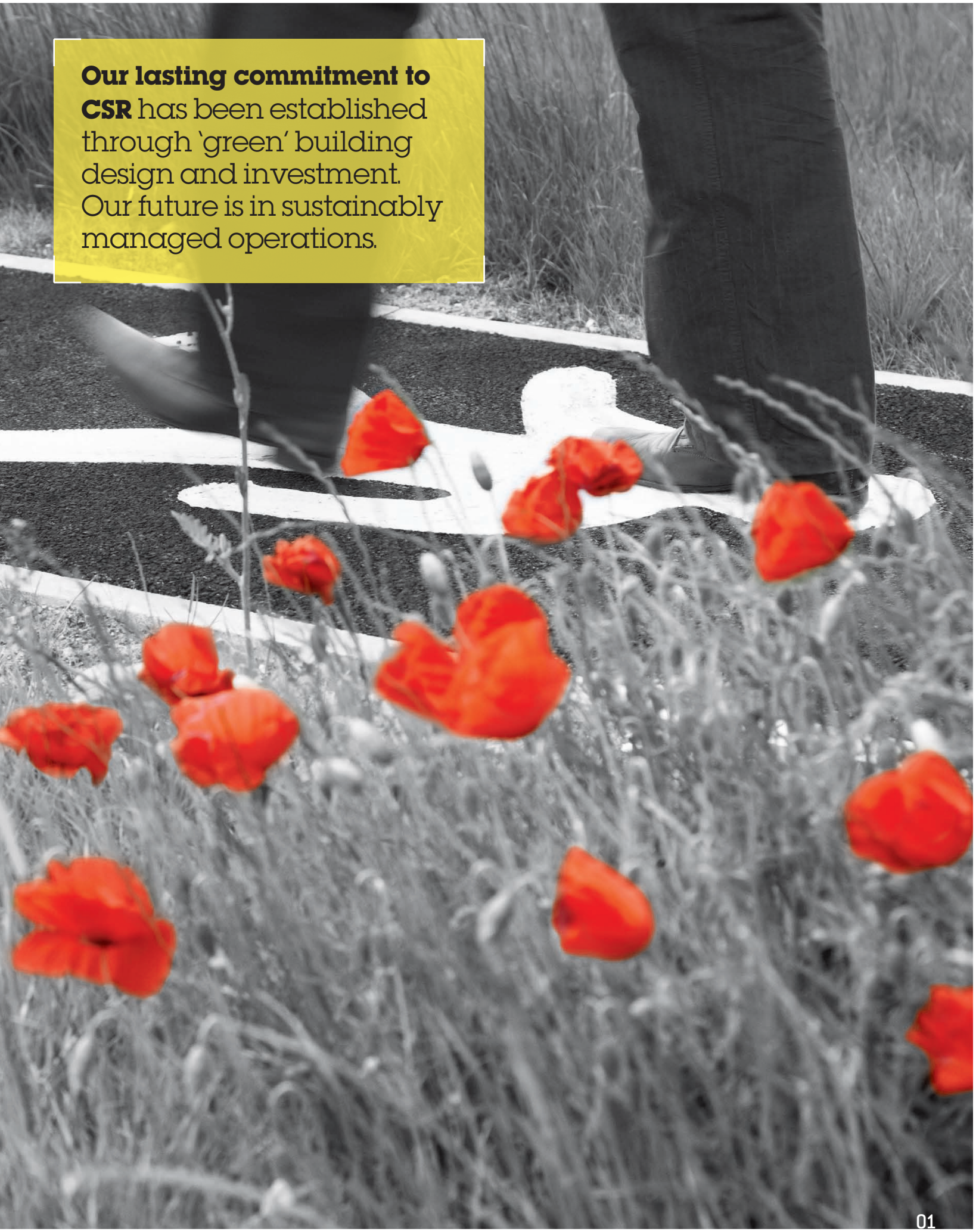
Corporate Social Responsibility Report 2011

The environment is at the heart of our business…

and balances everything we do

Get some space in your life.™

Contents



Our lasting commitment to CSR has been established through 'green' building design and investment. Our future is in sustainably managed operations.

Our CSR policy...

Big Yellow leads the way in sustainable real estate.

Big Yellow's CSR policy aims to strike the balance between its social, economic and environmental responsibilities as an owner, operator and developer of self storage buildings. In order to maintain a sustainable business for its customers, staff and investors, the Board has committed significant resources to the social and environmental aspects of its operations.

Big Yellow and CSR...

- **Since 2007 we have developed 20 'Eco-Efficient' stores with enhanced environmental benefits**
- **We have reduced store carbon intensity emissions by 2.1% in the financial year**
- **We have increased renewable energy generation by 11.5% in the year**
- **41% of our stores now benefit from energy efficient lighting**
- **We have reduced Construction Fit Out carbon emissions by 63.5% in the year**

FTSE4Good

THE SUNDAY TIMES 100 BEST COMPANIES TO WORK FOR 2010

CANCER RESEARCH UK

Green Investment

We shared our knowledge of sustainability with governmental organisations, other businesses and investors at Maastricht's international conference on 'Green Building Finance and Investment'.

Packaging

Our packaging is manufactured with a high recycled content.

High Wycombe

The green roof at High Wycombe provides additional insulation to the store, keeping it cool during the summer months which reduces ventilation costs.

CSR in the Workplace

Our policy on Corporate Social Responsibility is established across the whole of the Big Yellow Group.

1. INTRODUCTION

Big Yellow's CSR Policy aims to strike the balance between its social, economic and environmental responsibilities as an owner, operator and developer of self storage buildings. Overall responsibility for the CSR Policy is provided by the Operations Director, through regular CSR committee meetings chaired by the CSR Manager. The Group's Board Reports communicate progress on our CSR objectives to the Company's Directors.

In order to maintain a sustainable business for its customers, staff and investors, the Board has committed significant resources to the social and environmental aspects of its operations. These are measured by key performance indicators ("KPIs"), the most significant of which are reported below.

2. EXECUTIVE SUMMARY

Highlights

Our CSR programme for 2011 committed us to focus on our most significant environmental challenge of energy efficiency and carbon reduction. In order to achieve these objectives we:

1. increased the roll-out of our store lighting energy efficiency re-lamping programmes, 41% of the estate is now converted;
2. reduced store carbon intensity emissions by 2.1%;
3. reduced Construction Fit Out carbon emissions by 63.5%;
4. increased solar panel electricity generation by 20.6%;
5. increased renewable energy generation by 11.5%; and
6. generated 255 MWh of solar electricity and 398 MWh of cumulative renewable energy since 2008.

Our most significant social and environmental performance indicators are summarised as follows:

This year store carbon emissions (including our head office at Bagshot and one warehouse building) represents 97.48% of our emissions, with flexi office gas accounting for 1.56% of emissions and construction 'fit out' only 0.96% of emissions.

Total Carbon Footprint	2010	**2011**	% Change
Store Electricity Emissions (tCO_2)	6,913	**7,542**	9.1%
'Fit out' Diesel & Electricity Emissions (tCO_2)	203	**74**	(63.5%)
Flexi-office Gas Emissions (tCO_2)	89	**121**	36.0%
Absolute Carbon Dioxide Emissions (tCO_2)	7,205	**7,737**	7.4%

Store electricity emissions, and therefore absolute carbon dioxide emissions, have increased as a result of growing storage occupancy, the opening of two new stores in the financial year, and completion of the fit out of further storage areas at Fulham and Kennington.

Store Electricity Use and CO_2 Emissions Year	2010	**2011**	% Change
Electricity Use (kWh)	12,730,855	**13,925,217**	9.4%
Absolute Carbon Emissions (tCO_2)	6,913	**7,542**	9.1%
Carbon Intensity ($kgCO_2/m^2$ Gross Internal Area)	13.1	**13.8**	5.3%
Carbon Intensity (Kg CO_2/m^2 occupied space)	38.9	**38.1**	(2.1%)

Renewable Energy Generation Year	2010	**2011**	% Change
11 Solar PVs (kWh)	93,607	**112,930**	20.6%
2 Wind Turbines (kWh)	5,313	**3,301**	(37.9%)
5 Ground Source Heat Pumps (kWh)	52,125	**52,125**	–
Total Renewable Energy (kWh)	151,045	**168,356**	11.5%

Carbon Dioxide Saved and Renewable Energy % of Total Store Electricity Use Year	2010	**2011**	% Change
Carbon dioxide saved by renewable energy (tCO_2)	81.8	**91.2**	11.5%
Cost Savings – Displaced Grid Electricity (£)	13,594	**15,152**	11.5%
Renewable percentage of total store energy use (%)	1.1	**1.2**	9.1%

3. STAKEHOLDERS

Big Yellow engages with its main stakeholders to provide information and gain useful feedback from a variety of groups, as described below:

3.1 Our Customers

During the year, we joined the "10:10 Campaign", a business networking opportunity to engage thousands of potential customers and businesses across the UK in adopting more ambitious carbon reduction targets. We have signed up because we have been aiming to reduce our carbon emissions since 2008 and we aim to continue to do so. We have placed Energy Performance Certificates on display in our store reception areas dating back to October 2008, and real time renewable energy generation display screens in our store loading bays, where solar PV and wind turbines have been installed. We aim to raise customer awareness of our efforts to provide compliant, cost effective, efficient and low carbon storage. Also, through the Sunday Times Best Green Companies survey, we want future customers to know about the actions we are taking to reduce the impact of our business on the environment.

3.2 Our Staff

CSR training was provided to our store staff in response to feedback from our annual staff survey. Presentations were held at our Tunbridge Wells, Edmonton, Birmingham and Twickenham stores. Topics covered included our CSR policy, carbon reduction, energy efficiency, and renewable energy initiatives. New staff environmental inductions were provided at our High Wycombe, Camberley and Eltham stores and Green Travel Plans were established at Camberley and Eltham. Following a 'staff travel carbon footprint survey' in October 2008, a tax efficient bicycle purchase scheme was implemented. This scheme has resulted in staff purchasing 30 bicycles in the first 15 months of the scheme to 31 March 2011. Cycle ownership and use has risen from 3% to 11% of staff. We also participated in the Sunday Times 'Best Green Companies' 2011 employee survey. The aim of participating in the survey is to gather staff opinions on our green business policies and to help us recognise what we are doing well and where we need to improve.

3.3 Governmental Organisations

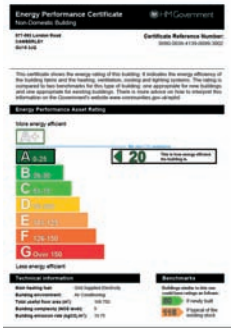
We participated in the 'Green Deal' ministerial event on improving energy efficiency in non-domestic buildings, in October 2010. Discussions were held on key business roles and the funding mechanism for businesses that would involve energy efficiency technology providers, certifiers and energy supply companies. We also participated in a consultation and workshop in February 2011, for the review of the Government's Carbon Reduction Commitment (Climate Change Act 2010) in order to prepare for changes in reporting on our Carbon Footprint, our Annual Report and the provision of our Evidence Pack.

3.4 The Investment Community

Big Yellow took part in the seventh Carbon Disclosure Project ("CDP7") which aims to create a shareholder value relationship between institutional investors and companies that have strong climate change policies. We achieved a 'B' rating in the 'Financials' sector along with Hammerson, Great Portland Estates, Segro, British Land Company, Derwent and Shaftesbury. The top 'A' rated Financials were the Royal Bank of Scotland, HSBC Holdings and Barclays. CDP7 provides a coordinating secretariat for institutional investors with a combined US $57 trillion of assets under management.

Big Yellow also presented at the Maastricht University's international 'Green Building Finance and Investment conference, organised by the managers of the Global Real Estate Sustainability Benchmark ("GRESB"). It was an exchange of insights and knowledge from investors, businesses and governments on green building finance and investments. Eleven of the world's largest pension asset managers sponsored the event, representing $1.4 trillion in assets under management. These asset managers have joined forces to create the GRESB annual survey that Big Yellow participates in. The survey will scrutinise the sustainability of companies in the real estate industry. The GRESB real estate index compares property companies' environmental credentials based on the evidence of their environmental management practices and implementation.

Employee bicycle ownership has increased by 8% since introducing our cycle to work scheme in January 2010



Our Camberley store achieved an 'A' rated energy performance certificate indicating a low carbon storage environment

We continue to invest in solar PV technology to reduce the carbon emissions from our National Grid supplies

4. KEY PERFORMANCE INDICATORS

Big Yellow's most significant environmental impact is its carbon emissions from electric lighting use in operational stores. We have calculated carbon dioxide (CO_2) emissions using the latest DECC conversion factors.

4.1 Store Energy Use – Carbon Dioxide Emissions

Electricity is used for lighting, lifts, heating, cooling and ventilation. This type of emission is classified as 'Scope 2' or offsite power station 'fossil fuel' emissions. We are reporting and re-stating carbon intensity data by gross internal area (GIA), rather than final storage area, because it is more representative of lighting use in reception, office, store corridors and stairwells. Independent Energy Statements estimate that about 3% of our store electricity use comes from external store signage, security and parking lighting.

The table below summarises the Company's store electricity usage and emissions over the last three years:

Store Electricity Use & CO_2 Emissions

Year	2009	2010	**2011**	% Change	2012 Target
Electricity Use (kWh)	12,866,186	12,730,855	**13,925,217**	9.4%	–
Carbon Emissions (kgCO_2)	6,986,725	6,913,236	**7,541,898**	9.1%	–
Occupied space (m^2)	164,898	177,904	**198,063**	11.3%	–
KgCO2/m^2 occupied space	42.4	38.9	**38.1**	(2.1%)	(2.5%)
GIA (m^2)	475,789	528,604	**545,884**	3.3%	–
Kg CO_2/m^2 GIA	14.7	13.1	**13.8**	5.3%	–

Due to growing storage occupancy in the last year and new store openings, electricity use and carbon emissions rose for the first time since the financial year ending 31 March 2008. Carbon emissions for occupied space indicate that we still achieved a reduction in carbon intensity of 2.1%. The carbon intensity measure for gross internal area ("GIA") takes into account our new store portfolio growth. Our target will be to continue to reduce carbon intensity as we achieve occupancy growth by our continued investments in store energy efficiency.

4.2 Store Lighting – Energy Efficiency Programmes

Our new stores at High Wycombe and Camberley were opened with energy saving motion sensor lighting and energy efficient T5 lamps, installed by Big Yellow Construction. LED lighting is also being trailed in the Camberley store reception area. New energy efficient stores, from our Kennington store opening onwards, now number 14 'Eco-stores'. A further 26 stores from the older portfolio have been re-lamped by our Facilities Management team, with energy efficient T5 lamps or energy efficient power adaptors fitted to existing T8 lamps to achieve a 30% energy saving. Seven stores were converted to energy efficiency upgrades (Battersea, Dagenham, Hounslow, Croydon, Guildford, Ilford and Hanger Lane) in the financial year ending 31 March 2011. Our Facilities Management energy efficiency lighting programme is now 41% complete. Zoning of sensor lighting was carried out at Bow in September 2010, which has increased the control of lighting use further. Sensors only activate energy efficient lighting in zones where customer activity is detected. Facilities Management intend to roll-out this control to eight further stores and also carry out 10 energy saving re-lamps in the financial year ending 31 March 2012 to achieve a 57% completion.

4.3 Stores Gas Use – Carbon Dioxide Emissions

Flexi-office services are provided alongside self storage in twelve of our sixty two stores.

Stores Flexi-offices Gas Use & CO_2 Emissions

Year	2009	2010	**2011**	% Change
Flexi-office gas energy use (kWh/year)	479,354	482,229	**656,017**	36.0%
Carbon dioxide emissions (Kg CO_2)	88,000	88,528	**121,265**	37.0%
Flexi Office Occupied Space (m^2)	2,680	2,836	**2,909**	2.6%
Carbon intensity (kg CO_2/m^2 occupied space)	32.8	31.2	**41.6**	33.3%
Final Office Area (m^2)	3,282	3,401	**3,526**	3.7%
Flexi-office carbon intensity (Kg CO_2/m^2)	26.8	26.0	**35.6**	36.9%

Gas carbon emissions only make up 1.56% of our total carbon footprint and these have increased by 37.0% in flexi offices due to increased business activity and the severity of the 2010 / 11 winter. Eight of these offices use gas heating systems and Kennington and Bromley are heated and cooled by renewable energy from ground source heat pumps. Two flexi-offices have heating provided by electricity. Gas heating, which involves direct 'onsite' combustion are known as 'Scope 1' carbon emissions. Gas carbon emission reductions are planned for future stores with flexi-office services by increased contributions from solar PV installations for electric heating.

4. KEY PERFORMANCE INDICATORS (continued)

4.4 Construction 'Fit-Out' – Carbon Dioxide Emissions

Store 'fit out' is the final and only stage of construction that Big Yellow manages directly. Diesel energy generation and grid electricity use amount to about 0.96% of carbon emissions. High Wycombe, Camberley and Eltham account for these carbon emissions to the year ending 31 March 2011.

Construction 'Fit Out' Energy Use & CO_2 Emissions

Energy Use	2009	2010	**2011**	% Change
Total fit out diesel use (litres)	37,962	50,571	**13,481**	(73.3%)
Diesel generator (tCO_2)	101.5	133.5	**35.6**	(73.3%)
Fit out grid electricity use (kWh)	177,047	127,643	**69,933**	(45.2%)
Total construction 'fit out' energy use	95.1	69.3	**37.9**	(45.3%)
Number of stores fit outs	6	6	**3**	(50%)
Absolute total metric tons (tCO_2)	196	203	**74**	(63.5%)
tCO_2 per new store fit out	32.7	33.8	**24.7**	(26.9%)

Diesel consumption was reduced by 73.3% due to a 50% reduction in store fit outs and the use of grid electricity on the Eltham site where we also trialled well insulated construction site eco cabins. These factors contributed to a significant reduction in CO_2 emissions of 63.5%.

4.5 Big Yellow's Carbon Footprint

In summary, Big Yellow's carbon footprint is set out in the table below:

Big Yellow – Absolute Carbon Foot Print

Operations	2009	2010	**2011**	% Change	2011 target
Store electricity carbon dioxide emissions (tCO_2)	6,987	6,913	**7,542**	9.1%	–
'Fit out' diesel & electricity carbon dioxide emissions (tCO_2)	196	203	**74**	(63.5%)	–
Store flexi-office carbon dioxide emissions (tCO_2)	88	89	**121**	36.0%	–
Total carbon dioxide emissions (tCO_2)*	7,271	7,205	**7,737**	7.4%	5%

* Expressed as metric tonnes of carbon dioxide

Total carbon dioxide emissions for combined store and operational emissions increased in absolute terms by 7.4%, due to increased business activity in self storage and flexi-office occupancy, the opening of three new stores and a higher demand for heating in the 2010/11 winter period. This is the first year since the financial year ending 31 March 2008 in which Big Yellow has not achieved an absolute carbon reduction. Only in fit out construction was there a significant carbon reduction mainly due to a lower development programme. The number of new stores opened (two) and under construction (six) remained relatively low compared to previous years. Construction diesel use was reduced due to the slower development rate and by switching from diesel generators to grid electricity at the earliest opportunity.

In the year ended 31 March 2012, Big Yellow plans to continue its energy efficiency programme for store lighting and increased capacity for solar PV installations (providing up to 50 kWp) on new stores. We aim to reduce carbon intensity per square metre of occupied space by 2.5%, as our business activity increases.

Energy efficient T5 lighting in use at Camberley

Less than 3% of our energy use is for external lighting due to day light sensors and timers

Energy efficient LED lighting is being trialled in our Camberley store

4. KEY PERFORMANCE INDICATORS (continued)

4.6 Renewable Energy Generation

In the year ended 31 March 2011, Big Yellow added one solar photo-voltaic installation at its new store in Camberley. Our renewable energy assets now consist of eleven solar installations, five ground source heat pumps and two wind turbines over twelve stores. Solar PV generation data has been restated this year based on more accurate meter readings, rather than the use of display screen monitors. Ground source heat pump (GSHPs) annual generation estimates have been added to the renewable energy totals and these have been restated based on independent performance reports from Tate Engineering and Faber Maunsel Energy Statements. GSHPs, supply heating and / or cooling to reception and office areas in Balham, Fulham, Kennington, Sheen and Bromley.

Renewable Energy Generation Year	2009	2010	**2011**	% Change	2011 Targets
Renewable energy generation (kWh)	76,424	151,045	**168,356**	11.5%	12%
Carbon dioxide emission reduction (tCO_2)	41.4	81.8	**91.2**	11.5%	–
Grid electricity savings @0.9/kWh (£)	6,878	13,594	**15,152**	11.5%	–
Renewable Obligation Certificates (ROCs) (£)	857	1,683	**n/a**	–	–
Total renewable energy income & savings (kWh)	8,583	16,290	**n/a**	–	–
Total store energy use (electricity & gas) kWh	13,345,540	13,214,084	**14,555,897**	10.2%	–
Renewable energy % of store energy use	0.6%	1.1%	**1.2%**	9.1%	–

Renewable energy generation, carbon emission savings and revenues increased by just over 11.5%. Revenue payments for Renewable Obligation Certificates (ROCs) only include Balham and Merton Solar PVs because the majority of installations were transferred directly from ROCs to the more generous Feed in Tariff. Renewable energy revenues will be reported in financial year end 31 March 2012 and backdated to 1 April 2010. Headline performances include a cumulative solar energy generation approaching 255 MWh and a cumulative total renewable energy generation of 398 MWh since the first installation at the end of financial year to 31 March 2008.

4.7 Store Waste Management

In May 2011 we changed our waste contractor to Severnside Recycling, who recycle and manufacture cardboard in addition to providing standard waste collection services. In the financial years 2009 and 2010, the waste volume was estimated from the number of bin lifts and volume of bins. The volume in 2009 was 4,369 m^3 and 4,380 m^3 in 2010.

Estimates of Store Non Hazardous Bulk Waste Volume Year	2009	2010	**2011**	% Change
Tonnage of store waste (t)	–	–	**266**	–
Percentage further sorting and landfill (%)	–	–	**28%**	–
Percentage for direct recycling (%)	–	–	**72%**	–
Number of stores	54	60	**62**	3.3%
Tonnage of waste per store	–	–	**4.3**	–

From May 2010, store waste has been sorted on site into mixed dry recyclables (MDR), 'mixed papers' and 'general waste'. Due to the change in waste contractors we can estimate twelve months total waste based on the eleven months data (244t) from May 2010 to the year ending 31 March 2011. However, from 2011/12 onwards we will be able to measure our tonnage and recycling percentage more accurately for future years in this report. During the last 11 months, 72% of the total tonnage of store waste was sent directly for recycling with a further 1% of mixed papers sent for recycling. A further 28% was sent for further sorting and / or landfill.

4.8 Store Water Use

We have been monitoring store water use for our staff kitchens, WCs and customer WCs.

Estimates of Store Water Volume Use Year	2009	2010	**2011**	% Change
Number of stores open	54	60	**62**	3.3%
Estimated average volume used (m^3)	12,502	13,890	**14,353**	3.3%

In preparation for future commercial building Water Performance Certificates (WPCs) we aim to improve our measurement of water use. New stores have low flow aerated taps and showers and duel flush WCs. Five stores have rainwater harvesting systems (Sutton, Barking, Merton, Liverpool and Sheffield) and supply water for WC flushing and irrigation for enhanced landscape areas with green walls and trees.

5. STORE DESIGN AND CONSTRUCTION

Our High Wycombe store has a 'Green' roof and timber clad walls adjacent to the River Wye, where the banks have been enhanced with wildlife and habitat features such as log piles and bird boxes. The front reception boundary area is enhanced with a variety of formal landscape species.

Our Camberley store required a large capacity sustainable urban drainage system ("SUDS") installed to reduce the risk of local flooding from the River Blackwater. Landscaped areas have been increased and enhanced with hundreds of plant species. Internally, we are trialling energy efficient LED lighting and have a solar PV installation on the store roof.

The tables below summarises the environmental performance improvement features of our most recent stores developments:

Improvements in Sustainable Development & Eco-Efficient Store Operations 2007 – 2011

Store	Motion Sensor Lighting	Energy Efficient Lighting	Renewable Energy	Green Travel Plans	Rain Water Harvesting	Green Roofs	Improved Ecology
1. Sutton[1]	✓	–	–	–	✓	✓	✓
2. Barking[2]	✓	–	✓	–	✓	✓	✓
3. Ealing	✓	–	–	–	–	–	✓
4. Balham[3]	✓	–	✓	✓	–	–	✓
5. Fulham[3]	✓	–	✓	✓	–	✓	✓
6. Merton[4]	✓	–	✓	–	✓	–	✓
7. Kennington[3]	✓	✓	✓	–	–	–	✓
8. Sheffield Hillsborough	✓	✓	–	–	–	✓	✓
9. Sheen[5]	✓	✓	✓	✓	–	–	✓
10. Bromley[3]	✓	✓	✓	–	–	–	✓
11. Birmingham	✓	✓	–	✓	–	–	✓
12. Liverpool	✓	✓	–	–	✓	–	✓
13. Twickenham[6,7]	✓	✓	✓	–	–	–	✓
14. Edinburgh[6]	✓	✓	✓	–	–	–	✓
15. Nottingham[6]	✓	✓	✓	–	–	–	✓
16. Poole	✓	✓	–	–	–	–	✓
17. Sheffield Bramall Lane	✓	✓	–	–	✓	–	✓
18. Reading[5]	✓	✓	✓	–	–	–	✓
19. High Wycombe	✓	✓	–	–	–	✓	✓
20. Camberley[6]	✓	✓	✓	✓	–	–	✓

(1) Green wall
(2) Wind turbine
(3) Solar panels and Ground Source Heat Pumps
(4) Solar panels and wind turbine
(5) 'Excellent' Building Research Establishment Environmental Assessment Methodology (BREEAM) Rating
(6) Solar panels only
(7) Net zero carbon Energy Performance Certificate

5.1 Energy Performance Certificates ("EPC")

Since October 2008, EPCs are required for all commercial buildings. They record how energy efficient the property design is and allow investors, buyers and tenants to see a predicted carbon emission figure so they can consider energy costs and future efficiencies. Our High Wycombe store has been certified at one level above the expected energy efficiency benchmark for new buildings (Reception area = 50 kg CO_2/m^2 emissions). Our Camberley store is two levels above the expected energy efficiency benchmark for new buildings (Reception area = 20 kg CO_2/m^2 emissions).

5.2 The Considerate Constructors Scheme ("CCS")

Our construction sites are monitored against the Code of Considerate Practice providing guidelines that are beyond statutory requirements. Areas of management performance include the environment, the workforce and the general public. Points can be gained by site workers for: being considerate; protecting the environment; maintaining cleanliness; being a good neighbour; respectability; safety; responsiveness; and accountability. CCS auditors visit our construction sites and assess performances out of a maximum score of 40 points. Reports are then sent to the Construction Director and CSR Manager for review and actions if required.

Considerate Constructors Scheme Performance

Year	2009	2010	**2011**	2011 Target
Number of Construction Projects on site	6	7	**6**	–
Percentage of Registered Sites > UK average*	77.8%	81.8%	**88.8%**	–
Average Points Score For All Sites	30.8	32.1	**31.3**	31.5

Compliance with the schemes code is achieved at 24 points and the UK average score of all registered sites is 31 points. Out of 6 sites, 5 scored above the UK average of 31 points. We exceeded our average points score target set for 2011 (30 points). Our Camberley store shell construction stage achieved 35.5 points, a certificate for Performance 'Beyond Compliance' and was ranked in the top 10% of construction companies in the UK and will be reviewed for the CCS National Awards Scheme.

5. STORE DESIGN AND CONSTRUCTION (continued)

5.3 Construction Waste Management

Big Yellow Construction achieves high percentages of waste recycling at the 'fit-out' stages of new stores with minimal waste taken to landfill. Timber, top soil, cardboard, plasterboard, plastics and smaller amounts of metals (<1%) are in demand for recycling or supplier 'take back'. A waste data study for eleven construction sites in financial years 2009 and 2010 indicated typical recycling rates approaching 100% (CSR Report 2010). An average volume of 335 m^3 per site of general waste and 38 m^3 plasterboard 'supplier take back' per site, is typical. Total annual waste volumes for five to six stores are under 2,000 m^3 per year, just under half of that compared with store waste. This waste excludes demolition and shell construction waste. Big Yellow Construction has sourced a specialised recycling contractor with a large scale recycling plant for site clearance, demolition and ground work phases of construction which is on trial at our Chiswick development.

6.0 HEALTH AND SAFETY

The Health and Safety Policy covers our wholly owned stores, partnership stores and managed stores. Construction health and safety data is recorded in weekly site meeting minutes. Facilities Management record health and safety incidents for all stores directly on to spreadsheets. A Health and Safety Committee, made up of the Operations Director, Construction Director, Head of Facilities and the Property Director, reviews performance on a quarterly basis and the Board receives bi-monthly departmental reports which highlight any relevant health and safety issues recently experienced.

6.1 Store Customer and Visitor Health and Safety

Year	2009	2010	**2011**
Total number of customers (by move-ins)	36,868	41,781	**51,049**
Minor Injuries	75	53	**41**
Reportable Injuries	–	1	**–**
RIDDOR* per 100,000 customers	–	2.39	**–**

* RIDDOR = Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 1995

This year we restate our number of customers (by move-ins) and RIDDOR performance to take into account our managed store customers. There were no fatal injuries, notices or prosecutions and no Reportable Injuries. Minor Injuries reduced for the second consecutive year by 22.6% and were predominantly related to the handling of their own personal possessions by customers.

6.2 Store and Main Office Staff Health and Safety

Year	2009	2010	**2011**
Average Number of Staff	239	252	**273**
Minor Injuries	39	16	**19**
Reportable Injuries (RIDDOR)	1	1	**1**
Annual Injury Incidence Rate (AIIR) per 100,000 staff	418	397	**366**

No fatal injuries, notices or prosecutions occurred. Staff numbers increased for the second consecutive year (by 8.3%). One reportable injury occurred but the Annual Injury Incidence Rate (AIIR) reduced by 7.8%.

6.3 Construction Fit Out Stage Health and Safety

Year	2009	2010	**2011**
Total Man Hours	9,980	12,071	**6,431**
Minor Injuries	7	2	**1**
Reportable Injuries (RIDDOR)	–	–	**1**

No fatal injuries, notices or prosecutions occurred. There was one reportable Injury due to a fall and minor injuries reduced, indicating a well controlled environment for staff and contractors on site. Health and safety awareness has been raise by the Considerate Constructors Scheme, site induction training and weekly reporting.

CSR PROGRAMME FOR 2011/12

The CSR programme continues to focus on carbon reduction, renewable energy generation and waste reduction. Last year we completed registration to the Carbon Reduction Commitment, installed 22 Smart Meters to monitor real time energy use on non half hourly meters and started the process of renewing our Carbon Trust Standard certification. This year our strategy, programmes, objectives and targets are highlighted in the table below.

Strategy	Programmes	Objectives / Targets (2011)
The Carbon Reduction Commitment (CRC)	Submit Carbon Footprint, Annual report and Evidence Pack to the Environment Agency by July 2011.	To achieve a position in the upper half of the CRC league table.
The Carbon Trust Standard (CTS)	Maintain CTS certification to increase energy efficiency initiatives in the long term.	Certification by September 2011.
Energy Efficiency	To continue store energy efficient T5 re-lamping, adaptor and motion sensor zoning improvements.	Progress from 41% to 57% completion.
Renewable Energy Revenues	To increase new solar PV installation capacity up to 50 kWp where viable and to increase renewable energy as a percentage of store energy use.	Increase renewables percentage to 1.3% and Feed in Tariff revenues by 10%.
Energy Performance Certificates (EPCs)	To achieve carbon emission ratings on new stores better than the UK average on existing and new stock.	Certificate ratings > average new build of a similar design.
Store Waste Recycling	Acquire the first full financial year of total store waste tonnage and recycled percentages.	A reduction in waste tonnage and increases in recycling %.
Store Water Use	Acquire more accurate water volume monitoring and measurement from our suppliers.	Establish significance water use environmental impact.

More details of CSR policies, previous reports and awards can be found on our investor relations web site at bigyellow.hemscottir.com/csr.

Wildlife is encouraged on the River Wye adjacent to our High Wycombe store

Timber façade and wildlife habitat provision to the rear of our High Wycombe store

Wildlife log pile habitat provision on the river bank to the rear of our High Wycombe store

Independent assurance statement by Deloitte LLP to Big Yellow Group PLC on their Corporate Social Responsibility Report 2011 ("the Report")

Scope of our work

Big Yellow Group PLC engaged us to perform limited assurance procedures for the year ended 31 March 2011 on the following subject matters:

Carbon footprint indicators:

- Store electricity emissions (tCO_2)
- 'Fit out' diesel and electricity emissions (tCO_2)
- Store flexi-office gas emissions (tCO_2)
- Absolute carbon dioxide emissions (tCO_2)

Store electricity use, CO_2 emissions and carbon intensity:

- Electricity use (kWh)
- Absolute carbon emissions (tCO_2)
- Carbon intensity (Kg CO_2/m^2 gross internal area)
- Carbon intensity (Kg CO_2/m^2 occupied space)

Renewable energy generation and CO_2 emissions reduction:

- Total renewable energy (kWh)
- Carbon dioxide saved by renewable energy (tCO_2)
- Renewable energy percentage of total energy use

Considerate Constructors Scheme:

- Number of construction projects
- Percentage of registered sites > UK average
- Average points score for all sites

Staff health and safety:

- Average number of employees
- Minor Injuries
- Reportable injuries (RIDDOR)
- Annual Injury Incidence rate (AIIR) per 100,000 staff
- Notices

Assurance process and standard

We carried out limited assurance in accordance with the International Standards on Assurance Engagements 3000 (ISAE 3000). To achieve limited assurance ISAE 3000 requires that we review the processes and systems used to compile the areas on which we provide assurance. It does not include detailed testing of source data or the operating effectiveness of processes and internal controls. This provides less assurance and is substantially less in scope than a reasonable assurance engagement.

The evaluation criteria used for our assurance are the Big Yellow Group definitions and basis of reporting as described at: bigyellow.hemscottir.com/csr

Key procedures

Considering the risk of material error, our multi-disciplinary team of CSR assurance specialists planned and performed our work to obtain all the information and explanations we considered necessary to provide sufficient evidence to support our assurance conclusion. Our work was planned to mirror Big Yellow Group's own group level compilation processes, tracing how data for each indicator within our assurance scope was collected, collated and validated by corporate head office and included in the Report.

Key procedures we carried out included:

- Gaining an understanding of Big Yellow Group's systems through interview with management responsible for CSR management and reporting systems at head office
- Reviewing the systems and procedures to capture, collate, aggregate, validate and process source data for the assured performance data included in the Report

Independent assurance statement by Deloitte LLP to Big Yellow Group PLC on their Corporate Social Responsibility Report 2011 ("the Report") (continued)

Our conclusion

Based on the assurance work we performed, nothing has come to our attention that causes us to believe that the selected CSR performance indicators are materially misstated.

Responsibilities of Directors and independent assurance provider

Responsibilities of Directors

The Directors are responsible for the preparation of the Corporate Social Responsibility Report 2011, including the implementation and execution of systems to collect required CSR data.

Deloitte's responsibilities

Our responsibility is to independently express a conclusion on the performance data for the year ended 31 March 2011. We performed the engagement in accordance with Deloitte's independence policies, which cover all of the requirements of the International Federation of Accountants (IFAC) Code of Ethics and in some cases are more restrictive. We confirm to Big Yellow Group PLC that we have maintained our independence and objectivity throughout the year, including the fact that there were no events or prohibited services provided which could impair that independence and objectivity in the provision of this engagement.

This report is made solely to Big Yellow Group PLC in accordance with our engagement letter. Our work has been undertaken so that we might state to the company those matters we are required to state to them in an assurance report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Big Yellow Group PLC for our work, for this report, or for the conclusions we have formed.

Deloitte LLP
London, United Kingdom
23 May 2011

Green Investment at Big Yellow in Camberley

Landscape and Biodiversity Investment at Big Yellow Camberley

Solar PV panel renewable energy investment at Big Yellow Camberley