



**Big Yellow Group PLC  
Basis of Reporting  
1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020  
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 2020.

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.

## 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:

- 75 wholly owned stores<sup>1</sup>
- 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 2019/20.

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.

### 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 2 – reported separately	Scope 3 - where available
Gas (kwh)	Scope 1	No gas at these sites	Scope 1- reported separately	Scope 3 - where 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 1- reported separately	Scope 3 - where available
Refrigerants or other gases	Scope 1	Scope 1	None expected	n/a (unless 'discharge')
Emissions (CO <sub>2</sub> e)	Scope 1&2	Scope 1&2	Scope 1&2	Scope 3 - where available

<sup>1</sup> Battersea was closed during 2019/20 for redevelopment

Waste (CO <sub>2</sub> e)	Scope 3	Scope 3	Scope 3 - reported separately	Scope 3 - where available
Water (CO <sub>2</sub> e)	in scope	in scope	reported separately	New – where available
Employees business travel	Scope 3	Scope 3	n/a	n/a

## Changes during the year

2019/20 has been about embedding changes made in prior years and re-focusing on target setting and the formulation of the future carbon strategy.

Manchester store opened May 2019.

Our Battersea store closed in March 2019 for redevelopment – due to be re-opened FY2020/2021.

ref	Change made	Impacts on
a	Confirm that emissions will be restated on an annual basis to ensure that historically the correct DEFRA conversion factors are applied only for the last previous year. This is to account for DEFRA conversion factors being aligned to calendar year (January-December) compared to BYS's April-March reporting year	Alignment to best practice
b	Publish our internal energy intensity target	Alignment to best practice - improved.
c	Commence improvement of water data quality: With change of water contract, we now have access to a portal – for most of our sites	Transparency – improved.
d	Include market based total scope 2 emissions (please note, this figure is not audited)	Transparency – improved.
e	Waste and Water data have undergone an external verification process to allow us to make improvements both to the reporting and the management	Alignment to best practice - improved.
f	Developed further process and policy documentation on energy management and Risk Mgt (aligned to the TCFD)	Transparency and consistency - improved
g	Developed an 'End of Year Checklist' with external consultancy EcoAct to ensure data accuracy for auditing	Data accuracy - improved
h	Commenced the development of a Net Zero Carbon Strategy	Long term strategy and investment programme

## Part 2 DATA ACQUISITION

### Data Acquisition (Scope 1 & 2) overview

Type of energy	Supplier	Data aggregator	Energy broker	Data mgt
Electricity	British Gas to 30th September 2019 Opus Energy as of 1st October 2019	IMServ <sup>2</sup>	ECM <sup>3</sup>	EcoAct
Gas <sup>4</sup>	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 <sup>5</sup>	n/a	EcoAct
Solar Export	Wandsworth, Manchester, Bristol Ashton Gate, Bristol Central and Guildford Central	IMServ	ECM	ECM
Refrigerant gas emissions	AiA <sup>6</sup> services	GZ / EcoAct	n/a	EcoAct
Van	Premises Maintenance Manager	GZ / EcoAct	n/a	EcoAct

**Our portfolio:** Our 75 stores and 2 administration buildings (Bagshot and Maidenhead) use 'off site' / supplied National Grid electricity (Scope 2 GHG emissions). 12 of our stores contain flexi offices, of which 8 use natural gas heating (Scope 1, onsite GHG emissions). 22 stores generate roof top solar electricity (Scope 1) for self-supply. During the year, we fitted five (5) stores with roof top solar PV with export meters.

### 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.

<sup>2</sup> IMServ provide HH actual (not estimated) data to both ECM for billing and EcoAct for reporting purposes

<sup>3</sup> ECM (Energy and Carbon Management) are further responsible for metering and investigating meter issues, such as data transmission gaps

<sup>4</sup> Moved onto HH data loggers during 2018/19

<sup>5</sup> EvoEnergy manage our Solar PVs, installation, maintenance as well as their reporting platform

<sup>6</sup> AIA manage refrigerant gas 'top up' activities

	April '19	May '19	Jun '19	Jul '19	Aug '19	Sept '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	April '20	May '20	June '20
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) 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. The other eight stores with flexi offices use gas heating.

### ***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**

Guildford Central, Wandsworth, Bristol Ashton Gate, Bristol Central and Manchester are fitted with export meters to allow us to monitor export versus use performance.

Export varies significantly between stores; the five sites with export meters show a range between 13% and 44% exported during the same time period. On average, we export 30% of our Solar energy, depending on store occupancy.

### ***Process Gases***

**Refrigerants (R410A and R407C) use:**

Emissions (kg CO<sub>2</sub>e) 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 (scope 1 emissions) 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.

**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.

***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 (m<sup>3</sup>/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 new water company: First Business Water.

***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).

***Construction 'demolition' and 'shell construction' energy and emission data***

Our building contractors have been asked to report performance data aligned to current project reporting. Performance data will be recorded in Construction minutes and provided to Head of CSR where available. (as of FY 2018/19 and where available and if activities take place during the year).

We intend to spend 2018/19 and 2019/20 gathering and analysing third party data with a view to publishing meaningful insights and possibly Scope 3 data by 2021.

### Data Provider Review & process

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. Signed copies are provided.

## Part 3 ENERGY USE AND EMISSIONS KPIS

### Reporting KPIS- General

#### *SECR (Streamlined Energy and Carbon Reporting)*

Year ending 31st March		2020	comments
GHG Scope 1 total tonnes CO <sub>2</sub> e	Total Scope 1 Emissions location based	131.7	Same as CSR Report Independently verified
GHG Scope 2 total tonnes CO <sub>2</sub> e	Total Scope 2 Emissions location based	2,439.7	Scope 2 store and non-store portfolio and fit-out
GHG Scope 2 total tonnes CO <sub>2</sub> e	Total Scope 2 Emissions market based	1,142	Same as CSR Report
Total GHG Scope 1 & 2 Total tonnes CO <sub>2</sub> e	Total Scope 1& 2 Emissions location based	2,571.4	Scope1 & 2 store and non-store portfolio and fit-out
Total GHG Scope 1 & 2 Total tonnes CO <sub>2</sub> e	Total Scope 1& 2 Emissions market based	1,273.7	
Scope 3 total tonnes CO <sub>2</sub> e	Electricity Transmission Losses and Employee Business travel	310	Same as CSR Report
tCO <sub>2</sub> e/ revenue (000's£) – location based	Greenhouse Gas (GHG) emissions intensity from building energy consumption	20.6	Same as CSR Report Independently verified <sup>7</sup>
tCO <sub>2</sub> e/ revenue (000's£) – market based	Greenhouse Gas (GHG) emissions intensity from building energy consumption	10.2	
tCO <sub>2</sub> e/ Occupied space (000's m <sup>2</sup> )	Greenhouse Gas (GHG) emissions intensity from building energy consumption (scope 1 and 2)	7.2	Same as CSR Report Independently verified <sup>7</sup>
tCO <sub>2</sub> e/ CLA (000's m <sup>2</sup> )	Greenhouse Gas (GHG) emissions intensity from building energy consumption (scope 1 and 2)	5.9	Same as CSR Report Independently verified <sup>7</sup>
Energy data	Underlying Scope 1 and 2 emissions energy data (kWhs)	10,214,794	n/a

<sup>7</sup> Please note, this may not always be the same, depending on the amount of fit out emissions in any given year

This year for the first time 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:

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

The Energy use underpinning the emissions reporting 2019/20 was:

electricity	9,542,672	kwh
gas	647,438	kwh
van	22,469.9	kwh
fit out electricity	2,214	kwh
<b>TOTAL</b>	<b>10,214,794</b>	<b>kwh</b>

b) Intensity metrics – we intend to continue reporting these as per our current intensity metrics

c) Supporting narrative:

- Methodologies used within the calculation: we intend to point to the relevant year’s Basis of Reporting document;

**Energy efficiency action taken in the year:** we intend to provide a high-level summary, utilising ESOS audit information and our efforts to increase our Solar PV estate. We will refer the readers to the relevant year’s full CSR report for more detailed information.

d) Voluntary Disclosure

- Wider scope 1 emissions - including other fuel use, refrigerants & manufacturing emissions: we already include refrigerant use as part of our current Scope 1 & 2 reporting and intend to include this with the SECR disclosure
- Scope 3 emissions – see our Voluntary scope 3 inclusion list. This may vary from year to year.

### **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. <sup>8</sup> We publish EPRA KPIs as part of our Full CSR report.

### **GRI**

During 2017/18 we published our first GRI table (Core). We will update and refresh this table every third year – next review planned for 2020.

### **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.

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<sup>8</sup> E.g. ‘EPRA refers to tenant-landlord relationships, which do not exist within the context of a self-storage business



## 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 CO<sub>2</sub>e reductions / increases;
- Annual generation as a percentage of grid supply 'solar stores' and subsets for large Solar PV installations;
- 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 CO<sub>2</sub>e) 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 (CO<sub>2</sub>), methane (CH<sub>4</sub>), hydrofluorocarbons (HFCs), nitrous oxide (N<sub>2</sub>O), perfluorocarbons (PFCs), sulphur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>).

### ***Greenhouse Gas (GHG) Emissions conversion factors***

We report in line with DEFRA 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 2019/20 publication, issued in June/ July 2020, DEFRA [Standard Set Version 1 2019](#) (for the calendar year 2019) will apply.

	Period start	Period end	Publication date
DEFRA conversion factors 2020	1st January 2020	31st December 20120	TBC
DEFRA conversion factors 2019	1st January 2019	31st December 2019	4th June 2019
Big Yellow Annual Report 2019/20	1st April 2019	31st March 2029	June 2020

	Big Yellow Q1 conversion factor	Big Yellow Q2 conversion factor	Big Yellow Q3 conversion factor	Big Yellow Q4 conversion factor
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At time of report publication	2019	2019	2019	2019
Adjusted & restated during 2020/21 reporting	2019	2019	2019	2020

### ***GHG Baseline Year***

Baseline years are set to 2011.

### **Construction Fit Out**

Scope 2 kWh use is metered on site and recorded in Construction minutes. tCO<sub>2</sub>e 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 (m<sup>3</sup>) is reported in the Construction minutes; and
- Waste (m<sup>3</sup>/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.

### **Carbon Intensity KPI's**

Total CO<sub>2</sub>e (and CO<sub>2</sub>) are normalised by the total areas as follows:

- Carbon relative to Revenue (kgCO<sub>2</sub>e /£m);
- Carbon kg CO<sub>2</sub>e/ m<sup>2</sup> 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 CO<sub>2</sub>e (and CO<sub>2</sub>) are reported for:

- Electricity supply and distribution GHG emission losses,
- Store Waste,
- New store construction 'fit-out' waste,
- Store water use,
- Employee business travel by car.
- Construction 'demolition' and 'shell construction' energy & emission data where available (new, subject to contractual arrangements with suppliers)

### ***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.

During 2019/20 we have commissioned pre-assurance gap analysis of our waste data.

### ***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.

In line with EPRA sustainability best practice reporting we have gathered water data from bills issued during 2019/2020 and we have supplemented this with a water data read from those stores that can access their water meter.

During 2019/20 we have commissioned pre-assurance gap analysis of our water data and expect to improve on data quality going forward.

### ***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'.

### **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 CO<sub>2</sub>e/m<sup>2</sup> 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) m<sup>2</sup> (also sometimes referred to as the Gross Internal Floor Area (GIFA) m<sup>2</sup>) 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: m<sup>2</sup> conversion) is defined as Final Area occupied space by office unit rented and
- Total Absolute Carbon Emissions Measure (tCO<sub>2</sub>e / kgCO<sub>2</sub>e) 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 Targets**

### **Group Targets**

We set group targets that take into account 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.

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

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 reviewing our short, medium- and long-term carbon reduction initiatives.

### **Science-based Targets**

We have started considering setting science-based targets during 2018/19 but with the implementation of our reporting software, the need to significantly expand our Scope 3 data collection and work we are conducting on TCFD and general climate-related risk management, have moved science-based target considerations to the point in time when we are setting a new carbon strategy.

## **PART 5 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.

No part of Deloitte's limited assurance scope.

## **Scope: Stores & Construction**

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

- 75 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](#).

## **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 used internally by the CSR forum and the Big Yellow Management to make sustainable decisions, such as investment in Solar PV or energy reduction initiatives.

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

END