



**HEALTH & SAFETY
POLICY MANUAL**

FOR

**BIG YELLOW SELF STORAGE
COMPANY LTD & ARMADILLO SELF
STORAGE COMPANY LTD**

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Policy Statement

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Big Yellow Self Storage Company Ltd and Armadillo Self Storage Company Ltd

Health and Safety Policy Statement

BIG YELLOW SELF STORAGE COMPANY LTD & ARMADILLO SELF STORAGE COMPANY LTD (The Company) will:

1. Establish and implement a Health and Safety Management System to manage the risks associated with our premises and activities.
2. Regularly monitor our performance and revise our Health and Safety Management System as necessary to ensure we achieve our objective of continuous improvement.
3. Give health and safety the highest practical priority in all of our activities, with all reasonable steps taken to maintain standards and procedures in compliance with the Health and Safety at Work Act etc. 1974, and all other statutes, regulations and orders.
4. Provide sufficient organisation, expertise and resources (including communication, consultation, planning, monitoring, inspection and auditing procedures), to meet the requirements of current Health and Safety legislation and to aim to achieve the standards of 'Good Practice' applicable to our activities.
5. Actively promote an open attitude to Health and Safety issues, encouraging staff to identify and report hazards so that we can all contribute to creating and maintaining a safe working environment.
6. Communicate and consult with our staff on all issues affecting their Health and Safety and, in doing so, bring this policy to their attention.
7. Provide adequate information, instruction, training and supervision for our staff to enable them to work safely and effectively, and to ensure they are competent and confident in the work they carry out.
8. Carry out and regularly review risk assessments to identify hazards and existing control measures. We will prioritise, plan and complete any corrective actions required to reduce risk to a reasonably practicable level.
9. Provide and maintain our premises, plant and equipment to a standard that ensures that risks are practicably and effectively managed.
10. Ensure, so far as is reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
11. Ensure that responsibilities for Health and Safety are allocated, understood, documented, monitored and fulfilled.
12. Keep up to date with best practice in relation to Health and Safety and complying with all relevant legislation and guidance.
13. Retain access to competent advice and assistance through the support of relevant advisors, thereby ensuring that we are aware of relevant changes in legislation and 'Good Practice'.

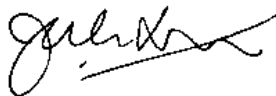
14. Where there are no existing Big Yellow Self Storage policies or guidance, expect our staff and contractors to meet the highest relevant standards, and to comply with relevant legislation. Where no standards exist, we will work with our staff to develop systems which comply with best practice, and eliminate or minimise the risks so far as reasonable practicable.
15. Comply with Construction Design and Management Regulations 2015 with the construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration or other maintenance projects. Where there is more than one contractor involved, the Company's senior manager in charge of the project will appoint in writing a Principle Designer and Principle Contractor. (The Principle Designer may be a Company manager). In larger projects, the Principal Designer is responsible for notifying the Health & Safety Executive of any construction work scheduled to last longer than 30 working days and have more than 20 workers working simultaneously at any point in the project; or exceeding 500 person-days.

It is the duty of all employees when at work:

- To take reasonable care of their own safety
- To take reasonable care of the safety of others who may be affected by what they do or fail to do
- To co-operate so that the Company can comply with its legal duties
- To ensure they do not interfere with or misuse anything provided in the interests of Health and Safety.

I and the other members of the senior management team are committed to this Policy and to the implementation and maintenance of the highest standards of health, safety and welfare across the Company. We expect every member of staff to share this commitment and work together to achieve it.

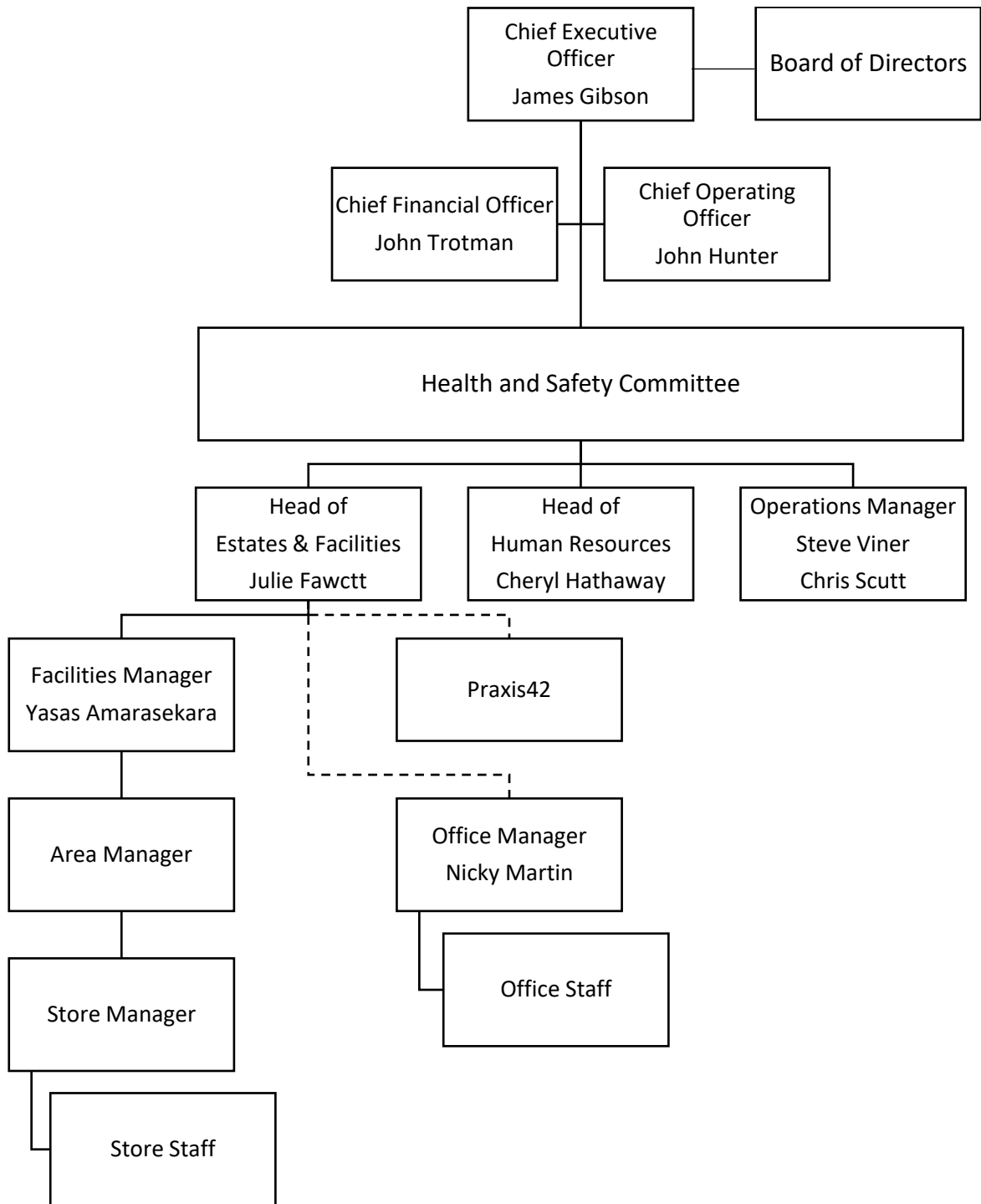
Signed: **Mr James Gibson**
Position: **Chief Executive Officer**



Company: Big Yellow Group PLC

Date: 22 May 2024

ORGANISATIONAL STRUCTURE



Health and Safety Responsibilities

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C HIEF EXECUTIVE OFFICER

The Chief Executive Officer has overall accountability for the operation of the business in a way that secures the Health and Safety of those involved in, or affected by all The Company's work activities.

The Chief Executive Officer will also ensure the Health and Safety Committee are supported in their function to provide, so far is as reasonably practicable, a work place and systems of work, that ensures the Health, Safety and welfare of those involved in, or affected by all Company work activities.

The Chief Executive Officer and his Co-Directors will ensure that:

1. The business is in compliance with its legal duties as confirmed by its Internal and External Auditors.
2. Executive leadership in Health and Safety is demonstrated by reviewing progress of the "Continuous Improvement Plan" against target, and establish and maintain a management system that ensures Health and Safety best practice.
3. Clear responsibilities for Health and Safety are set out in employee job descriptions and reviewed during staff appraisals and by the Health and Safety Committee.
4. The commitment and availability of adequate resources (both financial and employee time) is made available to fully implement the Company Health & Safety Policy Statement .
5. The requirements of the Company Statement of Intent are known by making available this Statement to all staff, and by managers reinforcing the Intent through discussions with staff during routine site visits.
6. Health and safety standards across each area and store are monitored.
7. Non-compliance with the Company Health & Safety Policy Statement is seen as a matter for discussion at Company management team meetings, and should be reported in every instance to the Health and Safety Committee.
8. An environment is created where Health and Safety trends are followed and improvements to health and safety systems identified and implemented.
9. Support is provided to the Health and Safety Committee to ensure all matters arising are considered and the appropriate resource is made available to ensure, so far as is reasonably practicable, the health, safety and welfare of the Company employees and other people who may be affected by the Company work activities are protected.

C HIEF OPERATING OFFICER & **C** HIEF FINANCIAL OFFICER

The Chief Financial Officer and Chief Operating Officer will report all Health and Safety related matters to the Chief Executive Officer and the Board of Directors.

The Chief Financial Officer and/or the Chief Operating Officer will ensure that:

1. All relevant health, safety and welfare matters are reported to the Chief Executive Officer and Board of directors in a timely manner to ensure compliance with all statutory requirements and the Company Health and Safety Policy.
2. Commitment to the Company Health and Safety Policy is demonstrated to all employees across all sites.
3. Support is provided to Heads of Departments to ensure their responsibilities and duties can be achieved.

H EADS OF DEPARTMENT / SENIOR MANAGEMENT

The Company recognises the importance of implementing practices to ensure the health, safety and welfare of all persons who may be affected by our activities. To this end, the safety responsibilities below apply to all Heads of Department and Senior Managers.

The Heads of Department / Senior Management will ensure that:

1. They comply with the Company Health & Safety Policy Statement, Arrangements and Policies.
2. They demonstrate and maintain the Company's commitment to best practice in Health and Safety matters by adhering to the Company's Health and Safety Rules.
3. They report any Health and Safety issues to the Facilities Department
4. They ensure that the staff reporting to them are aware of their Health and Safety responsibilities through providing information, training recorded in their personal files, and provide any feedback on issues encountered.
5. Health and safety in the workplace is promoted through routine site visits, and the results are recorded.
6. They keep abreast of legislation, codes of practice, guidance notes and good working practices relevant to all work activities communicated to them by the Facilities Department and the Health & Safety Committee.
7. Adequate staffing, finance and other resources are available to implement and manage Health and Safety matters.
8. The Health and Safety performance of their team is reviewed on a regular basis during meetings and personal performance reviews.
9. The undertaking of investigations and taking of appropriate measures including disciplinary action, where necessary is carried out by competent persons.
10. Area / Store Managers understand their own H&S responsibilities through formal recorded training reinforced thereafter by personal discussions, particularly during the annual staff health & safety meetings.

AREA AND STORE MANAGERS

The Area Manager / Store Manager will ensure that in their areas of control:

1. They implement the Company Health and Safety Policy and Health and Safety Management System.
2. They supervise their staff to ensure that they work safely, providing increased supervision for new and young workers.
3. They report any Health and Safety issues to the relevant Heads of Department or Area Manager.
4. They communicate and consult with staff on Health and Safety issues informally on a day-to-day basis, and formally via weekly bulletins, annual health & safety meetings and procedure changes.
5. Health and safety rules are followed by all.
6. Health and safety due diligence checklists required by the Health and Safety Management system are completed at the designated frequencies, submitted to line managers for discussion/approval, and any required actions taken.
7. The Health and Safety plan of continuous improvement is progressed, actions completed, and any problems are reported to a line Manager. Scheduled actions are completed on time and validated.
8. They encourage staff to report hazards and raise Health and Safety concerns.
9. Issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented and communicated to staff.
10. Any Health and Safety issues that cannot be dealt with are referred to a Head of Department or Senior Manager for action.
11. Health and Safety training for staff is identified, undertaken and recorded to ensure they are competent to carry out their work in a safe manner.
12. Where Health & Safety training has been identified, ensure the timely release of those personnel who require it.
13. Ensure that the list of first aiders remains up to date.
14. Safe systems of work are developed and agreed with the Health & Safety Committee, recorded and implemented.
15. Ensure all plant and equipment is maintained in line with the legislative requirements, including all fire detection, firefighting equipment and installations.
16. Ensure their area of control or store is maintained, so that it is safe and without risks to health and that provision of safe means of access to and egress from are provided.
17. Accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported in line with the Company's incident reporting procedure.
18. Employees have the right to refuse to undertake any task they consider dangerous,

knowing their decision will be supported by management.



We have an agreement with Praxis42 for a Workplace Risk Support Service for providing assistance to the Company in managing workplace risk. Praxis42 will provide us with the following:

- To support the Company in managing their Health and Safety responsibilities, providing business specific, commercially astute Health and Safety risk management advice and guidance.
- To proactively interpret Health and Safety legislation on behalf of the Company, advising on what the legislation means to the Client's business and what needs to be done, when and by whom in order to comply.
- To review Health and Safety related documentation, ensuring the appropriate policies and procedures, with assigned roles and responsibilities, are in place, are maintained and continue to reflect current legislation and status within the business.
- To facilitate and attend Health and Safety committee meetings as necessary.
- To help manage the reporting and investigation of accidents, in accordance with RIDDOR.
- To liaise with Local Authorities on behalf of the Company, where required.
- To proactively monitor Health and Safety compliance via annual overview of processes and procedures, confirming standards are in place and corrective actions are being implemented.
- To help develop and maintain the Health and Safety action plan for the year ahead.
- To assist in raising the profile of Health and Safety within the business.

Other services provided will include:

- Proactively suggesting ways to assist the client in reaching their planned goals.
- Policy review
- Assistance in implementing policies and arrangements
- Assistance in developing organisation plans
- Assistance in developing systems, instructions and methods of work
- Assistance in ensuring adequate control
- Assistance in ensuring adequate competence
- Assistance in ensuring adequate cooperation between internal and external parties
- Checking existing plans and risk control systems
- Assistance in managing contractors and others
- Assistance in resolving risk assessment issues

- Assistance in communicating vital OHS messages
- Development of training needs analysis systems
- Monitoring of OHS performance
- Reviewing performance (reactive and active measurement)
- Accident Investigations
- Providing technical guidance, advice and support
- Liaison with local and enforcement agencies

Praxis42 fulfils part of the role of 'Competent Person', providing advice and assistance on Health and Safety issues.

Praxis42 provides for us a telephone advisory service (01473 552524) - this is available from 8.30am to 5.30pm, Monday to Friday. Calls will be directed by a Project Manager to the appropriately qualified Praxis42 consultant.

EMPLOYEES RESPONSIBILITIES

We are all responsible for acting in a safe manner whilst at work. By understanding our responsibilities and following our safety rules, we will be helping to comply with our legal duties and contributing to the safe running of our workplace.

We all have the responsibility:

1. To take reasonable care of our own safety and that of our colleagues and customers.
2. To take reasonable care of the safety of others affected by what we do or fail to do.
3. To read, understand and comply with the Company Health and Safety Policy Manual. Not to interfere with or misuse, intentionally or recklessly, anything provided in the interests of safety.
4. To co-operate so that we as individuals and our organisation can fulfil our legal duties e.g. comply with our safety rules.
5. To report to the Store Manager or Area Manager all incidents that could have resulted in personal injury, damage, or environmental harm.
6. To report to the Store Manager or Area Manager any defects in plant or equipment or unsafe methods of work.
7. To ensure that plant, equipment and premises are left in a secure and safe state when unattended.
8. To use the correct tools, equipment and procedures for the job. Use safety equipment and personal protective equipment, which is available and issued. Check equipment before use and report any that is worn out, missing or defective.
9. To set a good personal example in relation to Health and Safety, and to encourage colleagues, especially new-starters to do likewise, and always work in accordance with any risk assessment and method statement provided.

First Aid Personnel Responsibilities:

1. Administer First Aid in accordance with the current legislation and the approved code of practice.
2. Record all accidents that are reported to them on the Accident Log and to the Store Manager.
3. Re-stock first aid boxes at regular intervals and when necessary.
4. Attend first aid refresher training at the prescribed intervals.

H EALTH AND SAFETY ARRANGEMENTS

INTRODUCTION

The nature of our working environment does not permit us to write extensive arrangements governing every detail of Health & Safety at work. However, if you read, understand and follow these arrangements and the Company risk assessments, you will help to comply with your legal duty and contribute to the safe running of our workplace.

If you do not understand what is expected of you, or if you are unsure about our safety arrangements, speak to your line Manager as soon as possible.

GENERAL

1. It is the duty of all staff to co-operate with management in fulfilling our legal obligations in relation to Health and Safety.
2. Employees must act in accordance with the company's policies and procedures at all time.
3. Staff must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
4. Employees must behave in a courteous and professional manner (both with customers and fellow employees) at all times.
5. It is the duty of all staff to report to management immediately, any dangerous work situation, damage identified to the workplace or work equipment and any shortcomings in our safety arrangements, including work involving contractors, so that we can take the necessary remedial action.
6. Staff must become familiar with the contents of the Company Health and Safety Policy Manual (this is issued during site induction training and is available for review on the company's intranet.).

WORKPLACE

1. Keep the access to and from your place of work free from obstruction and slipping and tripping hazards at all times.
2. Never leave cables trailing across floors unless absolutely necessary and then only if the appropriate warning sign is used.
3. Keep your work area clean and tidy; regularly remove rubbish and waste materials.
4. Clean up any spillage immediately or, if you are unable to do so, segregate the area with barriers or barrier tape. In the case of hazardous substances, refer to the health and safety data sheet and the specific risk assessment.
5. Only use equipment that you have received training/instruction for and which you are authorised to use.

FIRE SAFETY

1. Read the fire notices displayed around the premises, make sure you know how to raise the alarm if you discover a fire and that you understand the evacuation procedure for your workplace.
2. Do not prop open fire doors or tamper with fire fighting equipment such as extinguishers.
3. Report any accidental use of fire fighting equipment and damage to fire and exit doors.
4. Maintain safe walkways on all exit routes. Ensure that fire exit doors can be readily opened and are free from obstruction both inside and out.
5. Know the positions of the nearest fire extinguishers, how to use them, and the type of fire they can be used on.
6. Smokers must only smoke in designated areas outside the building and dispose of smoking materials in the disposal bins provided.

ACCIDENTS AND ILL HEALTH

1. All injuries, accidents and cases of ill health, including minor injuries, caused by or affecting your work must be reported to your manager or supervisor.
2. Ensure the details of your accident and injury are recorded in the Accident Book.
3. Report all dangerous occurrences, environmental harm and 'near miss' incidents in line with the Company's reporting procedures.
4. Report any medical condition or medication you are taking which could affect your ability to carry out your work safely.
5. You must not work if you have taken any substance that could affect your ability to work safely.
6. Report immediately any damage caused to property.
7. If you see a situation which has the potential to cause an accident, ill health or injury, you must report it immediately to your Store Manager.
8. Co-operate with any incident or accident investigation.

ALCOHOL/ILLEGAL SUBSTANCES AT WORK

1. There must be no consumption of alcohol/illegal substances on the Company's premises.
2. No alcohol drinking or taking of illegal substances is permitted during rest breaks.
3. Partners/staff not to commence their work under the influence of alcohol or illegal substances.

In the interest of their own and the safety of others any person considered to be under the influence of alcohol and/or illegal substances will be asked to leave the Company premises immediately.

ASBESTOS

1. The Company maintain a Company Asbestos Management Plan.
2. Asbestos Management Surveys are carried out at all Company locations where asbestos containing materials may be present and the surveys are reviewed annually.
3. Where asbestos containing materials have been identified at Company locations a specific asbestos management plan is prepared for that location.
4. Employees are informed of the location of any asbestos containing materials at their work location and are instructed to report any damage if observed.
5. The Company implement a procedure to notify contractors of the presence of any asbestos containing materials at locations they are scheduled to work at prior to work commencing.
6. A suitable asbestos refurbishment and demolition survey will be carried out prior to any refurbishment or intrusive works at Company locations.
7. An asbestos risk assessment has been carried out for all trading stores, detailing the control measures implemented by the Company to control the risk of asbestos.

ELECTRICAL SAFETY

1. Only competent persons will be allowed to undertake work on electrical systems.
2. Safe access will be provided for competent persons to access electrical systems.
3. The fixed main electrical installations will be inspected and tested on a minimum five yearly basis. Any observations and recommendations from the inspection will be rectified as soon as possible.
4. Portable Appliance Testing (PAT) will be undertaken on all Company and provided customer portable appliances. Customers will be informed of the proposed date of test to provide any equipment used on Company premises.
5. The use of any portable electrical equipment without a current PAT is not be permitted on Company premises.
6. Records of all testing and inspections will be kept.
7. Contractors will be required to produce evidence of electrical safety testing/inspection for their equipment prior to starting work on Company premises.

8. A risk assessment for the use of portable electrical appliances has been carried out for all Company locations, detailing the control measures implemented by the Company to control the risk of portable electrical appliance use.

LONE WORKING

1. Lone working will be kept to a minimum. A Lone working risk assessment has been conducted for all trading stores, detailing the control measures implemented by the Company to control the risk of lone working.
2. Anyone who regular lone works and people designated as specific management will receive suitable training.
3. Lone workers will be required to check in with their specific manager at frequencies specified in their risk assessment.
4. Lone workers and managers will ensure their communication devices are servicable and adequately charged and CCTV surveillance is operational.
5. Contact details for lone workers and their next of kin will be kept in a secure record and must be held by the specific manager.
6. If a lone worker fails to check in as arranged, the specific manager will initially attempt to contact them. If this is not successful the manager will attempt to locate the lone worker. As a last resort, the emergency services will be contacted.
7. If the specific manager is absent, then suitable alternative arrangements must be made. No lone working is permitted without a specified manager.
8. Any staff/persons attending stores during 'out of hours' in emergency situations, will need to follow the procedures/guidelines and documents in place for responses to fire alarm call out, emergency etc that have been created for these instances.

RISK ASSESSMENT

1. Risk assessments are carried out for work activities with a level of detail proportional to the risk.
2. Employees will be given access to their activity related risk assessments at induction. Any changes to the risk assessments will be communicated.
3. Employees who conduct risk assessments will receive suitable training and support to ensure they are competent.
4. Any assessed activity which is considered high risk must have further control measures introduced before the activity can proceed.
5. Recommendations from the risk assessment will be allocated a timescale for completion and prioritised.
6. If undertaking a high risk or complicated activity, a health and safety practitioner should be consulted.
7. Risk assessments will be reviewed periodically or;
 - As part of an accident investigation.
 - If there has been a significant change to the activity (e.g. new equipment).
 - A change of legislation.

COMPANY SOCIAL EVENTS

Managers may from time to time invite employees to attend a Company social event, paid for through their social budget, with the aim of enhancing team building, morale and retention. The Company is keen for employees to enjoy such events without compromise to their health or safety; and the risk of injury will often be no higher than when attending a restaurant meal. Where however a Manager organises an event that potentially carries a higher risk of injury – for example outdoor or sporting activities – he or she must:

- Ask the event management company to provide proof of their public liability insurance,
- Ask the event management company for sight of their relevant risk assessment (to include actions in the event of emergency),

- Err on the side of caution by consulting their line manager about the suitability of a proposed event or its documentation.