



Big Yellow Group

Corporate Social Responsibility Policy Statement

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Document Owner:	Head of Sustainability
Document Approver:	J. Gibson & A. Lee

General information

Purpose of document	
This document sets out how Big Yellow Group commit to operating ethically, with continuous consideration to our communities, customers, environment, employees and suppliers.	
Review frequency	
This document will be reviews bi-annually.	
Definition and interpretation	
CSR	Corporate Social Responsibility
ESG	Environmental Social Governance

Revision History

Version	Date	Revision Author	Summary of Changes
1	Nov 2017	G. Zepf	Document creation
1.1	Nov 2019	G. Zepf	No changes – 2019 review
1.2	June 2023	R. Wheeler	2023 update – new format, responsibilities updated

Online distribution

Location	Link
Intranet	http://intranet/csr/policies/_layouts/15/start.aspx#/default.aspx
Corporate Website	https://corporate.bigyellow.co.uk/sustainability/governance-and-policies

Departmental distribution

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Statement

Big Yellow Group is a FTSE250 listed Real Estate Company providing self storage to business and domestic users throughout the UK.

Big Yellow Group is committed to responsible and sustainable business practises; the Board recognises that both CSR and ESG, when linked to clear commercial objectives, will create a more sustainable business and increase shareholder and customer value in both the medium and long term.

This Policy will cover all of Big Yellow Group's operations, as both a developer of self-storage facilities and an operator. We recognise that our operations can have significant economic, environmental and social impacts. We are committed to assessing our ESG risks and opportunities, and thereafter taking appropriate steps to mitigate negative impacts and where possible enhance positive impacts for the benefit of our business, our stakeholders and our local environment.

The result of operating responsibly is the social value that we create.

Big Yellow commits to:

- Ensuring compliance with all relevant legislation and keeping informed of good practice by engaging with external experts and other relevant external bodies, for example industry forums.
- Assessing and addressing our ESG impacts in relation to five fundamental areas – our environment, employees, communities, customers and suppliers.
- Driving improvements by setting short, medium and long term targets aligned to our material CSR & ESG issues.
- Developing, measuring and monitoring performance against our key performance indicators.
- Publicly reporting on our ESG performance and progress through our website and the distribution of the Big Yellow Annual Report.
- Regularly reviewing our ESG strategy, including our policy, material issues, targets and risks & opportunities to ensure ongoing relevance and value to our stakeholders.

This Policy statement is available to all employees via the CSR section of our intranet; it is also communicated to employees as part of their induction.

This Policy is provided to new suppliers and is submitted as part of our property planning applications, where relevant.

This Policy Statement and associated Policy Standard are made publicly available on our Big Yellow website.

Big Yellow shall ensure it consults with a broader range of Stakeholders, such as investors and local government, and ensures their views and needs are taken into consideration. Specifically, it shall ensure it:

Employees

- creates safe and healthy spaces for our employees to work in
- invests in training, development and career progression

- engages and motivates employees through meaningful volunteering opportunities with The Big Yellow Foundation, charity partners, environmental engagement programmes and other initiatives

Customers

- delivers a safe, friendly and welcoming environment
- engages with our customers to support charities locally via The Big Yellow Foundation and other charity initiatives
- proactively communicates our CSR policies and achievements, for example via our website

Community

- assesses local needs through the statutory planning process
- ensures construction activities are executed respectfully and managed and assessed via the Considerate Construction Scheme
- supports charities locally via our charity programmes and The Big Yellow Foundation
- supports the local economy by providing work to local people

Suppliers

- maintains positive, mutually beneficial relationships with our professional consultants, suppliers and supply chain partners
- commits to prompt payment to its small suppliers and has signed up to the Prompt Payment Code
- works with its supply chain to meet Big Yellow's CSR standards, for example through its UK Modern Slavery Act work

Environment

- improves operational efficiency and reduces its carbon impact in line with external expectations
- increases onsite energy generation and associated revenue, ensuring Transition Risks to a low carbon economy are managed
- manages climate change risks, including protects value of assets by reducing flood risk
- prevents pollution and the waste of resources to protect our environment and our reputation
- provides capital for sustainable construction and development
- designs buildings and services to minimise our carbon footprint as far as practicable via a range of mechanisms, such as passive building designs

Responsibilities

Overall responsibility for CSR and this Policy rests with the **Board of the Company**. The Board discharges this responsibility through the Operations Director who is responsible for the implementation of this Policy. All employees are responsible for the implementation and adherence to this policy.

The Head of People, Talent and Development will monitor and manage the **employee aspects** – governance is through the Big Yellow Board; the Operations Director has responsibility for Health & Safety as well as board level responsibility for People and Development.

The Operations Director has board level responsibility for **customers**; aspects of customer management and monitoring is with Head of Marketing, Head of Customer Services & Business Development and the Regional Operations Managers.

The Planning & Acquisition Director and the Construction Director have responsibility for **community** engagement throughout the planning and building phase. The Head of Sustainability and the Big Yellow Foundation have responsibility for the “business as usual” phase. Governance for the Big Yellow Foundation is with its board of trustees; Chair of the Trustees is the Group CEO.

Suppliers are managed and monitored by the individual heads of department and centrally controlled by the Finance Department. Payment terms are monitored by Head of Finance and communicated to the board from time to time. Supplier risk aspects with regards to Modern Slavery are co-managed by the Head of Sustainability and the Compliance team.

The Head of Sustainability will monitor and manage and communicate environmental aspects of the business. Governance is through the quarterly Environmental forum which is also attended by the Head of Facilities, the Operations Director, the Construction Director and Head of Sustainability.

Delivering environmental objectives and commitments is the responsibility of the relevant functional heads. The Operations Director has board level responsibility for Sustainability, other than the Big Yellow Foundation.

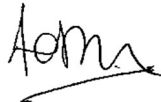
Overseeing the Group’s sustainability framework and strategy is the responsibility of the Group board’s Sustainability Committee. This is chaired by a non-exec of the board and attended by the board as well as Head of Sustainability twice a year.

The Board of Trustees for the Big Yellow Foundation are responsible for governance in relation to Foundation business.

Sign off

This Statement is jointly approved by the CEO and the Operations Director.

	
J Gibson Chief Executive Office	June 2023

	
Adrian Lee Operations Director	June 2023