



Big Yellow Group
Learning and Development Policy

Document Ref:	Learning and Development Policy April 2025
Version:	3
Dated:	01/04/2025
Document Author:	O McGonagle
Document Owner:	People Manager
Document Approver:	C Hathaway

General information

Purpose of document
Outlining the process of training and development of our employees.
Review frequency
Annually
Definition and interpretation
Please explain any acronyms and terms here that feature in the document

Revision History

Version	Date	Revision Author	Summary of Changes
1	01/12/2021	O McGonagle	Document published
2	31/03/2025	O McGonagle	Updated version
2.1	01/04/2025	O McGonagle	Updated version

Online distribution

Location	Link
Intranet	Encompassed within Employee Handbook
Corporate Website	Governance and Policies :: Big Yellow Group

Departmental distribution

<input checked="" type="checkbox"/>	Whole Company	
<input type="checkbox"/>	Acquisitions & Developments	<input type="checkbox"/> GDPR
<input type="checkbox"/>	Admin	<input type="checkbox"/> IT, Digital Security and Telephony
<input type="checkbox"/>	Compliance & Store comms	<input type="checkbox"/> Marketing
<input type="checkbox"/>	Construction	<input type="checkbox"/> National Customers
<input type="checkbox"/>	Corporate Social Responsibility	<input type="checkbox"/> Operations
<input type="checkbox"/>	Customer Service Centre	<input type="checkbox"/> People, Talent and Development
<input type="checkbox"/>	Facilities	<input type="checkbox"/> Stores
<input type="checkbox"/>	Finance	<input type="checkbox"/> Senior Leadership Team

Contents

Background	4
Commitment	4
Scope & Responsibilities	4
Sign off	10

Background

Big Yellow Group PLC (BYG, consisting of Big Yellow Self Storage and Armadillo Self Storage, and here after referred to as 'the Company') is a FTSE250 listed Real Estate Company providing self storage services to business and domestic users throughout the UK.

Commitment

The Company recognises that its employees are key to the Company's success; when employees support and value one another they succeed both individually and as a whole.

Through living the Company Values of Helpfulness, Empathy, Flexibility, Innovativeness and Integrity, all employees within the Company should be committed to building a culture of partnership with one another and treating each other with dignity and respect.

Scope & Responsibilities

Induction Training For New Employees

All employees are required to complete a period of induction training upon joining the Company, the purpose of which is to provide them with the operational skills that are essential in their job, together with a basic understanding of operational systems.

Induction will largely take place on the job, during which time employees will be provided with the opportunity to further develop their operational knowledge through practical experience gained within a store.

At the end of their training period, the performance of all new employees will be assessed in order to ensure that they have attained the skills and knowledge to perform to the standard required by the Company.

Career Development

Development Paths have been developed within the Company to enable employees to progress their careers.

Each individual who aspires to progress, will have access to a Development Path relevant to their position and will be responsible for driving their own development with support and guidance from their Manager.

An employee and their Manager will agree those areas that the employee should complete in order to progress their career.

Once an employee has been signed off in their job role they should consolidate and gain experience in their position.

Where an employee becomes aware of a course, seminar or training session that they believe would enhance their skills or those of a fellow employee, they are encouraged to bring the details of such training to the attention of their Manager. The availability of courses, seminars or training sessions may be relatively limited and they should therefore be booked well in advance. This will also enable

their Manager to adjust work schedules and to provide any cover that is required.

Employees will be notified via the on-line platform 'Learn' when they are required to complete training. This training could take place via a course / workshop or a piece of eLearning. It is an employee's responsibility to regularly access the Learn platform to check whether they are required to complete any training. All training identified must be completed within the stated timescales.

Development Discussions

Development Discussions provide Managers and employees with an opportunity to discuss an employee's work performance and personal development. In addition, they will also provide an opportunity to identify any areas of development for an employee, by way of agreeing objectives / Development Activities for the future.

In order to ensure that performance is reviewed on a fair and consistent basis, Managers must ensure that employees understand their position, responsibilities and duties. They must also communicate the expected standards of performance to all employees and agree any specific responsibilities, together with how these responsibilities will be assessed.

Development Discussions are a two-way process and employees will be encouraged to express their views and opinions as to both their performance and the review process.

The performance of new employees to the business and employees who have been promoted within the Company will be reviewed by their Manager towards the end of their Probationary Period, in order to determine as to whether the employee meets the standards and requirements of the Company. Throughout such periods, an employee's Manager will ensure that ongoing support and feedback is consistently provided.

For all employees who are established within their position, Development Discussions will be conducted by their Manager either once or twice a year. Once again, an employee's Manager will be responsible for ensuring that support and feedback is always provided.

All reviews and objectives / Development Activities will be recorded through the on-line platform 'Review'.

E-Learning

From time to time, employees will be required to complete training via eLearning. In these instances, an employee's personal email address (as provided to the People, Talent and Development Department) will be used to reset passwords, to provide reminders of training, to send links to access the training and as a username.

eLearning has been designed to be completed on the job and does not require an employee to spend time away from their role, however, eLearning should not take precedence over an employee's daily tasks / projects.

All eLearning should be completed in a store within an employee's working hours, however, there may be particular circumstances where this is not practical or where the training being completed is of a sensitive manner and the employee therefore wishes to complete the training at home. In these

circumstances, employees can access the Learning Management System (Learn) from home using their own computer.

Employees must not share or download any of the materials they access within the system and no eLearning training materials should be shared with anyone from outside the Company. Employees must not share their password for Learn or leave screens unattended. Where possible, all eLearning handouts should be printed within a store.

Managers, Area Managers or members of the People, Talent and Development Department have the discretion to remove an employee from eLearning at any given time.

Development Programmes

Three internal development programmes run throughout the year with the aim of promoting employee development:

- Inspire Programme for Sales Advisors;
- Evolve Programme for Assistant Store Managers;
- Lead Programme for Store Managers.

To apply for one of these programmes, an employee must first gain approval from their Manager and Area Manager before applying directly to the trainers responsible for running the programme.

Managers, Area Managers or members of the People, Talent and Development department have the discretion to remove an employee from a development programme at any given time.

Training Course Attendance

To complement an employee's learning, the Company may arrange for formal or informal training, in order to enhance their knowledge of the business.

Accommodation will be provided for an employee where they attend an internal workshop or training course and it would take them in excess of two (2) hours each way to travel to the training venue.

Apprenticeships

Apprenticeships are work related qualifications which are based on national occupational standards that develop the practical skills and knowledge needed in a job. They are split into units and each unit is assessed through the observation of practical work and the creation of a portfolio of evidence.

An Apprenticeship combines job related assessment, the development of key skills (a range of essential skills required in everyday life such as communication, IT and numeracy) and a Technical Certificate (aimed at developing skills and knowledge in a particular aspect of a job).

Employees must gain the agreement of their Manager before applying to start an Apprenticeship.

Where possible, employees are allowed to complete work associated with their Apprenticeship within working hours. If however, this cannot be accommodated by the store, it is the employee's responsibility to complete the work associated with the apprenticeship outside of their working hours to ensure that they meet the timescales outlined by the provider.

Professional Qualifications And Further Education

The Company is fully supportive of employees who wish to undertake relevant professional qualifications or other education to support their professional and personal development.

Professional Qualifications

A professional qualification is a recognised course of study that is necessary for the successful fulfilment of a job or a likely future job. Such qualifications may include:

- CIMA Chartered Institute of Management Accountants;
- BIFM British Institute of Facilities Management;
- RICS Royal Institution of Chartered Surveyors;
- CIPD Chartered Institute of Personnel and Development;
- CIM Chartered Institute of Marketing.

Where an employee wishes to study for a professional qualification, the Company will provide financial support on a discretionary basis, for the duration of the course. This will include obligatory residential, examination fees and up to £150 per annum for the purchase of recommended textbooks and course materials. The cost of such items should either be invoiced to the Company or re-claimed as expenses by the employee, supported by appropriate receipts.

For every subject where an employee sits an examination, a minimum of two (2) days paid study leave will be allowed to a maximum of ten (10) days leave per year. In exceptional circumstances, an employee may be provided with additional time off at the discretion of their Manager and the Head of Department, Learning and Development. In addition to study leave, paid time off will be provided for an employee to sit their examinations.

Where an employee is required to re-sit an examination, up to one hundred (100%) percent of the cost of the re-sit may be funded at the discretion of the Company. Any further re-sit costs will be fully funded by the individual. In such circumstances paid study leave will not be provided however, paid time off will be allowed for the first re-sit of any examination. The Company will pay the cost of annual membership to relevant professional bodies for both employees who are studying for a professional qualification and for those who have achieved their professional membership.

Further Education

Further education may assist an employee in gaining skills and knowledge that is beneficial to them in their current role or will prepare them for likely future opportunities. Examples of further education may include:

- MBA;
- Diploma in Management Studies;
- Certificate in Management Studies.

Where an employee wishes to study, the Company will provide financial support on a discretionary basis for the duration of the course. This will include obligatory residential and examination fees. The Company will also provide an amount of up to £150 per annum for the purchase of recommended textbooks and course materials. The cost of such materials should either be invoiced to the Company or re-claimed as expenses by the employee, supported by appropriate receipts.

For every subject where an employee sits an examination, a minimum of two (2) days paid study leave will be allowed to a maximum of ten (10) days leave per year. In exceptional circumstances, an employee may be provided with additional time off at the discretion of their Manager and the Head of Department, Learning and Development. In addition to study leave, paid time off will be provided for an employee to sit their examinations.

Where an employee is required to re-sit an examination, up to one hundred (100%) percent of the cost of the re-sit may be funded at the discretion of the Company. Any further re-sit costs will be fully funded by the individual. In such circumstances paid study leave will not be provided, however, paid time off will be allowed for the first re-sit of any examination.

Continuing Education

Continuing education is a recognised course of study that is related to a job but not specifically required to perform a role. Examples of continuing education may include:

- Foreign Languages;
- Computer Studies.

The People, Talent and Development Department will provide guidance as to the appropriateness of any continuous education that is requested by an employee.

Where an employee wishes to study, the Company will provide financial support on a discretionary basis for the duration of the course.

Paid study leave will not be provided, however an employee will be entitled to paid leave to sit examinations.

Where an employee is required to re-sit an examination, up to one hundred (100%) percent of the cost of the re-sit may be funded at the discretion of the company. Any further re-sit costs will be fully funded by the individual. In such circumstances paid study leave will not be provided however, paid time off will be allowed for the first re-sit of any examination.

General Guidelines

Opportunities for sponsorship are open to employees who consistently achieve all set objectives and are not subject to any form of performance management.

All employees applying for sponsorship will be required to complete a Professional Education Policy Form, a copy of which is available on the Intranet. The decision as to whether a course qualifies for sponsorship will be made by an employee's Manager and the Head of People, Talent and Development.

Authorisation to receive sponsorship must be obtained prior to any commitment being taken by an employee.

Where an employee's course of study takes place within normal working hours, the employee will be provided with paid time off to attend the course throughout the year, subject to the prior agreement of their Manager and the Head of Department, Learning and Development.

Where there is more than one application within a department / store and it is not possible to support all requests, applications for sponsorship may be prioritised.

An employee whose application for sponsorship is approved will be responsible for obtaining admission to the course and arranging for the Company to be invoiced for all course, examination and residential fees.

Should an individual leave the Company at the Company's instigation, no repayment of fees will be required. In other circumstances, repayment will be at the discretion of the appropriate Director in conjunction with an employee's Manager and the Head of People, Talent and Development, with a general guide to repayment as follows:

- Where an individual discontinues the course or leaves the company during or within twelve (12) months of completing the course, all expenses should be repaid;
- Where an individual discontinues the course or leaves the company during or within twenty four (24) months of completing the course, sixty five (65%) percent of all expenses should be repaid;
- Where an individual discontinues the course or leaves the company during or within thirty six (36) months of completing the course, thirty five (35%) percent of all expenses should be repaid.

[Time Off For Training](#)

The Company recognises the benefits of employees developing specific skills relevant to their job and will be open to considering requests from individuals who wish to undertake such training.

[Eligibility for Time Off for Training](#)

To be eligible to make a request for time off to train, an employee must have worked for the Company continuously for at least twenty six (26) weeks on the date that their request is made.

An employee can make a request to undertake any training which they believe will improve their effectiveness and the performance of the Company.

The training that can be undertaken includes accredited programmes leading to the award of a recognised qualification or shorter, unaccredited training to develop specific skills relevant to an individual's role, the workplace or the business.

An employee can request training in whichever way they believe is most appropriate and effective, which could be:

- Undertaken on Company premises or elsewhere, including at their home;
- Delivered whilst they are performing their employment duties or separately;
- Provided or supervised by the Company, a local college or training provider;
- Undertaken without supervision;
- Undertaken within or outside of the UK.

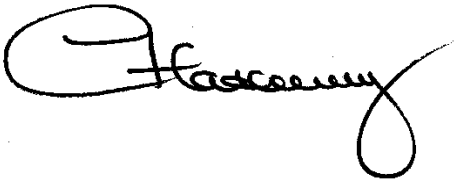
There is no limit on the amount of time, or the amount of study or training that an employee can request. An employee can ask to undertake more than one piece of training in a single request.

Payment for Time Off and Training

An employee does not have the right to be paid for any request for time off for training however, the Company may adopt a flexible approach to hours of work and / or allow them to make up any hours missed as a result of training, subject to the needs of the business.

Similarly, whilst the Company is not required to meet the costs of any training, this may be considered, where the training is of significant benefit to the business.

Sign off

SIGNATURE	
	
C Hathaway Head of People, Talent and Development	01/04/2025