

Innovating.

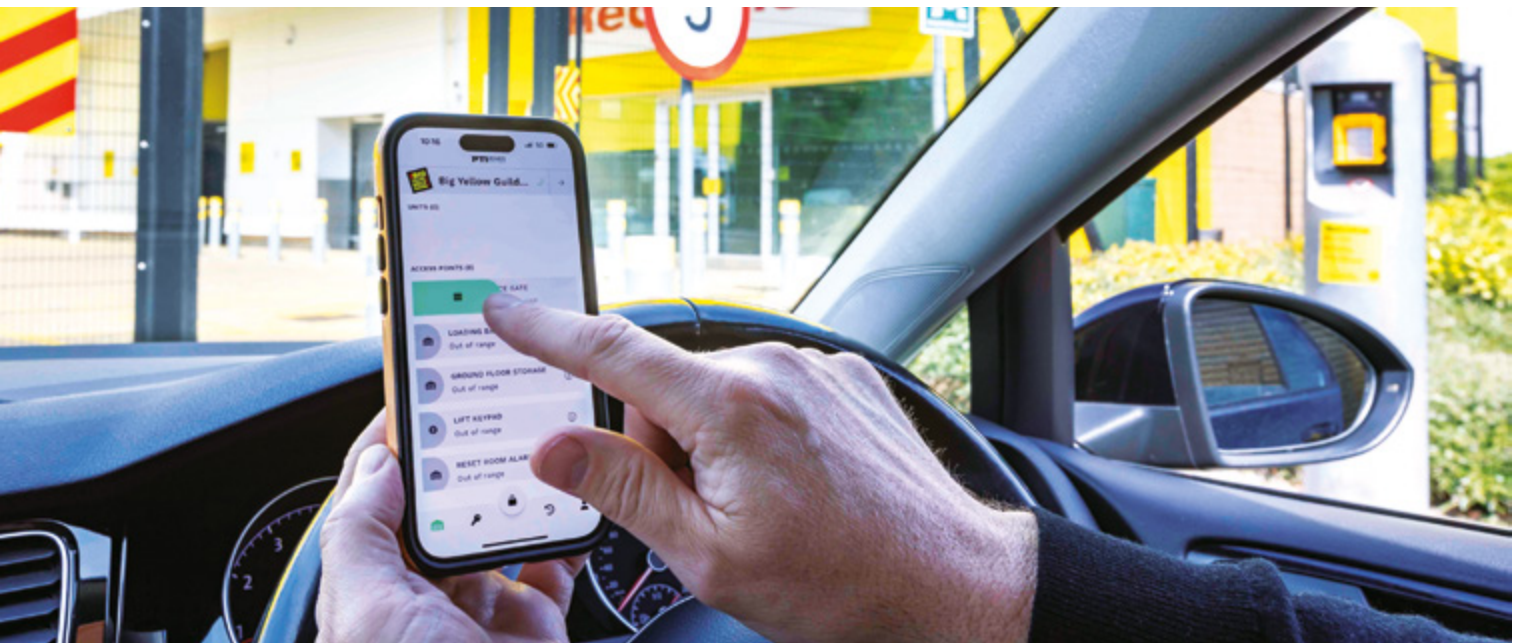
Innovation and security go hand in hand at Big Yellow, ensuring the protection of our customers' possessions remains our number one priority.

Secure access through innovation

Over the past year, we have rolled out an innovative mobile-based app that enables customers to access storage areas securely using their smartphones. Developed with our technology partner StorID, this modernises the customer experience by removing the need to remember PIN codes. This innovation improves convenience while strengthening security, eliminating the risk of PIN theft, shoulder surfing and unauthorised access, and delivering a safer, simpler and more intuitive in-store journey.

Security features across our stores

- 24 hr externally monitored CCTV surveillance
- AI enabled cameras
- PIN code access
- Smartphone app access (rolling out)
- Individually alarmed rooms
- Staff on-site seven days a week
- Secure gated entry and perimeter fencing



Secure, automated customer verification

During the year, we introduced automated customer identity verification for new customers moving in, delivered through Yoti, a UK-based digital identity verification platform. These checks are completed by customers at home as part of our online check-in process, removing the need for store teams to manually inspect identity documents in-store. The technology detects fraudulent or expired documents and matches ID photography to a live facial scan. This AI-driven process is critical in giving us confidence in who is storing with us, strengthening security and efficiency. Our store teams are also vigilant and we are not afraid to decline move-ins should we have concerns.

AI-enabled security monitoring

Big Yellow continues to benefit from its investment in DSOC, an external security monitoring centre that plays a central role in the protection of our store network. Leveraging advanced surveillance systems and AI-enabled camera technology, DSOC provides continuous oversight of our stores and is alerted to any unusual or suspicious behaviour, particularly outside normal operating hours. This capability enables informed, timely intervention, including the ability to grant or deny access where required. The partnership is a core component of our layered security strategy and reinforces Big Yellow's position as an industry leader in security standards and operational control.

