



Big Yellow Group

Wellbeing Policy

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Document Approver:	Head of People, Talent and Development

Area code	Covers	Area code	Covers
SUS	Sustainability and ESG	HS	Health and safety
PTD	People, Talent and Development	CON	Construction
GOV	Governance, Company Secretary	IT	IT and data
FIN	Finance		

General information

Purpose of document
Sets out how the Company supports the physical, mental, financial and social wellbeing of its employees, including how work-related stress and mental health risks are managed, and the responsibilities of the Company, managers and employees.
Review frequency
3 year
Definition and interpretation
Please explain any acronyms and terms here that feature in the document

Revision History

Version	Date	Revision Author	Summary of Changes
001	31/03/2025	O McGonagle	Upload document
002	29/09/2026	J Verrills	Work-related stress and mental health risk assessment added. Mental health awareness and stigma reduction added. Work-life balance section added (flexible working requests, full-time and part-time roles). Distribution and links section added.

Distribution and links

Applies to	Whole Company
Corporate Website	https://corporate.bigyellow.co.uk/sustainability/governance-and-policies
Intranet	People & Talent - Documents - EMPLOYEE HANDBOOKS - All Documents
Related documents	Employee Handbooks Flexible Working Policy Inclusivity, Diversity and Equality Policy

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Background

The organisation is committed to the wellbeing of its employees and recognises that improving employees' ability to handle pressure and balance their work and home life will ultimately lead to improved individual and organisational performance.

Commitment

The Company is very aware of the current health issues and challenges facing the UK population including mental health concerns, obesity, musculoskeletal disorders, diabetes and cardiovascular diseases and aims to create a healthier work environment. This includes increasing employee engagement, maintaining low levels of absenteeism, improving productivity and morale and educating employees in relation to their general wellness.

Scope

This policy applies to all employees of Big Yellow Group PLC, including Big Yellow Self Storage and Armadillo Self Storage, across our stores and offices.

Some of the benefits described in this policy are subject to eligibility criteria, and some extend to employees' immediate families. Where this applies, it is stated alongside the benefit.

Company Responsibilities

The Company has a legal duty of care to its employees to ensure their health at work and has put in place measures to prevent and manage risks, together with appropriate training and individual support. It also seeks to foster a positive culture by operating the business in a way that minimises harm to employees' mental health and by having policies and procedures in place to promote and support individual wellbeing, whether that be in relation to physical, mental, social or financial matters. This includes assessing work-related stress and mental health risks, for individual employees where a need is identified, for example when an employee raises a concern or returns from a period of sickness absence.

Managers should also put in place measures to minimise the risks to employee wellbeing and should ensure that employees understand their role within the team and receive the necessary information and support to be able to do their job. They should ensure that employees know who to approach with problems and how to pursue issues, that work is allocated fairly and appropriately between teams and that workstations are regularly assessed as fit for purpose.

The People Department will ensure that organisational policies and procedures protect employee wellbeing. They will assist Managers in supporting individuals and liaise with Occupational Health and other medical health professionals, with the objective of helping employees to maintain good physical and mental health, as well as supporting social and financial matters.

Wellbeing Experts have been appointed across the Company to support their colleagues with any issues that arise on a local basis. The Wellbeing Experts will be provided with specific training in order to assist them in their roles and will liaise with the employee's Manager and the People Department, as appropriate.

Employees should take responsibility for managing their own health and wellbeing by adopting healthy behaviours in relation to diet, alcohol consumption and smoking and by informing the organisation if they believe that work or the working environment poses a risk to their health. Any personal information discussed with Managers or the People Department will be treated in the strictest confidence.

Wellbeing Initiatives

The Company provides a range of wellbeing initiatives which are designed to promote the physical, mental, financial and social wellbeing of its employees, some current examples of which include:

Physical and Mental Wellbeing

- We work to reduce the stigma around mental health by encouraging open conversations, running awareness campaigns on Yello! and through our Wellbeing Experts and making sure colleagues know where to get support.
- Occupational Health professionals provide the Company with a comprehensive service which is designed to help employees stay in work or return to work after experiencing physical or mental health problems. This will include preparing medical assessments of an individual's fitness for work following referrals from the People Department and liaising with GPs to resolve or manage long term health issues;
- The Company Employee Assistance Programme (EAP) offers a range of resources providing advice and support on issues such as physical and mental health, stress management, addictions, diet and nutrition, exercise and fitness, long term illness, pregnancy, sleep, the physical and mental health of seniors and the mental health and safety of children;
- All employees can access courses on stress management, resilience and wellbeing through our learning and development platform, at any time.
- In conjunction with My Gym Discounts, the Company provides for employees and their immediate family to have access to corporate membership rates at over 3,500 health clubs. The large number of clubs, leisure centres and fitness studios ensure that all employees are catered for, no matter where they live or work in the UK;
- The Company is keen to support the health and wellbeing of all employees through taking advantage of the government's tax break which allows for significant savings on bicycles, safety clothing and accessories, to encourage commuting to work by bike. The Cycle to Work Scheme operates on a salary sacrifice basis, with the cost of the bike and any safety equipment being free from income tax and National Insurance;
- Eligible employees are entitled to private healthcare for themselves and their family to include full inpatient and outpatient treatment, routine and GP referred services and optical and dental care.

Financial Wellbeing

- Everyone needs a plan for retirement, and with over 200 years of helping people plan their financial futures, the Company has chosen Scottish Widows as its pension provider. The Company pension scheme is a great way for employees to prepare for the retirement that they want, with the Company matching an employee's contributions, based upon their length of service;
- An employee's finances can have a big impact on their overall wellbeing, as well as how they feel when they are at work. The Company believes that all employees should have the information, guidance and support they need to help them manage their finances and a wide range of articles, videos, how-to guides and top tips are available through the Scottish Widows Be Money Well website;
- The Company Employee Assistance Programme (EAP) also offers advice and support on a range of financial issues including investments, retirement planning, wills, taxes, fraud and identity theft, income changes, budgeting, debt management and saving;

- Details of current discounts can be found on the Benefits section of the Intranet or by logging on to My Active Discounts within My Gym Discounts.

Social Wellbeing

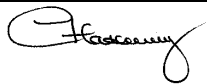
- The Company provides opportunities for employees to support one of the Big Yellow Foundation Charities either through paid time off to volunteer to support its beneficiaries or through matching the contributions raised by an employee / team of employees at a locally or nationally organised fundraising event;
- To enable employees to spend time with one another away from their workplace, the Company provides for a variety of social activities throughout the year. Within the Stores each area is provided with a social budget to enable them to get together on a local basis, and a Social Committee within Head Office organises a variety of activities to include sporting events, meals out, quiz nights and themed lunches;
- The Company recognises personal events within its employees' lives and encourages them to celebrate these events with their colleagues, friends and families. Paid time off is therefore given to celebrate birthdays, and other life events are recognised with gifts and vouchers for both the employee and, where applicable, their partner;
- The Company encourages employees to communicate and update one another regularly in relation to work and personal news and events. A Company Blog, Yello!, was introduced for this purpose on which employees can post messages and photos that their colleagues are able to interact with.

Work-life balance

- The Company recognises the benefits of flexible working and will be open to considering requests from employees who wish to work alternative working patterns, in accordance with its Flexible Working Policy.
- We offer both full-time and part-time roles.

The Company aims to establish a healthy workplace culture by continuing to create a wellbeing strategy that provides employees with a variety of health and wellness benefits, where there is something suitable for everyone. As such, the Wellbeing Policy will be reviewed and developed on an on-going basis both to reflect any new initiatives and to respond to any new challenges that employees may face.

Sign off

	
C Hathaway Head of People, Talent and Development	October 2026