



Big Yellow Group

Customer Accessibility Policy

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Document Approver:	Chief Executive Officer

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 makes its stores and services accessible to customers with a disability, in line with the Equality Act 2010, including access, assistance in store, extended hours and emergency evacuation.	
Review frequency	
Every two years, or sooner if legislation or store design changes.	
Definition and interpretation	
Customer with a disability Equality Act 2010	Any customer with a physical or mental impairment, including sight, speech, hearing, mobility, continence, concentration or understanding UK law that protects people from discrimination, including by providers of services to the public
Extended / 24 Hour Access	Access to a store outside reception opening hours, available to customers for an additional charge
Flexi office	Office space within a Big Yellow or Armadillo store, used by customers under a licence
Platform lift	A lift designed solely for wheelchair users, fitted where a goods/passenger lift is not suitable
PEEP	Personal Emergency Evacuation Plan: an individual plan for someone who needs help to leave a building in an emergency
GEEP	Generic Emergency Evacuation Plan: a standard plan for visitors who may need help to leave a building in an emergency
Nosing	The front edge of a stair tread, highlighted so it is easier to see

Revision History

Version	Date	Revision Author	Summary of Changes
001	Pre 2026	N Hartley	Original document
002	09/10/2026	R Wheeler	Retitled Customer Accessibility Policy and moved to standard template. Coverage and definitions added. Wording updated to current Equality Act terms. Flexi office wording aligned with customer terms. Out-of-hours access process simplified for publication.

Distribution and links

Applies to	All stores
Corporate Website	https://corporate.bigyellow.co.uk/sustainability/governance-and-policies
Intranet	Not applicable
Related documents	Inclusivity, Diversity and Equality Policy; Health and Safety Policy; Customer Licence; Store fire risk assessments and fire manuals

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Overview

Big Yellow/Armadillo Self-Storage is committed to promoting an environment and services that are inclusive to all its customers, and which enable them to be treated with equality, dignity, and respect.

While the nature of self-storage places an emphasis on 'self' service, Big Yellow/Armadillo's approach is based on the principle that social and physical environments are the limiting factor in dealing with Customers with a disability. Accordingly, within the physical limitations of self-storage, the Company is committed to providing a common level of service to all Customers. This policy applies to all Big Yellow and Armadillo stores.

Equality Act 2010

The Equality Act 2010 outlaws discrimination against persons with a disability by providers of services to the public. In particular, the Equality Act 2010 indicates that where a physical feature makes it unreasonably difficult for persons with a disability to make use of the service, it is our duty to take reasonable steps to:

- Remove the feature.
- Alter the feature.
- Provide a reasonable means of avoiding the feature; or
- Provide a reasonable alternative method of using the service

The most obvious obstacle to provision of our services to persons with a disability is the physical constraints or features imposed by our buildings, and the nature of the self-storage service itself.

Big Yellow/Armadillo's policy makes clear our commitment to customers with a disability, and the procedures set out below are designed to ensure our policy is implemented and we comply with the Equality Act 2010.

Who is a Customer with a Disability?

A person with a disability is anyone with a physical or mental impairment, including sight, speech, hearing, mobility, continence, or the ability to concentrate or understand. It is essential to understand the Customer's needs and offer appropriate assistance or alternatives from the outset.

Store employees and facilities to support customer needs

Store employees undertake equality and diversity training and carry out regular due diligence checks on their store to ensure:

- Passageways are clear and floor surfaces are suitable for disabled persons.
- Lighting is adequate (internal and external).
- There is suitable contrast between floor surfaces and furniture in reception.
- Nosings are highlighted on steps and stairs.
- Suitable handrails are provided.

Customers with a disability: standard hours access

Entrance to the Store

The main entrance gate is open during standard hours, allowing access to the car park. Disabled car parking spaces are provided close to the Store entrance. Store team members must ensure these are not misused by visitors without a disability.

There is level access into our stores and entrance doors to Reception may both be opened to allow wheelchair access. Store team members shall assist persons with a disability through these doors if required (e.g. by pushing a wheelchair).

Providing a Room

Due to the requirements of vacating the premises in the event of an emergency situation (e.g. a fire), Big Yellow/Armadillo will provide rooms to

- Wheelchair users
- Customers with limited mobility
- Those with visual impairment

on the **ground floor only**.

All room sizes should be made available to all customers. Should the required room size not be available on the ground floor, either:

- Big Yellow/Armadillo will alter an existing vacant room to provide the required room size, or
- The Customer will be offered an existing, larger size room for the same price as the required size (e.g. 50sqft for 30sqft)

Should the required room size not be available on any floor in the Store, the Customer will be offered:

- An alternative size room (which shall be provided on the ground floor) - e.g. if any Prospect were to enquire for a 30sqft room when there were none available, they could be offered a 40sqft
- The required space made up of two or more rooms (which shall be provided on the ground floor) - e.g. if any Prospect were to enquire for a 100sqft room when there were none available, they could be offered 2x 50sqft
- A place on the Store's waiting list.

Wine storage units are located in specific stores below ground. Should a wine storage unit be required by a customer with a disability, who will not be able to evacuate the store unaided in an emergency, the customer will be offered either:

- A suitable wine cooler/storage unit on the ground floor of the required space. This will be provided as per the above provisions and be similar in size to those units which are available in the below ground storage area.

Or

- A suitable storage unit will be made available below ground and an evacuation chair, suitable to egress the below ground storage area will be provided. These will be provided with the understanding that when access is required, suitably trained and sufficient employees will be in store to evacuate the disabled customer and the remaining occupants of the store. If access is required outside of normal trading hours, 24 hours' notice will be required to ensure suitably trained and sufficient employees are available in store.

Explaining and Completing the Documentation

Copies of the Customer Licence and Insurance Application Form will be provided in an alternative (large) format if requested, by magnifying copies of the agreement on the Store photocopier (from A4 to A3 or larger if requested).

Where a person with a disability is unable to reach the standard counter height and the Store does not have a lowered section of the counter or a separate table, a clipboard shall be provided to allow Customers to sign the documentation. The Customer may be invited to the staff side of the counter where this is necessary to complete a transaction, e.g. operation of the PDQ machine.

Access to the Storage Area

The nature of self-storage places inherent limitations on the use of services by some customers with a disability. Use of trolleys, the locking and unlocking of room doors and the location of keypads at heights required to avoid damage are all examples of inherent limitations of self-storage to some people with disabilities.

Accordingly, where these limitations would otherwise prevent a person with a disability from using our services, Store team members shall assist the Customer where necessary by:

- Operating keypads
- Locating and pushing trolleys between the loading bay and the Customer's room
- Accompanying a Customer to their room or the Customer toilet
- Unlocking and locking of Customer room doors
- Accompanying the Customer while they are in the Store
- Carrying of merchandise (packing materials) to the Customer's vehicle
- Any other reasonable assistance connected with the provision of Big Yellow/Armadillo services

Unloading and Loading of Customers' Goods

Store team members are not required to assist in the unloading or loading of the Customers' goods either from their vehicle or room. This is because this element of self-storage is not a service provided by Big Yellow/Armadillo to any Customer, and therefore the Company is not discriminating by not providing it to people with a disability.

Trolleys, locks, keypads, and the selling of packing materials etc, are offered by the Company to all Customers and, therefore, we assist persons with a disability in using the Store and equipment to ensure they receive the same level of service as other customers.

Offering Extended/24 Hour Access to Customers with a Disability

Customers with a disability can be offered Extended/24 Hour Access on the same criteria as other Customers, and Big Yellow/Armadillo recognises the need to provide the same level of assistance as is provided during standard hours, to ensure both provision of our services and safety in the event of an emergency situation.

Because the Store is unmanned outside of Reception hours, Big Yellow/Armadillo will provide security guard assistance to Customers with a disability to enable them to use Extended/24 Hour Access.

Extended/24 Hour Access will not be restricted to Customers with a disability in either the number or duration of visits. However, the Company will require a minimum of 24 hours' notice from

Customers for each Extended/24 Hour Access assisted visit. As with our other customers, this service can only be provided in return for payment of our standard charges.

Arranging Extended/24 Hour Access for Customers with a Disability

1. Once the Extended/24 Hour Access has been requested, the Store must call Facilities Helpdesk and request a security guard to attend the Store to meet the Customer at the agreed time at the Store perimeter gate.
2. The Store must provide full details of the Customer to Facilities Helpdesk, including:
 - Name
 - Address
 - Room/Container number
 - Date and time of intended visit (and length of duration if possible)
3. The Customer must bring a form of photo ID with them for the security guard to confirm their identity
4. The security guard will access the site using the Customer's pin code only
5. The security guard will remain on site for the duration of the Customer's visit and will provide the same level of assistance as provided by Big Yellow/Armadillo team members during standard opening hours
 - Operating keypads
 - Locating and pushing trolleys between the loading bay and the Customer's room
 - Accompanying a Customer to their room or the Customer toilet (where provided)
 - Unlocking and locking of Customer room doors
 - Accompanying the Customer while they are in the Store
 - Any other reasonable assistance connected with the provision of Big Yellow/Armadillo services.

Unloading and Loading of Customers' Goods

The guard is not required to assist in the unloading or loading of the Customer's items either from their vehicle or room/container. This is because this element of self-storage is not a service provided by Big Yellow/Armadillo to any Customer, and therefore the Company is not discriminating by not providing it to people with a disability.

Emergency Evacuation of the Building

In the event of an emergency evacuation, the Customer will be assisted from the premises via the nearest fire exit to the Assembly Point by the security guard. This is to include assisting persons who are hearing impaired and may not hear the fire alarm signal clearly. These arrangements will be documented in the individual store fire manual where required.

Big Yellow and Armadillo stores are subject to periodic fire risk assessments, in order to meet the requirements of the relevant legislation. Any actions identified during the fire risk assessment process will be remedied.

If external paths are not suitable for wheelchairs, the customer will be helped to a safe refuge point on the external escape landing, and the emergency services will be told as soon as they arrive.

Flexi Offices

The majority of Flexi offices located at Big Yellow and Armadillo stores are on the first floor and above, with access, generally via a staircase. If a flexi office customer or visitor is unable to use the stairs to access the offices and/or exit the flexi offices in an emergency, Big Yellow and Armadillo will

provide access to the floor via the general passenger lift in the first instance where travel distances are deemed acceptable by an approved inspector.

Where travel distances are too great to use the general lift, the store has been built so that a dedicated platform lift for wheelchair users can be fitted if needed.

Where passenger lift access is available to the first floor and above flexi offices, but no firefighting lift is provided, the customer of the flexi offices must within their own fire risk assessment state the actions to take in the event of an emergency.

Big Yellow or Armadillo will provide escape equipment, in the form of evacuation chairs etc, located at agreed refuge points, but the customer must provide a suitable Personal Emergency Evacuation Plan (PEEP) for individual employees to escape the building safely, or a Generic Emergency Evacuation Plan (GEEP) to enable visitors to offices with restricted mobility to all escape safely.

Big Yellow or Armadillo will update their own fire risk assessment and due diligence checks of the equipment provided accordingly to incorporate these specific control measures of the customer's fire risk assessment for each affected store.

Alternatively, where a PEEP or GEEP is not suitable from the first floor or above offices, a flexi office will be made available on the ground floor as per the conditions above for the period required.

[Sign off](#)

	
John Hunter Chief Executive Officer	October 2026