

About us

Big Yellow Self Storage is the most recognised self storage brand in the UK. We provide secure and modern self storage for homes and businesses and currently have c. 80,000 customers storing with us. Founded in 1998 with the opening of our first store in Richmond upon Thames, we purchased a further 25 Armadillo branded stores in July 2021, and now operate from a combined platform of 105 stores, the majority of which are freehold.



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Welcome to Big Yellow Self Storage
Net Renewable Energy Positive Strategy
and Net Zero Emission Strategy

pathway to 2030 and 2032



Get some space in your life.™

Introduction by Big Yellow's Non Executive Director for Sustainability

Heather Savory

Welcome to Big Yellow's Sustainability Strategy.

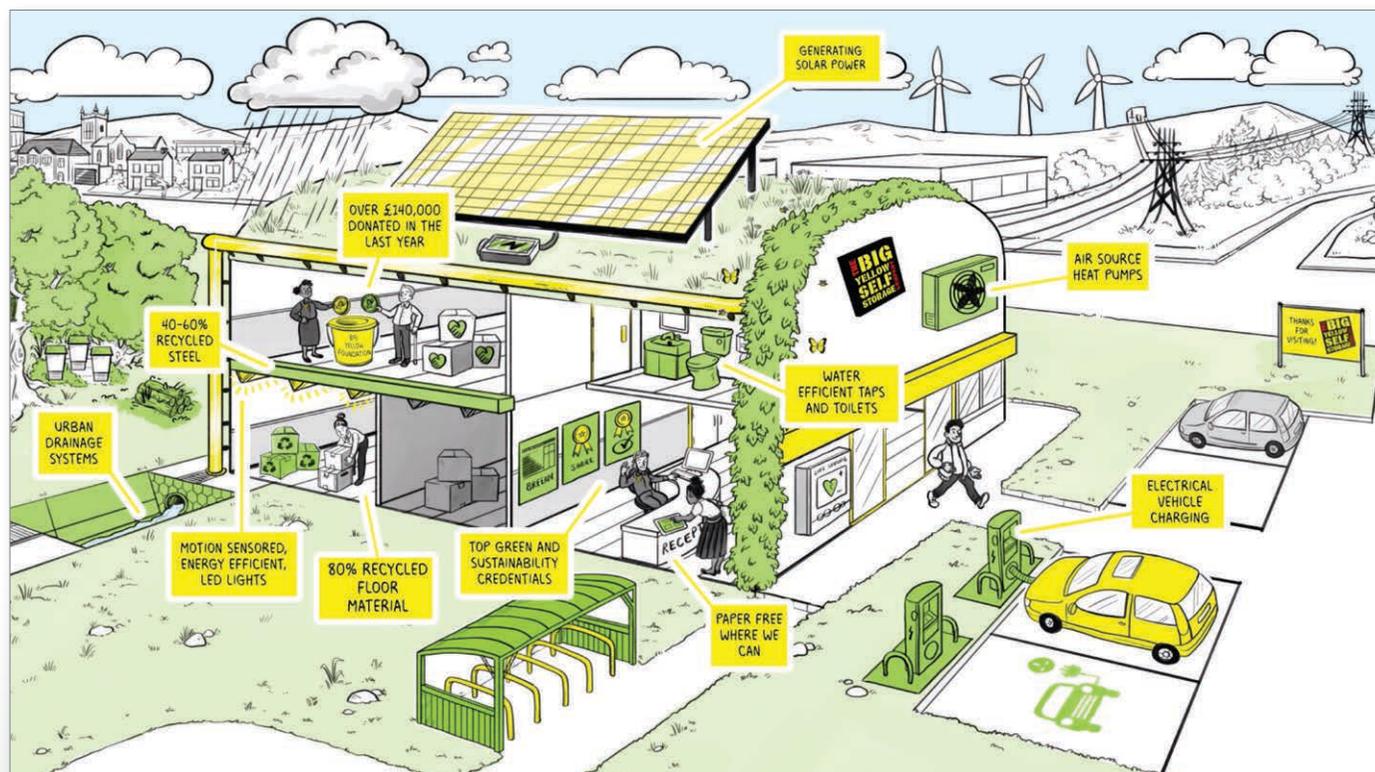
Big Yellow has put environmental and social responsibility at the heart of its operations since 2007, well before such policies were widely called for in mainstream business. The aim of our efforts and investments in this area are three-fold. Firstly, we are committed to meet the needs of all our stakeholders – we know that our investors, customers and employees all take an active interest in our environmental performance, ranging from our energy reduction policies, through to the measures we take to improve the biodiversity of our sites, to the recent addition of electric vehicle charging points in our store car parks. Secondly, and more specifically, we are fully committed to meeting the UK Government commitment to become Net Zero Emissions by 2050. And thirdly, we believe that delivering on our promises is an opportunity for Big Yellow. Saving energy and emissions helps make us a company that people will want to store with, work for and invest in. Big Yellow's commitment to improving our environmental performance has already been demonstrated by the consistently high levels of investment the Board has made in this area. We are actively investigating emerging technologies for energy consumption and emissions reduction, working with expert partners to experiment, innovate and determine how best to tackle climate challenges. This strategy sets out a commitment for an estimated further £20m to £25m to be invested in this area over the next 8 years.

Our board level Sustainability Committee has met twice during the last year and has been effective at guiding the business' strategic discussions and making responsible and ambitious decisions.

The CSR team's focus has been on integrating Armadillo data and processes. It is our intention to fully integrate Armadillo into our Sustainability Strategy in due course.

During FY 2021-22, we have set and published science-based targets. We plan to have these independently assured this year.

With the Board's thanks to the operational level Big Yellow Environmental Committee, the CSR team, and all Big Yellow staff for their commitment to making the business more sustainable in the future, we have great pleasure in setting out the detail of this updated Sustainability Strategy for you here.



Heather Savory

Chair of the Sustainability Committee
Non-Executive Director

Background to CSR by Big Yellow's CEO

Jim Gibson

In 2007, the Big Yellow Board set out their first formal CSR objectives and committed significant resources to achieving these. The company recruited its first CSR Manager and published its first CSR report that same year. CSR reports have been published every year since to record and track our continual progress.

For many years, as part of our published CSR commitments, we have been strategically investing in initiatives to improve the environmental performance of our Big Yellow branded stores, both during their construction and operating phases. Some of our Armadillo branded stores come equipped to the same standards, others will require more investment in the coming years. Our construction partners deliver efficient and resilient stores which, since the construction of our Fulham store in 2008, include on-site solar installations. We have been including sustainability features for the stores built to our specifications for over 15 years; our stores have been designed as passive buildings with a low carbon footprint. We always meet or exceed building regulations which require high insulation standards within the building envelope. This means that only our reception areas which occupy, on average, only 3% of the store's gross floor area, require heating or cooling. We use a high percentage of recycled and recyclable materials in our Big Yellow stores, including the steel storage rooms, steel frameworks, aluminium window frames, particle board flooring and walls, breeze blocks and solid insulation. Our new stores achieve an A or B Energy Performance Certificate ratings, confirming their efficiency and low energy use.

Over the years as new technologies have developed, we have raised the bar and mandated improved sustainability features as a norm of our construction specification. In recent years we build our new stores with solar panels, LED lights and motion sensor controls. A wide range of sustainability features are designed into them at the outset: from features enhancing the local biodiversity such as green roofs and living walls and bird or bat boxes; to facilities enabling visitors and employees to support a greener environment such as bike sheds and electric vehicle charging pods. We share some of these specifications on our Sustainable Construction webpages. Our emission reductions over the years have been steady and have always met or exceeded the UK Government's set targets at the time. We were excited to launch our Sustainability Strategy in 2021; in this document we're setting out an updated plan that includes our science-based target work.

Further work to integrate the newly acquired Armadillo portfolio is taking place at present and we will issue updates in due course.

Jim Gibson
Chief Executive Officer

Stores built with sustainability in mind

Green roofs / living walls +
bird / bat boxes & bee hotels

Highly efficient stores

Solar panels +
LED lights and motion sensors

Helping our customers to make sustainable choices

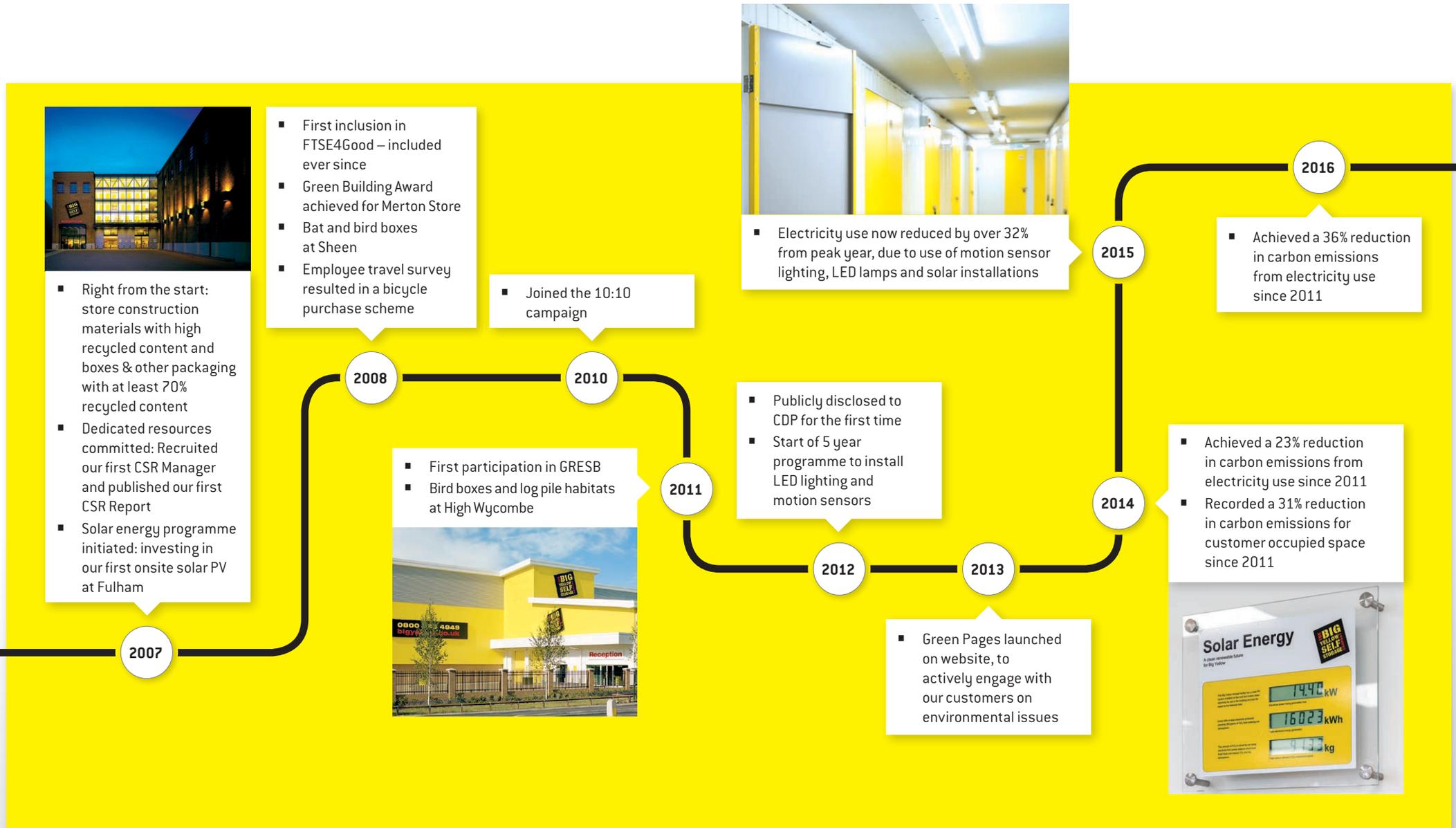
EV chargers +
recycled steel in buildings



our
progress to
date

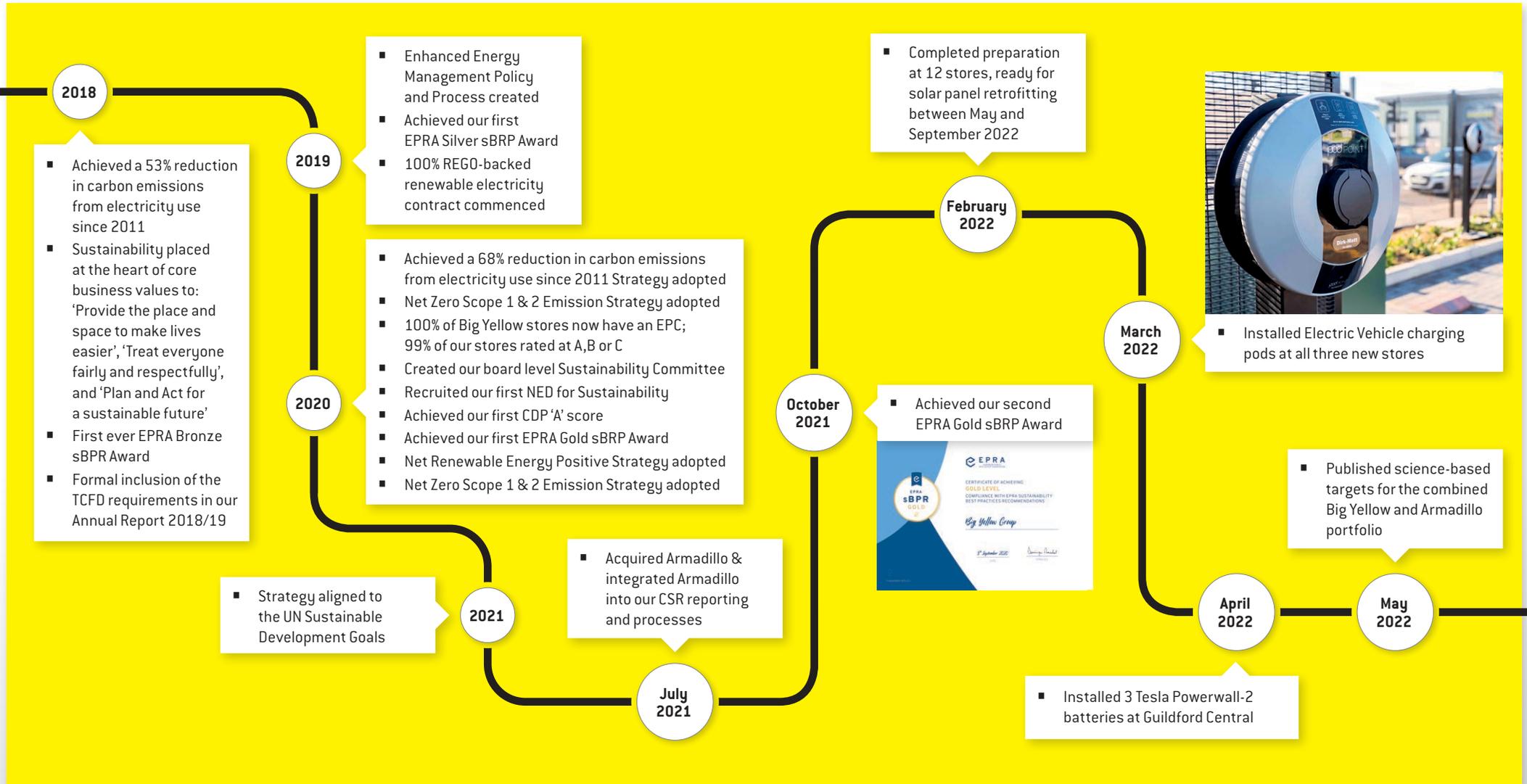
Our progress to date (continued)

Timeline to Net Zero



Our progress to date (continued)

Timeline to Net Zero (continued)



Our progress to date (continued)

Recent highlights

We have long been able to build sustainability features into new construction, but we have also started to tackle the challenges involved in our legacy estate. In more recent years and as new technology became mainstream, we have retro-fitted a number of sustainable solutions across all of our portfolio; for example between 2015 and 2017 we spent just over £540,000 on LED lighting upgrades at all of our stores; and in the last two years we have spent c £300k retrofitted 5 existing stores with solar PV installations and £15k removing gas boilers at four stores.

We have invested in our processes and trialled new solutions: in 2017 we bought software to assist us in the automation of our energy and carbon reporting. This helps us to understand and manage our energy patterns and better informs our energy management strategy. Our Manchester store, which opened in 2019, and subsequent new stores have all been equipped with electricity submetering, providing us with a more granular picture of our energy use at these stores. We also piloted a more dynamic building systems management (BMS) tool at our Bristol Central store during 2019, as preparation for a future when we can dynamically control our energy demand. More recently, we have installed electric vehicle (EV) charging pods in Oxford (2017), Manchester (2019), Bracknell (2020), Camberwell (2020) and Battersea (2020). All our new store car parks will include a twin EV charging pods as standard.

In June 2021 we commenced a 2-year battery pilot at our Guildford Central store. The battery has been installed and we look forward to further evaluating how batteries can play their part in delivering our future commitments.



£540,000

on LED lighting upgrades

£300,000

retrofitted 7 existing stores with solar PV installations

Investing

in 2017 we bought software to automate our energy and carbon reporting

EV Pods

installed electric vehicle pods in Oxford, Manchester (2019), Bracknell (2020), Camberwell (2020) and Battersea (2020)

our
strategy

Our strategy (continued)

Positive steps

When Big Yellow set out its initial commitments in our first formal Sustainability Strategy, published in 2021, we were committed to achieve Net Zero by 2040; the commitment was set out in three specific goals. Our plan to 2030 was to build on our already strong performance to date in generating renewable energy to become Net Renewable Energy Positive, and also to tackle our Net Zero Scope 1 & 2 emissions. These are the emissions which result from our day-to-day store operations.

The acquisition of the balance of the Armadillo portfolio we did not already own has increased our total energy and emission data, and we are investigating how that impacts on our strategy and commitments. The science-based targets work previously committed to has been completed and the targets now include our new, larger business. They have been published [here](#) and include Scope 1, Scope 2 and Scope 3 targets with a more ambitious target date of 2032. This strategy document sets out the tangible steps we will take to achieve our original renewable energy and emissions reduction targets and our science-based targets for Scope 1 and 2 which, we believe, will make us a resilient and attractive business for the years to come. As part of our re-evaluation of our Sustainability Strategy we have brought our original Scope 3 target of financial year ending 31 March 2040 forward setting a new target date of financial year ending 31 March 2032. Aligning the work to deliver on Scope 3 will be a priority for the coming years.

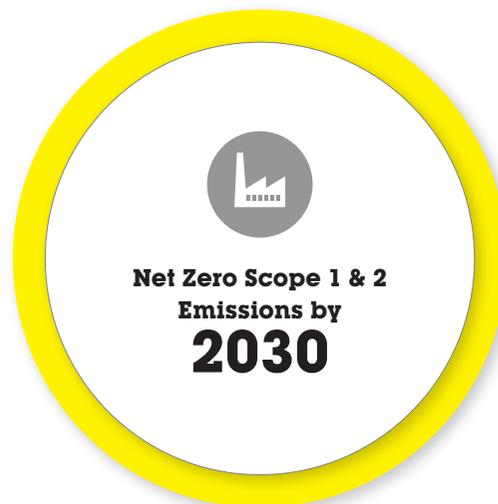
Our Net Renewable Energy Positive and Net Zero targets are interconnected, insofar as we expect to deliver part of our Scope 1 & 2 reduction targets through the generation of on-site renewable energy and the retiring of Renewable Energy Guarantees Origin ('REGOs') for renewable energy we generate offsite.



Definition: Our stores require a certain amount of energy each year. The energy consists of grid bought electricity for many aspects, such as lighting and power for our gates and lifts. We also have gas central heating units at 13 stores.

We commit to:

- A.** Generating as much renewable energy as we are able to across our store portfolio via the installation of solar photovoltaic (PV) systems.
- B.** Generating off site renewable energy to match and even exceed the balance of energy our stores require each year.
- C.** Continuing to invest in energy reduction initiatives both at our stores and with our supply chain.



Definition: The energy our stores consume creates emissions. Our stores also use refrigerant gases for air conditioning, and we own a single maintenance van.

We commit to:

- A.** Reducing our emissions by using electricity from renewable sources. By 2030 we expect to be using the maximum possible onsite renewable sources and we will meet any remaining emissions via the retirement of REGOs from offsite energy generation.
- B.** Replacing our gas boilers with electric alternatives to take advantage of the renewable electricity we generate; and moving to an electric maintenance van.
- C.** For any residual Scope 1 emissions (e.g. refrigerants) we commit to identifying a credible offset mechanism.



Definition: In addition to the Scope 1 & 2 commitments, we also intend to address our Scope 3 emissions. Scope 3 represents approximately 94%¹ of our total emissions; the three main aspects are: (a) our customer emissions c. 28%, (b) the provision of our goods and services to us c. 39%, and (c) the investment in our capital goods and shell construction c. 20%.

We commit to:

Continuing to invest in EV charging pods at all new stores to address customer emissions. Where our suppliers and partners are unable to provide us with net zero products or services, we commit to identifying credible offsetting solutions.

[1] Spend based Scope 3 foot printing work based on 2019/20 data

reporting
scope, pathway
actions & timelines

Reporting scope, pathway actions & timelines (continued)

Reporting scope & pathway actions

Reporting scope

Our reporting in this document follows the format set out by the Better Building Partnership (“BBP”) in their Net Zero Carbon Pathway Framework².

The BBP framework set out three Scope Areas:

1. Corporate = Relevant to Big Yellow
2. Direct Real Estate Holdings = Relevant to Big Yellow
3. Investments = Not Relevant to Big Yellow

These detailed Scopes are mapped to the Greenhouse Gas (“GHG”) Protocol Reporting Categories; BBP provide guidance as to whether a specific GHG Protocol Reporting Category should be included or not.

Currently our scoping tables differ from the BBP framework in some areas. We plan to align ourselves more closely to these tables in the future, depending on the outcome of our science-based target setting work.

Please see Appendix 1 for the detailed scoping tables.

Scoping detail

We believe that the BBP Net Zero Carbon Pathway offers us a useful framework.

We face certain limitations when participating in initiatives designed for traditional Real Estate organisations rather than self-storage, but value the opportunity to be transparent and allow for external comparison.

We differ from the BBP Framework in the following ways:

Scope 1 & 2 Assessments

- We include all our customers’ (or tenants’) energy use within our Scope 1 and 2 Emissions.
- ‘Tenant engagement’ is a redundant concept for us since a customer may only store with us for a few weeks or less and only access their unit at move in and move out.
- Water and waste are not material topics for self-storage businesses; both water and waste use is limited to a very small number of employees on site in each of our stores and the occasional use by a customer. Nevertheless, we report on both aspects to provide comparability. With regards to initiatives for these two aspects, water use is permanently minimised through the installation of low flow taps and other water saving devices; to facilitate recycling, we have recycling bins and posters for our employees in stores.

Scope 3 Assessments

- We published our Scope 3 Footprint in March 2022.
- Our stores are non-complex: we use electricity for lighting, security infrastructure, forklift charging, lifts and gates and the IT equipment for our store teams. We have LED lights across our estates and motion sensors ensure they are only used when needed. Some of our business customers use electricity in their units to run their laptops or equipment such as franking or packaging machines.
- Only the reception areas for our store teams and our Flexi-Offices are heated or cooled. This represents about 3% of our total store area.
- Our gas and electricity consumption is recorded by half hourly automatic meter readers; pilots during 2019 indicated that our stores are not complex enough to derive material benefits from a BMS system; however, we are following the evolution of these systems to see if they will become relevant to our operations in the future.

Please see Appendix 2 for the detailed Pathway actions.

Reporting scope, pathway actions & timelines (continued)

Our emissions footprint

Our current Emission Footprint has been calculated through the evaluation of our 2019/20 spend data, which provides a useful estimate of our total emissions.

We have quantified our wider impacts through the goods and services we buy and the embodied energy in our stores. We will use this work to put in place Science-Based Targets to provide a firmer basis upon which to define our emission reduction pathway.

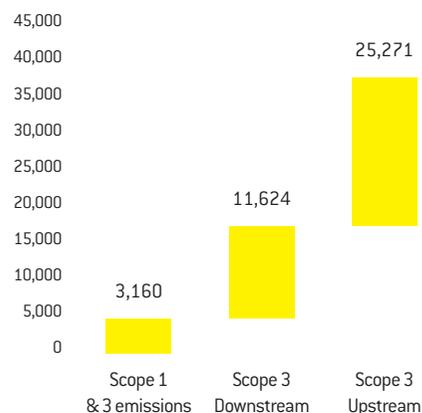


Please find out more here.

Scope 3 emissions

Big Yellow's Value Chain Emissions	Scope	FY19/20 Emissions (tCO ₂ e)	% of Total
Scope 1 Emissions	Scope 1	249	0.6%
Scope 2 Emissions (location-based)	Scope 2	2,911	7.3%
Scope 3 Emissions	Scope 3	36,895	92.1%
Purchased Goods and Services	Scope 3	15,672	39.1%
Construction	Scope 3	6,277	15.7%
Facilities	Scope 3	3,592	9.0%
Other operational spend	Scope 3	2,521	6.3%
Professional (Legal, Marketing, HR)	Scope 3	2,201	5.5%
Stock	Scope 3	1,050	2.6%
Water	Scope 3	29	0.1%
Capital Goods (Shell – Construction)	Scope 3	8,249	20.6%
Fuel- and energy-related activities	Scope 3	758	1.9%
Waste generated in operations	Scope 3	35	0.1%
Business travel	Scope 3	196	0.5%
Employee commuting	Scope 3	363	0.9%
Downstream Transportation and distribution	Scope 3	11,326	28.3%
End of life treatment	Scope 3	88	0.2%
Downstream Leased Assets	Scope 3	209	0.5%
Total (Location-Based)		40,055	

Reporting period 01/04/2019 – 31/03/2020



Delivery

We believe our plans to become Net Renewable Energy Positive are relatively robust, as we are basing this work on our previous in-house experience with renewable energy. However, all aspects of our energy and emissions reduction plans are subject to external factors, such as the ways in which climate science and new technologies are developing and the external socio-political landscape we operate in. For example, a large percentage of our Scope 3 emissions are generated by our customers accessing our stores. Actions they take, as third parties to Big Yellow, will materially impact on the degree of challenge we face as a business. A large part of our initial work to deliver this strategy will therefore be exploratory and we will continue to work to monitor external technical and other developments so that we select the best options that emerge, at the right time for the business.

Resourcing

Big Yellow is committed to remaining at the forefront of best practice across the CSR landscape. The business has dedicated resources to the CSR agenda since 2007 and works efficiently and effectively with third party experts to assist in the delivery of its plans. The Board considers this new energy and emissions strategy integral to business as usual and is enthusiastic for Big Yellow to play its part in climate change reduction.

Generating on-site renewable energy has been costed in detail and built into the Company's financial plans. The costings include the purchase and installation of the solar PV systems, as well as any work that may need to be carried out at a store to prepare it for solar PV installation. We have also costed the replacement of gas boilers.

We have examined our store development pipeline and have amended the build specifications where required so that new stores accommodate installations of 85kW systems where possible.

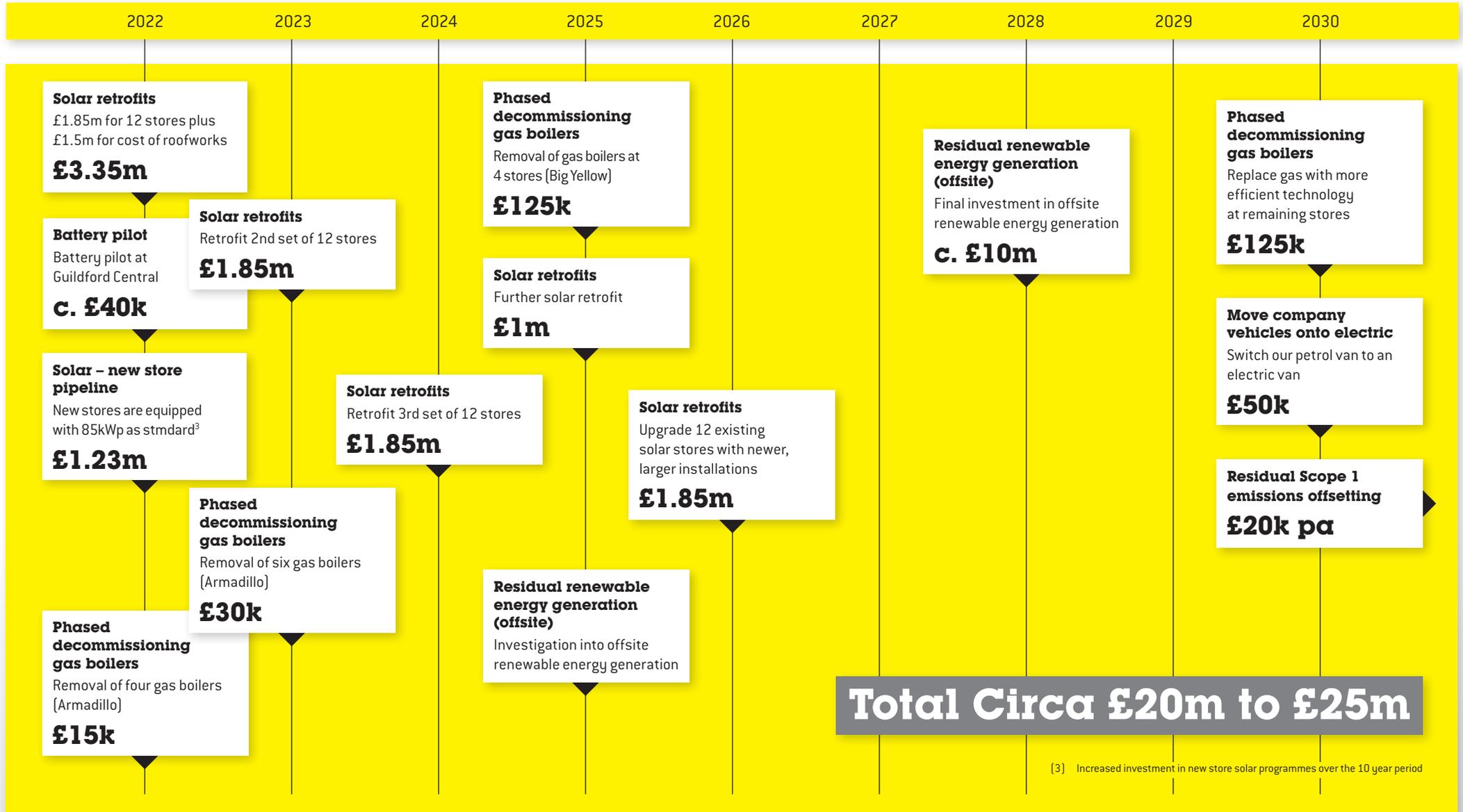
The financial commitments for delivering against this strategy are currently estimated overleaf.

Reporting scope, pathway actions & timelines (continued)

Timelines

Key

- **Solar retrofits** Area
- Retrofit 1st set of 12 stores Deliverable
- £** Expected cost
- ▼** Financial Year End



(3) Increased investment in new store solar programmes over the 10 year period

appendix

Appendix (continued)

Appendix 1

Governance and Reporting

Governance

Big Yellow's Main Board is actively involved in the development and delivery of this strategy. In addition, day-to-day governance of sustainability policy and operations has been strengthened during 2020/21 with the newly created Sustainability Committee, chaired by a Non-Executive Director with specific responsibility for oversight of this area. The Sustainability Committee meets formally twice a year.

Reporting

The Board receives detailed CSR reports at each Board meeting. Public reporting on Big Yellow's CSR progress is via Big Yellow's dedicated CSR Report, published annually since 2007. From 2021/22 onwards the CSR Report will feed back specifically on progress against this strategy.

Appendix 2

Key Challenges

Energy and Technology

Network infrastructure restrictions: Our stores are energy efficient and do not have particularly large energy requirements, whilst many have roofs large enough to take a significant solar installation. Any energy generated over and above that which we are able to use for our immediate requirements is exported to the grid. However, there are currently local constraints in terms of what Distribution Network Operators ("DNO") can accept, which may limit our ability to maximise the space we have available to generate solar energy.

Emerging technologies: Oversizing our solar installations without a means to using significant portions of the energy they generate results in energy being exported to the grid, meaning we continue to purchase grid electricity, which has higher emissions than our on-site solar generated electricity. We will seek to minimise the loss of this valuable on-site generated energy by first piloting and then ultimately rolling out battery technology across our stores. During financial year ended 31 March 2022 we installed a small, dynamic battery technology and we look forward to evaluating how batteries can play their part in delivering our future commitments.

Science-based targets and external Net Zero definitions

Climate Science is a new and rapidly developing field. Many of the emerging standards and benchmarks are, and will continue to be, challenged as the science develops – until accepted norms emerge. We will keep a close eye on this area to ensure that the measures we develop and targets we set are robust. We set initial science-based targets during 2021/22. The Science Based Target initiative (SBTi) has emerged as an early leader in providing guidance and we intend to have our targets assured by the SBTi in 2022/23.

Legislation

We do not anticipate that current or planned legislation negatively affects our strategy or represents a challenge to the projects underpinning the strategy. We intend to closely monitor developments.

Appendix (continued)

Appendix 3: Detailed Scope

Corporate (Including Head office/Administrative building)

Sub Area	GHG Protocol Reporting Category	Carbon Scope	BBP Commitment Inclusion	Big Yellow Inclusion	Notes
Head office energy use	Company facilities	1 & 2	Not mandatory	No	C. 1% energy materiality, therefore excluded
Company vehicles	Company Vehicles	1	Not mandatory	Yes	1 van
Business travel (excluding commuting)	Business travel	3	Not mandatory	Partially	Mileage claims only
Purchased Goods and services	Purchased goods and services	3	Not mandatory	Yes	
Operational waste generated	Waste generated in operations	3	Not mandatory	No	With our landlord
Operational water use	Purchased goods and services	3	Not mandatory	No	With our landlord
Employee commuting	Employee commuting	3	Not mandatory	No	Not currently – are considering

Direct Real Estate Holdings

Sub Area	GHG Protocol Reporting Category	Carbon Scope	BBP Commitment Inclusion	Big Yellow Inclusion	Notes
Landlord purchased energy (elec and fuel)	Purchased electricity, heat and steam	1, 2 & 3	Mandatory	Yes	
Tenant purchased energy (elec and fuels)	Downstream leased assets	3	Mandatory	Yes	We include in our Scope 2
Landlord refrigerants	Purchased goods and services	1	Mandatory	Yes	
Tenant refrigerants	Tenant Scope 3	3	Not mandatory	Yes	We include in our Scope 1
Landlord purchased water	Purchased goods and services	3	Mandatory	Yes	
Tenant purchased water	Tenant Scope 3	3	Not mandatory	Yes	We include in our Scope 3
Landlord managed operational waste	Waste generated in operations	3	Mandatory	Yes	This includes some customer waste
Tenant managed operational waste	Tenant Scope 3	3	Not mandatory	No	
Tenant transport emissions	Tenant Scope 3	3	Not mandatory	Yes ⁴	
Tenant supply chain emissions	Tenant Scope 3	3	Not mandatory	No	
Landlord purchased capital goods and services ⁵	Purchased goods and services	3	Mandatory	Yes	

[4] Customers journeys from and to our stores

[5] M&E and property mgt services

Appendix (continued)

Appendix 4: Pathway actions

Operational Carbon (Energy, Water, Waste)

Topic	Outcomes / Aims	Delivery / Management Strategy	Reporting Metrics
Operational Energy and Carbon	Monitor progress of carbon reduction activities in line with 'best case' warming scenarios	Work with external partners to verify our science-based targets by the SBTi	Absolute tCO ₂ e T CO ₂ e/ m ² CLA
	Ensure all office heating systems run on electricity to take advantage of on-site generated solar PV	Upgrade existing gas boilers to more efficient Air Source Heat Pumps or similar as part of FM estate upgrade plans to 2030	Completed upgrades
	Improved water data leading to better quality data assurance	Post pandemic: engage with new water supplier to assess reading of more water meters	Fewer stores with estimated m ³ water consumption Assured data
	Improved understanding of waste journey & improved reporting of waste data leading to better quality data assurance	Work with our waste contractor to better understand final destination for different parts of our waste	Assured data
	Better understanding on how customer activity impacts on energy, waste, and water consumption in stores	Continue to evaluate BMSs that can provide comprehensive insights into a larger range of data points	

On site generation

During 2021/22 the Board took the decision to modify our Solar retrofit work: instead of right-sizing installations, the Company has committed to a strategy of maxing out our stores' roof spaces. At the same time, the Company has been made aware of supply chain issues with the current solar panel manufacturers and has opted to change solar panel manufacturer. This has resulted in an increase to cost of up to 40%.

Topic	Outcomes / Aims	Delivery / Management Strategy	Reporting Metrics
On site generation	Retro fit on 36 stores delivered in line with roll-out plans	Work handed over to external delivery partners	Increase in kWp Increase in electricity and solar materiality
	Feasibility assessed for 12 existing solar stores to receive larger installations	With our external specialist delivery partners	Proposal what can be installed
	Increased the solar installations on new stores to 85kWp where feasible	With our Construction team and their delivery partners	Installed capacity on new stores
	Maximise renewable energy used on site	Pilot battery technology – roll out when technology is feasible	Increase in electricity and solar materiality

Appendix (continued)

Appendix 4: Pathway actions (continued)

Renewables Procurement

We have a REGO backed 100% renewable tariff with Opus energy in place to September 2023. This contract covers both our Big Yellow and Armadillo stores. No further activities or aims at present.

Offsetting

Scope 1 and 2

We anticipate that by 2030, all of our energy sources will be electric and can therefore make use of the on-site solar energy we generate on or off site.

As we have set our Scope as 'Net Zero Scope 1 & 2 Emissions', rather than Carbon, we are likely to be left with a small amount of emissions resulting from the use of refrigerants in our air conditioning units. At present that is c. 130t CO₂ e/ annum. As we work through our Scope 3 strategies, we intend to include this small amount of operational emissions within the broader Scope 3 solutions.

Scope 3

At present, we expect we will want to mainly offset emissions resulting from Scope 3 activities, i.e. residual embodied emissions for capital works and goods and services.

We have committed to researching offsetting mechanisms better and will publish our criteria in due course.

Addressing embodied carbon associated with capital goods, services, and capital works such as management, maintenance, fit out, refurbishments and new developments will require close collaboration with our suppliers and partners. Our initial Scope 3 assessment was spend based.

Embodied carbon

Topic	Outcomes / Aims	Delivery / Management Strategy	Reporting Metrics
Embodied carbon	Improved understanding of embodied carbon	Evaluate with Construction how data collection/ methodology could be improved over time	Moving from spend based data to actual data

Third party verification, industry standards and certification

Topic	Outcomes / Aims	Delivery / Management Strategy	Reporting Metrics
Standards & verification	Credible, transparent targets and commitments	Assess most suitable certification available to assure our targets, specifically Net Zero Emissions	Certification selected and obtained

Development

Sub Area	GHG Protocol Reporting Category	Carbon Scope	BBP Commitment Inclusion	Big Yellow Inclusion
New Development	Purchased goods & service	3	Mandatory	Yes
Refurbishments	Purchased goods & service	3	Mandatory	Yes
Fit-out (landlord controlled)	Purchased goods & service	3	Mandatory	Yes
Fit-out (tenant controlled)	Tenant Scope3	3	Mandatory	N/A
End of life	End of life treatment of sold products	3	Not mandatory	No

You can access
more information
about us on our website

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