

Big Yellow Group PLC
Corporate Social Responsibility Report
2008



**THE BIG
YELLOW
SELF
STORAGE COMPANY**

Get some space in your life.™



Above: Big Yellow's Sutton Store has a green roof which reduces heat reflection back into the atmosphere from metal surfaces. Green roofs help reduce the "urban heat island effect".

Front cover: Big Yellow's Fulham store has roof mounted solar photo-voltaic panels and a ground source heat pump specified to generate over 10% renewable energy and carbon dioxide emission reduction.

CONTENTS

CORPORATE SOCIAL RESPONSIBILITY (CSR) POLICY.....	p01
CSR Management System.....	p02
CSR Reporting.....	p02
Corporate Governance.....	p03
Store Portfolio.....	p03
STAKEHOLDERS.....	p04
Customers.....	p04
Employees.....	p05
Training.....	p05
Suppliers.....	p06
Local Communities.....	p07
Local Planning Authorities.....	p07
Shareholders.....	p08
Carbon Disclosure Project.....	p08
Health and Safety.....	p09
Security.....	p10
Considerate Constructors Scheme.....	p11
Communications.....	p11-12
CSR KEY PERFORMANCE INDICATORS.....	p13
Store Electricity Use.....	p13
Store Carbon Emissions.....	p13
Carbon Off-Setting.....	p14
Flexi-Office Gas Use.....	p15
Construction Carbon Emissions.....	p16
Big Yellow's Carbon Footprint.....	p17
STORE PLANNING, DESIGN AND CONSTRUCTION.....	p18
Energy Efficiency.....	p18-19
Renewable Energy Generation.....	p20
Transportation.....	p21
Construction Materials.....	p22-23
Waste Management.....	p23
Water Management.....	p24
Land Quality.....	p24
Landscape and Biodiversity.....	p25-26

CORPORATE SOCIAL RESPONSIBILITY (CSR) POLICY

A review of social and environmental aspects of the Group's development plans and existing store operations has taken place and a CSR policy established. The policy has been communicated to all employees and is available more generally on www.bigyellow.co.uk. The CSR Policy commits the Group to striking the balance between its social, environmental and economic objectives. The aim of the Policy is to document Big Yellow's sustainability objectives across all activities, as both a developer and a self storage operator.

The image displays seven separate documents arranged in two rows. The top row contains four documents: 'Corporate Social Responsibility Policy', 'Paper Purchasing Policy', 'Construction Site Spill Emergency Response', and 'Construction Waste Management Plan'. The bottom row contains three documents: 'Construction Site Waste Management Policy', 'Waste Management Good Practice', and 'Construction Waste Management Plan Plasterboard Waste For Segregation'.

- Corporate Social Responsibility Policy**: A yellow document with a black header. It includes a signature at the bottom left and a small logo at the bottom right.
- Paper Purchasing Policy**: A yellow document with a black header. It includes a signature at the bottom left and a small logo at the bottom right.
- Construction Site Spill Emergency Response**: A yellow document with a black header. It includes a signature at the bottom left and a small logo at the bottom right.
- Construction Waste Management Plan**: A yellow document with a black header. It includes a signature at the bottom left and a small logo at the bottom right.
- Construction Site Waste Management Policy**: A yellow document with a black header. It includes a signature at the bottom left and a small logo at the bottom right.
- Waste Management Good Practice**: A yellow document with a black header. It includes a signature at the bottom left and a small logo at the bottom right.
- Construction Waste Management Plan Plasterboard Waste For Segregation**: A yellow document with a black header. It includes a signature at the bottom left and a small logo at the bottom right.

More specific policies and plans have been established to implement compliance and good practice in our Development, Office and Store operations

CSR Management System

In order to achieve these CSR objectives the Board has once more committed significant resources to the environmental aspects of its store development programme, such as the requirements for energy efficiency, on site renewable energy generation and improving land value, quality and ecology. Big Yellow has appointed a Corporate Social Responsibility (CSR) Manager to provide structure and responsibility to the management of social and environmental risks and opportunities across the Group. The CSR Manager reports directly to the Chief Executive, James Gibson, who has overall responsibility for CSR matters.



CSR Manager, Paul Donnelly, joined Big Yellow in August 2007 to establish sustainability policies, management systems and performance reporting across new developments and operational stores

CSR Reporting

In the year ended 31 March 2007 Big Yellow established and reported on 14 environmental and social objectives. The Group has also established social and environmental key performance indicators (KPIs) to benchmark current performance and measure continued improvement in future years. Based on benchmark data for the year ended 31 March 2008 the Group will set targets for the year ending 31 March 2009 as indicated in the KPI tables below. More detailed reporting for the future will be established within the CSR section of our web site.

Corporate Governance

The company is committed to the principles of corporate governance contained in the Combined Code on Corporate Governance that was issued in 2006 by the Financial Reporting Council ("the Code") for which the board is accountable to shareholders. Throughout the year ended 31 March 2008, the company has been in compliance with the Code provisions set out in section 1 of the Code. The company has applied the principles set out in section 1 of the Code, including both the main principles and the supporting principles, by complying with the Code.

Store Portfolio

The Big Yellow store model is now well established. The "typical" store contains 60,000 sq ft of net lettable space, and takes some 2.5 years to achieve 85% occupancy. The average room size is some 60 sq ft. The store is initially run by three staff – adding a part timer once the store occupancy justifies the need for the extra administrative and sales workload.

During the year we opened six stores, all in London (at Sutton, Ealing, Barking Central, Balham, Merton and our flagship 139,000 sq ft store at Fulham). The available net lettable space increased by 458,000 sq ft over the year to 3.0 million sq ft with the opening of six new stores. The closing occupancy at 31st March 2008 was 79% against 82% in the prior year.

STAKEHOLDERS

Last year Big Yellow outlined its commitment to CSR by identifying its main stakeholders as its customers, local community, employees, suppliers, planning authorities and shareholders. Big Yellow's reputation with all its stakeholders is something we value highly and will always look to protect and enhance. We aim to communicate clearly with our stakeholders and to take account of their views. Big Yellow's Intranet and Website www.bigyellow.co.uk are important avenues of communication for all stakeholders. In future years the Group will seek feedback from its stakeholders on its management systems and performance reporting and review its Policy accordingly. Below is a summary of the actions that have been undertaken with each of the stakeholders.

Customers

Big Yellow provides a high quality, safe secure and convenient self-storage environment for residential customers who need more space to de-clutter, extend or move home.



Big Yellow provides high security identification and surveillance technology for the protection of customers and their goods.

Where there is a demand, Big Yellow also provides space for office and warehouse based customers, to assist new business start up or existing business expansion.

Big Yellow has made its customers aware of its CSR policy and has provided waste management guidance within the "Guide to Self Storage" which is given to all new customers.



During the year ending 31 March 2009 the CSR Manager will review the environmental credentials of the packaging materials we offer our customers.

Customer facing renewable energy display panels in the loading bay areas, are installed at Barking Central, Balham, Merton and Fulham indicating on site electricity generation and carbon

Employees

At Big Yellow we have developed a professional, lively, enjoyable and fun working environment and believe our success stems from attracting and retaining the right people. We encourage all our staff to build on their skills, through appropriate training and regular performance reviews. We believe in an accessible and open culture. Everyone at all levels is encouraged to review and challenge accepted norms, so as to contribute to the performance of the Group.

As the business has grown it has been necessary to formalise the means by which ideas and policy changes are communicated and discussed with employees. We hold regular consultation meetings with employees, both formally and informally, and our directors and senior management spend significant time in the stores and are accessible to employees at all levels. An annual Employee Attitude Survey provides the management with key feedback and guidance as to where to focus its resources in each year.

We encourage a partnership culture within the business and believe in staff participating in corporate performance through share incentives. Many employees have benefited, or continue to benefit, from share options granted in previous years and from an HMRC approved Share-save Scheme. This provides an opportunity to invest in the future success of Big Yellow at a discount to the prevailing share price at the date of each invitation.

In addition, a stakeholder pension scheme managed by Friends Provident provides pension provision within the Group and has been taken up by 70% of employees eligible to join. We had 248 full, part time and casual employees in the business at the yearend (2007: 226 employees). Recruiting and retaining the right calibre people remains critical to the continued success of Big Yellow. We promote the individual development of staff through training and regular performance appraisals.

Training

We delivered over 700 days training to employees in the last year, equating to an average of approximately 3 days training per employee. In the stores over 60% of the managerial posts have been filled by internal promotions. We have a policy on flexible working to meet individual needs where possible, without compromising corporate objectives.

The CSR Manager has worked with Human Resources and Operations to raise awareness of the social and environmental impacts of their work to employees. A CSR Policy poster has been distributed to all stores and presentations have been given to Area and Store Managers. Employee inductions include an introduction to the Group's CSR objectives.

In the year ending 31 March 2009 the Group's training work books will be improved to raise awareness and set tasks on CSR Policy. An intranet based employee work travel questionnaire will also be implemented to further improve the Group's carbon footprint and to highlight and encourage opportunities for alternative modes of transport, other than the car.

Suppliers

In the year ended 31 March 2008 the CSR Manager identified Big Yellow Construction's main suppliers of materials, products and services for store development and operations. A CSR questionnaire was sent out to these stakeholders to obtain feedback on their policies, management systems and performance reporting. Initial feedback responses have been supportive in developing social and environmental initiatives to gain opportunities through innovative market developments in energy efficiency, renewable energy technologies, low environmental impact materials and supply chain waste recycling. A summary of Big Yellow's supply chain performance will be reported in the year to end of March 2009.



A review of self storage packaging merchandise suppliers indicated all of our cardboard boxes have a recycled content of between 70 and 100%

One of our supplier's of plastic boxes is registered to the international environmental management systems ISO 14001. All suppliers provided plastic boxes that could be recycled into other forms of plastic.



Our Really Useful Euro-box (yellow), Medium Storage Crate (white), Tuff Crate (grey lid) and Folding Crate can all be recycled into other forms of plastic

Local Community

Big Yellow's stores provide services, employment and charitable support to local communities within a 5 mile radius of its stores. In accordance with the Group's evolving "Giving" policy, some storage space is provided for local charities at a discounted rate.

supporting

CANCER RESEARCH UK



Where available, space and time in kind may also be donated to disaster relief causes. In the year ended 31 March 2008 the Group has committed to the establishment of modest charity budgets for each of the regional groupings of stores. During the year ending 31 March 2009 Big Yellow will review the ways in which it engages with local communities to improve its giving policy.

Local Planning Authorities

Local Planning Authorities are beginning to recognise the sustainable benefits of self storage in densely populated urban and inner city regeneration areas. In some cases new or traditional businesses need to expand and these businesses would otherwise have moved out of the area if additional local storage space, work units or offices had not been provided at a reasonable cost.

Big Yellow is communicating its sustainable development performance through the Local Planning Authority "Checklists" that support good practice in providing local employment, infrastructure, energy efficiency, biodiversity, water conservation and waste management.



The London Borough of Merton awarded Big Yellow with a "Highly Commended" Green Building certificate for energy efficiency, wind turbine, solar photovoltaic panel and rainwater harvesting installations

The Big Yellow Merton Store was awarded the London Borough's Green Guardian Award for "thinking global and acting local". Our store was highly commended in the local Business Environment category for an energy efficient building design with renewable energy and rainwater harvesting installations.

Shareholders

In the year ended 31 March 2008 Big Yellow applied to the "Ethical Investments Research and Information Service" (EIRIS) and satisfied their stringent social and environmental standards for membership to the FTSE 4 Good index series.



Ethical investors use the FTSE 4 Good to identify and invest in companies that exhibit and benefit from both good economic and corporate responsibility practices. To achieve membership Big Yellow published material information relating to its main stakeholders, human rights and environmental impacts. In the year ended 31 March 2008.

Big Yellow established CSR management systems and key performance indicator benchmarks to demonstrate improvements in this and future years. Based on current carbon footprint performance data, Big Yellow will also take part in the sixth Carbon Disclosure Project (CDP6) in the year ending 31 March 2009.

The Carbon Disclosure Project

The Carbon Disclosure Project (CDP) is an independent not-for-profit organisation aiming to create a relationship between shareholders and companies regarding the implications for shareholder value and commercial operations presented by climate change. Its goal is to facilitate a dialogue, supported by quality information, from which a rational response to climate change will emerge. CDP provides a coordinating secretariat for institutional investors with a combined US \$57 trillion of assets under management. On their behalf it seeks information on the business risks and opportunities presented by climate change and greenhouse gas emissions data from the world's largest companies, some 3,000 companies in 2008.

Health and Safety

The Group has Store, Head Office and Construction Health and Safety Policies that are reviewed on a quarterly basis by each relevant committee. Accident books are used to record incidents and these are recorded by a central help desk. The number of accidents, injuries and near misses in stores are documented below:

Store Customers / Staff (Health & Safety)

Financial year	2006	2007	2008
Prosecutions	0	0	0
Notices	0	0	1
Near misses	4	6	1
Fatal injury	0	0	0
Total RIDDOR*	50	77	54

* RIDDOR = Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 1995 (RIDDOR)

Customer, contractor and employee minor injuries have been predominantly through handling of goods when putting them in or taking them out of self storage. For the year ended 31 March 2008 incidents decreased but one store was served with a Fire Safety Enforcement Notice due to minor infringements of the regulation, which have now been rectified. Health and safety risks are assessed by independent consultants for Store and Head Office. About six stores per year are audited by an external consultant and feedback has helped to reduce incidents against a rising number of store openings, customers and employees. Big Yellow's head office in Bagshot has maintained its zero tolerance on employee health and safety prosecutions, injuries and fatal injuries. Head office staffs are trained in first aid and staffs are retrained every three years. Business recovery training is provided for senior staff.

Construction (Fit-out Stage)

Financial year	2006	2007	2008
Prosecutions / Notices	0	0	0
Fatal injury	0	0	0
Total RIDDOR*	5	3	2

* RIDDOR = Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 1995 (RIDDOR)

Big Yellow Construction Company Limited had two notifiable injuries in the year ended 31 March 2008 and has organised a five day Construction Industry Training Board (CTIB) update on health and safety for its site managing agents. Construction Design Management Regulation (CDM) training is programmed for the year ending 31 March 2009.

Security

The safety and security of our customers and stores remains a key priority. To achieve this we invest in state of the art access control systems, individual room alarms, digital CCTV systems, intruder and fire alarm systems and the remote monitoring of all our stores out of our trading hours.



We have implemented customer security procedures in line with advice from the Metropolitan Police and continue to work with the regulatory authorities on issues of security, reviewing our operational procedures regularly



The importance of security and the need for vigilance is communicated to all store staff and reinforced through training and we have continued to run courses to enhance the awareness and effectiveness of our procedures in relation to security, entitled "You and your customer"

Considerate Constructors Scheme (CCS)

All Big Yellow Construction Limited contractors for demolition, shell and fit out have been instructed to sign up to the Considerate Constructors Scheme (CCS). This Scheme is a national initiative set up by the construction industry to improve its image. Sites that register with the Scheme are monitored against a Code of Considerate Practice, designed to encourage best practice beyond statutory requirements.

The main areas of performance assessment fall into three categories: the environment; the workforce; and the general public. Site managers can gain a maximum of 5 points for each of 8 main categories and are responsible for site workers performance in the following areas: being considerate; environmental protection; maintaining cleanliness; being good neighbours; respectability; safety; responsiveness; and accountability. CCS auditors visit the sites and assess each of the eight category performances for a maximum score of 40 points. Reports are sent to the Construction Director and CSR Manager for review and actions if required.

Construction (Fit-out Stage)			
Year	2007	2008	2009 Target
No of schemes	6	6	6
CCS Registered (%)	25%	100%	100%
Average score	26.3	31.3	33.0

In the year ended 31 March 2007 Big Yellow Construction sites averaged a score of 26.3 points which exceeded the 24 points required for compliance with the code. However, this score was below the national average score of 30 points for all sites registered on the scheme. In the year ended 31 March 2008 Big Yellow's construction sites improved their average score to 31.3 points, rising above the national average score mainly due to CCS monitoring feedback improvements. In the year ending 31 March 2009 Big Yellow's aim is to further improve our average score of 35 points and to have at least one site achieve 35 points and receive a CCS National Award.

Communications

We are at the forefront of online innovation in the self storage industry, and during the year we launched the UK's first self storage online reservation and real-time pricing system. As a result of this, online enquiries now account for the majority of our sales prospects, and an increasing number of our customers are completing their reservations online.

An increasing number of our customers are completing their reservations online and reducing unnecessary journeys to the store

From a CSR perspective this initiative has and will continue to reduce the number of unnecessary journeys by customers to and from our store sites to learn about self storage, reserve space and purchase packaging merchandise. This will also reduce our indirect carbon footprint which will be measured later in 2008.

We carry out annual awareness surveys and our Brand continues to grow strongly. Highlights from this year's survey include:

- > We have achieved Brand awareness of 60% - 70% in our target groups in London & the South East, an increase of 30% over the previous year
- > Our Brand awareness is now three times the level of our nearest self storage competitor
- > 80% of our customer base continues to fall within the top three ACRON customer categories
- > Big Yellow leads the self storage industry in terms of Brand preference, with more potential customers expecting to use Big Yellow than any other Brand

(Source: Ipsos Mori, August 2007)

A thorough understanding of self storage (i.e., a full awareness of the service provided and its benefits) remains relatively low at approximately 30% or less for our CSR, Sustainable Development and Environmental policies. The CSR manager is working with the Sales and Marketing department to raise public awareness of these benefits.

Big Yellow CSR publications were communicated via the World Wide Web by the Institute of Directors Magazine article, "Make Space for CSR" and the Real Estate Investment Trust's (REIT's) Magazine, "Portfolio", special issue, "The Greening of REIT's - Measure for Measure". Information was also provided to the Building Magazine on the remote monitoring of our wind turbine and providing data to the London Borough of Merton. Internally, the CSR Manager communicated progress in the establishment of the CSR policy, management system and performance reporting to store management at the annual Big Yellow Spring conference.

Local marketing, selling standards and customer service at store level are also critical to building the brand and achieving customer loyalty and recommendations. We invest significantly in training and have a reward structure and performance monitoring systems which focus specifically on achieving sales and customer service objectives.

CSR KEY PERFORMANCE INDICATORS

During the review of Big Yellow's store development program and operational activities the following environmental and social aspects were identified as having the most significant direct impacts, either positive or negative, on local communities and the environment. The most significant impact was the carbon foot print of the operational stores due to the long term use of energy, compared to the shorter and smaller demands from store development and work related travel. Big Yellow has calculated its basic equivalent carbon dioxide (CO₂) emissions using DEFRA conversion data. These emissions are caused directly and indirectly by its activities, but excluding employee travel and supply chain operations.

Store Energy Consumption

Big Yellow stores have two types of carbon emission. Typical energy consumption is predominantly grid electricity for lighting (73%) and lifts (27%), which cause "indirect" off site power station carbon emissions. Eight stores with flexi-offices have additional gas heated areas which cause "direct" onsite gas combustion carbon emissions. Work related travel emissions from private and public transport will be estimated in the year ending 31 March 2009 from an employee survey. Customer travel emissions are more difficult to measure accurately but can be based on store distance, move-in or out variability and visit frequency.

Stores Carbon Emissions

The store energy consumption and carbon dioxide emissions per square metre of final storage space have decreased on average by about 3.5% per year. The table below summarises the position over the last four years:

Operational Stores (excluding flexi-offices gas usage)					
Year	2005	2006	2007	2008	2009 Target
Kg CO ₂ emissions*	0	0	0	0	0
Final Storage Area (m ²)	0	0	1	1	1
Final Storage Area (ft ²)	4	6	1	1	1
Kg CO₂ / m²	0	0	0	0	0

* From electricity bills using a conversion factor of 0.422 for Kg CO₂ emissions.

This reduction has been due to the Groups new store development program moving away from refurbishing older buildings towards purpose built stores, with higher standards of insulation, air tightness and energy efficiency. Future years should see a continued improvement in this trend through the use of more energy efficient lighting and improved lift specification.



Self storage internal lighting and lift operations are Big Yellow's most significant environmental impact. To reduce carbon emissions we are implementing plans for all stores to have motion sensor and the most energy efficient energy efficient lighting on the market

Carbon Off-setting

Big Yellow purchases electricity from renewable sources through its suppliers Green Tariff as indicated in the table below. Certification for 30 stores and the head office was guaranteed from October 2006 to October 2008.

Energy Supplier Renewable Energy Offset (EDF Green Tariff)			
Year	2007	2008	2009
Emission (Kg CO2)	5,647,457	5,865,633	-
Offset (Kg CO2)*	1,739,852	3,479,703	1,739,852
Net Emission (Kg CO2)	3,907,605	2,385,930	-

* Data from energy supplier

The supply of "green" electricity started 6 months into the year ended 31 March 2006 therefore the year ended 31 March 2007 received the largest portion of the renewable energy offset. The scheme is independently audited to ensure that the Big Yellow stores on the Tariff are successfully matched to renewable generation. The energy supplier matched the electricity Big Yellow used by purchasing electricity generated from renewable sources such as wind turbine and hydroelectric power, rather than from the combustion of fossil fuels such as coal and natural gas.

Flexi-Office Gas Use

The table below shows the year ended 31 March 2008 natural gas usage from Big Yellow's seven flexi-office operations. These are ancillary office services offered alongside the normal self storage.



The use of natural gas for space and water heating in flexi-offices causes a relatively small proportion of our total carbon dioxide emissions

Gas heating emissions are only 1.3% of the total carbon dioxide emissions, compared with electricity usage from all operating stores. This ranks the flexi-office contribution to a relatively low carbon foot print impact compared to the Group's self storage and construction fit out activities.

Operational Stores Flexi-offices Gas Usage

Year	2008
Gas Energy (kW hr/year)	366,523
Kg CO2 emissions*	75,504
Final Storage Area (m ²)	9,420
Kg CO2 /m ²	8.0

* From gas bills using a conversion factor of 0.206 for Kg CO2 emissions

Construction Carbon Emissions

Annual construction “fit-out” energy usage, over which Big Yellow has direct management control, depends mainly upon the number of stores being built in any one year, the size of the store and the local site conditions.

Construction ‘fit-out’ Diesel and electricity usage

Year	2007	2008
Energy use (kWh)*	230,300	320,800
Final Storage area (m ²)	33,983	35,847
Emissions kg CO ₂	97,187	135,378
Emissions Kg CO ₂ / m ²	2.9	3.8

* Energy usage data supplied by Countrywide Electrical Services (CES)

The annual energy usage in the table above increased even though we opened the same number of stores in the year. This was because the projects were larger and more complex, requiring more energy use than in the previous year.



Carbon emission on development sites can be reduced by the use of more fuel efficient vehicles, the use of electric vehicles and securing an earlier supply of grid electricity

The energy calculation includes an average of 6 weeks diesel generator usage (for temporary lighting) followed by a mains supply until the store opening dates. The 2008 carbon dioxide emissions for construction fit out are only 2.3% of the annual carbon dioxide emissions for store operation in 2008.

Big Yellow's Carbon Footprint

Calculating our carbon footprint is the first step in a program to establish a benchmark, obtain more accurate data, reduce emissions and improve energy efficiency.

Big Yellow's Carbon Foot Print (Year ended 31 March 2008)

Activity	Emissions (Kg CO2)
Operational Stores and Head Office Electricity*	2,385,930
Construction 'Fit-out' Electricity and Diesel	135,378
Flexi-Office Natural Gas Use	75,505
Employee Travel Estimate**	-
Total Carbon Footprint	2,597 tCO2e

* Data includes energy supplier renewable electricity offset

** To be surveyed in the year to the end of March 2009

*** expressed as carbon footprint metric tonnes of carbon dioxide equivalent

The following section describes Big Yellow's initiatives to reduce its carbon footprint by increasing energy efficiency through new store design, specification and the installation of renewable energy technologies.

STORE PLANNING, DESIGN AND CONSTRUCTION

Planning authorities are increasingly requiring environmental assessments of new building designs, specifications and construction. Accordingly Big Yellow commission's Consultants to conduct Building Research Establishment Environmental Assessment Methodology (BREEAM) reports where this is required by planning on new store developments. Big Yellow's stores are assessed using the "industrial" BREEAM assessment category. The environmental performance of the new stores are assessed for energy efficiency, onsite renewable energy generation, alternative forms of transport (other than the car), water conservation, low impact material use, waste management and landscape biodiversity, amongst other criteria. Big Yellow stores score an "Excellent" rating at the preliminary assessment stage with the highest ratings achieved in the areas of energy efficiency, renewable energy, management; health, transport, water, land use and ecology. The following sections show how these key performance indicators are achieved:

Energy Efficiency

The reception area of the store represents on average only 3% of the building area, but this area is occupied during our trading hours and requires heating and cooling. New build store receptions are energy efficient compared to Building Regulations due to good design, with improved insulation and low air leakage rates. To reduce seasonal variations in temperature to a minimum, reception areas are oriented towards the south (where possible) to optimise natural heat gain and light in the winter. To avoid overheating, low e-coated double glazing is specified on the display windows. Improvements of 20% for wall insulation and 28% for ceiling insulation have been achieved since the year ended 31 March 2002, when Building Regulation standards were raised. Air leakage through walls and roof joins have reduced and improved by 60% since 2002.



Customer entry swipe cards activate lighting only in the areas of access and storage location

The highest usage of energy in operational stores is internal lighting and this causes the most significant environmental impact and carbon dioxide emissions. In 2007 trials of energy efficient and motion sensor lighting have confirmed significant improvements in reducing emissions as indicated in the table below.

Store Energy Efficiency Measures

Energy Efficiency Measures (2008)	Electricity Reductions (kWh/year)*	Emission Reductions (kgCO2/year)	Percentage Improvement
Energy efficient lighting	(34,500)	(14,559)	19.0%
Reactive light controls	(8,050)	(3,397)	4.4%
Energy efficient lifts	(13,000)	(5,486)	7.0%

* Estimates of energy reductions provided by the Building Services Research and Information Association (BSRIA)

An estimated cost pay back period of about three and a half years has initiated a commitment by the Board to install energy efficient lighting and sensors in all new stores from the year ended 31 March 2008.



High energy efficient (T5) lighting is being specified in the reception and office areas of all new stores. A programme of upgrading all lighting to motion sensor operated lighting will be completed in the financial year ending 31st March 2009

The Board has also agreed to start an upgrading programme for reactive light controls on older stores from the year ended 31 March 2008. The second highest energy use is lift operation and certain types of lifts can reduce electricity consumption as indicated in the table above. Big Yellow Construction are reviewing their specification for lifts and assessing the economic viability of introducing these lifts to all new stores from the year ending 31 March 2009.

Renewable Energy Generation

In the year ended 31 March 2008 four (listed in the table below) of the six new stores had renewable energy technologies installed, such as solar photo-voltaic panels and wind turbines for electricity. Heat and cooling energy is also generated from ground source heat pumps. Specified performance data specified below will be monitored in the coming year.

New Store Specified Renewable Energy and CO2 Emission Reductions			
Store	Renewable Energy (kWh)	CO2 Reduction (kgCO2/yr)	CO2 Reduction (%)
Barking	22,500	9,500	13.0
Balham	60,518	7,700	10.0
Fulham	33,307	17,400	10.0
Merton	15,708	7,600	10.0
Total	132,033	42,200	10.8

In the year ending 31 March 2009 Big Yellow will aim to report the actual renewable energy generated and the reduction in carbon dioxide emissions achieved as a percentage of the total emissions for operational stores and the effect this will have on the Groups carbon foot print. Additionally the CSR Manager will review more economically viable solutions to introduce renewable energy into our store development programme.



Big Yellow's Barking Central store
has a wind turbine specified to generate 13% of the stores electricity usage and reduce carbon dioxide emissions by 9,500 kgCO2 per year

Big Yellow's Balham store
has roof mounted solar photovoltaic panels specified to generate 5% of the stores electricity usage. Another 5% of heating and cooling energy is supplied by a ground source heat pump. In total renewable energy technology should reduce carbon emissions by 7,700 kgCO2 per year

Big Yellow's Fulham store
has roof mounted solar photovoltaic panels specified to generate 5% of the stores electricity usage. Another 5% of heating and cooling energy is supplied by a ground source heat pump.

Big Yellow's Merton store
has a combination of wind turbine and roof mounted solar panels specified to produce 10% of its electricity usage. The roof also collects rainwater at ground level for non-potable use such as landscape irrigation

Transportation

Big Yellow stores are planned and designed with good pedestrian and cycle access and are often near to public transport. Transport plans for Balham and Fulham have indicated relatively low customer and employee transport usage compared to other retail operations.



Customers use private cars or hired vans for domestic and business transportation of goods. Fewer unnecessary customer trips are made due to the availability of web based self storage information and online shopping

In London and within the M25 store employees use more public transport because of its availability. Typically low numbers of car or van parking spaces (8/9 per site) are required as compared to other types of retail premises. Big Yellow installs cycle storage shelters to encourage employees to choose alternative modes of transport other than the car.

In the year ended 31 March 2009 the CSR manager will conduct a work related travel survey in the Group to estimate travel carbon dioxide emissions and will look for opportunities to raise employee awareness of lower environmental impact modes of transport and incentives for walking and cycling to work, where safe and viable.

Construction Materials

The thermal mass of the concrete floor slab and ground floor brick and block walls absorb heat during the day and release it during the night, equalising diurnal and seasonal temperature variations.



Big Yellow's Fulham Store retained the original steel structure and yellow London Brick facades to protect local heritage, reduce waste and reuse existing resources

The solid insulation and air tightness of the buildings steel cladding and roof further reduce the need for heating and cooling in the storage area. As a result 97% of the storage building by area is "passive". Electric or mechanically assisted ventilation is only required on the top floor of stores, where heat accumulates in the hottest months of the year.

Big Yellow's construction program performs well in its selection of low impact environmental materials with a low embodied energy, durability and a high recycled content. The recycled content percentages in the table below enable higher BREEAM rating for our new buildings and hence higher local planning authority sustainability ratings.

A high percentage of recycled content within our steel components, insulation, blocks and particle floor boarding has been confirmed by our suppliers

Building Material Recycled Content (% of building material cost)		
Building Materials	Estimated (%) of build cost	Recycled Content
Steel: structural framework; roof; cladding; partitioning	67.0%	Up to 97%
Steel: cold rolled; mezzanine decking; & roller doors	67.0%	35 – 97%
Timber products: Floor and wall particle board (recycled bark and saw-dust)	19.0%	66 – 100% *
Concrete: floor slab	7.5%	0%
Concrete: crushed & recycled into foundations	0%	25 – 50%
Bricks	2.4%	0%
Blocks (recycled pulverized fuel ash)	2.4%	Variable PFA**
Rockwool: insulation (recycled slag)	1.6%	75 – 100%***
Aluminium: window frames & roof	0.1%	100%

* Forestry Stewardship council (FSC) certified

** Pulverised Fuel Ash (PFA) a by-product of coal burning power stations

*** Slag a by-product of iron and steel manufacture

In the year ending 31 March 2009 the CSR Manager will report on Big Yellow's materials and product supply chain and look for innovative and cost effective opportunities to improve performance.

Waste Management

Construction has established a waste management policy, site posters and a waste plan to address recent Landfill and Hazardous Waste Directives. The principles of waste segregation, reduction, reuse and recycling on site have been communicated to contractors for site clearance, shell and fit out stages. Most contractors segregate waste off site. The operational stores have separate containers for recycling. Waste packaging paper and office supplies are recycled by the store staff. Re-lamping of fluorescent light fittings is undertaken by a company registered to handle hazardous waste. Big Yellow's waste production is inherently low, even where flexi-offices are part of the operation. Customers and employees are encouraged through documented guidance on "Reduce, Reuse and Recycle" principles. The contents of our store bins are segregated and recycled off site by contractors. The CSR Manager will review off-site waste recycling performance in the year ending 31 March 2009.

Water Management

Potable (drinking) water use is significantly low in self storage operations. A study of one of Big Yellow's stores revealed a domestic scale water usage of 65 m³ per annum (£146 per annum). Potable water appliances are low flow aerated 4-6 litre taps and duel flush 6 to 4 litre WC cisterns for use by customers and staff. Rain water is collected at Big Yellow's Sutton, Barking Central and Merton stores by sustainable urban drainage systems. These systems collect rainwater from either roof or at ground level from permeable paving systems. The water is channelled to underground storage tanks for use in the stores water closet systems. In the year ending 31 March 2009 the CSR Manager will review economically viable smaller scale water systems for landscape irrigation, where required.

Land Quality

To date Big Yellow has always developed new stores on Brownfield land (previously developed land) and this in some cases contributes to city centre or urban regeneration. Where there is a risk from previous land use contamination, such as at our sites at Fulham and Merton, Big Yellow has remediated these sites and raised the land quality and value as a longer term investment. Where good quality derelict buildings are acquired these have been refurbished to conserve listed facades, such as at Fulham, a former power station. Where Big Yellow can offer residual land, and there is a demand for mixed use development, then work units (Balham) and flexi-offices (Kennington) can be built to create more employment and support commerce in the local community.



The remediation of contaminated land and re-use of building facades is exemplified by the Big Yellow's development of the former power station in Fulham

Landscape and Biodiversity

As all Big Yellow's stores are on Brownfield sites, this means that the Company's developments are unlikely to impact on "green belt" wildlife, habitat and biodiversity.



Big Yellow's Sutton store has about 505m² of green roof with a sedum perimeter and alternate segments of wildflower grasses and areas available for natural colonisation. A rainwater harvesting system collects water from the roof surface for storage at ground level. Rainwater is used in the landscape irrigation system and WC's.

Stores such as Sutton, Barking Central and Fulham have had green roofs installed that replace lost wildlife habitat at ground level in industrial and urban areas.



Big Yellow's Sutton store has a 336 m² green wall which will eventually create more wildlife habitats and shade the south facing wall from temperature increases in the summer season.

Green roofs also reduce rainfall run-off, help cool upper floor levels in the summer and contribute to reducing the “heat island” effect in towns and cities.



Big Yellow's Barking Store has about 760 m² of green roof consisting of a sedum perimeter and alternate segments of wildflower grasses and areas available for natural colonisation. A rainwater harvesting system collects water from the roof for storage at ground level. Rainwater is used in landscape irrigation and WC's.

At stores such as Balham, Ealing-Southall and Merton, landscaped areas surrounding the buildings have raised the ecological value of the sites by adding more native flora and fauna.



Big Yellow's Fulham Store has about 280 m² green roof consisting of a sedum perimeter and alternate segments of wildflower grasses and areas available for natural colonisation. The green roof retains some rainwater and so reduces surface water run-off at ground level.

In financial year 2008, Big Yellow installed just under 1,900 m² of green roof and green wall in addition to all new sites (Sutton, Barking Central, Balham, Fulham and Merton) having much larger improved landscape and biodiversity at ground level.