
Safestore People Principles

Sustainability is embedded into day-to-day responsibilities at Safestore and our people are at the heart of this.

We know our people as individuals and show respect for each other, enabling everyone to have a voice so that they can bring their full, unique selves to work.

Our leaders are role models who build high trust. We recognise that great people management takes time and therefore we have kept colleague-to-manager ratios low to enable our leaders to invest their time in our people.

We have built an environment where it's natural for us to give regular, honest feedback and to coach in the moment, and formally, we go beyond mandatory training to promote life-enhancing learning where everyone can continually evolve.

We are exceptionally proud that we hold the prestigious Investors in People ("IIP") Platinum accreditation. We also made the final top ten shortlist for the Platinum Employer of the Year (250+) category in The Investors in People Awards 2021. We see our colleagues as an asset, and we understand that it's our people who truly make the difference.

We endeavour to operate employment practices that support SDG 3 (Good health and wellbeing), SDG 8 (Decent work and economic growth) and SDG 10 (Reduced inequalities) through building, improving, and maintaining safe and secure working environments, and advocating a diverse and inclusive workforce, free from harassment and victimisation.

Our established Wellbeing, Diversity and Inclusion strategies remain at the heart of our long-term people agenda, and we work hard to ensure our colleagues are happy, healthy, safe, and engaged in supporting Safestore to deliver sustainable business performance.

We commit to...

Values and behaviours

Encouraging all colleagues to role model our values and behaviours at all times whilst at work.

We establish and implement appropriate policies and procedures to underpin our values and behaviours and to ensure we all behave appropriately and within the relevant national laws.

We each have a responsibility to speak up if we suspect anyone is falling short of the behaviours we expect.

Employment contract

Providing colleagues with written and understandable information about their employment conditions and working arrangements including wages, hours and holidays.

Data Privacy & General Data Protection Regulation

Observing data privacy laws, which is something we take extremely seriously.

We have worked hard on introducing robust new policies, including our IT policy and data privacy policies, conducting data impact assessments, carrying out data audits and introducing regular and systematic monitoring.



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In order to ensure everyone at Safestore understands the regulations we provide comprehensive online GDPR and data protection training to all colleagues.

Employment security and responsible workforce restructuring

Valuing our colleagues as individuals and understanding that people may have other commitments outside of work. We therefore welcome and consider all requests for flexible and at-home working to encourage a healthy work/life balance.

In order to ensure that our colleagues have financial stability and security, we use permanent contracts wherever possible and practicable, limiting the use of temporary and non-regular employment. We do not use zero-hours contracts anywhere within the organisation.

We recognise that security of employment is important to colleagues and therefore every effort is made to avoid termination of employment due to redundancy and to provide continuity of employment, wherever practicable.

Where it becomes necessary to reduce team numbers, whether for economic or other reasons, including where jobs become redundant as a result of restructuring or reorganisation, it is our policy to try to minimise the effect on those concerned. Careful consideration is given to all alternative employment possibilities and outplacement support is offered to all those affected by redundancy. We always follow ACAS guidance in relation to our redundancy procedures.

Colleague engagement, involvement and participation

Being simple and transparent in all our communication with colleagues. Corporate communication channels are in place to get our key messages out there, including our newsletter, ensuring everyone knows their contribution to the store and overall business.

We respect the rights of our colleagues to join a trade union without any fear of victimisation or discrimination and the principle of freedom of association. Where our colleagues are represented by a legally recognised trade union, we respect the principle of collective bargaining.

However, at Safestore we are committed to direct engagement and participation through our 'Make the difference' people forum which is a formal workforce advisory panel which enables frequent opportunities for us to hear and respond to our colleagues' voice.

Our network of 'People Champions' collect questions and feedback from their peers across the business and put them to members of the Executive Committee.

We drive change and continuous improvement in responding to the feedback we receive, via our internal communication channels and back through our network of People Champions.



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Discrimination and Equal Opportunities

Being an equal opportunities employer, maintaining a workforce reflective of the uniqueness of the communities within which we operate.

Equality of opportunity in all our employment practices, policies and procedures. No colleague or prospective colleague will receive less favourable treatment due to a protected characteristic.

Giving full and fair consideration to all applications for employment by disabled persons, which are assessed in accordance with their particular skills and abilities. Safestore does all that is practicable to meet its responsibilities towards the training and employment of disabled people, and to ensure that training, career development and promotion opportunities are available to all colleagues.

Harassment and bullying

Providing a working environment free from harassment and bullying and ensuring all colleagues are treated, and treat others, with dignity and respect.

We have a zero tolerance of harassment or bullying which occurs at work and out of the workplace, such as on business trips or at work-related events or social functions.

Disciplinary procedure

Ensuring any disciplinary action is taken in a fair, consistent, reasonable and non-discriminatory manner.

We truly believe colleagues are motivated by their responsibilities and involvement rather than by any fear of disciplinary action. We also believe colleagues fully accept the need for high standards and do not find any difficulty in abiding by them.

Where individuals unfortunately fail to achieve the required standards of conduct, our disciplinary procedure is clear and visible for all.

Conflict Resolution (grievance procedure)

Encouraging positive and professional working relationships and early intervention when issues arise. Our Conflict Resolution policy provides an opportunity for our colleagues to highlight and express any concerns, in order that they have the best chance of reaching a resolution, encouraging mutual respect and understanding between colleagues.

Our aim is to resolve conflict or disputes constructively and speedily by focusing on engagement and open dialogue from the beginning.

Whistleblowing (Speak Out)

Encouraging colleagues to report concerns regarding malpractice. Our whistleblowing policy (Speak Out) provides a mechanism for colleagues with serious concerns to come forward, ensuring that such complaints are logged, investigated and appropriate action is taken.



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Anyone raising a concern in good faith will not be criticised or penalised.

The Whistleblowing (Speak Out) Policy applies to anyone working for Safestore or on our behalf in any capacity including employees (permanent and temporary), workers, directors, officers, seconded workers, volunteers, agents, contractors, and external consultants.

Healthy and safe working conditions

Striving to meet and, wherever possible, exceed best practice through:

- regular and robust health and safety checks across our portfolio
- regular independent audits of sites, performed by our external health and safety consultants on a rolling programme, to ensure that procedures are followed and that appropriate standards are maintained
- ensuring all colleagues understand their responsibility for health and safety at Safestore
- comprehensive compulsory health and safety training programmes for all colleagues
- appropriate and sufficient training is provided to all colleagues required to operate lifting machinery and vehicles
- regular Health and Safety Committee meetings, with minutes shared with both our Risk and Audit Committees
- accident reports to identify, prevent and mitigate against potential risks managed using our online incident reporting systems

Mental health and wellbeing

Creating an environment that promotes good mental health where colleagues can thrive and feel supported.

We believe that there is a fundamental connection between how happy and healthy our colleagues are and their engagement in delivering an excellent service to our customers.

Our Wellbeing strategy sets out how we focus on offering simple, practical wellbeing initiatives, to promote mental health awareness and to support our colleagues to lead healthier and happier lives.

We promote and encourage open discussion at every level to help to reduce and eliminate mental health stigma and discrimination.

Whilst we train our line managers to monitor workload, working hours and holiday to ensure that they are appropriate and manageable, we encourage our colleagues to take responsibility for their own mental wellbeing by building healthy working habits into their day.

Amongst the wellbeing services that we offer, help and support is available through:



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- our employee assistance programme (EAP)
- our occupational health service
- stress management, meditation and breathing exercises through the 'mProve yourself' app
- bespoke return to work programmes when a colleague needs support to get back into the workplace

Reward

Ensuring our reward package remains free from bias and at least meets all legal minimum standards, including our equal pay obligations.

We regularly review our pay principles, which set out a framework for making decisions on colleagues' pay. The aim is to:

- Support the recruitment and retention of high-quality colleagues;
- Enable us to recognise and reward colleagues appropriately for their contribution;
- Help to ensure that decisions on pay are managed in a fair, just and transparent way; and
- Create a direct alignment between our Company culture and our reward strategy.

Working Hours

Ensuring that the working hours of all our colleagues comply with national laws or benchmark industry standards or relevant international standards. This includes making sure everyone has appropriate rest breaks and time off work.

Bribery and corruption

Zero tolerance of any form of bribery, whether direct or indirect. The board and senior management are committed to implementing and enforcing effective systems throughout Safestore to prevent, monitor and eliminate bribery, in accordance with the Bribery Act 2010.

Our Anti-corruption and bribery policy and statement, outline our position on preventing and prohibiting bribery.

Right to work

Ensuring that all colleagues have supplied appropriate documentation to prove their eligibility to work

Modern slavery and human rights

Respecting human rights and labour rights based on our values and the principles of the UN global compact.

Our commitment to preventing modern slavery in our supply chain is outlined in our statement on slavery and human trafficking, which is available on our website.

Our supplier contractual processes include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children. We expect our suppliers to hold their own suppliers to the same high standards.



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Training and development

Nurturing the talents of our people and the benefit they bring to our varying business functions through a clearly defined and transparent performance framework

Taking all reasonable steps to employ, train and promote colleagues on the basis of their experience, abilities and qualifications

Maintaining an active succession planning strategy that considers the ability of internal colleagues before recruiting externally and ensuring that the criteria for selecting colleagues for training opportunities is non-discriminatory. These are based upon the individual's merits, abilities and needs, business needs, and the availability of appropriate training and development opportunities. All colleagues participate in the appraisal process and there is positive encouragement to discuss development and training needs and opportunities.

