

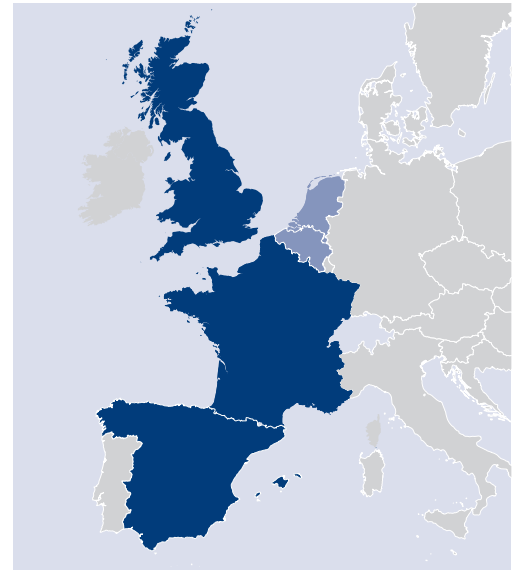
## Safe Sustainable Storage

### Our business

We acquire, develop and operate real estate assets in European markets to enable a wide range of customers to store their goods in safe and secure locations. We also provide customers with a range of ancillary services including insurance, office space and a range of packaging materials.



Safestore holds an equity stake in, and provides management services to, a joint venture formed with The Carlyle Group which acquired M3 Self Storage (Netherlands) in August 2019 (since rebranded MijnSafestore) and Lokabox (Belgium) in June 2020.



- Wholly owned business
- Managed on behalf of joint venture



## Our sustainability strategy

Our material sustainability issues, as identified by internal and external stakeholder engagement (with colleagues, investors, customers, and partners) fall within four areas, which we call the 'pillars' of our sustainability strategy: our people, our customers, our community and our environment. Although these pillars do not fundamentally change, we periodically review our activities to ensure we are focusing clearly on material areas and are aligned not only to our corporate goals but also the principles of the UN Global Compact. We track progress against medium term targets set in 2019 using appropriate key performance indicators ("KPIs").

We report in accordance with EPRA's (European Public Real Estate Association) latest recommendations: EPRA Sustainability Best Practices Recommendations ("sBPR"), third version September 2017. These recommendations are also aligned with the latest Global Reporting Initiative ("GRI") standards. We report sustainability indicators for the subset of the 28 EPRA sBPR performance measures that are relevant to our business.

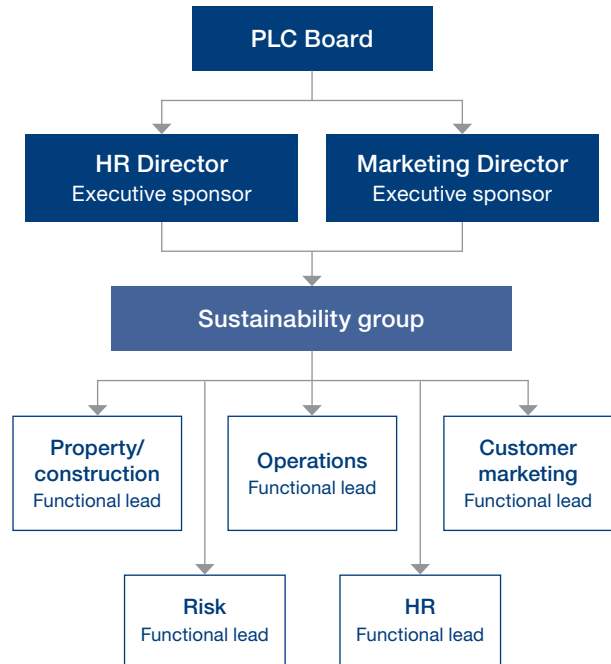
Once finalised, these indicators and supplemental information can be downloaded from the relevant section of our website: [www.safestore.co.uk/corporate/investors/report-and-presentations/](http://www.safestore.co.uk/corporate/investors/report-and-presentations/).

In recognition of the strides made in our sustainability disclosures, Safestore has been given a Silver rating and a 'Most Improved' Award in the 2020 EPRA Sustainability BPR awards. In addition, the Global ESG Benchmark for Real Assets ("GRESB") has awarded Safestore an 'A' rating in its 2020 Public Disclosures assessment (FY2019: C rating).



## Sustainability governance

Sustainability is embedded into day-to-day responsibilities at Safestore and, accordingly, we have opted for a governance structure which reflects this. Two members of the Executive Management team co-chair a cross-functional sustainability group consisting of the functional leads responsible for each area of the business. This group reports on its activities directly to the Board.



## Alignment to the UN Sustainable Development Goals

In September 2015, the United Nations Member States adopted 17 Sustainable Development Goals ("SDGs") to provide a blueprint for peace and prosperity to be achieved by 2030. The SDGs or Global Goals are an urgent call to action for stakeholders in all countries to unite and address the environmental, economic and social imbalances that affect the world's population and society.

These goals can only be achieved with the support of governments, businesses and individuals and, as the role businesses must play becomes clearer, the goals have developed into an increasingly important tool for assessing the impact of companies on society more comprehensively.

Our various stakeholders increasingly expect to see how we are contributing to the SDGs, specifically current/future colleagues, our customers and particularly investors.

We have taken the opportunity to align our material sustainability issues with a global movement where governments, businesses and individuals contribute to the ambition of achieving prosperity for everyone, whilst protecting our planet for future generations. Safestore has now joined a growing number of global organisations which are committed to supporting the SDGs.

We reviewed the significance of each goal to our business and the importance of each goal to our stakeholders, and assessed our ability to contribute to each goal. Following this materiality exercise, we have chosen to focus the bulk of our efforts in the priority areas where we can have a meaningful impact. These are:

- Goal 8: Decent work and economic growth
- Goal 11: Sustainable cities and communities
- Goal 12: Responsible consumption and production
- Goal 13: Climate action

We will also seek to progress towards specific aspects of the other SDGs where relevant to our business.



## Task Force on Climate-related Financial Disclosures (“TCFD”)

We are committed to implementing the relevant recommendations of the TCFD, providing our stakeholders and investors insight into the key climate-related risks and opportunities which are relevant to our business and how these are identified and managed.

## Governance and risk management

Ongoing oversight of climate-related issues is carried out by our sustainability group (see sustainability governance section). The Group meets quarterly and is the forum for determining our sustainability strategy and reviewing performance. This includes identification of climate-related risks which are included and managed by the Board via our corporate risk management process (see the Audit Committee report for details of our approach to risk management).

In particular, the Board primarily manages climate-related risk through the established investment appraisal process where it scrutinises proposed acquisition, development and refurbishment plans which may include climate-related aspects of design.

Our commitment to address climate-related risks is embedded across the business, through a carbon reduction KPI. The performance against this KPI is linked to executive remuneration, aiming to incentivise progress against carbon reduction target and energy efficiency commitment.

## Strategy

Our business is exposed to both risk and opportunity from climate change primarily as a result of owning and operating property assets. The nature and level of risk is dependent on government, business and society’s response in the short and long term. In the event of a strong response to climate change in the short term up to 2030, our business will be affected positively and negatively by the transition.

With a limited global response to climate change, our business will be affected in the long term, beyond 2030, by physical effects such as extreme weather and higher temperatures.

Accordingly, our analysis focuses on both transitional risks, up to 2030, and physical risks beyond 2030.

## Transitional risks and opportunities

Our primary transition risk is regulatory changes relating to minimum energy efficiency standards. This has the potential to increase both operating and compliance costs. An increase in capital investment may be required to ensure Group assets meet minimum standards.

In the event specific assets cannot be cost-effectively improved, there may be a downward pressure on their valuation due to shifting market demand. The corollary of this is that assets well above minimum standard may attract premium valuations.

As of 2020, 26% of the Group portfolio by floor area was certified with 68% of this area in buildings with an EPC rating of C or higher. It should be noted that prevalence of EPCs for non-residential buildings varies markedly by country within Europe. Very few non-residential buildings in France and Spain are currently certified.

## Physical risks

The physical risks to our business relate to the increasing likelihood of extreme weather events and their consequences, including impact on asset availability (local shutdowns) and higher maintenance, capex and insurance costs.

In relation to the UK property portfolio, the primary physical risk is flooding related. Based on current data, our insurer’s flood assessment at the last renewal indicates that 88% of Safestore’s portfolio is located in zones rates as low, negligible or moderate (both on a store count and insured value basis). Where Safestore does invest in property in higher risk areas, risk mitigation measures are usually proactively deployed.

## Metrics and targets

The self storage sector is not a significant consumer of energy when compared with other segments of the real estate landscape.

Nevertheless, as part of our commitment to SDG 13 (Climate action) we have set near and medium term carbon reduction targets to 2020 and 2022 (see sustainability targets and KPIs). We report and analyse our absolute and like-for-like energy consumption and greenhouse gas (“GHG”) emissions in line with the EPRA sBPR recommendations.



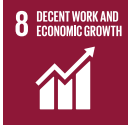

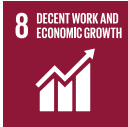






These are disclosed in the Our Environment section of this report (pages 48 to 57). Supplementary data can be found on our corporate website, [www.safestore.co.uk/corporate](http://www.safestore.co.uk/corporate).

Through a range of energy efficiency initiatives and a switch to 100% renewable electricity we have met our 2020 target to reduce our absolute carbon emissions vs 2013 baseline by 47%, and are on track to meet the 50% reduction vs baseline by 2022. This progress in absolute emissions reduction is despite the significant expansion of our portfolio. Emissions intensity (per sq ft) is currently 60% below 2013 levels exceeding the 2020 target of 53% below baseline.

## Sustainability targets and KPIs

The table below outlines the targets we set ourselves in 2018 in each of the four 'pillar' areas. We are pleased to report that we have exceeded the majority of the 2020 targets (details and commentary in subsequent sections) and we now turn our focus to 2022.

■ Green = target achieved  
■ Red = target not met

Sustainability strategy "pillar"	Sustainable business goals	Corporate business goals	UN Sustainable Development Goals	Performance measures (KPIs)	Targets		
					2020	2022	
 Our people	The fairest places to work	A great place to work		Percentage of females applying for roles at Safestore	35%	40%	
	A safe working environment				Mean gender pay gap	16%	14%
			Engagement score		Maintain score of over 80%		
			Number of reportable injuries (RIDDOR)		Zero	Zero	
Investors in People	Maintain IIP Gold accreditation						
 Our customers	Deliver a great customer experience	Storage provider of choice		Customer satisfaction score	>90%	>90%	
	Help customers live and grow sustainably						
 Our community	Benefit to local communities	Help local economies thrive		Pro bono value of space occupied by local community groups	Opportunity led		
 Our environment	Improve use of natural resources	Achieve optimal operational efficiency		Eradicate single-use plastic from the packaging of our merchandise in the UK	100%	100%	
	Reduce our waste			% construction waste diverted from landfill in the UK	97.5%	98%	
				% operations waste to landfill in the UK	2.1%	1.75%	
	Reduce our emissions			% of renewables in owned store electricity in the UK	100%	100%	
					Scope 1, 2, 3 emissions	4,427	3,917
					Intensity (per m <sup>2</sup> )	0.47	0.42
				Emissions vs 2013 baseline (tonnes)	(43)%	(50)%	
Emissions vs 2013 baseline (intensity)	(53)%	(58)%					



### Our people



Target
Engagement score

Performance 2019/20
82%

We strive to ensure that every colleague at Safestore feels like a valued member of our friendly and supportive team. Our leaders operate collaboratively, focusing on empowering their teams and investing considerably in developing ideas and skills within the business. Our Investors in People (“IIP”) Gold accreditation demonstrates that Safestore is a place where colleagues love to work.

Focusing on our colleagues and culture has never been more critical than during the Covid-19 pandemic. Our established wellbeing strategy remains at the heart of our long term people agenda and, this year, we have worked harder than ever to ensure our colleagues are happy, healthy, safe, and engaged in supporting Safestore to deliver sustainable business performance.

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 Wellbeing Strategy and People Principles documents further expand on how we seek to achieve this.



## Positive environment

### Make the Difference people forum

Our 'Make the Difference' people forum, launched in 2018, is a formal workforce advisory panel which enables frequent opportunities for us to hear and respond to our colleagues.

Our network of 14 'People Champions' collect questions and feedback from their peers across the business and put them to members of the Executive Committee.



**“Information release has been great, with the Company responding to feedback. Positive messages from the Executive Committee have really instilled confidence.”\***

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.

During the Covid-19 lockdown period our People Champions, supported by our HR team, conducted welfare calls to over 200 colleagues. This enabled us to obtain a 'temperature check' on how they were coping with the changes and to obtain feedback and ideas about our Covid-secure workplace.

**“I feel supported from all aspects of the business.”\***



### Engagement (sustainability)

Our colleagues play a crucial role in helping to deliver our sustainability goals, for example, by delivering a great customer experience, reducing our waste, and helping to raise levels of awareness.

This year, we ran a series of engagement campaigns to:

- educate our colleagues about Safestore's alignment to the United Nations' Sustainable Development Goals ("UNSDGs"), in particular addressing our three priority areas
- promote the eradication of single-use plastic, for example, during 'Plastic Free July', inspiring our colleagues to make changes at work and at home
- capture the imagination of our colleagues through a sustainability ideas competition. This involved suggesting solutions to enhance Safestore's social impact or reduce our environmental impact

### Health and safety

The Covid-19 pandemic has had an extraordinary impact on all of us. In order to continue to manage risk, we have had to anticipate these new health and safety challenges and to respond with pace in order to ensure a healthy and safe environment for our colleagues, customers, suppliers, and contractors. This has involved commitment from all levels of the organisation as well as daily decision making on how to respond to a constantly changing and uncertain situation.

**“All of the information has been comprehensive and is easy to locate. The process for lockdown seems to have been well planned and has definitely put our teams first.”\***

Some of the key actions we have taken to ensure we have been working safely during Covid-19 are:

- practising strict social distancing measures, including reduced store opening hours, allowing only one customer per colleague in reception at any one time, locking reception areas during the lockdown period, and encouraging customers to access their units only where absolutely necessary
- increased cleaning and hand hygiene measures
- installation of protective screens and signage/floor tape and provision of PPE to every site, including masks, visors, and gloves
- reduced access to our Head Office building during the lockdown period and encouraging home working where possible
- Covid-19 risk assessments conducted for every site to ensure appropriate measures are in place for a Covid-secure workplace
- all of our sites continue to operate according to our 'Policy on safe working during the Covid-19 pandemic', informed by the results of the Covid-19 risk assessments

\* Colleague feedback in relation to Safestore's Covid-19 response.

Positive environment *continued*

Our pandemic response in numbers



Health and safety *continued*

Safestore strives 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. If a site is highlighted as falling below our health and safety standards, colleagues onsite are urgently required to make improvements
- comprehensive compulsory health and safety training programmes for all colleagues
- regular Health and Safety Committee meetings to review issues, processes, policy, and actions. The Health and Safety Committee minutes are 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. All reports are reviewed by the Health and Safety Committee to consider what preventative measures can be implemented



There were no fatal injuries, notices or prosecutions during the year ended 31 October 2020 in any part of Safestore operations.

Group health and safety statistics

Customer, contractor and visitor (“CCV”) health and safety Summary:

- 36 minor injuries were recorded over the past year, none of which were reportable under RIDDOR\*.
- 3 minor injuries were recorded to contractors and 33 to customers. No injuries were recorded to visitors.
- Injuries were recorded as 23 minor cuts, 11 bumps and bruises and 2 strains mainly relating to customers handling their goods.

Year ended 31 October	2018	2019	2020
Number of stores	146	150	<b>155</b>
Customer, contractor and visitor movements	137,882	143,651	<b>120,995</b>
Number of minor injuries	46	26	<b>36</b>
Number of reportable injuries (RIDDOR)	0	0	<b>0</b>
RIDDOR per 100,000 CCV movements	0.0	0.0	<b>0.0</b>

Colleague health and safety

Summary:

- 21 minor injuries were recorded over the past year, all cuts and bruises.
- 2 accidents/incidents resulting in over 7 days’ absence were reportable under RIDDOR\*.

Year ended 31 October	2018	2019	2020
Average number of colleagues	650	650	<b>658</b>
Number of minor injuries	5	24	<b>21</b>
Number of reportable injuries (RIDDOR)	1	0	<b>2</b>
AIIR** per 100,000 colleagues	202	0	<b>303</b>

\* RIDDOR = Reporting of Injuries, Diseases and Dangerous Occurrences.

\*\* Annual injury incident rate = the number of reportable injuries ÷ average number of colleagues (x100,000).



## Great lifestyle choices

This year, we have continued to focus on offering simple, practical wellbeing initiatives, to support our colleagues to lead healthier and happier lives. We recognise that it is more important than ever for our colleagues to take care of themselves and their loved ones during the Covid-19 pandemic.

- We have further promoted our Employee Assistance Programme (“EAP”) and other external support organisations such as Mind and Mental Health UK, providing our colleagues with expert guidance and support on everyday matters whenever they need it.
- We continue to work closely with our occupational health provider including provision of private counselling for colleagues in crisis requiring immediate support.
- We have upgraded our private healthcare scheme to improve the number of additional services available to participating colleagues.
- We have raised awareness of our Cycle to Work scheme and, as a result, participation has significantly increased.
- We have made changes to our holiday policy to ensure colleagues get plenty of time for rest and relaxation, and that we can manage our internal resourcing demands.
- We have launched our new Conflict Resolution policy, with additional training, enabling us to change the way we approach disagreements in the workplace, encouraging open and honest communication through facilitated discussions and mediation sessions.
- In addition to our ‘My Wellbeing’ webpage (our internal wellbeing resource hub), we have also communicated a number of wellbeing events and offers using our internal platform, Yapster. We believe good wellbeing communications promote and embed our positive and supportive working environment.

## Personal growth and education

### Learning and development

In order to continue delivering high standards of customer service whilst providing a great sales experience, our learning and development portfolio was predominantly delivered online. This was achieved via our Learning Management System and use of digital platforms, allowing us the flexibility to continue with high quality delivery of our core sales and development modules without the need to meet face to face.

We have introduced the ‘Video Hub’ within our online learning platform which has over 20 digital tutorials, created in house by our Store Managers. These on-demand tutorials focus on our system-based sales processes allowing learners to re-visit and refresh their knowledge as required.

We have also introduced ‘Live Learning’ digital workshops for all colleagues with a focus on supporting customer interactions.

Our Store Manager Development (“SMD”) programme is the next step for those who have successfully completed the Sales Consultant framework. Colleagues on the programme also have the opportunity to work towards a nationally recognised qualification in Leadership and Management provided by the Institute of Leadership & Management (“ILM”).

In addition, we launched our first Level 5 accredited Leadership and Management programme (“LEAD”). This programme gives colleagues the opportunity to gain a nationally recognised qualification through either the ILM or Chartered Management Institute (“CMI”).

During 2020 we have adapted our learning strategy in response to environmental factors, and are proud to have maintained our high standards of learning and development, continuing to foster a people-centric culture within our business.



**“What sets us apart is our culture of being friendly, supportive and showing a genuine interest in our colleagues and their development.”**





## Personal growth and education *continued*

### Financial wellbeing

We recognise that colleagues' overall household income could have been impacted by the Covid-19 pandemic. We acted promptly to offer colleagues a number of financial wellbeing initiatives:

- support in money management including helpful ideas such as taking a payment holiday from Sharesave
- enhanced Company Sick Pay ("CSP") in order to alleviate the financial burden. We guaranteed that any Covid-related sickness was paid in full, including test and trace self-isolation cases
- full pay to any colleagues instructed to shield, regardless of whether they were able to work from home
- applied an annual pay increase to all eligible colleagues
- awarded a one off bonus to recognise the 396 colleagues who worked in customer-facing roles throughout the lockdown period

Our workplace pension is provided by Scottish Widows, one of the UK's leading workplace pension providers. We are pleased to offer eligible colleagues the opportunity to make their pension contributions through a salary sacrifice arrangement, recognised as the most tax-efficient way of making pension contributions.

In August, we opened entry into our 2020 Sharesave scheme, attracting 74 new members. In addition, 108 colleagues who are members of existing schemes also enrolled onto the new 2020 scheme. This means 51.5% of our colleagues now share in our success by being a member of at least one of our Sharesave schemes.



## Active leaders and engaged teams

### Leadership

Role model leadership and high levels of trust are key strengths at Safestore, recognised as part of our Gold IIP accreditation in 2018. In our 2019 pulse survey, we are delighted to have maintained those high standards, with a leadership engagement score of over 80%.

During the Covid-19 pandemic, our leaders have acted swiftly to provide extraordinary levels of communication via regular email, newsletter, internal intranet, and weekly telephone and video conferences. We set up a buddy system for new starters joining during the pandemic.



This year we also launched our new careers website featuring refreshed and rebranded content. Our aim is to improve engagement with our candidates and to convey the culture of Safestore through an increased use of video and image content incorporating the 'Our people make the difference' employer branding.

## Active leaders and engaged teams *continued*

### Values and behaviours

Our values, created by our colleagues, form a core part of each element of the employee life cycle. We test prospective colleagues' affinity to our values, and continue to assess against them bi-annually. Our culture has been built on the values which are fundamental to the way our business is run and our decisions are made.

We are empowered to do the right thing, not necessarily the easiest. This enables us to feel comfortable challenging behaviours that are not in line with our values.



**We love customers** – we deliver much more than storage; we provide solutions that exceed our customers' expectations and we expect our people to show appreciation of our customers and their businesses.



**We lead the way** – we want people who talk with pride about Safestore, set themselves high standards and demonstrate passion for what they do.



**We have great people** – everyone has a key role to play within Safestore and we need people who show respect for everyone, no matter their position. Our people drive their own performance and are keen to learn from others.



**We dare to be different** – we want people that adapt to change and are willing to try new things. Part of daring to be different involves actively seeking feedback in order to develop new and existing skills.



**We get it** – we want people to be clear on our vision and goals and, in turn, know what part they play in achieving them. "We get it" is also about communicating in a clear, open and honest way to enable sound decision making.

### Equality, diversity and inclusion

We are committed to providing an inclusive workplace, encouraging and welcoming diversity with a zero tolerance of harassment and discrimination. More detail can be found in our 'People Principles' document (online).

Our 'Leading Through Inclusion and Diversity' programme continues to support our leaders to recognise and celebrate diversity and to lead our diverse teams to success. This year's workshop was 'Mental health awareness for work and life' delivered to our operational leaders by an external expert.

### Gender equality

The ratio of male to female colleagues at 31 October 2020 is outlined in the table below. Further analysis of our gender pay gap can be found in the 2019 gender pay gap report on our website. The report also sets out a range of actions we are taking to help close the gap.

#### Group gender split at 31 October 2020

	Male	Female
Board Directors	6	2
Senior Managers (excluding Directors)	6	1
All colleagues	438	205

## Our customers

Target	Performance 2019/20
Maintain 90%+ satisfaction scores in each market	<p><b>UK: 94% Feefo/ 93% Trustpilot</b></p> <p><b>France: 93% Trustpilot</b></p> <p><b>Spain: 96% Google</b></p>

Safestore understands the importance of customer service and we are committed to enhancing this at a local level. We listen to and engage with our customers in order to deliver great service that they value.

We have a diverse customer base across the UK and Europe which we serve in a variety of ways: face to face in store, through telephony via our Customer Support Centre, online on our website, email and social media channels, and through our LiveChat service. By offering these different channels we can ensure that our customers can get in touch with us through their preferred mode of communication.

We continue to invest in customer service training, tools, coaching and evaluation. We also use customer feedback and testimonials collected on our website, third party platforms and social media, to gauge satisfaction and to raise standards.

We aim to provide a service which is professional, efficient and helpful. Our values drive us to aim to exceed our customers' expectations from initial enquiry through to move in and this shines through in the way that our colleagues operate to handle customer enquiries, claims and issues.

We understand that the Covid-19 pandemic has made day-to-day operations difficult and complex for our customers. We believe that Safestore has a role to play in supporting our customers including key workers and vulnerable members of society during this difficult period. We have provided support in the form of deferred payment and rental reductions for those customers who were in genuine and immediate financial distress.

Responding to the developing Covid-19 pandemic dominated the second quarter of our financial year. Safestore's top priority was to do the right thing for our colleagues, in the knowledge that they would look after our customers, and this included helping our Customer Support Centre to successfully work from home so they could continue to serve our customers.

As we have continued to work through the impact of the evolving pandemic, Safestore has taken many steps to implement new and comprehensive safety, health and hygiene protocols to reassure our customers that we can continue to deliver the very high quality standards that they expect from us.

## Our customers *continued*

We continue to seek customer feedback through Feefo, the online review platform which guarantees 100% genuine feedback. All UK stores receive feedback allowing customers to view ratings. This year, Safestore achieved a customer service rating of 94% based on UK customers who rated their experience as 'Excellent' or 'Good'.

In 2020, Safestore won the Feefo Platinum Trusted Service award given to businesses which have achieved Gold standard for three consecutive years. It is an independent mark of excellence that recognises businesses for delivering exceptional experiences, as rated by real customers. This is a highly valued award and as all reviews are verified as genuine, the accreditation is a true reflection of Safestore's commitment to delivering outstanding service.



In addition to using Feefo, Safestore invites customers to leave a review on a number of other platforms, including Facebook, Google and Trustpilot. As a result, wherever customers look for trust and reputational signals about Safestore, they will see an impartial view of our excellent customer satisfaction.

Trustpilot is a well recognised and authoritative third party review platform. This year we are delighted that Safestore has maintained a TrustScore of 4.7 out of 5 in the UK. We are committed to delivering an excellent customer experience and our independent customer feedback shows a high level of customer satisfaction at 93% from 1,135 reviews.

Une Pièce en Plus also continues to use Trustpilot to obtain independent customer reviews. In 2020, 275 reviews have been collected with 93% of customers rating their service experience as 'Excellent' or 'Great' resulting in a TrustScore of 4.6 out of 5. In Spain, OhMyBox! collects customer feedback via Google reviews and has maintained a score of at least 4.8 out of 5.

We are proud to be recognised for delivering exceptional customer service and we see this as a great achievement and a testament to the hard work of our colleagues in store and in the Customer Support Centre.

## Our community

Target	Performance 2019/20
Provision of free/discounted space and additional support to high impact local community groups	15,239 sq ft provided worth £451,508

Safestore has an important role to play in the advancement of SDG 11 (Sustainable cities and communities). We are committed to being a responsible business in making a positive contribution to the communities we serve so that they are resilient, productive, and prosperous at a local level.

We do this by:

- developing brownfield sites
- actively engaging with local communities when we establish a new store
- identifying and implementing greener approaches in the way we build and manage our stores
- helping charities and communities to make better use of limited space
- creating and sustaining local employment opportunities directly and indirectly through the many small and medium-sized enterprises which use our space

Throughout our 22-year history, we have supported our local communities by partnering with many charities across the UK giving us the opportunity to have a positive impact.

We are committed to being a brand that our current and prospective colleagues are proud to work for as well as one that our customers can trust. Therefore, our approach covers our whole value chain including our colleagues, customers, partners within our supply chain, and charity partners and local communities across the UK. More detail can be found in our 'People Principles' document (online).

Partnering with local and national charities means that we can support causes that are important to our colleagues, customers and communities. This enables us to address issues such as rising homelessness, enhancing social mobility and creating opportunities for people living in the communities where we are based.



## Our community *continued*

With 125 stores across the UK we continue to:

- provide fundraising support to existing and new local charity partners
- offer free or discounted storage space for charities within our local communities through our 'charity room in every store' scheme
- actively seek out practical and creative solutions by working with and supporting a number of charitable causes
- leverage social media and our blog platform to promote our charity partners and raise awareness of their cause

During the year, the space occupied by local charities in 206 units across 101 stores was 15,239 sq ft and worth £451,508 (FY2019: £434,771). Our aim is to have at least one charity room in every store.

We regularly monitor the free and discounted space occupied by charities, ensuring that the partnerships are running smoothly. In addition, our colleagues maintain ongoing relationships with the charities and we continually review the scheme to ensure that it is beneficial for all involved.

### Hands On London

Safestore has been supporting Hands On London's "Wrap Up London" campaign for the past eight years.

The charity, which promotes community-based volunteering, organises the annual campaign encouraging Londoners to donate any unwanted coats ahead of the winter season. The Wrap Up London campaign has collected 158,640 coats since it launched.

In November 2019, we provided storage space at several stores across the UK to facilitate the sorting, storage and distribution of 33,449 coats to over 100 charities and projects including homeless shelters, refugees, vulnerable women and children's centres.

The rapidly growing annual campaign added further collection locations as part of a plan to expand nationwide. Wrap Up London worked with Human Appeal and the Rotary Club to run the coat drive for a fourth year in Manchester, a third year in the cities of Birmingham and Glasgow, and a launch in Bath, Cardiff, Essex and Greater Lancashire.

Safestore's involvement included:

- providing storage space across five stores in London, four stores in Greater Manchester and one each in Birmingham, Glasgow, Cardiff, Bath, Preston, Bolton, Burnley and Chelmsford
- provision of 6,350 sq ft of storage space enabling 1,370 campaign volunteers to spend over 3,839 hours sorting and packing up coats for distribution
- the stores acting as a drop-off point beyond the campaign week and receiving numerous donations from other businesses, community organisations and the general public

- several members of our Head Office joining in with volunteers to help at London tube station collection points including King's Cross, Liverpool Street and London Bridge
- using our internal and external communications platforms to raise awareness of the Wrap Up London cause and inspiring our colleagues to get involved

### Jon Meech, CEO, Hands On London, said:

*"It's incredible that we are in our eighth year of partnering with Safestore and we at Hands On London have seen the Wrap Up campaign grow from strength to strength over the years. We could not have done this without the support of Safestore and the provision of vital storage space enabling our many volunteers to sort and pack all the donated coats."*

*As we have expanded further across the UK, from London, to Birmingham, Manchester and Glasgow and even further afield to Cardiff, Bath and Essex, we'd like to take this opportunity to thank Safestore for playing their part in helping us ensure these coats get to the most vulnerable people across the UK."*

### Local charity support

Making a difference to the communities within which we operate through partnerships with charities and not-for-profit organisations is an integral part of our sustainability strategy. We provide financial support to local and national charities and encourage our colleagues to get involved in fundraising and volunteering.

We believe it is important for our colleagues to recognise how our activities can have an impact on those around us. Volunteering and fundraising opportunities can inspire and encourage them to get involved and provide hands-on help where it matters.

Alongside donating storage space, Safestore colleagues often take part in a number of events each year in order to raise money for charitable causes. One such example is Adam, Store Manager at Safestore Crayford, who took part in YMCA's 'The Big Sleepout' which involved sleeping in a local park to raise money and awareness of homelessness – as well as raising over £300. Safestore also donated cardboard boxes for participants to use as part of the campaign.

### Adam Wright, Store Manager, Safestore Crayford, said:

*"Cardboard boxes represent sleeping rough in such an iconic way; the hope is that the donated boxes will go some way to helping 'The Big Sleepout' participants experience what sleeping rough is really like – if only for one night."*

*It's important for us to recognise the importance of organisations like the YMCA who can inspire and encourage us to challenge our own perspectives on homelessness as well as help those who are living on the streets – after all, homelessness can happen to anyone."*





### Our community *continued*

Another community fundraising initiative took place during the construction of our new store in Sheffield whereby we teamed up with our construction management partners and sub-contractors to support a local charity, Framework Housing Association.

A van full of new sleeping bags was collected and handed over to the Association for distribution across a number of local charities including Ben's Centre, which provides a place of sanctuary for vulnerable people in the local area.

**Andy Robinson, Safestore Construction Manager, said:**

*"We are very happy to have been able to contribute to the local community in this way and support the brilliant work that the Association carry out helping vulnerable people in the local area."*

Safestore and our construction managers (UC Build) registered the new Sheffield site with the Considerate Constructors Scheme. The scheme is dedicated to improving the image of the construction industry and encourages developers to leave a positive legacy for the local community. The project was awarded 'Performance Beyond Compliance' at the monitor visits.

As part of our continuing work in the Carshalton area where we opened a new store in February 2020, the construction management team held site visits and talks with the local building college. In addition, UC Build's Design and Compliance Manager, Bryony Levermore, attended the local Carshalton High School for Girls to give a presentation on 'Women in Construction' to sixth form students.

In December, our HR colleagues teamed up with UC Build, attending the local college at Carshalton to participate in a careers fair. This gave students the opportunity to gain career advice, specifically regarding the construction industry.

During 2020, Safestore donated £25,000 to Quartet Community Foundation which brings together people who want to help the local community with projects that make a real difference.



Quartet manages and distributes charitable funds to meet local needs on behalf of individuals, companies, families and other organisations. Between March and August 2020 Quartet awarded over £1 million in Covid-19 response grants to more than 200 charitable organisations across Bristol, Bath and North East Somerset, North Somerset and South Gloucestershire helping those most in need during the pandemic.

Each year Quartet awards around 1,000 grants, supporting hundreds of thousands of people through local frontline charities and voluntary groups.

In Spain, OhMyBox! has been supporting 'Casal dels Infants', a charitable organisation based in Barcelona committed to helping children, young people and families in vulnerable situations through educational intervention. Earlier in the year, as part of a fundraising dinner – 'The Great Solidarity Night' – OhMyBox! was one of more than 40 companies which together raised €67,000 for the charity.

In addition to our fundraising and voluntary activities, we continue to support individuals and local charities with free and discounted storage space through our 'charity room in every store' scheme.

The provision of free or discounted storage space has helped our charity partners provide immediate support to people facing challenges in our local communities. These include charities supporting the homeless, families struggling with food poverty and vulnerable individuals in isolation as well as organisations producing and supplying personal protective equipment ("PPE") and offering mental health services.

Our support will ensure our charity partners can continue to provide their services in the coming months particularly where they have seen demand significantly increase during the pandemic.

In addition, in response to the immediate needs of the charities we support, we provided them with financial relief including waiving storage rental fees and offering discounted or deferred payments enabling them to do their vital work supporting local communities through these unprecedented times.

We are continuing to work collaboratively with our teams and supply chain as we support our charity partners in helping the communities in the locations within which we operate.

## Our environment

Target	Performance 2019/20
<p>UK owned stores powered by 100% renewable electricity</p> <p>Reduce UK store waste to landfill by 50% by 2025 vs 2016/17 level</p> <p>Reduce carbon emissions by 50% of 2012/13 baseline by 2022 (2018 store portfolio)</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;"><b>Complete 100% like-for-like</b></p> <p style="text-align: center;"><b>On track – 1.7% of total waste sent to landfill from UK like-for-like stores (2.9% in 2016/17)</b></p> <p style="text-align: center;"><b>On track – total emissions 47% below baseline despite portfolio growth, intensity 60% below</b></p>



One of our newest builds in Carshalton achieved a ‘Very Good’ rating which placed it in the second highest tier in the areas of land use and ecology, transport, waste, pollution, and energy efficiency.

Regardless of whether a site is BREEAM certified, we are committed to build to a minimum standard of BREEAM ‘Very Good’ on all of our new store developments.

### Sustainable construction

Safestore is committed to ensuring our buildings are constructed responsibly and their ongoing operation has a minimal impact on local communities and the environment. This is how we believe our business can make a meaningful contribution towards achieving SDG 12 (Responsible consumption and production) and SDG 13 (Climate action).

Our construction team follows sustainable construction principles and, wherever practicable, we use materials that have recycled content or are from sustainable sources.

We monitor the amount of waste and energy usage on every site and introduce efficiencies identified to future building projects.

We design our stores to provide a safe, secure home for our customers’ possessions and we build them with consideration given to our people, our customers, our communities, our investors and the environment.

### Standards in construction

#### Building Research Establishment Environmental Assessment Methodology (“BREEAM”)

BREEAM certification is a local planning requirement for some of our new stores. The methodology assesses impact and opportunity for enhancing the environmental aspects of design and construction.

The certification includes a review of new store energy, sustainable building materials, water efficiency, waste recycling, and ecology. The review also includes social aspects of the building life including resource management, health, wellbeing, modes of transport, and pollution reduction.

### Considerate Constructors Scheme

Construction sites, companies and suppliers voluntarily register with the Considerate Constructors Scheme (“CCS”) scheme and agree to abide by the Code of Considerate Practice, designed to encourage best practice beyond statutory requirements.

The scheme’s purview is any area of construction activity that may have a direct or indirect impact on the image of the industry as a whole. The main areas of concern fall into three categories: the general public, the workforce, and the environment.

We register all of our new store developments with the CCS setting a target score of 36 points for both the shell construction and fitting out of the facility with our construction management partners.

Our 2019/20 new stores scored very highly – with Bedford shortlisted for a CCS award and Carshalton winning a ‘Bronze Considerate Constructors Scheme 2020 National Site Award’.

This fantastic achievement highlights the exceptional effort and commitment that our construction team made in raising standards of our new store developments. Our four registered sites this year produced an average CCS score across the board of 40.25 points.



## 2019/20 highlights



27,000 lights replaced with LED leading to a 72.3% reduction in lighting maintenance.



Our renewable energy supply for electricity is at 100% in UK owned stores.



We have reduced waste diverted to landfill by 1.67% in the UK (like-for-like).



Our electricity usage has decreased by 6% as a Group.



Emissions per sq ft have been reduced by 17%.



Our water usage has been reduced by 21% as a Group.

**Our environment** *continued*

**Safestore standards**

We have a long-standing commitment to providing both a long term sustainable investment and a pleasant and safe environment for our customers and colleagues.

Our stores are built or converted to achieve similarly high standards; however, the configuration of an individual store may vary.

Safestore commitments from 2019/20 onwards are:

Best practice – internal/ external expectation	Safestore commitment	Applicability
BREEAM	Equivalent to 'Very Good'	Across all new build stores
BREEAM	Very Good/Excellent	Where part of local planning
SUDS	Included	Across all new build stores
Solar PV	Roof-mounted PV	Where part of local planning
CCS	Score 36 or higher	All new stores
Ecology	Protect existing and improve biodiversity	Across all new build stores
Energy	Efficient LED lighting with built-in motion sensors	Across all existing and new stores
Security	Operate safe and secure facility	Across all existing and new stores
EPC	Rated C or higher	All new stores

**Construction material: recycled content**

Typically, the construction of one of our stores may include the following:

Building material	% of build cost	% recycled content
Steel (main frame)	4%–5%	Minimum 56%
Concrete	3%–4%	29%–37%
Cladding (walls and roof)	7%–9%	3% but Kingspan target improvement using recycled bottles by 2030
Particle board (mezzanine floors)	2%	85%
Brick and block walls	3%–5%	9%–55%
Glazing	2%	Glass 25%, aluminium frames 60%
Hardcore (piling mat)	1%	100%

**Waste and recycling – construction**

We carefully monitor our new store construction waste and ensure we separate waste for recycling where possible.

We are currently diverting 97% of all of our construction waste away from landfill, an improvement of 2% from 2016. We aim to increase this to 99% by 2025.

Across our new store projects this year, we recycled or recovered 99% of all soft and hard plastics. We continue to work with our suppliers to minimise plastic packaging arriving on site. We remain committed to ensuring that all plastics are sent for recycling.

We are still working on reducing the use of single non-recyclable plastics at our construction sites in the form of material packaging. We continue to work with our partners and suppliers to cut usage by 50% next year, rising to 75% in 2021/22 and a total ban in 2022/23.

**Health and safety**

Our health and safety record is excellent. We register all of our new store schemes with the CCS and we are constantly challenging our teams to exceed minimum standards. Safestore has a robust health and safety policy and we have very low incident levels compared with our peers. This year, the number of reportable incidents on our construction sites was zero.

**Consultation process**

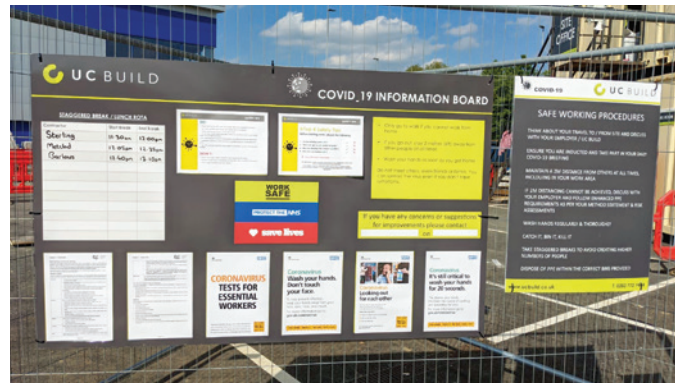
We build our stores with our key stakeholders in mind. As part of the town planning process, we consult widely amongst the community and those most likely to be affected by any development.

**Covid-19**

During the Covid-19 lockdown period, we closed our active construction sites in Bedford and Sheffield. Following a period of six weeks and having conducted risk assessments with our partners, we were able to safely reopen Covid-secure sites with strict measures in place. These included:

- social distancing across the site to reduce the number of people working in any one area
- mandatory face coverings where social distancing was not possible
- additional hand washing and sanitising facilities across the site
- limiting of people in communal areas
- additional signage across the site including entrance and exit procedures
- distanced parking and unloading of material
- video conference site meetings

With these measures in place, we successfully completed the construction of the stores and both opened in June 2020.



## Our environment *continued*

### Merchandise

Safestore is proud that our sourced merchandise packaging no longer contains single-use or non-biodegradable plastics. These changes have prevented 1.5 tonnes of plastic being sent to landfill or general waste.

The benefits of our merchandise packaging are:

- Void fill is made from potato starch and cellulose fibres and is 100% biodegradable, compostable (EN13432) and independently proven to offer better all-round protection than a polystyrene equivalent.
- Boxes are made from 100% recycled card and are 100% recyclable, which has saved the equivalent of 508 trees this year. We continue to uphold our 'box for life promise'.
- Cord has been changed from a nylon-based product to a sisal rope. Sisal rope is a hard natural fibre, sunlight resistant and biodegradable.
- Bubble wrap is oxi-biodegradable and 100% recyclable. It is treated with raw materials which do not contain heavy metals.
- Single-use plastic outer packaging has been removed from our moving blankets, bubble wrap and padlocks.

We continue to work closely with our suppliers to help minimise our carbon footprint by reducing delivery mileage with products delivered from local depots.

### Uniform

Our uniform supplier processes are compliant with the Ethical Trading Initiative ("ETI") and on the International Register of Certificated Auditors ("IRCA") which audit and inspect their factories.

### Electricity

We continue to reduce our carbon footprint, implementing changes we believe will have a lasting impact. In 117 of our UK wholly owned stores, 100% of our electricity is from renewable energy sources. This equates to a 5,218 tonne CO<sub>2</sub> reduction in our overall carbon footprint since 2018. We are delighted to say that we are now contracted to the supply of renewable energy until 2023 and committed to continuing beyond 2023.

The electricity for our UK owned portfolio is supplied by three different wind farms and three solar farms as of summer 2020. The largest contributors to our energy are New Rides Farm based in Kent which has four turbines producing 9.4 MW per annum and Burton Solar Farm based near Stratford upon Avon producing 4.6 MW per annum.

We have now been using renewable energy for two years and we are proud of the Certificate of Cleaner Power issued to us by British Power and Gas. We have seen a 19% reduction in usage in the UK like-for-like, partially due to the installation of LED lighting.

Safestore is proud to show a continued year-on-year reduction demonstrating our commitment as set out in our SDG sustainability targets.

We continue to monitor technology and any viable solutions for the future.



### Energy Savings Opportunity Scheme ("ESOS") Phase 2

We remain 100% compliant following the ESOS assessment in 2019 and are working towards completing Phase 3 due in 2023.

### Lighting our stores

In 2018 Safestore began installing over 27,000 LED lights across our UK stores. The project was completed during 2019 and has been a major contributing factor in the reduction of CO<sub>2</sub> emissions. For the year ended 2018/19 the reduction was 458 tonnes. For the year ended 2019/20 the reduction has been further improved following an annual cycle of the change.

The new Safestore branded luminaires have an operating range of 10–90%, meaning that each light remains illuminated at 10% until individually activated by movement. This luminaire has been adopted as the default fitting in all our new builds, extensions and renovations across the Group.

The additional benefits include a carbon reduction equivalent to the removal of over 900 diesel cars from the road and a 72.3% reduction in average lighting maintenance spend over the course of the financial year. The 62% fewer contractor visits to our stores further reduced our carbon footprint.

Aside from the significant environmental benefits, the project's return on investment has exceeded the expectations of the initial business case.

### Like-for-like usage (UK)

	Last year	This year	% change
Electricity (MWh)	15,048.8	12,224.4	(19%)





## Our environment *continued*

### Gas

Gas is used in just 38% of our UK stores. We do not install gas in new-build facilities and continue to look for opportunities to reduce our consumption, removing gas wherever possible.

#### Like-for-like usage (UK)

	Last year	This year	% change
Gas (MWh)	3,912.0	3,507.3	(11%)

### Water

Relatively little water is used in our stores and we strive to further minimise consumption wherever possible through the installation of efficiency schemes.

#### Like-for-like usage (UK)

	Last year	This year	% change
Water (m <sup>3</sup> )	54,596	37,661	(31%)

### Waste

Working with our new waste business partner, Biffa, has enabled better control over the processing and destination of our waste.

#### Like-for-like landfill waste (UK)

	Last year	This year	% change
Waste (tonnes)	44	43	(2%)

Actions from waste efficiency surveys were implemented in 2019/20, including optimised journeys and collections for all stores and increased recycling capacity. This has resulted in a greater proportion of waste being diverted to recycling or energy from waste ("EfW"), and less than 1.75% of overall waste going to landfill in the UK.

Once again we supported the 'Plastic Free July' campaign in order to raise and maintain colleague awareness of plastic pollution in support of SDG 14 (Life below water).



## Mandatory greenhouse gas ("GHG") emissions reporting (wholly owned stores only)

This report was undertaken in accordance with the mandatory Greenhouse Gas ("GHG") emissions reporting requirements outlined under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 (the '2013 Regulations') and the Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018 (the '2018 Regulations'). This requires Safestore Holdings plc ("Safestore") to produce a Streamlined Energy and Carbon Report. This report contains our GHG disclosure for the 2019/20 reporting period.

We have 125 stores in the UK, 28 stores in France and four stores in Spain. During the 2019/20 reporting period we have purchased Fort Box Self Storage with two stores in Chelsea and St John's Wood, and OhMyBox! in Spain with four stores located in Barcelona. In addition, we opened three new stores in Carshalton, Gateshead and Sheffield. This report contains the following environmental data for all our stores which were operational during the reporting period: GHG emissions, electricity consumption, electricity transmission and distribution, gas consumption, water consumption, waste generation, and business travel.

### Methodology

#### Scope of analysis and data collection

Over 2019/20 we have collected primary data for all of our stores, including: building size (sq ft), electricity consumption (MWh), electricity transmission and distribution ("T&D") (MWh losses), gas consumption (MWh), water consumption (m<sup>3</sup>), waste generation (tonnes by waste disposal method), and business travel (mileage). We do not have any refrigerant leakage to report for any of our stores in the UK, France or Spain. All primary data used within this report is from 1 September 2019 to 31 August 2020, covering the same reporting period as last year. Where electricity, gas or water consumption data is not available or incomplete, we have estimated consumption based on a combination of pro-rata methods including:

- pro-rata extrapolation from known reliable data
- average consumption per sq ft of lettable area of the stores where we have reliable data
- direct comparison using a corresponding period

#### KPI selection and calculation

For the purposes of this report stationary energy use (electricity and gas consumption), water consumption, waste generation, and business travel have been selected as the most appropriate key performance indicators ("KPIs") for the Group. To ensure consistency in our reporting, particularly where there are differences between the UK, France and Spain, we are reporting all GHG emissions in units of CO<sub>2</sub>e. We have used the 2020 GHG conversion factors published annually by Defra (Department for Environment, Food and Rural Affairs) and BEIS (Business, Energy and Industrial Strategy) with the exception of the French and Spanish CO<sub>2</sub>e conversion factors associated with electricity consumption and T&D which are no longer published by BEIS. These were sourced from the International Energy Agency ("IEA").

## Mandatory greenhouse gas (“GHG”) emissions reporting (wholly owned stores only) *continued*

### Methodology *continued*

#### GHG emissions scope

The Greenhouse Gas Protocol (“GHG Protocol”) differentiates between direct and indirect emissions using a classification system across three different scopes:

- **Scope 1 Emissions:** includes direct emissions from sources which Safestore owns or controls. This includes direct emissions from fuel combustion and industrial processes.
- **Scope 2 Emissions:** covers indirect emissions relating solely to the generation of purchased electricity that is consumed by the owned or controlled equipment or operations of Safestore.
- **Scope 3 Emissions:** covers other indirect emissions including third party-provided business travel.

#### GHG emissions – scopes included in this report

- **Scope 1 Emissions:** we are reporting our gas consumption and business mileage.
- **Scope 2 Emissions:** we are reporting our electricity consumption.
- **Scope 3 Emissions:** we are reporting our electricity transmission and distribution, waste generation and water consumption.

#### Group environmental performance

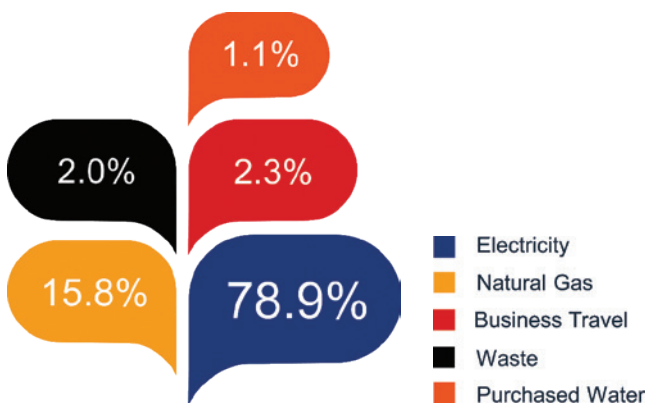
We recognise the importance of taking a proactive, strategic approach to environmental management and we aim to ensure that good environmental practices are applied throughout our stores, and that those working for or on behalf of Safestore are aware of the need to act responsibly and sustainably. Our most significant environmental impacts arise from the construction of new stores and the operational energy consumption of our existing stores.

Safestore is committed to the protection of the environment, the prevention of pollution and continually improving its environmental performance. We will comply with all relevant legislation and strive to exceed legal requirements where possible in order to avoid or minimise any potential environmental impacts.

The following table displays our total Group performance for electricity consumption, gas consumption, water consumption, waste generation (recycling, landfill, energy from waste) and business travel against the previous years.

Emissions source	Units	2015/16 (Sep–Aug)	2016/17 (Sep–Aug)	2017/18 (Sep–Aug)	2018/19 (Sep–Aug)	2019/20 (Sep–Aug)
Natural gas	MWh	1,887	2,349	4,358	4,136	3,572
Electricity	MWh	19,165	22,005	17,416	15,372	14,435
Purchased water	m <sup>3</sup>	37,005	45,129	61,655	55,113	43,372
Recycling	tonnes	757	787	1,211	586	1,448
Landfill	tonnes	56	49	57	44	58
Energy from waste	tonnes	419	721	730	1,320	1,224
Business travel	miles	612,588	602,240	628,822	396,088	346,076

#### Breakdown of associated GHG emissions by source (2019/20)



## Mandatory greenhouse gas (“GHG”) emissions reporting (wholly owned stores only) *continued*

### Group environmental performance – analysis

We have analysed the year-on-year change in our performance and provided commentary on our Group environmental performance, as below:

#### Gas performance

We are continually seeking opportunities to reduce energy consumption to the lowest practicable levels appropriate with the operational needs of the business and to satisfy the needs of our customers. We are phasing out the use of gas in our stores wherever possible, but some of our stores still consume low volumes of gas for heating in reception and office locations. At the design and construction stage we seek opportunities to design efficient, low consuming working environments and are ensuring that all new stores are built and rely just on electricity.

Gas performance		2015/16	2016/17	2017/18	2018/19	2019/20*	% change
Year ended 31 August							
Gas use	MWh	1,887.9	2,349.3	4,358.3	4,136.2	<b>3,572.0</b>	<b>(13.6)</b>
Scope 1 Emissions	tCO <sub>2</sub> e	347	434	801.8	760.4	<b>656.8</b>	<b>(13.6)</b>

\* 2.9% of the 2020 consumption data has been estimated for stores where consumption data was incomplete.

Total gas consumption across all of our stores was 3,572.0 MWh, which is a 13.6% reduction compared with the previous financial year. This reduction can be attributed to our ongoing programme of replacing gas heating. We have replaced gas boilers and changed to electric in three of our stores in 2020.

#### Electricity performance

We are continuing to identify opportunities to reduce electricity consumption across our stores. To support this, we have installed smart meters across 92% of our UK stores to enable us to better accurately monitor our electricity consumption and identify further opportunities to improve energy efficiency.

Recognising that our electricity consumption is predominantly derived from our lighting requirements we have completed a portfolio wide LED lighting upgrade programme, across all of our UK stores.

Electricity performance		2015/16	2016/17	2017/18	2018/19	2019/20*	% change
Year ended 31 August							
Electricity use	MWh	19,165.2	22,005.2	17,416.0	<b>15,372.7</b>	<b>14,434.9</b>	<b>(6.1)</b>
Scope 2 (Market Based)	tCO <sub>2</sub> e	6,707.7	6,563.3	4,376.7	<b>3,527.0</b>	<b>3,022.5</b>	<b>(14.3)</b>
Scope 2 (Location Based)	tCO <sub>2</sub> e	n/a	n/a	n/a	<b>n/a</b>	<b>171.1</b>	<b>n/a</b>
Scope 3 Emissions	tCO <sub>2</sub> e	604.0	613.6	371.4	<b>299.1</b>	<b>261.4</b>	<b>(12.6)</b>

\* 2.7% of the 2020 consumption data has been estimated for stores where consumption data was incomplete.

Total electricity consumption across all of our stores was 14,434.9 MWh which is a 6.1% year-on-year reduction in consumption. This was achieved whilst adding nine stores to our portfolio.

This saving demonstrates the continued significant positive impact that the LED lighting installation has had on reducing our consumption. In addition, this demonstrates that we have been able to decrease our overall electricity use whilst adding stores and removing gas.

#### Water performance

Our stores consume very low volumes of water and we strive to further minimise our consumption of water wherever possible through the installation of efficiency schemes.

Water performance		2015/16	2016/17	2017/18	2018/19	2019/20	% change
Year ended 31 August							
Water use	m <sup>3</sup>	37,005	45,129	61,655	55,113	<b>43,372</b>	<b>(21.3)</b>
Scope 3 Emissions	tCO <sub>2</sub> e	38.9	47.5	64.9	58.0	<b>45.6</b>	<b>(21.3)</b>

Between September 2018 and August 2019, the total water consumption across all of our stores was 43,372 m<sup>3</sup>, which is a decrease of 21.3% compared to the previous financial year.

#### Waste performance

We produce a relatively small amount of waste and we are seeking opportunities to further reduce or avoid the use of natural resources and minimise waste production by promoting recycling where possible. We continue to improve our waste segregation at our stores and are actively enhancing our recycling facilities to divert waste from landfill.

Waste performance		2015/16	2016/17	2017/18	2018/19	2019/20	% change
Year ended 31 August							
Waste – recycling	tonnes	756.7	787.1	1,211.2	585.6	<b>1,447.9</b>	<b>147.2</b>
Waste – EfW	tonnes	419.2	721.6	730.0	1,320.5	<b>1,124.1</b>	<b>(14.9)</b>
Waste – landfill	tonnes	56.0	49.2	57.3	44.2	<b>57.7</b>	<b>30.5</b>
Scope 3 Emissions	tCO <sub>2</sub> e	35.8	37.8	47.2	45.1	<b>81.2</b>	<b>80.1</b>

\* 10.3% of the 2020 waste data has been estimated for stores where waste data was unavailable.

## Mandatory greenhouse gas (“GHG”) emissions reporting (wholly owned stores only) *continued*

### Waste performance *continued*

In the last 12 months to August 2020, a total of 2,629.6 tonnes of waste has been generated which is an increase compared with the previous year. We have completed a waste efficiency programme across our portfolio to ensure that we have the correct facilities onsite to enable our stores to minimise landfill waste and ensure that waste will be recycled where possible. As part of our waste efficiency programme, we are undertaking site audits to identify actions that we can take to further improve our site waste segregation facilities. This also includes looking at the waste our customers produce and encouraging a behavioural change to continue to progress our mission to reduce and recycle.

### Business travel performance

We report on our business travel, which includes vehicles owned by Safestore and business mileage. We continue to promote public transport and car sharing where possible, notwithstanding the Covid-19 pandemic.

Business travel performance		2015/16	2016/17	2017/18	2018/19	2019/20	% change
Year ended 31 August							
Business travel	miles	612,588	602,240	628,822	<b>396,088</b>	<b>346,076</b>	<b>(12.6)</b>
Business travel	MWh	n/a	n/a	n/a	<b>440.7</b>	<b>395.4</b>	<b>(10.3)</b>
Scope 1 Emissions	tCO <sub>2</sub> e	176.1	168.5	175.6	<b>108.8</b>	<b>96.4</b>	<b>(11.4)</b>

\* 2018/19 business MWh has been estimated using 2020 BEIS SECR kWh factors as this has not been previously reported.

In our business we travelled 346,076 miles in the 12 months to 31 August 2020, resulting in a 12.6% decrease compared with the previous year. The primary reason for this is due to reduced staff movement during the Covid-19 pandemic.

### Group GHG performance (mandatory GHG reporting)

We have used the Environmental Reporting Guidelines including Streamlined Energy and Carbon Reporting guidance<sup>1</sup> and Greenhouse Gas Protocol<sup>2</sup> methodology for compiling this GHG data and, for UK energy consumption and emissions, included the following material GHGs: CO<sub>2</sub>, N<sub>2</sub>O and CH<sub>4</sub>. In accordance with the BEIS reporting guidelines and data conversion factors for Greenhouse Gas emissions, the equivalent reports on our French and Spanish properties used the CO<sub>2</sub>e factors provided by the International Energy Agency (“IEA”<sup>3</sup>) for emissions associated with electricity consumption and T&D. Our GHG emissions for 2019/20 covered 100% of floor space. All of the data is from the UK and Spanish vehicle fleet, both directly controlled and owner-driven vehicles (Company mileage only). No data associated with business travel has been provided for France. We used the following GHG emission conversion factors:

<sup>1</sup> Streamlined Energy and Carbon Reporting guidance: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/850130/Env-reporting-guidance\\_inc\\_SECR\\_31March.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/850130/Env-reporting-guidance_inc_SECR_31March.pdf)

<sup>2</sup> Greenhouse Gas Protocol: <https://ghgprotocol.org>

<sup>3</sup> IEA (2019) Emission Factors: [https://www.iea.org/t\\_c/termsandconditions](https://www.iea.org/t_c/termsandconditions)

### UK government GHG emission conversion factors for company reporting

Standard set for 2020 as this set covers the greatest proportion of the current GHG reporting year

Scope	Emissions source	Unit	Conversion factors
1	Natural gas (gross CV)	kWh	0.1839
1	Business travel (petrol)	miles	0.2805
1	Business travel (diesel)	miles	0.2711
1	Business travel (unknown)	miles	0.2758
2	UK electricity grid supply	kWh	0.2331
2	France electricity grid supply	kWh	0.0486
2	Spain electricity grid supply	kWh	0.2537
3	UK electricity transmission and distribution	kWh losses	0.0201
3	France electricity transmission and distribution	kWh losses	0.0048
3	Spain electricity transmission and distribution	kWh losses	0.0273
3	Water supply	m <sup>3</sup>	0.3440
3	Water treatment	m <sup>3</sup>	0.7080
3	Commercial waste – recycling	tonnes	21.3167
3	Commercial waste – energy from waste	tonnes	21.3167
3	Commercial waste – landfill	tonnes	458.1763

\* The data for France has been produced using the Association of Issuing Bodies (“AIB”), European Residual Mixes 2018 and Production Mix conversion factor. (Note: Defra no longer provides overseas electricity generation conversion factors. The conversion factors are obtained directly from the IEA).

## Mandatory greenhouse gas (“GHG”) emissions reporting (wholly owned stores only) *continued*

### Streamlined Energy and Carbon Report (“SECR”) summary

In accordance with the Companies Act 2006 (Strategic Report and Directors’ Report) Regulations 2013 (the ‘2013 Regulations’) and the Companies (Directors’ Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018 (the ‘2018 Regulations’) we have reported our Streamlined Energy and Carbon Report disclosure for 2019/20.

UK – GHG emissions (tCO <sub>2</sub> e)	Units							2019/20
<b>Scope 1</b>	tonnes CO <sub>2</sub> e (UK)							741
<b>Scope 2 (LB)</b>	tonnes CO <sub>2</sub> e (UK)							2,915
<b>Scope 2 (MB)</b>	tonnes CO <sub>2</sub> e (UK)							47
<b>Scope 3</b>	tonnes CO <sub>2</sub> e (UK)							349
<b>Total GHG CO<sub>2</sub>e (MB)</b>	<b>total tonnes CO<sub>2</sub>e (UK)</b>							4,005
<b>Total GHG CO<sub>2</sub>e (LB)</b>	<b>total tonnes CO<sub>2</sub>e (UK)</b>							1,137
GHG CO <sub>2</sub> e intensity (MB)	tonnes CO <sub>2</sub> e/floor space (UK – thousand sq ft)							0.5
GHG CO <sub>2</sub> e intensity (MB)	tonnes CO <sub>2</sub> e/floor space (UK – thousand sq m)							5.2
Offshore – GHG emissions (tCO <sub>2</sub> e)	Units							2019/20
<b>Scope 1</b>	tonnes CO <sub>2</sub> e (offshore)							12
<b>Scope 2 (LB)</b>	tonnes CO <sub>2</sub> e (offshore)							107
<b>Scope 2 (MB)</b>	tonnes CO <sub>2</sub> e (offshore)							125
<b>Scope 3</b>	tonnes CO <sub>2</sub> e (offshore)							39
<b>Total GHG CO<sub>2</sub>e (MB)</b>	<b>total tonnes CO<sub>2</sub>e (offshore)</b>							159
<b>Total GHG CO<sub>2</sub>e (LB)</b>	<b>total tonnes CO<sub>2</sub>e (offshore)</b>							176
GHG CO <sub>2</sub> e intensity (MB)	tonnes CO <sub>2</sub> e/floor space (offshore thousand sq ft)							0.1
GHG CO <sub>2</sub> e intensity (MB)	tonnes CO <sub>2</sub> e/floor space (offshore thousand sq m)							0.8
UK – underlying energy use (MWh)	Units							2019/20
<b>Scope 1</b>	MWh (UK)							3,901
<b>Scope 2</b>	MWh (UK)							12,504
<b>Total Scope 1 and 2</b>	<b>MWh (UK)</b>							16,405
MWh intensity	MWh/floor space (UK – thousand sq ft)							2.0
MWh intensity	MWh/floor space (UK – thousand sq m)							21.2
Offshore – underlying energy use (MWh)	Units							2019/20
<b>Scope 1</b>	MWh (offshore)							66
<b>Scope 2</b>	MWh (offshore)							1,931
<b>Total Scope 1 and 2</b>	<b>MWh (offshore)</b>							1,997
MWh intensity	MWh/floor space (offshore – thousand sq ft)							0.9
MWh intensity	MWh/floor space (offshore – thousand sq m)							10.1
GHG emissions (tCO <sub>2</sub> e)	Units	2015/16	2016/17	2017/18	2018/19	2019/20	% change	
<b>Scope 1</b>	tonnes CO <sub>2</sub> e (UK, France, Spain)	524	602	977	869	753	(13.3)	
<b>Scope 2 (LB)</b>	tonnes CO <sub>2</sub> e (UK, France, Spain)	6,708	6,563	4,376	3,527	3,022	(14.3)	
<b>Scope 2 (MB)</b>	tonnes CO <sub>2</sub> e (UK, France, Spain)	n/a	n/a	n/a	n/a	171	–	
<b>Scope 3</b>	tonnes CO <sub>2</sub> e (UK, France, Spain)	679	699	483	402	388	(3.4)	
<b>Total GHG CO<sub>2</sub>e (MB)</b>	<b>total tonnes CO<sub>2</sub>e (UK, France, Spain)</b>	<b>7,911</b>	<b>7,864</b>	<b>5,836</b>	<b>4,798</b>	<b>4,164</b>	<b>(13.2)</b>	
<b>Total GHG CO<sub>2</sub>e (LB)</b>	<b>total tonnes CO<sub>2</sub>e (UK, France, Spain)</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>1,313</b>	<b>–</b>	
GHG CO <sub>2</sub> e intensity (MB)	tonnes CO <sub>2</sub> e/floor space (thousand sq ft)	0.9	0.9	0.6	0.5	0.4	(16.9)	
GHG CO <sub>2</sub> e intensity (MB)	tonnes CO <sub>2</sub> e/floor space (thousand sq m)	–	9.8	6.6	5.2	4.3	(16.9)	

## Mandatory greenhouse gas (“GHG”) emissions reporting (wholly owned stores only) *continued*

### Streamlined Energy & Carbon Report (“SECR”) summary *continued*

Underlying Energy Use (MWh)	Units	2018/19	2019/20	% change
Scope 1	MWh (UK, France, Spain)	4,577	<b>3,967</b>	<b>(13.3)</b>
Scope 2	MWh (UK, France, Spain)	15,373	<b>14,435</b>	<b>(6.1)</b>
<b>Total kWh</b>	<b>total MWh (UK, France, Spain)</b>	<b>19,950</b>	<b>18,402</b>	<b>(7.8)</b>
MWh intensity	MWh/floor space (thousand sq ft)	2.0	<b>1.8</b>	<b>(11.7)</b>
MWh intensity	MWh/floor space (thousand sq m)	21.5	<b>18.9</b>	<b>(11.7)</b>

### Energy efficiency narrative

Through a range of energy efficiency initiatives and a switch to 100% renewable electricity we have met our 2020 target to reduce our absolute energy use, with carbon emissions vs 2013 baseline reduced by 47%.

We have now been using renewable energy for two years and we are proud of the Certificate of Cleaner Power issued to us by British Power and Gas. In 117 of our UK wholly owned stores, 100% of our electricity is from renewable energy sources. The electricity for our UK owned portfolio is supplied by three different wind farms and three solar farms as of summer 2020. The largest contributors to our energy are New Rides Farm based in Kent which has four turbines producing 9.4 MW per annum and Burton Solar Farm based near Stratford upon Avon producing 4.6 MW per annum.

We have seen a 19% reduction in usage in the UK like-for-like. This is largely due to the installation of efficient LED lighting with built-in motion sensors across all existing and new stores. This project began in 2018 and since then, Safestore have installed 27,000 LED lights across the UK stores. The project was completed during 2019 and has been a major contributing factor in the reduction of energy use across our UK store portfolio. The new Safestore branded luminaires have an operating range of 10–90%, meaning that each light remains illuminated at 10% until individually activated by movement. This luminaire has been adopted as the default fitting in all our new builds, extensions and renovations across the Group.

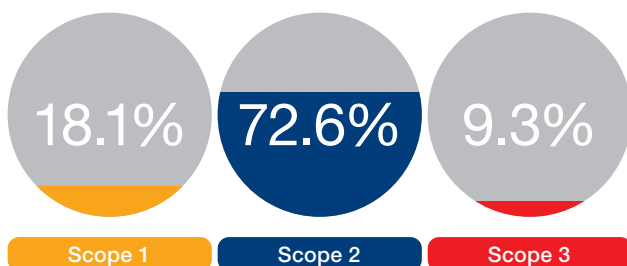
This year we have also continued our programme of replacement of gas boilers across our estate with more efficient alternative heating sources. During this financial year, we replaced three boilers with electric heat pump alternatives; the remainder of our summer upgrade programme was impacted by the Covid-19 pandemic and will be addressed in 2021.

### Procurement of renewable energy

We are actively pursuing renewable energy within our purchasing decisions. During 2019/20, 86% of our global electricity or 99% of our UK electricity consumption in our 117 wholly owned stores (100% like-for-like) was purchased from Ofgem accredited renewable sources and is covered with associated renewable energy certificates. The energy sources that we use include onshore wind farms and solar fields. Our objective here is to help meet our sustainability goals and to reduce our market-based GHG emissions. We are in the process of transitioning to 100% renewable energy for our UK owned stores (100% like-for-like) purchased electricity supply.

### Group GHG performance (mandatory GHG reporting) analysis

Total GHG emissions for Scope 1, Scope 2 and Scope 3 for the 12 month period to 31 August 2020 have decreased by 13.2% (or 634 tonnes CO<sub>2</sub>e) to 4,164 tonnes CO<sub>2</sub>e. Of the total GHG emissions Scope 1 accounts for 18.1%, Scope 2 accounts for 72.6% and Scope 3 accounts for 9.3%.



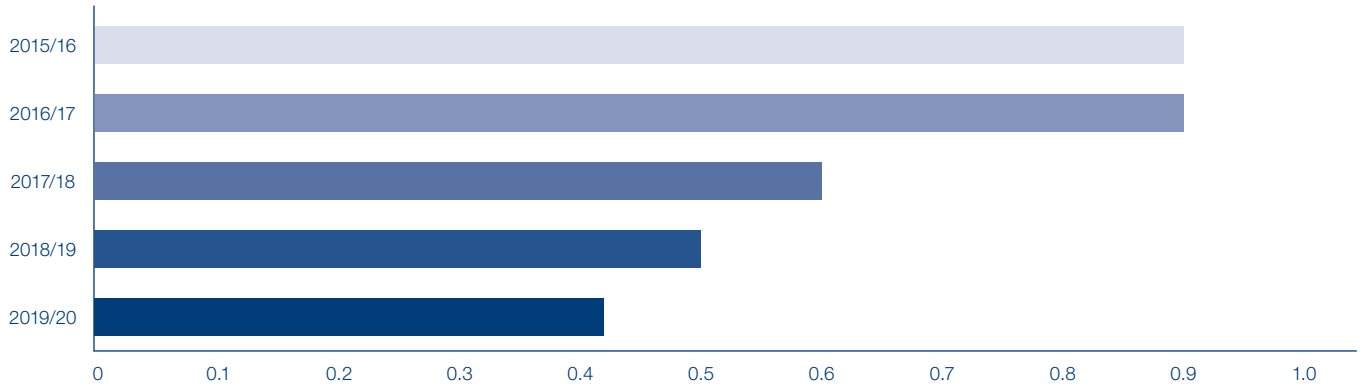
The reductions we have achieved in reducing electricity and gas consumption across our sites have translated into significant reductions in our GHG emissions. Our reduction activities completed during 2019/20 include the completion of LED lighting installation, along with additional smart metering.

Our overall floor space has increased from 10,009,960 sq ft (2018/19) to 10,456,066 sq ft (2019/20).

The reduction in our GHG emissions, particularly Scope 2 Emissions (purchased electricity), is also partially attributed to rebasing of the GHG conversion factors. The rebasing of GHG conversion factors has seen the GHG emissions conversion factor for electricity reduced by 8.8%. This reflects changes to the UK’s energy mix during 2019/20 which saw a further reduction in the use of coal-powered electricity generation and increases in the generation of gas and renewables.

Our GHG emissions CO<sub>2</sub>e intensity has decreased from 0.5 tonnes CO<sub>2</sub>e per thousand sq ft in 2018/19 to 0.4 tonnes CO<sub>2</sub>e per thousand sq ft in 2019/20, which is a decrease of 16.9%.

**Mandatory greenhouse gas (“GHG”) emissions reporting (wholly owned stores only) *continued***  
Our GHG emissions in tCO<sub>2</sub>e per '000 sq ft floor area since 2015



British Independent Utilities (“BiU”) has collated the data set covering Scope 1–3 emissions for the period 1 September 2019 to 31 August 2020. BiU has direct visibility of the raw data used to calculate ~94% of the total global Scope 1–3 emissions and as such is able to provide confirmation on the completeness and accuracy of these emissions as well as around the emissions factors applied, their relevance and source; reference to these has been provided within this report. Where estimations have been made these have been noted within this report and efforts continue to be made to improve the quality of the data used within our annual energy and emissions report.