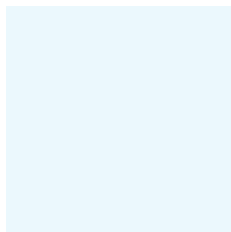


We have outstanding people... providing the best service



○ Gemma Evans
Sales Assistant

"The training in the Company is very thorough, and this helps everyone to reach their potential."

Location: Finchley



○ Heather McGeachy
Sales Assistant

"The working environment is stimulating and varied, with many opportunities to not only develop your career, but also reap the benefits of your hard work."

Location: Watford

○ Sally Mandelli
Area Manager

"Everybody is valued and I feel very proud to work for Big Yellow."

We had 273 employees in the business at 31 March 2009, and recruiting and retaining the right calibre people remains critical to the continued success of Big Yellow. We promote the individual development of staff through training and regular appraisals.



We are very pleased to have been included in the Sunday Times "Best 100 Companies to Work For" list for 2009. As a consumer facing business the wellbeing of our staff is of paramount importance.

AT BIG YELLOW WE AIM TO PROVIDE A LIVELY, FUN AND ENJOYABLE WORK ENVIRONMENT, WITHOUT LOSING THE COMMITMENT TO CUSTOMER SERVICE AND STANDARDS OF PERFORMANCE.

◆ Gino Cacioppo
Area Support Manager

"At Big Yellow, there is a lot of consultation and requests for feedback from the top down. The store teams are invited to give their thoughts through a variety of mediums, either directly to Directors, through Area Managers or through our Employee Forum. All Managers and Directors aim to learn everyone's name and a bit about them. There is a family culture and a very flat hierarchy where everybody can talk to anyone in the Company."

