



SUSTAINABILITY REPORT 2023



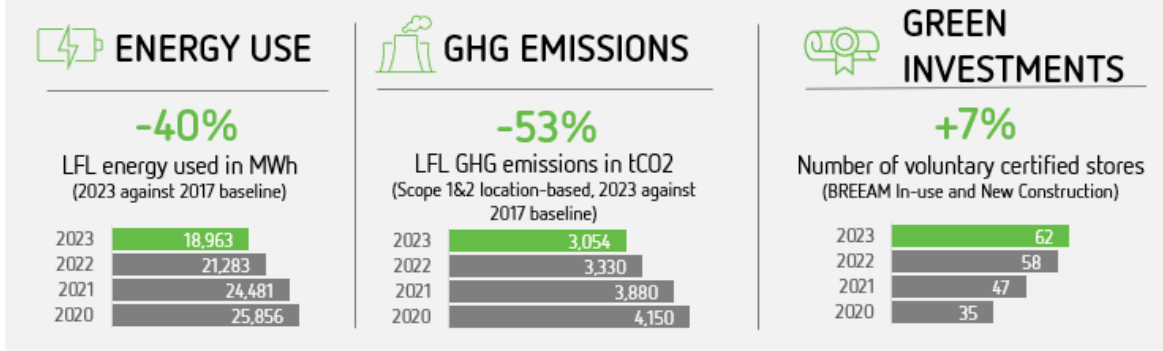
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1. SHURGARD'S ESG HIGHLIGHTS

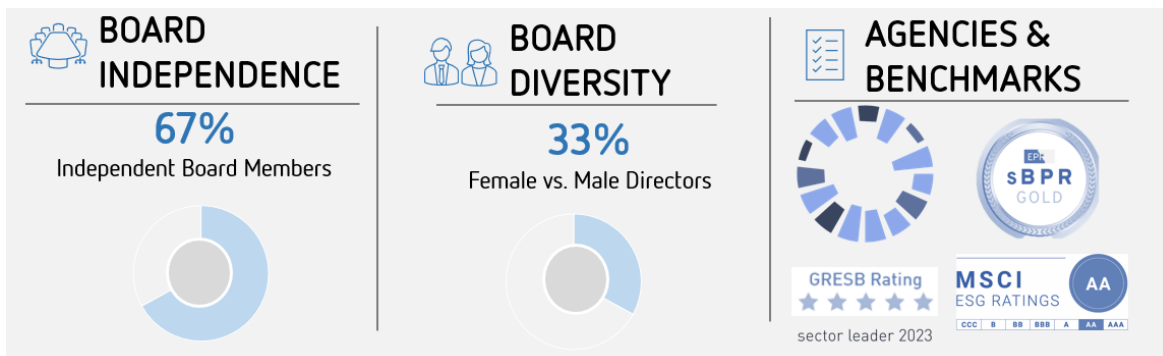
1.1 ENVIRONMENTAL HIGHLIGHTS



1.2 SOCIAL HIGHLIGHTS



1.3 GOVERNANCE HIGHLIGHTS



1.4 EXTERNAL AGENCIES AND BENCHMARKS

Shurgard participates in several surveys and initiatives led by external agencies and benchmarks and is proud to be recognized as an ESG leader in its sector. Through these ratings, the organizations confirm the quality of our initiatives and the completeness and transparency of our reporting to our stakeholders.



GRESB is the Global Real Estate Sustainability Benchmark, a mission-driven and investor-led organization that provides actionable and transparent Environmental, Social and Governance (ESG) data to financial markets. Shurgard is delighted to announce a 5-star result in 2023, with a score of 91 out of 100. Significantly, for the third year in a row Shurgard maintained its status as GRESB Real Estate Sector leader - confirming our position as first among our peers.



The Corporate Sustainability Assessment (CSA) and the collaboration with S&P Dow Jones Indices is a foremost global sustainability benchmark. In 2023, we participated in the CSA again and achieved a score of 48/100, an improvement of four points over our 2022 submission. This placed us in the top 9% of the real estate industry.



In 2023, Shurgard received again a rating of AA (on a scale of AAA-CCC) in the MSCI¹ ESG Ratings assessment. MSCI ESG Research provides MSCI ESG Ratings on global public and a few private companies on a scale of AA⁺ (leader) to CCC (laggard), according to exposure to industry-specific ESG risks and the ability to manage those risks relative to peers.



The Sustainalytics² ESG Risk Ratings measure a company's exposure to industry-specific material ESG risks and how well a company is managing those risks. This multi-dimensional way of measuring ESG risk combines the concepts of management and exposure to arrive at an absolute assessment of ESG risk. In April 2023, Shurgard received an ESG Risk Rating of 10.8 and was assessed by Sustainalytics to be at low risk of experiencing material financial impacts from ESG factors. This ESG Risk Rating places us in the 10th percentile in the Real Estate industry assessed by Sustainalytics.



The EPRA Sustainability Best Practices Recommendations (sBPR) are intended to raise the standards and consistency of sustainability reporting for listed real estate companies across Europe. As with the EPRA financial BPR Awards, each year EPRA recognizes companies which have issued the best-in-class annual sustainability performance report. In 2023, we maintained our Gold Award, which we first achieved in 2021, reflecting the highest standards of European real estate sustainability reporting.



The Bel ESG index is designed to identify the 20 companies in Belgium demonstrating high Environmental, Social and Governance practices as well as sound investability metrics (free float and liquidity). It meets the growing investor demand for mainstream ESG solutions. Shurgard is proud to have been selected to be part of this new index since 2023.



The Sustainable Development Goals (SDG) are part of a framework developed by the United Nations (UN). It brings together society, governments and business to drive positive change. Shurgard is determined to play an active role, on its own scale, contributing materially to these SDGs via our Sustainability Strategy. To affirm this, Shurgard has been a signatory of the United Nations Global Compact since 2021.



Golden Bridge Trade & Investment Awards are the Initiative of the Belgian-Luxembourg Chamber of Commerce in Great Britain (BLCC). Shurgard has been honored with the esteemed Golden Bridge Award for Environmental, Social, and Governance (ESG) Excellence in 2023. This recognition underscores Shurgard's unwavering commitment to sustainability and responsible corporate citizenship.



We are accredited by Investors in People, an internationally recognized people management accreditation association. The accreditation and related Silver award recognize Shurgard as having principles and practices in place to support our employees and that our employees are aware of how to use them to make our work environment better.

1 Learn more about [MSCI ESG ratings here](#).

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1.5 SUSTAINABLE DEVELOPMENT GOALS

In 2015, the member states of the United Nations adopted 17 Sustainable Development Goals (SDGs) as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity. As a responsible company, we are committed to contributing to the SDGs as recommended by the United Nations. Therefore, we have identified the following most significant SDGs for our company:



NO POVERTY

We organize charity events and provide services to vulnerable communities, to contribute to creating a world without poverty.



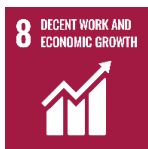
GOOD HEALTH AND WELLBEING

We help to ensure healthy lives and promote wellbeing for all of our customers and employees, by making our stores safe and supportive environments for all.



AFFORDABLE AND CLEAN ENERGY

By continually seeking to source energy sustainably at our stores, we support the transition to affordable, reliable, sustainable and modern energy for all.



DECENT WORK AND ECONOMIC GROWTH

As a responsible business, we are always ensuring that we provide decent, equal work to all our employees, as part of an economy which is fairer for everyone.



SUSTAINABLE CITIES AND COMMUNITIES

We play our part in making cities inclusive, safe, resilient and sustainable, by developing modern, resource-efficient stores which provide excellent service to their communities.



RESPONSIBLE CONSUMPTION AND PRODUCTION

By its nature, our business enables people to reduce their waste footprint, and we seek to ensure that our own material consumption is sourced and disposed of responsibly.



CLIMATE ACTION

We understand our role in mitigating and adapting to the impacts of climate change, and our net zero carbon goals demonstrate our commitment to urgent climate action.



LIFE ON LAND

We seek to preserve nature and biodiversity wherever possible at our development sites, constructing green buildings and respecting ground permits.

The SDG framework brings together society, governments and businesses to drive positive change. As a responsible company, Shurgard is determined to play an active role, on its own scale, contributing materially to these SDGs via our sustainability strategy. To affirm this, Shurgard has been a signatory of the United Nations Global Compact since 2021.



Message from Marc Oursin

Chief Executive Officer



Welcome to our annual sustainability report 2023.

ESG considerations are of great importance to our stakeholders and our organization. In the pursuit of sustainability and responsible corporate citizenship, Shurgard continues to be on a transformative journey.

Shurgard's commitment to sustainability is evident in our tangible achievements. We have reduced energy consumption and carbon emissions significantly, particularly with green-energy procurement. Heat pumps are now in 26 of our 108 gas-heated stores, and we have adopted LED lighting, a Building Management Systems (BMS), and smart water meters for centralized tracking. These accomplishments demonstrate our dedication to addressing climate change.

The acceleration of our ESG program has been recognized by the awards and ratings we have received from reputable ESG frameworks. We improved our score in S&P Global's Corporate Sustainability Assessment by a further 4 points, placing us in the world's top 9% of scores achieved by real estate companies this year. We were awarded an outstanding 5-star rating (the top banding) and a score of 91 out of 100 in the GRESB 2023 results. We have reaffirmed the MSCI ESG Rating of AA, only one grade away from their highest level. Achieving recognition through these ESG ratings inspires Shurgard to reach even greater heights in sustainability. It sends a powerful message to our employees, partners, and stakeholders that their collective efforts are making a difference.

As Chief Executive Officer, I, alongside my colleagues, work to develop and implement our ESG strategy. To do that, we set up an efficient governance structure which consists of the ESG Committee at Board level and a formal, cross-departmental ESG Management Group entrusted to implement the ESG goals of the company. This level of ESG oversight reflects the importance of sustainability across our organization. We also demonstrate our commitment to upholding good governance practices by continually striving to improve our corporate governance. In 2023, we reduced the board size from 11 to 9 directors and increased diversity by nominating Tom Boyle and Lorna Brown to the Board.

To monitor our ESG progress, we prioritize transparent reporting. This 2023 report demonstrates our commitment to accountability. It features enhanced transparency with a double materiality matrix, risk analysis, and our refined net zero carbon strategy. These steps align us with CSRD compliance, preparing us for expanded reporting and assurance requirements.

Our employees have been instrumental in driving Shurgard's sustainability initiatives. Our dedication to the workforce has been recognized through our accreditation by Investors in People, where we have earned a prestigious Silver medal. This recognition stems from a thorough assessment of our employees' needs and valuable feedback. Furthermore, our rating of 4.7 on Glasdoor, a testament to our employees' experiences, supports our commitment to aligning with their needs and aspirations.

Shurgard's commitment to sustainability extends beyond our corporate walls. Through our community outreach programs, we have positively impacted the lives of communities where we operate. This year, we have continued our charity programs and provided support to the most vulnerable groups in all of our seven countries.

While our sustainability progress has been remarkable, we recognize the challenges of the rapidly changing world. The main challenge is to maintain our sector leadership while upholding our high performance. We also face the challenge of navigating the complexities of implementing solar solutions across seven countries. However, we view these challenges not as obstacles but as opportunities for innovation and growth, moving us further towards achieving our sustainability goals.

Today, the ESG trajectory of the Company is clear. We have an effective formula designed to achieve our objectives by 2030 and 2040 through the combination of talented people, a resilient financial framework, and a supportive Board.

2. SHURGARD SELF STORAGE

Shurgard is the largest owner and operator of self-storage properties (“stores”) in Europe.

Our network of 276 stores (including one store under management contract) comprises approximately 1.4 million rentable square meters and serves c. 190,000 customers in France, the Netherlands, the United Kingdom (UK), Sweden, Germany, Belgium, and Denmark.

At the date of report compilation, we employ 715 personnel (57.6% men, 42.4% women), with a range of about 40 nationalities (top three: 24.6% French, 17.4% Dutch and 13.5% Belgian).

GRI 2-6 / 2-7

2.1 HOW WE OPERATE

Shurgard commenced operations in 1995 and is one of the pioneers of the self-storage concept in Europe. We generate revenue through the lease of storage units and related activities.

Our real estate operating revenue and income from property have increased steadily in recent years, as we increased occupancy and rental rates, while growing our footprint through redevelopments, new developments and acquisitions. We integrate local expertise in the seven countries where we operate, with centralized in-house capabilities to provide a consistent experience to residential and commercial customers. We primarily operate in urban areas across Europe, with approximately 93% of our properties located in capital and major cities.

2.2 OUR DEVELOPMENT STRATEGY

Shurgard has an established track record of redeveloping, developing, and acquiring stores.

Between December 31, 2014 and December 31, 2023, we developed 32 new stores, completed redevelopment projects at 33 stores, and acquired 64 stores from competitors, a total of 129 stores.

Our investment criteria are focused on acquiring and developing high-quality properties that are easily accessible by our customers in markets we believe have strong growth potential.

3. RISK ASSESSEMENT AND DOUBLE MATERIALITY

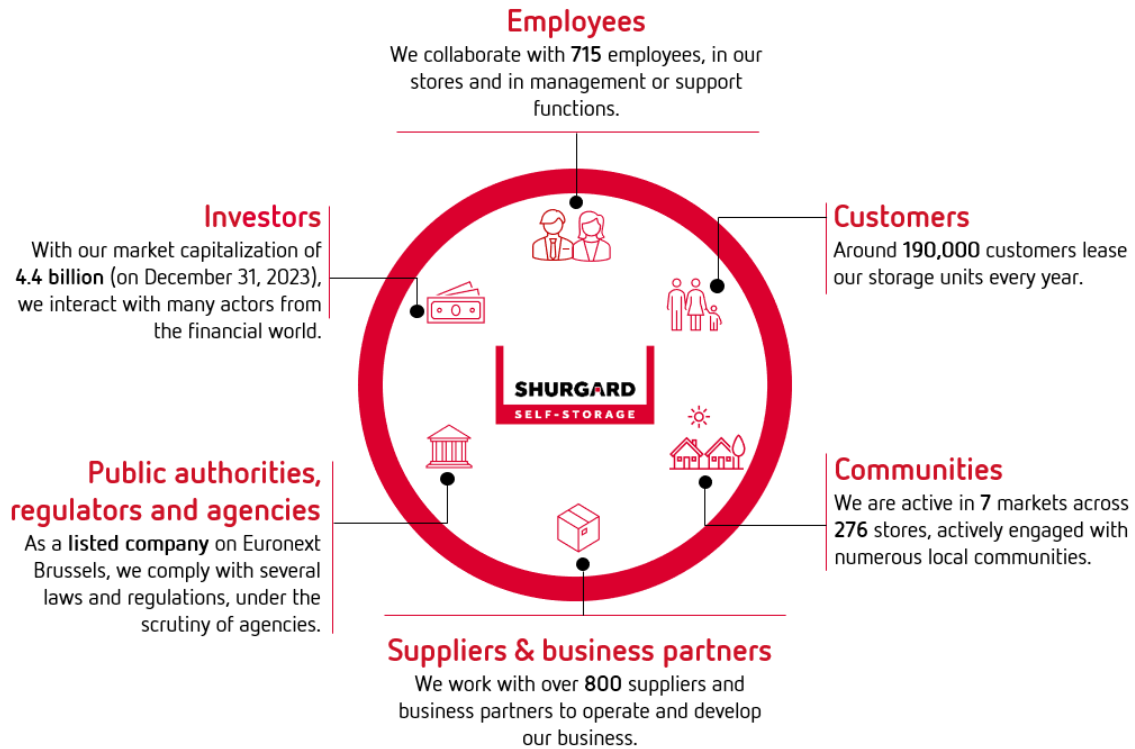
We aim to address the ESG topics that materially affect Shurgard and our stakeholders. We seek to identify both the risks and opportunities that will impact our ability to operate successfully and create long-term value, as well as the topics that matter for our stakeholders, to drive continual positive and transformational change.

To achieve this, we first identified and engaged with our stakeholders. We drew up a list of potentially relevant sustainability topics and defined the related impacts, risks, and opportunities. We assessed the importance of each topic, through impact and financial materiality assessments, as prescribed by the European Financial Reporting Advisory Group (EFRAG), and this informed our double materiality matrix.

3.1 OUR STAKEHOLDERS

We define stakeholders as individuals, groups or organizations that may benefit or be affected by our business activities. Our key stakeholders have been identified and prioritized according to the level of sustainability impact we believe our operations might have on their activities, and, in turn, their potential sustainability impact on our activities.

We place great importance on building lasting relationships with our stakeholders. Our success depends on the quality of the interactions we build inside and outside Shurgard, and this requires an understanding of their expectations.



We are committed to:








- Maintaining a strong corporate governance structure to manage risks and take advantage of opportunities;
- Providing first rate services to advance the environment and society;
- Engaging with stakeholders in an ethical and socially responsible manner;
- Requiring all our suppliers to comply with the [Suppliers’ Code of Conduct](#) by including a clause in all our contracts;
- Pursuing efforts to reduce carbon emissions and protect biodiversity;
- Adhering to no deforestation considerations as directed by local regulations and incorporating this into the design process of our buildings;
- Fostering a working environment that supports employee health and safety, diversity and inclusion;
- Collating social and environmental measurements to assess our progress in meeting these commitments;
- Sharing data on sustainability indicators with stakeholders to continuously improve our performance.

GRI 2-29

3.2 RISKS AND OPPORTUNITIES

Stakeholders are increasingly concerned by how companies operate, and the impact of their activities on society. Such trends give rise to specific risks and opportunities. Understanding them and their potential impact on the commitments we make is at the heart of Shurgard’s sustainable approach. The way we manage risks allows us to see how risks interact over time and at different stress levels. It benefits from our commitment to transparency and informed decision-making. By adhering to monitoring our risks and opportunities, we commit to a long-term resilient business model.

The risks and opportunities highlighted below are detailed and scored according to the importance of the topics for our stakeholders (impact materiality), or for our business and operations (financial materiality). They have been considered as part of our double materiality exercise, detailed in Chapter “3.3 Double materiality matrix”. For more details on all financial risks and uncertainties, please refer to the “Principal Risks and Uncertainties” chapter of our 2023 Annual Report.

 Sustainable self storage	Materiality	Stakeholders	Shurgard’s response
GHG emissions High GHG emissions contributing to climate change and its consequences, respiratory diseases from smog and air pollution. Global warming, sea level rise and forced migration of Humans and species. Increase in regulations, leading to forced reduction of emissions can require significant investments. Rising energy costs, loss of competitive advantage, stranded assets, decreasing asset value.	Impact mat.  <i>Significant</i> Financial mat.  <i>Significant</i>	Investors, Communities, Government, NGO’s, Regulators & Agencies	Green procurement of electricity and gas; Monitoring business travel emissions; Science-based aligned Net Zero Carbon commitments; Reducing gas consumption and replace by low-emissions alternatives; EPC for the entire portfolio, with a large proportion of A or A+; BREEAM certification of assets; Installation of Building Management Systems in our stores; Replacing traditional lighting with energy-efficient LED in all our stores; Increase of renewable energy generation; Sustainability-linked financing (e.g., Green Bond).
Climate change adaptation & resilience Non-resilience to extreme weather events, resulting in damage to properties, business interruptions, increase of insurance costs and customer claims, decreasing portfolio value.	Impact mat.  <i>Significant</i> Financial mat.  <i>Significant</i>	Investors, Clients	Analysis of the entire portfolio’s exposure to physical climate risk; Adaptation measures in stores with highest physical climate risks.
Resources use & Circular economy Scarcity of raw materials for new developments, strengthening of regulations on construction materials, new requirements for the proportion of recycled materials, digital prints for buildings or the use of the Level(s) assessment framework aimed at analyzing materials’ life cycle.	Impact mat.  <i>Informative</i> Financial mat.  <i>Important</i>	Suppliers and business partners, Communities, Government, NGO’s, Regulators & Agencies	Planned and unplanned maintenance to increase lifetime of our buildings; Using recycled and repurposed materials to decrease the dependance on volatile markets for new resources; Review suppliers’ contracts to divert from landfill; Protocols in stores to minimize waste consumption; 100% fiber-based, recyclable merchandise packaging.

Pollution Increased pollution norms and regulations, and activist actions resulting in higher construction costs or materials.	Impact mat. Informative Financial mat. Informative	Suppliers and business partners, Communities, Government, NGO's, Regulators & Agencies	Management of pollution prevention by compliance with all relevant legal obligations and integrating ESG and climate risks into decision-making; Strict policies in place for constructions and integration in contracts with suppliers; Due diligence procedures in place to ensure pollution prevention and minimization.
Water usage Rising water cost, scarcity or limitation of water usage, reputation impact.	Impact mat. Informative Financial mat. Minimal	Communities, Government, NGO's, Regulators & Agencies	Protocols for low water consumption in design and operations; Flow tap reduction installed in the stores; Hourly remote reading of water meters; Leak detection system with automated alerts.
Biodiversity Reduced development opportunities, additional requirements to obtain building permits (e.g. green roofs), additional measures preventing pollution, stricter local requirements.	Impact mat. Minimal Financial mat. Minimal	Communities, Government, NGO's, Regulators & Agencies	Incorporating biodiversity considerations into business decisions: assessing potential impact of our operations on biodiversity, including biodiversity considerations as directed by Local Regulations into design process of our buildings (compensation of the felled trees, creation of green or brown roof, etc.); Obtaining green building certifications (BREEAM or equivalent) wherever possible to ensure compliance with no harm to biodiversity; Protecting and restoring ecosystems: building only where allowed by law, protecting ecosystems around our stores as directed by local regulations; Implementing bio-diversity survey on the plot of land prior to design & construction and adapting the protection as necessary; Biodiversity survey on land prior to design & construction and subsequent adaptation measures to increase bio protection if necessary.

Employer of choice	Materiality	Stakeholders	Shurgard's response
Employee diversity, equity & inclusion Employee turnover, employee or customer claims, lack of attractiveness on labor market.	Impact mat. Important Financial mat. Important	Employees, Executives, ESG Management Group, Government, NGO's, Regulators & Agencies	Shurgard culture cultivation: Four Pillars; Employee engagement programs; Promoting a company culture free of discrimination and harassment.
Employee development, attraction and retention Difficulty attracting talented employees, staff turnover, lack of employee engagement, low business performance, loss of organizational knowledge, bad reputation on labor market, high recruitment costs.	Impact mat. Important Financial mat. Important	Employees, Executives, ESG Management Group	Accredited by "Investors in People" recognizing us as having principles and practices in place to support our employees; Performance appraisal process for all our employees; Leadership training program across the company with certified trainers; Systematic publication of open positions on our website with priority given to internal applications.
Employee health and safety Injuries, absenteeism, higher insurance premiums, staff turnover.	Impact mat. Important Financial mat. Informative	Employees, Executives, ESG Management Group	Assessment of health and safety measures by Internal Audit within three-year cycle; Assessment of health and safety measures by District Managers three times per year; Monthly newsletter on health & safety topics; Mandatory First Aid and Fire Safety training for all employees and new hires; Learning module on health & safety in our Shurgard Academy.

Positive impact on society	Materiality	Stakeholders	Shurgard's response
Customers privacy Penalties /fines for GDPR infringement, reputational damage, imprisonment, new regulations, hacking as a service, in the dark web, artificial intelligence abuse.	Impact mat. Important Financial mat. Important	Clients, Government, NGO's, Regulators & Agencies	Annual certified third-party performed penetration testing to protect our systems from cyber attacks, preventing leakage of customer data; Weekly testing of our IT systems to prevent any cyber threat; Incident response plan in place; Robust security measures; Data protection, privacy and computer use policies in place to regulate the topic; Shurgard's cyber systems undergo third-party due diligence to ensure the company meets high security standards.
Customers welfare & safety Criminal offence of breaching customers health and safety, reputational damage, loss of operating license, fines and claims due to customer injury or death, rising insurance cost.	Impact mat. Important Financial mat. Important	Clients	Stores internal audit on safety within a three-year cycle; Visit of stores by District Managers three times per year (self-assessments); Strategically placed digital CCTV camera, alarms monitored by an external security team, sensor lighting, perimeter fencing, PIN coded electronic gates and individual storage units with specifically designed secure locks.

<p>Workers in the value chain Reputational damage, consumers shifting to competition, dependency on suppliers whose activity could be disrupted. Obligation to comply with high standards in working condition for workers in the value chain, support better working conditions of workers in the value chain.</p>	<p>Impact mat. <i>Important</i></p> <p>Financial mat. <i>Informative</i></p>	Suppliers and business partners, Government, NGO's, Regulators & Agencies	Survey our critical suppliers every three years on their ESG performance (including respect for human rights, slavery, working conditions); Suppliers' Code of Conduct publicly available on our website; Zero tolerance to non-respect for human rights in value chain.
<p>Local communities' wellbeing Claims from neighbors when developing or operating stores, bad reputation, more stringent local regulations, difficulty obtaining building permits, low level of staff applications.</p>	<p>Impact mat. <i>Informative</i></p> <p>Financial mat. <i>Informative</i></p>	Communities, Employees, Executives, ESG Management Group	Active charity and philanthropic programs in each of our seven markets and employee volunteering; Offering self-storage units to communities; Feedback from communities incorporated in store design and development process.
<p>Product lifecycle management Rising repair costs, decreasing market attractiveness, shorter lifetime of assets, increasing insurance costs.</p>	<p>Impact mat. <i>Informative</i></p> <p>Financial mat. <i>Informative</i></p>	Clients, Communities, Government, NGO's, Regulators & Agencies	Proactive and reactive maintenance of our buildings; Yearly retrofit program of old stores; Property visits and technical assessments; Maximization of purpose-built properties.
<p>Customer access and affordability Loss of customers and potential customers due to access and affordability issues.</p>	<p>Impact mat. <i>Minimal</i></p> <p>Financial mat. <i>Informative</i></p>	Clients	Seeking active feedback from our customers through Google reviews; Implementing customer success strategies to address issues raised via customer reviews; Attractive pricing; Strategy of developing buildings with ease of access and parking.

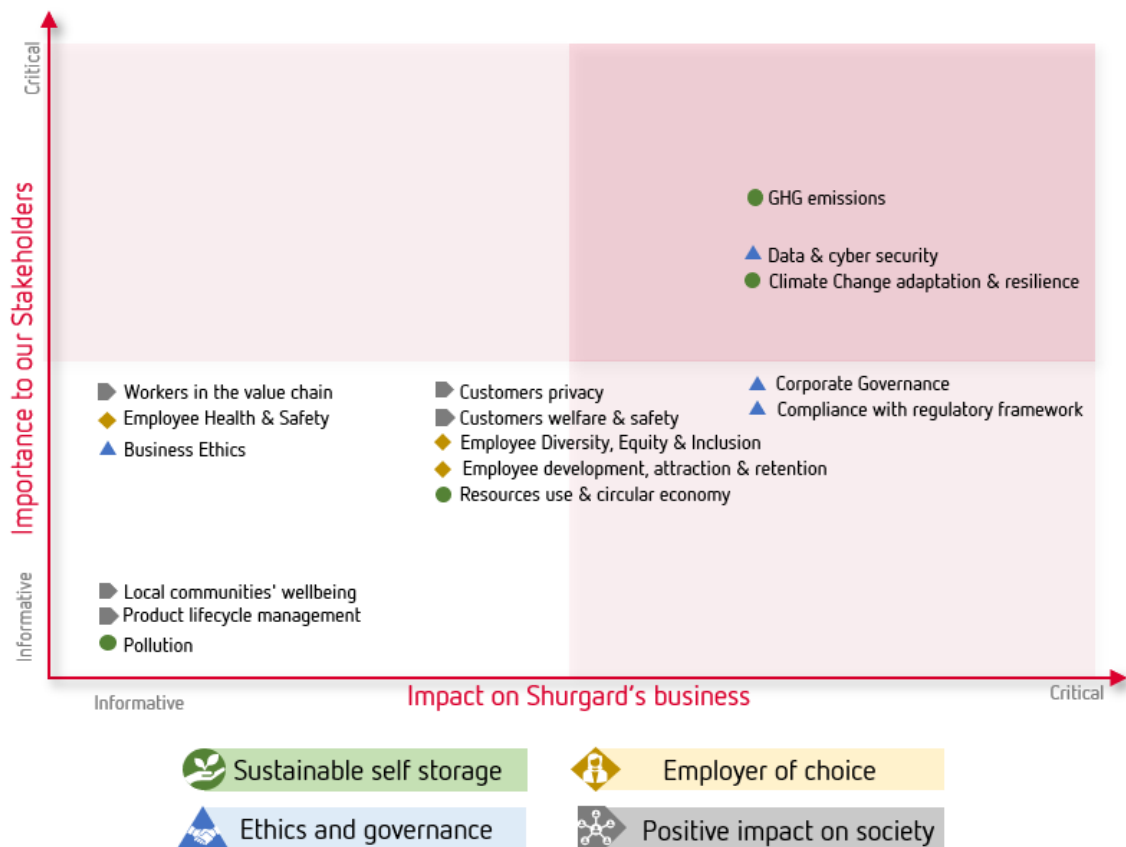
Ethics and governance	Materiality	Stakeholders	Shurgard's response
<p>Data & cyber security Reputational damage, intellectual property theft, financial losses, fines.</p>	<p>Impact mat. <i>Significant</i></p> <p>Financial mat. <i>Significant</i></p>	Employees, Executives, ESG Management Group, Clients	Annual certified third-party performed penetration testing to protect our systems from cyber attacks, preventing leakage of customer data; Weekly testing of our IT systems to prevent any cyber threat; Incident response plan in place; Robust security measures; Data protection, privacy and computer use policies in place to regulate the topic; Shurgard's cyber systems undergo third-party due diligence to ensure the company meets high security standards.
<p>Compliance with regulatory framework Penalties, fines, loss of reputation, loss of license to operate, business disruptions, revenue loss.</p>	<p>Impact mat. <i>Important</i></p> <p>Financial mat. <i>Significant</i></p>	All stakeholders	Maintained and up-to-date ISO-aligned EMS; Audit Committee; CSRD readiness assessment; Participation in benchmarks and agency surveys; Transparency and completeness of disclosures; Employees and advisor expertise.
<p>Corporate Governance Loss of shareholder trust & confidence, difficulty raising capital, increased government oversight, bad strategic decisions. Executive remuneration: penalties, company underperformance, poor attractiveness or retention of Directors, bad leavers, bad decisions for long-term value creation.</p>	<p>Impact mat. <i>Important</i></p> <p>Financial mat. <i>Significant</i></p>	Investors, Government, NGO's, Regulators & Agencies, Employees, Executives, ESG Management Group, Investors	Audit Committee; ESG Committee; Active review of competencies required by the Board; Board rotation based on competencies required; Remuneration policy; Transparency on executive and non-executive directors' remuneration practices.
<p>Business Ethics Loss of reputation, respect and credibility, decreased productivity levels, legal claims.</p>	<p>Impact mat. <i>Important</i></p> <p>Financial mat. <i>Informative</i></p>	Clients, Suppliers and business partners, Government, NGO's, Regulators & Agencies	Whistleblowing procedure; Code of conduct; No contributions / expenditures to political campaigns or organizations, lobbying, tax-exempt entities, or other groups whose role is to influence political campaigns or public policy and legislation.

3.3 DOUBLE MATERIALITY MATRIX

Our initial double materiality assessment, covering both financial as well as environmental and social materiality, was conducted in 2023 to ensure that we are addressing the most important sustainability issues. This exercise incorporates both an internal assessment and the feedback received from our various stakeholders (customer feedback, supplier surveys, investor days, employees’ feedback, etc.) on various topics. The outcome is reflected in the objectives defined in our updated Environmental Management System (EMS). Every year, the ESG Management Group identifies and assesses the relative importance of specific ESG and sustainability topics for Shurgard, considering the feedback received from our stakeholders. A sustainability topic or information meets the criteria of double materiality if it is material from the environmental impact perspective or from the financial perspective or from both perspectives.

The Board of Directors is ultimately responsible for considering the below matrix, i.e. how sustainability topics interrelate with our business strategy and developing sustainability materiality processes that link with the wider risk management process.

GRI 3-1 / 3-2 / 3-3



3.4 OUR MATERIAL TOPICS

The table below summarizes the topics that have been assessed to be material and provides a reference where the topic will be discussed further in this report:

Material topics	Where to read more
GHG emissions	4.1 – Transition to low carbon-economy
Climate change adaptation & resilience	4.2 – Resilience of properties to climate risks
Pollution	4.1 – Transition to low carbon-economy 4.4 – Responsible waste management
Resources use & circular economy	4.4 – Responsible waste management
Employee diversity, equality & inclusion	5.1 – Safe and inclusive workplace
Employee health and safety	5.1 – Safe and inclusive workplace
Employee development, attraction & retention	5.2 – Invest in the development of our people 5.3 – Share and live the Shurgard Culture
Customers’ welfare and safety	6.1 – Best-in class customer service 6.2 – Customers’ privacy & safety
Customers’ privacy	6.2 – Customers’ privacy & safety
Local communities’ wellbeing	6.3 – Positive impact on local communities
Workers in the value chain	6.4 – Encouraging ESG best-practices in our supply chain
Corporate governance	7.1 – High governance standards
Business ethics	7.2 – Business ethics and Code of Conduct
Data and cyber security	7.3 – Data and cyber security
Product lifecycle management	4.1 – Transition to low carbon-economy 4.4 – Responsible waste management 6.4 – Encouraging ESG best-practices in our supply chain
Compliance with regulatory framework	3.6 – Recognition from external agencies and benchmarks 7.1 – High governance standards 8 – GRI, EPRA and EU Taxonomy

GRI 3-2 / 3-3

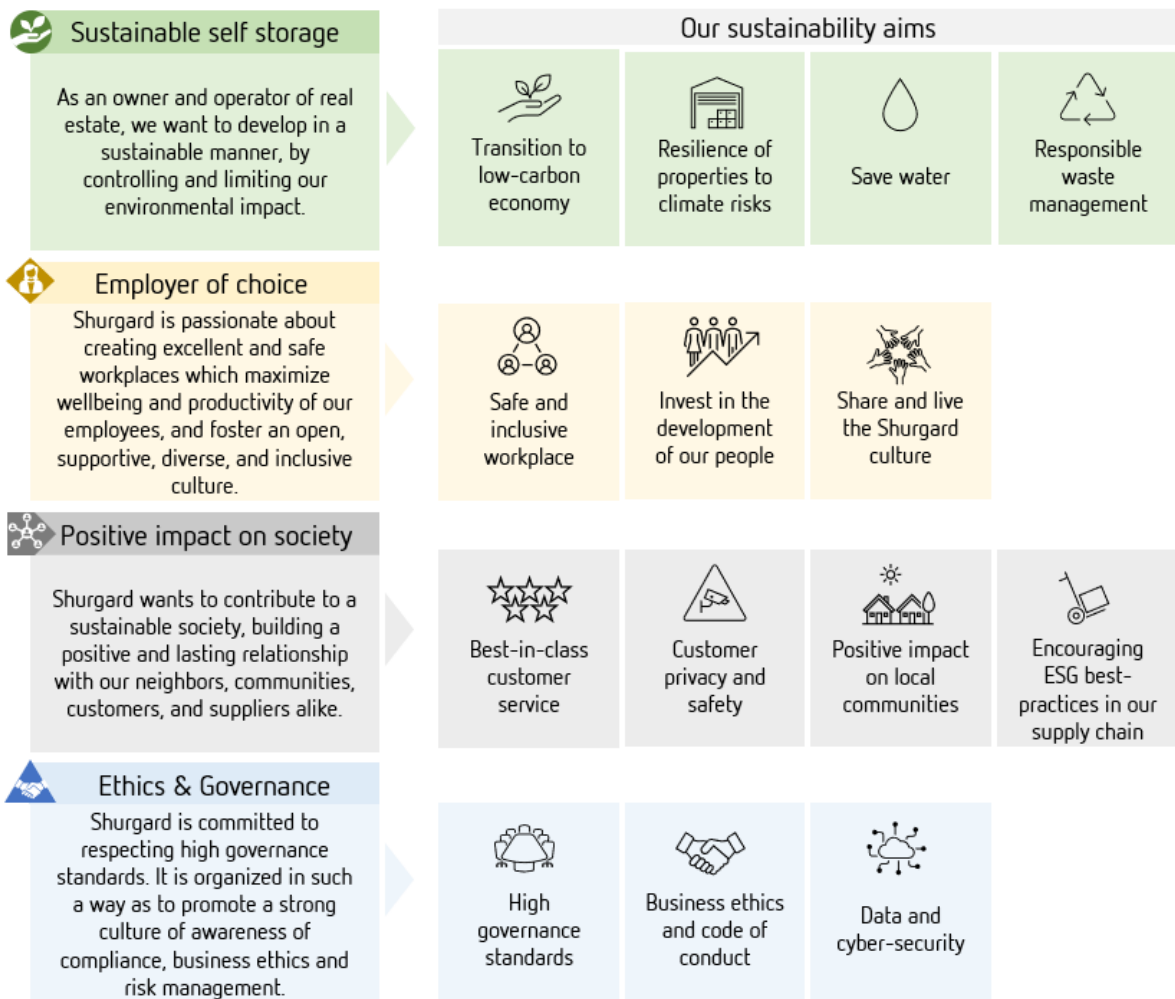
Other areas have been identified in connection with our activities but have not been selected as priorities. We integrate them into the monitoring and measurement system used to further develop our sustainability program under our EMS. Our main topics of double materiality impact are directly linked to the United Nations [Sustainable Development Goals](#) (SDGs). We monitor our sustainability program in line with the most significant SDGs for our business sector. Through our actions, our investment strategies, our partnerships, and our decisions, we seek to provide concrete responses to the SDGs that concern us.

3.5 SUSTAINABILITY AIMS

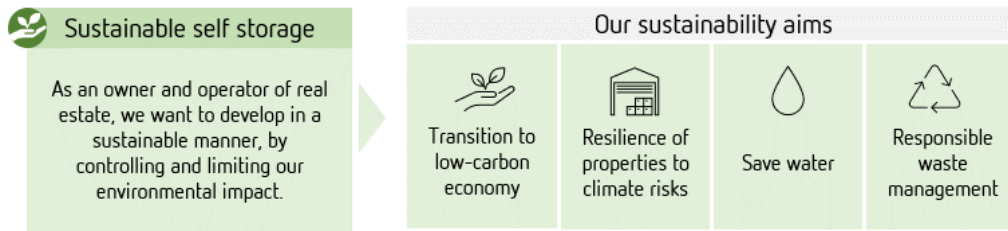
We have translated our sustainability topics into concrete sustainability goals, grouped into four pillars: “Sustainable self storage”, “Employer of choice”, “Positive impact on society” and “Ethics and Governance”. Whether serving our customers, developing our employees, growing in a sustainable manner, or building relationships with communities, we focus on what is good for business and for a sustainable future. This leads to responsible investment solutions and decisions, with enhanced value for all our stakeholders. We look forward to continuing to work to make positive changes, relentlessly advancing self-storage solutions for every move in life.

Each of these sustainability goals will be discussed separately in further detail in this report.

GRI 2-23 / 2-24



4. SUSTAINABLE SELF STORAGE



As an owner and operator of real estate, we understand our impact on the built environment and the importance of managing that impact in a sustainable manner. Storage assets generally have low operational environmental impacts due to minimal utility use, given the nature of our business. Nonetheless, we continue to explore and, where feasible, implement solutions designed to mitigate climate change risk, reduce our carbon emissions, and limit our overall impact on the environment.

At the heart of our environmental commitment lies our robust Environmental Management System (EMS). This systematic framework integrates our sustainability objectives with comprehensive strategies for environmental conservation and risk mitigation. The EMS guides our actions, enabling us to measure, monitor, and continuously improve our environmental performance across our operations. Through structured processes, data-driven insights, and stakeholder engagement, our EMS empowers us to proactively address challenges, optimize resource utilization, and uphold compliance with environmental regulations. We believe that using EMS supports continuous improvement in our ESG results. Shurgard’s EMS is aligned with the International Standards Organization (ISO) 14001 standard.

We recognize the crucial importance of sustainable design in our buildings and consider appropriate measures in all our construction and refurbishment work. Where possible, we seek passive design solutions that aim to reduce heating, cooling, lighting and ventilation energy use. Our external design and material specifications aim to incorporate the benefits of thermal mass and reduce cooling energy use. We also utilize a range of technologies to minimize heat transfer (particularly in climate- and/or humidity-controlled storage). To ensure proper land use, we seek expert advice and endeavor to conduct works in a sustainable manner.

Natural hazards including severe storms and flooding may impact our operations and our real estate assets. Comprehensive business continuity plans detail our management and operational approach in hazardous situations. In case remedy actions are required, we seek expert advice and, always and where possible, we conduct works in a sustainable manner.

We follow the Greenhouse Gas Protocol standards to measure and report greenhouse gas (GHG) emissions under Scopes 1 and 2. Further, we have initiated work to quantify our most material categories of Scope 3 emissions. See chapter 4.1 for further details.

GRI 2-22 / 2-23 / 2-24

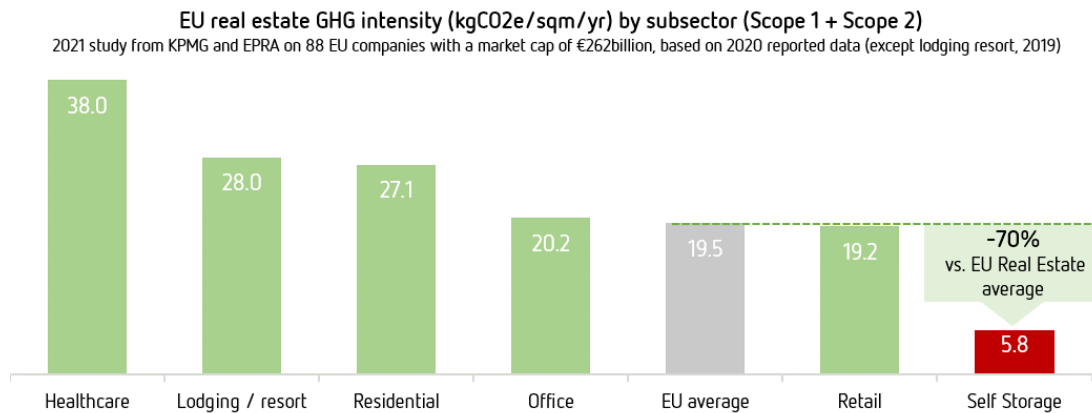
4.1 TRANSITION TO LOW-CARBON ECONOMY

Transition to low-carbon economy	Commitments	2018	2019	2020	2021	2022	2023	2023 target
	Reduce like-for-like energy emissions by 10% in 2023 (baseline 2017)	-9%	-19%	-36%	-40%	-49%	-53%	-10%
Reduce like-for-like energy consumption by 10% in 2023 (baseline 2017)	+1%	-4%	-18%	-22%	-32%	-40%	-10%	✓
Retrofit stores with energy-efficient LED (% of investment realized)	11%	28%	46%	57%	61%	100%	100%	✓
Replace gas-heating with energy-efficient alternatives by 2029, e.g. heat pumps (#stores)			1/108	3/108	13/108	26/108	On track	✓
Purchase electricity from certified renewable sources (% of total electricity)					100%	100%	100%	✓
Subscribe/test a smart building management system in two markets (# markets)						2/2	2/2	✓
KPI's	2018	2019	2020	2021	2022	2023		
Obtain BREEAM certification where relevant (% of floor area)	3%	12%	18%	20%	23%	24%		
Green building with an EPC label A or A+ (% of floor area)					66%	65%		
Explore opportunities for on-site solar panels (# stores with PV's)				17	18	23		
Sustainability bond: Invest €300 million in eligible Green Projects by 2031 (€ million)					€185m	€260m		

The general consensus is that there is a need to substantially reduce carbon emissions, to keep global warming below 1.5°C and reduce the impact of climate change on human society and nature.

The topic has risen in prominence, as countries, cities, companies, and others are increasingly committed to decarbonizing their operations. Regulations have been introduced to direct the real estate sector towards energy efficiency and emissions reduction, and Shurgard is required to adhere to them.

According to the International Energy Agency, the real estate industry produces c. 40% of the world's annual greenhouse gas emissions. This statistic does not depict the significant variances between the industry's subsectors, as evidenced by a study performed by KPMG on 88 European listed real estate companies that were member of the EPRA organization as of December 31, 2020¹. The average GHG intensity (expressed as emissions of kgCO₂, by year and by sqm) of the self-storage industry is already c. 70% below the EU real estate average, and the lowest of the real estate subsectors included in the study.



¹ <https://assets.kpmg.com/content/dam/kpmg/ie/pdf/2021/10/ie-overview-of-real-estate-companies-environmental-performance.pdf>

Nevertheless, our Company is dedicated to contributing to the decarbonization of our industry. To keep up with the decarbonization requirements, Shurgard has taken a step closer to conceptualizing its net zero carbon goals.

Shurgard has committed to decarbonizing its business to be net zero carbon in its operations by 2030 (Operational NZC) and to reach net zero carbon across the value chain by 2040 (Material NZC).

OUR NET ZERO CARBON ("NZC") STRATEGY

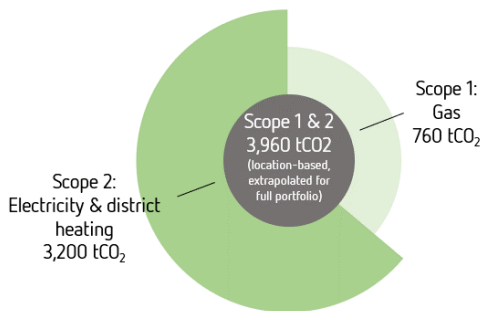
Our strategy can be split into two phases: (i) addressing operational emissions (i.e., so-called Scope 1 & 2 emissions as classified in the GHG Protocol) and (ii) achieving Material NZC by 2040, or sooner, which also addresses Scope 3 emissions, including business travel, employee and client commuting and embodied carbon from our properties.

We define Operational NZC for our properties as when the greenhouse gas emissions associated with their operation each year are zero or negative. This is achieved through a decrease in energy consumption, powering the property with renewable energy sources on-site and/or off-site, and balancing any remaining emissions by high quality offset projects.

Material NZC includes the emissions from indirect sources, with the most material source being embodied carbon.

With our NZC strategy, we aim to describe our plans to achieve the 2030 Operational NZC goal, including the targets we have set and the metrics we will be using to track our progress.

PHASE ONE – SCOPE 1 & 2 EMISSIONS – OPERATIONAL NET ZERO CARBON



Our Phase One net zero carbon target, which we aim to achieve by 2030, applies to the Scope 1 & 2 emissions of our stores. This is where we have operational control and therefore a direct ability to impact energy use and their associated emissions.

Our Scope 1 emissions include direct GHG emissions that result from sources that are owned or controlled by Shurgard. In 2023, we have emitted **760 tCO₂** (location-based¹) Scope 1 emissions, mainly resulting from the consumption of gas to heat our stores.

Our Scope 2 emissions include indirect emissions from the use of purchased electricity and district heating. In 2023, we have emitted **3,200 tCO₂** (location-based, extrapolated for the entire portfolio) Scope 2 emissions. This covers the heating of our properties, as well as all electricity used to operate the store (lighting, lifts, ventilation, etc.). Today, already 100% of our electricity and more than 70% of our gas is sourced from Renewable Energy Guarantees of Origin (REGO) backed sources.

¹ A location-based emission reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). This contrasts to a market-based emission that reflects emissions from electricity that companies have purposefully chosen, including the impact of contractual instruments, such as energy from renewable sources.

PHASE TWO – SCOPE 3 EMISSIONS – MATERIAL NET ZERO CARBON

Our commitment to sustainability extends beyond our direct operational impacts to encompass a broader understanding of our environmental footprint. Our 2040 Phase Two net zero carbon target covers our Scope 3 emissions. Scope 3 emissions are from indirect sources, such as the embodied carbon in capital goods used to build new developments and refurbishments.

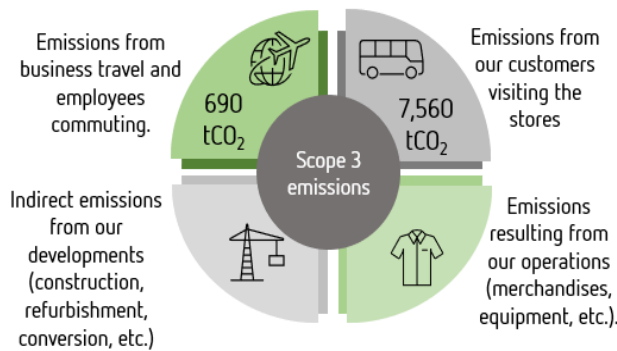
We have identified six “Scope 3” categories that are relevant to our business activities:

Scope 3-managed emissions, i.e. those under Shurgard’s operational control:

- capital goods,
- fuel- and energy-related activities,
- waste generated in operations,
- business travel,
- employee commuting, and;

Scope 3-related emissions, i.e. those we can influence but do not directly control or manage:

- downstream transportation and distribution.



Currently, we have collected data and insights in three Scope 3 emission categories: business travel (360 tCO₂), employee commute (330 tCO₂) and emissions resulting from customers visiting their rented units (7,560 tCO₂), enabling us to quantify the emissions arising from these activities. We are working on expanding our reporting to all Scope 3 emissions, including embodied carbon, to provide a comprehensive view of their environmental impact and be in position to establish a clear path to carbon neutrality.



Category 6 – Scope 3-managed emissions from business travel

We have started collecting and monitoring data on our business travel to understand how each mode of travel contributes to Shurgard’s carbon footprint and search for opportunities that can reduce our environmental impact caused by travel. In 2023, we are reporting this data for the first time.

For Shurgard, business travel represents trips in conjunction with Investor Relations activities, roadshows, conferences and specific positions and teams for different store visits for efficient collaboration and store management done in vehicles not leased or operated by the company (i.e. planes, trains).

To calculate business travel, we collected information from travel agencies, airline and car leasing companies on the number of kilometers and amount of tCO₂ resulted from the travel of employees by company cars, train and plane for business-related activities.

Our travel for business purposes resulted in approximately **360 tCO₂** for the period of January 1, 2023 to December 31, 2023.



Category 7 – Scope 3-managed emissions from employee commuting

We also strive to understand the impact of our employee travel on the environment. We therefore started to collect information from our employees on the number of kilometers and mode of transportation for their journey to the office and used relevant GHG emission factors to calculate the amount of tCO₂ resulting from the travel of employees by personal vehicles (i.e., cars and bicycles) or public transport (i.e., buses, metro, trains, trams).

The overall employee commute for the home-office-home journey resulted in approximately **330 tCO₂** for the period of January 1, 2023 to December 31, 2023.



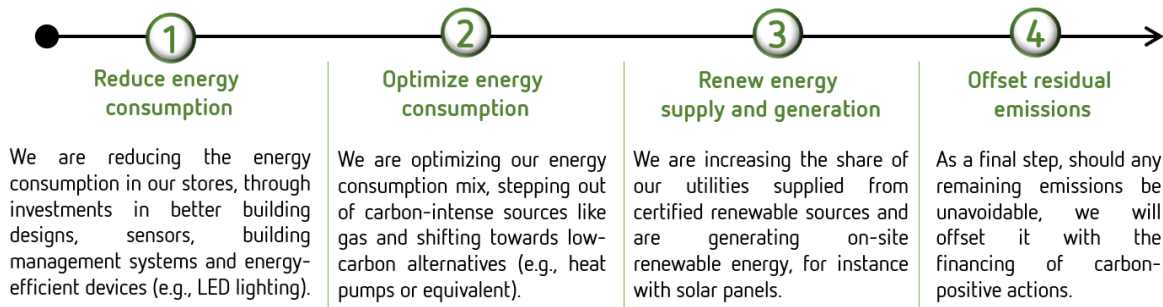
Category 9 – Scope 3-related emissions from downstream transportation and distribution

We recognize the significant impact that the transportation of our customers’ belongings during move-ins, move-outs, and regular store visits can have on the environment. To provide a comprehensive overview, we employed a meticulous approach to calculate these emissions. Leveraging the catchment area of our clients, we determined in an anonymized manner the average distances traveled to our stores. Based on this anonymized data, further analysis of customers’ travel habits allowed us to identify the types of vehicles predominantly used, enabling us to apply accurate CO₂ emissions factors. Utilizing our internal database, we defined the number of customers per store and the frequency of their visits. By diving into these details, we aim to enhance our understanding of our environmental footprint and, in turn, implement strategies to mitigate and manage our impact responsibly.

Client travel resulted in **7,560 tCO₂** for the period of January 1, 2023, to December 31, 2023.

NET ZERO CARBON DELIVERY STRATEGY

We follow the greenhouse gas management hierarchy when planning to deliver our net zero carbon commitment. The first step is to ‘eliminate’ sources of emissions from our operations, through low-carbon business decisions. The next step is to ‘reduce’ those emission sources which cannot be eliminated, by increasing efficiency across our operations. When no further reductions can be achieved, we then aim to ‘substitute’ energy-intensive technologies for low-carbon alternatives. Finally, the hierarchy ‘compensates’ for residual emissions through offsetting and carbon removal. This will only be considered as a final step should the emissions be unavoidable. Today, already 100% of our electricity and more than 70% of our gas is sourced from Renewable Energy Guarantees of Origin (REGO) backed sources. We want to go further and achieve net zero carbon on a location-based basis, taking into account the simultaneousness of our purchased or produced renewable electricity and the related consumption.



The above strategy is embedded in all core stages of our business, when acquiring, developing, refurbishing, and operating the assets.

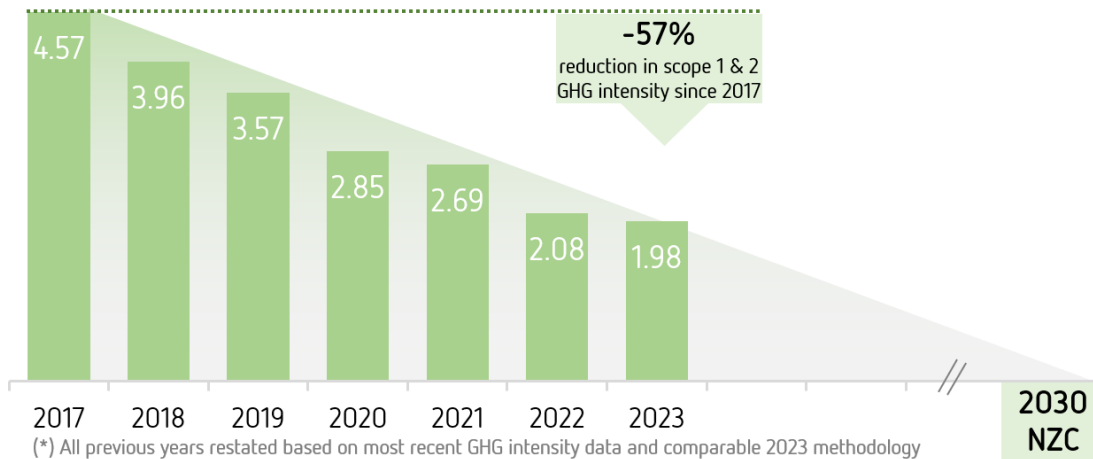
LIKE-FOR-LIKE ENERGY EMISSIONS

In the framework of our Operational NZC commitment, we have set a like-for-like emission target reduction of 10% in 2023, compared to a 2017 base line. Thanks to our efforts, we have achieved a 53% reduction in our emissions, surpassing our plans.

EMISSIONS INTENSITY

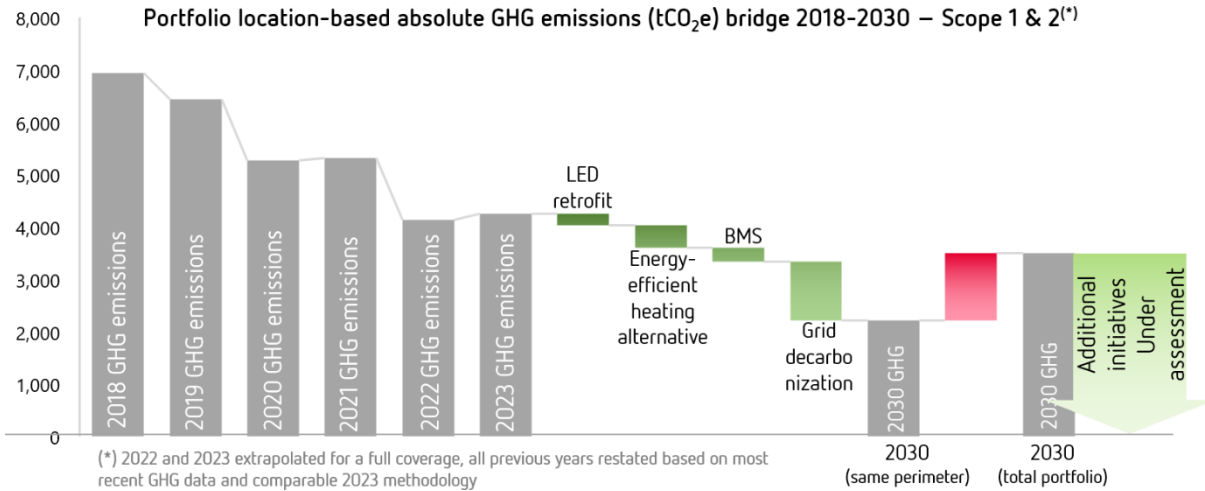
Our Scope 1 & 2 GHG intensity has already decreased by 57% compared to 2017 and we are on the right trajectory to achieve our ambitious Operational NZC target by 2030.

Portfolio location-based GHG Intensity trajectory (kgCO2e/sqm GIA/yr) – scope 1 & 2^(*)



EMISSIONS PROJECTIONS

We are developing a coherent energy supply strategy, with the aim of making our operations as neutral as possible for the environment. Our initiatives are strategically rolled out, considering their financial return and the specificities of all the countries in which we operate. In order to support our decision process, we have projected our Scope 1 and 2 GHG emissions from 2023 to 2030, at store level, taking into consideration our current GHG emissions, the impact of our initiatives on our utility consumption, the growth of our portfolio and the expected evolution of the national grid carbon intensities.



Our initiatives have already delivered great results from 2018 to 2023. Despite the growth of our portfolio, we have cut absolute location based GHG emissions by c. 40%. With our current ongoing initiatives (such as LED retrofits, heat pump rollout and implementation of a building management system), as well as the national efforts to decrease the carbon intensity of the electricity produced and injected into the grid, our GHG emissions, at constant perimeter, are expected to decrease from c. 4,250 tCO₂ in 2023 to c. 2,200 tCO₂ in 2030 (-50%). Notwithstanding a continuous reduction in our consumption and emission intensity, expressed by sqm, emissions will be impacted by our projected growth, as we plan to increase our footprint by more than 50% by 2030.

We are now looking at the next steps in our efforts to reduce our carbon footprint. For example, based on our experience from the 23 properties that are already equipped with solar panel installations, we are performing a technical assessment of our full portfolio in the Netherlands, a country where electricity production has a high carbon intensity. This includes studying roof structure and capacities, electrical connections, permit requirements, and reinjection possibilities. With the learnings in this specific market, including the analysis of business cases and different scenarios, we aim to develop a coherent solar strategy for our entire portfolio.

While solar can help us decrease our daily consumption, this will only be a partial answer to our NZC journey. We are therefore also engaging with carbon transition experts to evaluate alternative on-site and off-site renewable energy production options and potential power purchase agreements ("PPA").



Shurgard Stadionweg store in Rotterdam. a new building (certified with BREEAM "Very Good") of a total of c. 13,000 sqm, has been equipped with 420 sqm of PV panels placed on the roof.

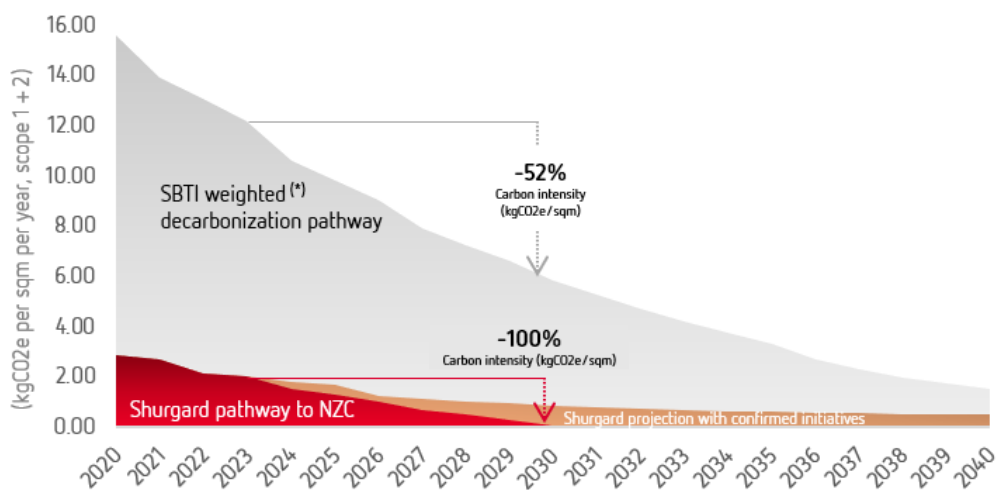
SCIENCE-BASED TARGETS INITIATIVE (SBTI) ALIGNMENT

SBTI is an internationally recognized standard that supports companies in setting up carbon reduction targets. It probes the alignment of these targets, by sector, with the science-based decarbonization pathways required to achieve the commitments of the Paris Agreement. New guidance for the buildings sector was released in 2023, aligned with the CRREM tool (Carbon Risk Real Estate Monitor), developed by the EU. Shurgard aims to align its current GHG trajectory and targets with scientifically recognized pathways.

As of today, no specific SBTi guidance has been set up for the self-storage real estate subsector. We therefore used the one that is the closest to our activity, namely the “distribution warehouse (warm)”. It is important to recognize that our 2023 carbon intensity is c. 80% lower than the closest real estate SBTi subsector.

Shurgard’s ambitious targets are significantly ahead of the SBTi decarbonization pathways:

- As targets are set up at country level, we used a weighted average based on the portfolio sqm in each of the countries in which we operate.
- With our already confirmed decarbonization initiatives, i.e. not considering the above-mentioned additional initiatives under investigation, such as solar and PPA, we will already largely meet the 2030 and 2040 carbon intensity expectations set by SBTi.
- While the science-based targets expect a 52% reduction in carbon intensity, our 2030 pathway to NZC will achieve a carbon intensity reduction target of 100%, i.e. significantly outperforming the SBTi requirements.



LIKE-FOR-LIKE ENERGY CONSUMPTION

In the framework of our net zero carbon commitment, we have set a like-for-like consumption reduction target of 10% in 2023, compared to a 2017 base line. We are very proud to confirm that we have surpassed our commitment, with a reduction of 40%.

This was achieved through various investments, such as the roll out of our LED retrofit program, the implementation of smart building management systems, and the continuous focus on increasing the share of our portfolio with excellent building ratings (EPC or BREEAM certificates for instance).

LED RETROFIT PROGRAM

In 2015, we started a major retrofit program of our stores, investing more than €11 million to make our stores more energy efficient. The key element of that program was the installation of motion sensors in our stores, and the replacement of our traditional lighting with energy-efficient LED lights. This covers not only the lighting of the storage area, but also the parking, offices, and internal drives.

The lighting of the stores represents a significant portion of the electricity consumed (c. 50%) and the LED lights are expected to deliver a consumption saving of c. 60% compared to traditional bulb lights.

Last year, we announced an acceleration of the roll-out of the program, and we are proud to announce that we achieved 100% coverage in all seven markets, with the installation of more than 100,000 LEDs across our entire portfolio.

SMART BUILDING MANAGEMENT SYSTEM

To optimize our energy consumption control and avoid wasted energy, we have subscribed to a state-to-the-art building management system. We have completed the installation in our two test markets, in Belgium and the Netherlands. This system will help us to operate our stores in an optimal way, through online centralized monitoring, metering and control of utilities and devices to lower consumption. It comes with alerts on unusual consumptions, allowing us to take immediate remediation actions. We will take the learnings from this test and will consider further expansion in the coming years.

EPC AND BREEAM CERTIFICATIONS

Shurgard encourages the achievement and maintenance of green building certifications to protect value and stay ahead of regulations. The real estate department at Shurgard is responsible for achieving and maintaining green building certifications, with the support of our ESG Management Group. The Group initiates feasibility studies and provides support to meet certification requirements and performance objectives. BREEAM (Building Research Establishment Environmental Method) is the certification of choice across our seven markets. BREEAM is a sustainability assessment method used to assess the environmental performance of buildings. Currently, 65% of our floor area is associated with an EPC label A or A+ and 24% of our portfolio holds a BREEAM certification (BREEAM New Construction or BREEAM in use), and we are committed to certifying developing assets in our pipeline where relevant.

We recently conducted a comprehensive review of our EPC labels and aligned our reporting to the different national methodologies applied by EU countries to our reported EPC labels and coverage. We also chose to consistently consider EPC across the entire site, rather than previously allowing for EPC in certain areas, for example where the property is heated. This review impacted our EPC scores and coverage negatively. Looking ahead, we anticipate an updated European Energy Performance of Buildings Directive that is expected to provide clearer guidelines and recommendations on harmonizing EPC labels across member states. We are actively monitoring these developments to ensure our practices align with forthcoming industry standards.



Shurgard Alperton Park Royal, BREEAM "Outstanding"

SOLAR PANELS

We are developing a coherent energy supply strategy, with the aim of making it as neutral as possible for the environment. Today, already 100% of our electricity and more than 70% of our gas is sourced from Renewable Energy Guarantees of Origin (REGO) backed sources.

We are now preparing the next step in our efforts to reduce our carbon footprint. Based on the experience gained from our 23 properties that are already equipped with solar panel installations, we are embarking on a full technical assessment of our properties in the Netherlands, a country where electricity production has a high carbon intensity. Not only are we studying roof structure and capacities, but also electrical connections, permit requirements, reinjection possibilities, as well as a gap analysis to achieve full carbon neutrality. This will allow us to make sure that resources and funding can be planned and committed effectively.

GREEN BOND

On July 23, 2021, the Group issued new ten years Senior Notes for €300.0 million. The proceeds of the issue were used to repay Tranche A (€100.0 million) of its 2014 senior guaranteed notes maturing in July 2021, to finance potential acquisitions, and to finance or refinance, in whole or in part, recently completed and future projects that are underpinned by sustainable criteria such as, for instance, a BREEAM certification (Eligible Green Projects). As of December 31, 2023, the proceeds allocated to Eligible Green Projects amounted to €259.7 million, representing an increase of €34.0 million compared to June 30, 2023. A portion – €89.2 million – was used to refinance existing projects at issuance, whereas €170.5 million was used to finance new projects. A total of €40.3 million unallocated proceeds of the Green Bond remain available and is expected to be used before the Bond maturity.


SHURGARD ANNUAL REPORT 2023

Store Name	Certification date	Rating	Address	Total ('000€) 31/12/2023
Park Royal	September 9, 2019	Outstanding	London	12,793
Greenwich	February 5, 2019	Excellent	London	14,079
Depford	March 5, 2020	Excellent	London	15,428
Herne Hill	July 16, 2020	Excellent	London	13,886
Barking (*)	September 30, 2020	Excellent	London	12,697
City Airport	April 1, 2021	Excellent	London	6,044
Camden (*)	August 17, 2022	Excellent	London	2,941
Morangis	October 11, 2022	Very Good	Paris	10,278
Rotterdam Stadionweg (*)	July 25, 2023	Very Good	Rotterdam	16,113
Lagny	October 20, 2023	Very Good	Paris	10,155
<i>Projects with BREEAM certificate "Very Good or Higher"</i>				114,415
Croydon Purley Way	Upcoming certification		London	9,044
Bow	Upcoming certification		London	25,401
Satrouville	Upcoming certification		Paris	9,814
Versailles	Upcoming certification		Paris	11,111
Chiswick	Upcoming certification		London	23,782
Chadwell Heath	Upcoming certification		London	17,900
Tottenham	Upcoming certification		London	16,071
Berlin Charlottenburg-Nord	Upcoming certification		Berlin	13,028
Hayes	Upcoming certification		London	1,333
Wangen	Upcoming certification		Stuttgart	3,131
Neuss	Upcoming certification		Dusseldorf	6,132
Leinfelden	Upcoming certification		Stuttgart	8,086
Southwark	Upcoming certification		London	494
<i>Other Eligible Green Projects (upcoming certification)</i>				145,327
Total Eligible Green Projects				259,741

Shurgard's Green Bond Committee is held annually and took place on July 10, 2023 to review the Green Bond Framework and the amounts of the net proceeds allocated to the Eligible Projects.

In addition, the amounts allocated to Green Projects have been reviewed by an independent external audit firm and the reports and auditor's limited assurance on the Eligible Green Projects are available on Shurgard's corporate website: <https://www.shurgard.com/corporate/corporate-responsibility/reports-and-publications>.

4.2 RESILIENCE OF PROPERTIES TO CLIMATE RISKS

 Resilience of properties to climate risks	KPI's	2022	2023
	% of stores assessed for physical climate risks	100%	100%
	% of rentable sqm associated with a high likelihood of being impacted by physical climate risk in the period up to 2050	10.6%	10.5%
	Financial assessment of the exposure to physical climate risks (in € million, based on the floor area impacted and the fair value of the underlying asset and % of total fair value)	€408.0 (9.0%)	€480.6 (9.5%)

Climate change is a growing concern for businesses around the world, and the self-storage industry is no exception. As extreme weather events become more frequent and severe, Shurgard recognizes the need to assess its vulnerability to climate change risks and take proactive steps to mitigate them. Climate change risks are represented by transition and physical climate risks.

We assess climate change-related risks using state-of-the-art technological tools and comprehensive practices every year. To this end, we follow our risk management policy:

1. We identify potential climate-related risks, whether physical risks (e.g., flooding or extreme weather events) or transition risks (changes in policy, regulation, and market conditions).
2. We evaluate exposure to these risks, whether direct or indirect.
3. We assess likelihood and impact (potential financial, operational, and reputational consequences).
4. We prioritize risks.
5. We develop risk management strategies to mitigate, transfer, or accept the risks. These strategies may include physical adaptation measures, such as building resilience to extreme weather events, as well as transition strategies, such as reducing greenhouse gas emissions and transitioning to low-carbon energy sources.
6. We monitor and review the risk management strategies on an ongoing basis to ensure that we remain effective in the face of changing climate conditions and emerging risks.

PHYSICAL CLIMATE RISK

We identify physical climate risk as a risk related to the physical impacts of climate change including event-driven risks such as changes in the severity and/or frequency of extreme weather events.

Climate scenario analysis allows a company to plan for what it considers to be the material impacts of climate change. We believe that, depending on the location and risk potential, physical climate risks can be expected to have a certain impact on our business in the future, and, taking double materiality into account, we trust that we can act to minimize risks associated with climate change. Climate change is deemed a material issue to the Group from a financial, environmental, and social perspective.

In 2023, we performed a physical climate risk assessment of our entire portfolio of 276 stores. We partnered with Munich RE, one of the most recognized providers of reinsurance, primary insurance, and insurance-related risk solutions in the world, having 40 years of climate experience and systematic recording of global hazard data over the past decades.

The Intergovernmental Panel on Climate Change (IPCC), a UN body, laid the foundation for the 2015 Paris Agreement. Our climate change assessment relies on the latest 6th release of the IPCC assessment report, where the Panel redefined what “cutting edge” climate change modelling means. Previously, climate change scenarios had only considered the development of concentrations of greenhouse gases, characterized in a set of Representative Concentration Pathways (RCPs), which we used in our 2022 sustainability reporting.

Now the IPCC has adopted a more holistic approach to expected developments in the 21st century. They now endorse using Shared Socioeconomic Pathways (SSPs) in the modelling of future scenarios. The SSPs are used to derive greenhouse gas emissions scenarios with different climate policies¹. The SSPs provide narratives describing alternative socio-economic developments.

The existing five SSPs scenarios are²:

- SSP1: Sustainability ("Taking the Green Road")
- SSP2: "Middle of the Road"
- SSP3: Regional Rivalry ("A Rocky Road")
- SSP4: Inequality ("A Road Divided")
- SSP5: Fossil-fueled Development ("Taking the Highway")

For our 2023 reporting, we have opted for the SSP2 (or SSP2-4.5) "Middle of the road" scenario.

In this scenario, global and national institutions work towards sustainable development but make slow progress. Development and income growth proceed unevenly, with some countries making relatively good progress while others fall short of expectations. The environment experiences degradation, but the overall intensity of resource and energy use declines. This scenario would be expected to lead to a warming by end of the 21st century of between 2.1 and 3.5°C relative to the pre-industrial period (1850–1900). The SSP2 scenario is comparable to the RCP 4.5 scenario³, which was previously used in our 2022 reporting. This scenario is deemed appropriate by the EU Taxonomy for projections up to 2060, whereas scenario SSP5 (or RCP 8.5) is largely considered as a 'worst-case scenario' that is possible but unlikely to happen.

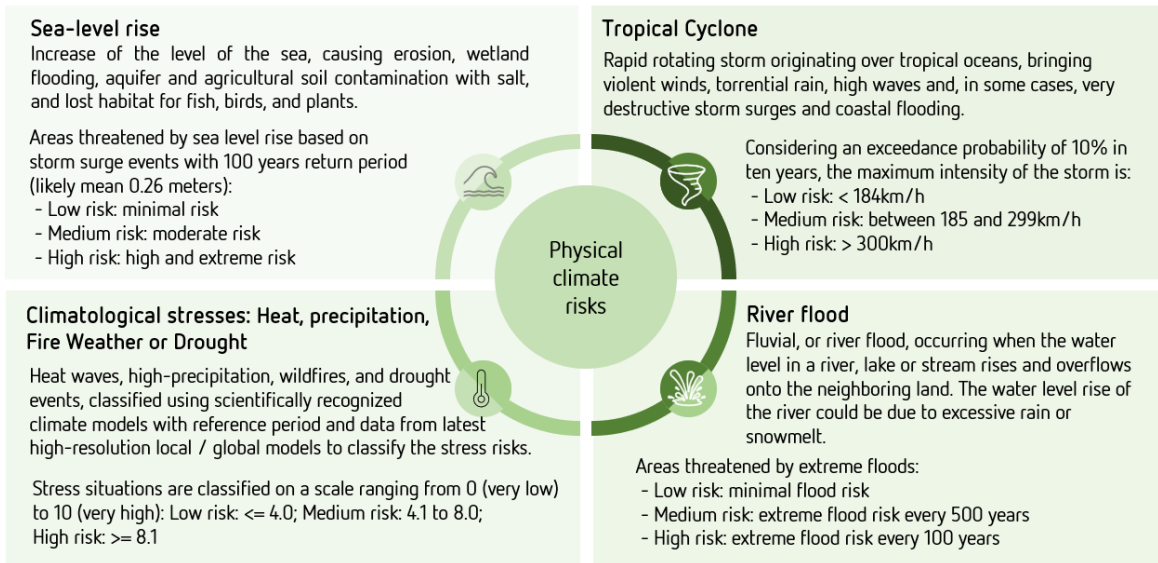
Including the SSP into our physical climate risk analysis helps us to tailor our climate strategy. By supplementing the degree-based RCP scenarios with socio-economic considerations, we can see a more realistic picture of how climate change will impact our portfolio and make more informed, tailored sustainability strategies for Shurgard and its stakeholders.

1 United Nations Economic Commission for Europe (UNECE), "SSP2 Overview," May 14–15, 2019, Pathways to Sustainable Energy Workshop Consultation https://unece.org/fileadmin/DAM/energy/se/pdfs/CSE/PATHWAYS/2019/ws_Consult_14_15.May.2019/supp_doc/SSP2_Overview.pdf.

2 Carbon Brief, "Explainer: How shared socioeconomic pathways explore future climate change," <https://www.carbonbrief.org/explainer-how-shared-socioeconomic-pathways-explore-future-climate-change/>.

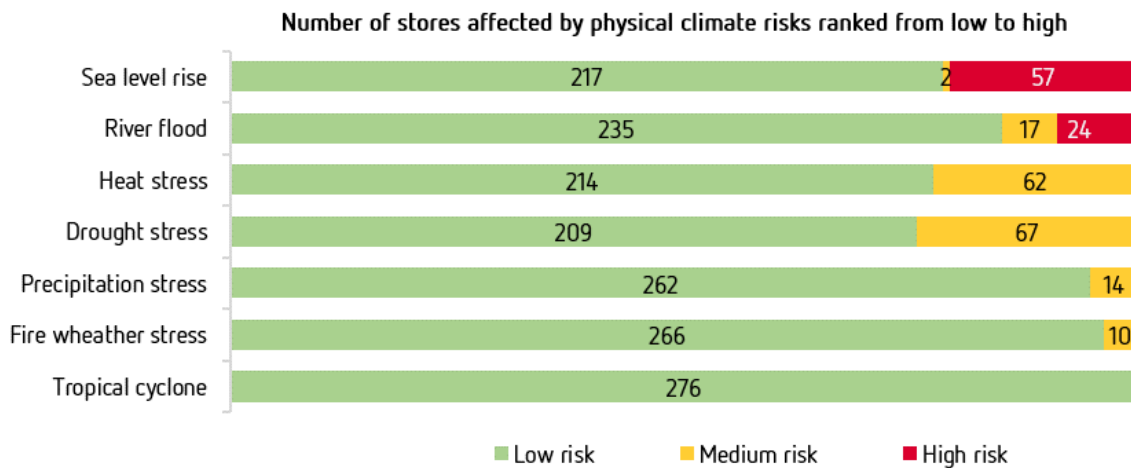
3 Munich Re, "Climate Change Edition," Location Risk Intelligence, <https://www.munichre.com/rmp/en/products/location-risk-intelligence/climate-change-edition.html>.

Based on Munich RE’s assessment, we considered and reviewed the following climate risks, hazards, and meteorological stresses, which are classified from low to high risk:



For the purpose of the climate-related disclosures, projections up to the year 2050 were used for all risks, except for the “sea-level rise” risk, for which only long-term projections up to 2100 were available. This is in line with the typical lifetime of our properties and aligned with the requirements of the EU Taxonomy for our asset class.

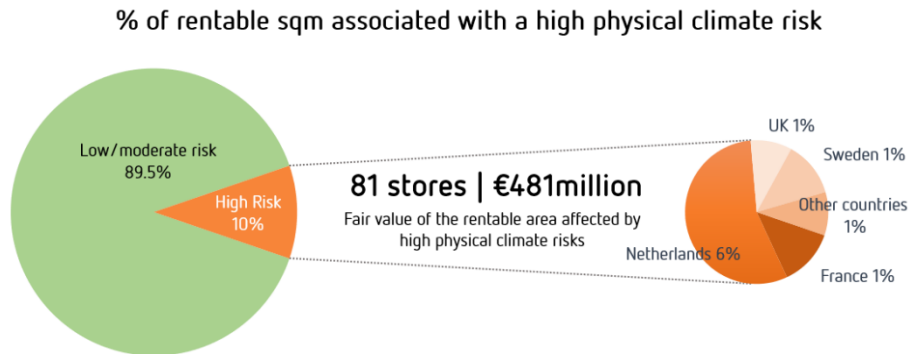
The assessment was made at the individual asset level, using precise geo-localization. The below chart summarizes the number of stores affected by climate related risks and the associated risk assessment, as defined in the above table.



Based on this detailed analysis, river floods and sea level rise are currently the most relevant climate related risks for Shurgard that could have an impact on our assets and operations. The financial consequences could come from a range of impacts, such as damage to goods stored, unblocking drains, clearing up large scale flooding, and more frequent maintenance of the building infrastructure resulting in higher repair and maintenance, as well as higher insurance costs and preventive investments in our properties. The analysis also showed that river flood and sea level rise risks would impact only the ground and underground floors, if any, i.e., not the total building, which in Shurgard’s case are typically multi-level properties.

In total for 2023, we have identified 81 stores that were associated with at least one “high” physical climate risk, with 57 stores for the sea level rise risk and 24 stores for the river flood risk.

The rentable sqm at high physical climate risk represents 10% of our total lettable area. Most of these properties are located in the Netherlands (with 6% of our total rentable sqm), due to its geographic situation and low elevation against sea levels, followed by UK, France and Sweden.



TRANSITION RISKS

Transition risks are defined as risks associated with transitioning to a lower-carbon economy. As part of Shurgard’s risk management system, our various departments that are part of the ESG Management Group are responsible for identifying, assessing, managing, and monitoring climate risks associated with their business area. Risks are assessed in line with Shurgard’s risk management policy.

We have identified the following transition risk drivers for our business and operations:

1. **Regulatory risks:** The implementation of new policies and regulations to reduce greenhouse gas emissions could lead to increased compliance costs, such as the need to invest in new equipment or technology, or the need to purchase carbon offsetting credits. This could result in increased capex and opex, which could affect the profitability of the company.
2. **Energy and resource risks:** Higher energy prices or scarcity of resources could result in increased operating costs, such as increased electricity bills or higher costs for raw materials. This could lead to lower profitability or decreased competitiveness in the market. Poor energy management may lead to a loss of market share, longer term.
3. **Technology risks:** The adoption of new technologies or changes in the market demand for storage solutions could lead to the need for new investments in technology or infrastructure. Failure to adapt to these changes could result in decreased revenue or increased costs.
4. **Reputation risks:** Negative public perception or association with unsustainable practices could lead to decreased demand for Shurgard’s products and services, which could result in lower revenue.
5. **Financial risks:** Increased borrowing costs or difficulty accessing capital could result in decreased investment in new technologies or infrastructure, which could affect Shurgard’s ability to adapt to the transition to a low-carbon economy.

Decarbonization pathways offer a valuable measure of transition risk, especially concerning real estate portfolios and assets. These pathways employ a metric, GHG intensity (measured in kgCO₂e/sqm/year), applicable to the entire real estate asset category. The Carbon Risk Real Estate Monitor (CRREM) has established science-based decarbonization pathways for numerous developed real estate markets globally, aligning with climate goals set by the Paris Agreement. These pathways serve as practical benchmarks for assessing individual assets in light of high-level global commitments, like NZC targets and the Paris Agreement.

These pathways serve two main purposes: NZC alignment and transition risk assessment. Organizations like the NZC Asset Owner Alliance and the Institutional Investors Group on Climate Change recommend CRREM pathways for real estate compliance with their criteria, even though the 1.5°C CRREM pathways do not precisely reach zero CO₂e/sqm by 2050, they are considered ambitious enough for NZC alignment.

“Stranded assets” are properties that will not meet future energy efficiency standards and market expectations and might be increasingly exposed to the risk of early economic obsolescence. The highest risk for the real estate sector is that assets would lose their economic value due to, for instance, the loss of their license to operate or the inability to resell them because of their inability to comply with increasingly stringent regulatory requirements. Although decarbonization pathways do not directly reflect the evolution of the local regulatory environment, they might be used as an indication of an increasing risk of stranded assets.

The risk of asset stranding is a concern across sectors, including real estate. It can arise due to various factors associated with transition risk, such as policy, legal, technological, market, or reputational factors. While decarbonization pathways reflect regulatory ambition, they are not precise indicators of regulatory requirements in each jurisdiction. Instead, they serve as a proxy for regulatory or policy transition risk. An asset's GHG intensity exceeding its decarbonization pathway does not guarantee license loss but suggests an elevated risk of stranding if regulatory alignment with national commitments is anticipated, even if it is currently lagging.

Today, we have not identified any asset that would be stranded or at risk of becoming stranded in the near future. We refer to the section 4.1 Transition to low-carbon economy, where we demonstrate that our ambitions of being NZC in our operations by 2030 should prevent any material risk related to asset stranding, as our carbon intensity trajectory will remain largely below scientifically recognized decarbonization pathways.

OUR RESPONSE TO CLIMATE RISK

Climate change risks mentioned above are one of the risks that Shurgard considers in its risk assessment framework.


Firstly, we strive to rely solely on green electricity and green gas. We are reducing our consumption year by year. We invest in renewable energy sources to reduce our dependence on fossil fuels. By installing solar panels on our facilities, we not only plan to generate energy and reduce our exposure to rising energy costs and potential carbon taxes, but also contribute to the overall resilience of our operations. The power created with solar installations can be invested back into the grid, enhancing our ability to adapt to changing energy dynamics influenced by physical climate risks. Additionally, we prioritize energy-efficient measures such as LED lighting to further reduce our carbon footprint and minimize the strain on resources in the face of climate-related challenges.

Secondly, we implement comprehensive measures to enhance the resilience of our infrastructure and operations against physical climate risks. This includes upgrading lighting (to LED) and HVAC systems to improve energy efficiency, as well as implementing strategies to reduce waste, manage water resources efficiently, and prevent water and energy leakage and spilling. By taking these proactive steps, we not only reduce our environmental impact but also strengthen our ability to withstand and adapt to the physical risks posed by climate change, such as extreme weather events and changing hydrological patterns.

Thirdly, our company actively explores new business models that align with a low-carbon economy and address physical climate risks. We also seek partnerships with companies and suppliers that offer sustainable solutions, further minimizing our environmental impact and helping to mitigate physical climate risks. These initiatives demonstrate our commitment to resilience and adaptation in the face of climate change.

Lastly, Shurgard engages with stakeholders, such as suppliers, investors, customers, and employees, to communicate our commitment to sustainability and seek their input on ways to reduce the company's carbon footprint and address physical climate risks. By actively involving stakeholders in our sustainability efforts, we foster trust, credibility, and collaboration, which ultimately enhances our reputation and strengthens our ability to manage potential reputational risks arising from both transition and physical climate risks.

4.3 SAVE WATER


 Save Water	Commitments	2018	2019	2020	2021	2022	2023	2023 target
	Reduce like-for-like water consumption by 5% in 2023 (baseline 2017)		+4%	+28%	+1%	+9%	-7%	-46%
Install smart water readers and smart leak detection system in all stores (% stores done)						60%	100%	100% ✓

Ensuring sustainable water withdrawal and supply of fresh water to address water scarcity and reduce the number of people suffering from water scarcity was identified as another important risk. Having said that, water use for self-storage properties is typically very low compared to sites of a similar size in the real estate sector. Our employees and visitors have toilet facilities, some stores have showers for employees who choose to travel by bike and our employees have access to a small kitchen. We are maintaining specific protocols in the design and operations of our storage properties to ensure low water consumption.

Over the past few years, we have rolled out water efficiency measures at portfolio level, such as low flow taps and other fittings. In 2023, we equipped 100% of our stores with smart water metering facilities, which allows live monitoring of water consumption by store. The system can detect abnormal water consumption, such as water leaks, and sends an alert to our facility teams that can take immediate remediation actions. Considering the very low water consumption overall in our business, water leaks have a major impact on our consumption. Installing these smart water systems helps us to act in a timely manner and prevent abnormal peaks in consumption.

In 2023, we outperformed our target to decrease our like-for-like water consumption by 5% (vs. 2017 baseline), achieving an actual reduction of 46%.

4.4 RESPONSIBLE WASTE MANAGEMENT

 Responsible Waste Management	Commitments	2022	2023
	Diversion from landfill		100%
Cardboard in our stores that is recycled		100%	100%





Environmental pollution has been sub-divided for the purpose of this report into (i) reduction of carbon emissions (see our discussions in chapter 4 on this) and (ii) responsible waste management, which is discussed further below.

We have equipped our properties with waste bins for general waste and recycling; and we have special collection arrangements for waste electronic and electrical equipment and lightbulbs. We provide guidance on their use and recycling to our store teams during induction. Our main source of waste is from the operational activities of our stores. Our employees apply best practice waste segregation for general and mixed dry recyclable materials.

In addressing other environmental concerns in the area of pollution, Shurgard is committed to utilizing sustainable materials in its packaging for customers' moving needs. We diligently require that our suppliers of wood fiber-based products used in packaging source their wood fibers exclusively from certified forests, ensuring sustainable management practices and providing comprehensive traceability. All forestry-based products obtained by Shurgard for packaging solutions adhere to certification standards, including the Forest Stewardship Council (FSC) and PEFC, along with other certifications recognized by PEFC. These certifications are prominently highlighted on our packaging materials for sale, emphasizing our dedication to eco-friendly sourcing. Moreover, any additional documentation provided to customers is presented on paper that carries the FSC certification, reinforcing our commitment to responsible environmental practices.

In 2023, we maintained our achievement of 100% diversion from landfill as well as our protocols for low waste consumption in design and operations of our stores.

4.5 OUR "SUSTAINABLE SELF STORAGE" FUTURE COMMITMENTS

Our "sustainable self-storage" future commitments	
 <p>Transition to low-carbon economy</p>	<ul style="list-style-type: none"> • Initiate solar panel installations in two of our most carbon-intensive markets in 2024 (UK & Netherlands), with a 2025 completion target. This is part of the third step (Renewable Energy Supply and Generation) in our above explained four-step approach to achieving NZC goals. • Replace all existing gas heating with heat pumps, or equivalent energy-efficient alternatives, in all our gas-heated stores (108) by 2029, investing c. €15 million, with an expected roll-out pace of 15 stores each year.
 <p>Resilience of properties to climate risks</p>	<ul style="list-style-type: none"> • Obtain relevant BREEAM certificates for future constructions, wherever possible.
 <p>Save water</p>	<ul style="list-style-type: none"> • Maintain protocols for low water consumption in design and operations of our storage properties.
 <p>Responsible waste management</p>	<ul style="list-style-type: none"> • Maintain protocols for low waste consumption in design and operations of our stores. • Maintain 100% landfill avoidance.

5. EMPLOYER OF CHOICE



Human capital is a key pillar in our sustainability strategy. Our commitment to the development of our human capital is based on common values such as collective effort, a strict sense of ethics and the search for excellence. Our ambition is to embed Shurgard’s culture in everyday practices in order to forge positive relationships, improve the employee experience and create a united internal environment. This also means ensuring that our employees are working in a safe and inclusive environment. We invest in our talents, through training, feedback, internal mobility, promotion opportunities as well as a dynamic and fair remuneration policy.

5.1 SAFE AND INCLUSIVE WORKPLACE

 Safe and inclusive workplace	Commitments	2022	2023	2023 target
	Increase the ratio of gender diversity among Non-Executive Directors	27%	33%	33% ✓
	Create and roll out a new employee training program on diversity, equity and inclusion		Done	Done ✓
	Create a learning module on health and safety in the training program		Done	Done ✓
	Implement a group-wide non-discrimination and anti-harassment policy		Done	Done ✓
KPI's	2022	2023		
% of properties subject to health and safety audit (three-year cycle)	34.0%	35.5%		
Employee absenteeism	5.8%	6.3%		
Employee injury rate	0.0%	0.0%		
Employees gender diversity (% of female employees)	42.3%	42.4%		
Store personnel gender pay gap (mean % by which female pay is lower than male pay)	5.0%	3.3%		

HEALTH AND SAFETY

The safety of our employees and our customers is a key priority. Safe practices are inherent in our systems, our operating procedures, and most importantly in the way we think and act. Shurgard is fully committed to providing safe storage facilities for our customers and our employees. Health and safety criteria are regularly assessed in our properties to ensure that applicable health and safety rules are respected. All the properties are audited from a health and safety perspective:

- By Internal Audit within a three-year cycle (more than one third of the properties are audited each year); and
- By the District Managers three times per year (self-assessments).

A workplace health and safety organizational induction is provided to all new team members and contractors upon initial employment or engagement with Shurgard.

Regular periodic training is conducted with all team members, in addition to instances of changes to the workplace or operations, plant or equipment, legislation, policies, work processes or processes, and generally as required. Furthermore, task-specific training is conducted to provide knowledge of health and safety issues and safe work practices relevant to work activities, workplaces, or equipment. Training is hands-on and interactive, to ensure complete understanding of procedures. Records of training conducted, participation, and acknowledgment of training by team members, are kept in an online learning management system or filed with the Human resources department.

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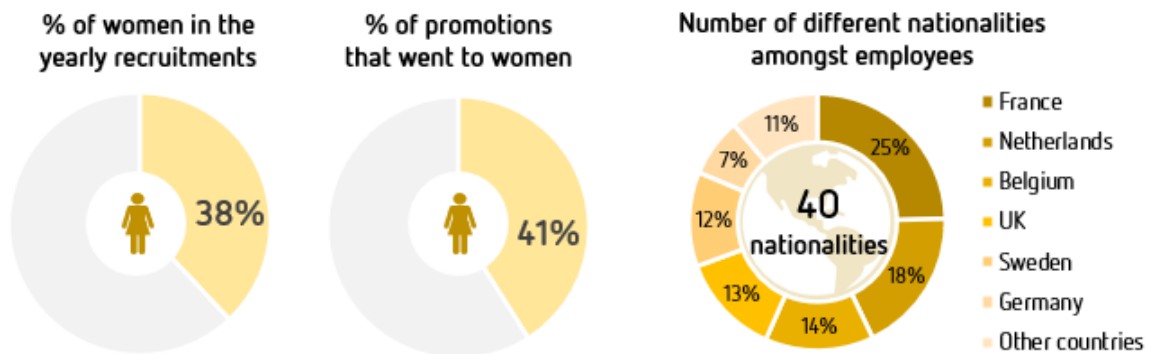
DIVERSITY, EQUITY, AND INCLUSION

Shurgard is committed to an inclusive workplace that embraces and promotes diversity, pay equity and equal opportunity. The principle of non-discrimination (see our policy on [non-discrimination and anti-harassment](#)) permeates all the processes inherent to human resources. To meet this commitment, we make sure that Shurgard guarantees gender equality in all its processes, including:

- Talent review;
- Compensation review;
- Promotions; and
- Development programs.

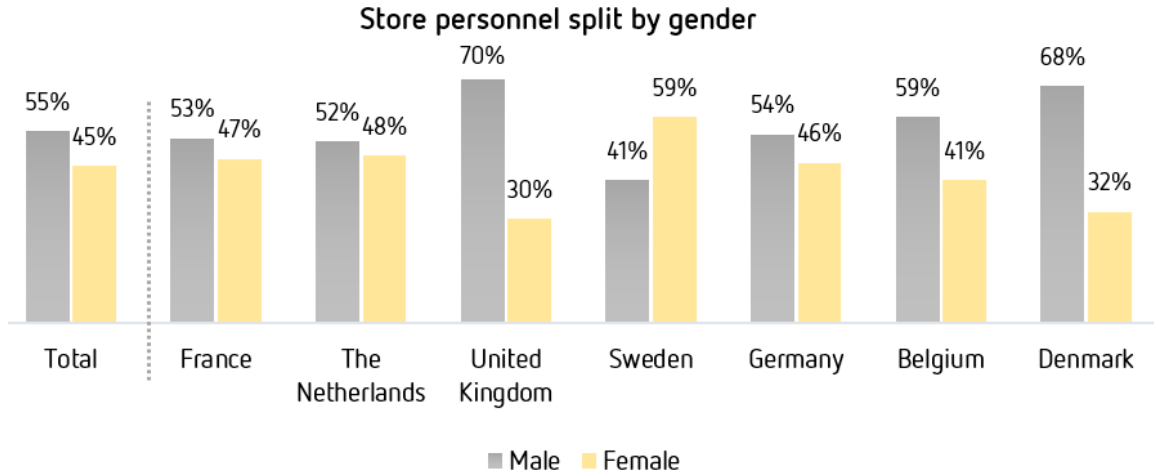
Our support and operation teams are located in eight countries, representing 40 different nationalities. We therefore benefit from a naturally diverse and high-quality employee base. Our diversity of thinking and experiences foster innovation and long-term relationships. We strive to increase the diversity of gender, culture, age, origin, and training within our workforce. We believe that this encourages innovative solutions and exceptional customer service to an equally diverse community. Our pledge to creating and ensuring a diverse work environment contributes to Shurgard’s corporate objectives and embeds the importance and value of diversity within the culture of our organization. In 2023, we launched a new employee training program on diversity, equity, and inclusion.

Shurgard aims to create an inclusive environment that supports people and removes artificial barriers from the workplace. Training for all employees on sexual harassment and discrimination occurs at induction and is refreshed on a regular basis. The management of equal employment opportunities within Shurgard is the responsibility of all employees. Recruitment, selection, and promotion of individuals into specific positions or for development opportunities are determined on personal/professional merit, and all employees are subjected to the same rules and conditions of employment without regard to any individual differences. Shurgard also respects the right of all employees to form and join a trade union of their choice without fear of intimidation or reprisal, in accordance with national law.

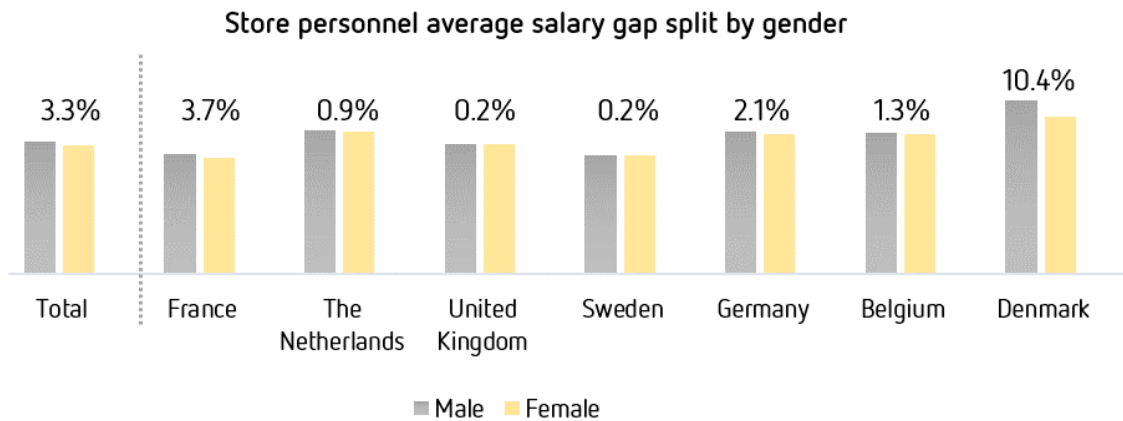


Within our stores, we foster an inclusive culture which engages with all potential candidates. The outcome of this culture is a good gender balance at our properties, which employ 83% of the total Shurgard personnel. Within stores across our seven operating countries, the total gender split is 58% male and 42% female. In 2022, the gender split was 58% male and 42% female.

The gender split for our European Support Center employees was 57% male and 43% female in 2023, against 53% male and 47% female in 2022.




The gender pay difference for store personnel is marginal across our different operating countries. The total difference is 3.3% (in favor of male personnel) across all geographies which reflects a range between 10.4% and 0.2%.



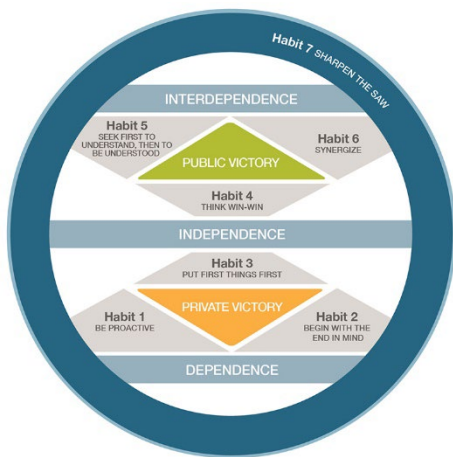
5.2 INVEST IN THE DEVELOPMENT OF OUR PEOPLE

CONTINUOUS TRAINING

Our ambition is to place the development of human capital at the center of our priorities by devoting attention to the continuous improvement of skills and knowledge, and therefore to a continuous process of education and learning. A comprehensive training offer is defined and updated every year, in line with Shurgard’s strategy, the Investors in People accreditation, and regulatory requirements. We support our managers and business units in setting development priorities through specific training or on-the-job learning activities.

 Invest in the development of our people	Commitments	2022	2023	2023 target
	Implement 7 Habits of Highly Effective People for support centers			Done
KPI's	2022	2023		
% of employees that underwent performance appraisal process	100%	100%		
Training hours completed by employee	30.2h	22.7h		
% of employees that followed at least one training during the year	100%	100%		

We believe the quality of customers’ interaction with our employees is critical to our long-term success. Accordingly, we emphasize customer service and teamwork in our employee training programs. Each in-store employee is required to complete a training program which builds a foundation to assist our customers with their storage needs. All new support center employees are also engaged in an extensive induction program which lasts several weeks. We offer a continuous feedback program to help employees improve their performance. We invest in a wide range of training to develop both professional skills as well as soft skills, such as communication, problem-solving and time management.



In pursuit of organizational excellence, Shurgard has embarked on a transformative journey by adopting and implementing the renowned "7 Habits of Highly Effective People" training framework developed by [FranklinCovey](#).

The 7 Habits framework has become an integral part of our employee development program. Through this program, our employees of all levels have learned to cultivate habits that prioritize and balance personal and professional goals. Teams routinely engage in feedback sessions and 7 habits-themed lunches, identifying areas for growth and implementing positive changes in their everyday work and life.

To streamline various aspects of talent management and development, Shurgard uses a cloud-based talent management platform. It allows us to establish a structured performance management process and manage all training offered at Shurgard. It helps us to create better onboarding processes and follow-up of new hires to make sure they are well integrated into the company from day one. The platform provides a central hub for organizing and delivering training and development programs. It offers a learning management system (LMS) that allows us to create, manage, and track training courses. Our employees can access training materials, complete courses, and monitor their progress through the platform. On

top of that, the platform facilitates 360-degree feedback processes, where employees receive feedback from managers and subordinates. To support the feedback process, we also have a 360-degree assessment for managers via the [FranklinCovey training platform](#).



The comprehensive feedback helps our employees gain insights into their strengths and areas for improvement, enabling them to grow and develop in their roles.

To retain and attract top talent within our stores, we launched the Shurgard Academy in 2018. The Academy provides a transparent program of progression which empowers our employees to develop throughout their careers. The Academy ensures a structured process of career progression, from Junior Assistant Store Manager to Senior Store Manager and District Trainer.

In 2023, 100% of our employees underwent a performance appraisal process. Shurgard’s large training program resulted in a total amount of approximately 23 training hours completed per full-time employee, representing a 100% ratio of our workforce that followed at least one training this year. Our total training hours for 2023 amounted to over 15,900 hours, including first aid and fire emergency training in addition to all the new joiners’ induction training and some other externally provided training deemed important for the development of our employees.

As we continue our progress, we are modernizing our learning by collaborating with a new partner who specializes in game-based learning and virtual reality learning. Starting in 2024, we are planning to create customized game-based training courses for the stores, and this will be added to the Shurgard Academy.

INTERNAL MOBILITY AND PROMOTION

Shurgard’s priority is to develop support for employees in their career development, in line with the business needs, and to help them build a rich career while strengthening their employability. Mobility is an act that demonstrates the employee’s commitment to building a long-term career. It aims to match personal aspirations with the needs of Shurgard, prepare for the future in line with strategic focus, develop a shared culture, retain employees, and strengthen our employer brand. Various measures include the:

- Systematic publication of open positions on our website;
- Priority given to internal applications.




Fabrice Gaude, Store Manager/District Trainer for France, has been awarded the prestigious FEDESSA (federation of European self-storage associations) Manager of the Year Award at the 2023 FEDESSA Conference and Trade Show.

A DYNAMIC REMUNERATION POLICY

The philosophy of Shurgard’s remuneration policy is to reward long-term performance, attracting and retaining talent through competitive, fair and gender-neutral compensation. Performance is as much individual as it is collective. Shurgard is committed to the sincerity and transparency of the link between performance and remuneration. This link must also be a driver for employee motivation and commitment. We are looking at pay equity at all levels. Calibration meetings are conducted annually among the executive team to ensure that all remuneration decisions are fair across the entire employee population. Thus, people with similar roles, responsibilities, and experience receive comparable salaries. Moreover, executive remuneration policies are reviewed each year by the ESG Committee and a dedicated survey was conducted on executive salaries (we refer to the Remuneration Report). We ensure our alignment with best practices and our compliance with the various legislation in force. We regularly organize remuneration calibration meetings to assess our conditions within the business and align the salaries of all our employees according to the market.

5.3 SHARE AND LIVE THE SHURGARD CULTURE

 Share and live the Shurgard culture	KPI's	2022	2023
	Glassdoor employee reviews	4.7/5	4.7/5

EMPLOYEE HAPPINESS AND ENGAGEMENT

Our policies and programs are designed to make our employees' working life productive and rewarding, and we regularly evaluate the success of these efforts.

Glassdoor operates a review site for employees of large corporations, such as ours. Our current ranking is higher than average (4.7/5 vs. an average of 3.7/5, and 97% CEO approval vs. average rating of 73%). The results prove that our mission is well reflected in the employees' experience.



Recommend to a Friend



Approve of CEO



Positive Business Outlook

Overall	★★★★★	4.7
Culture & Values	★★★★★	4.6
Diversity & Inclusion	★★★★★	4.7
Work/Life Balance	★★★★★	4.6
Senior Management	★★★★★	4.6
Compensation and Benefits	★★★★☆	4.2
Career Opportunities	★★★★☆	4.3

INVESTORS IN PEOPLE

We are accredited by Investors in People, an internationally recognized people management accreditation association. The accreditation recognizes Shurgard as having principles and practices in place to support our employees and that our employees are aware of how to use them to make our work environment better. We have gone through the assessment by Investors in People in 2022 and have been recognized as a "Silver Investors in People organization" in 2023 as a result of this evaluation. The Investors in People assessment contributes to UN Sustainable Development Goal #8 – 'Decent Work and Economic Growth'. The survey was available to all employees at Shurgard and has enabled us to see and address our highs and lows when it comes to employee engagement and happiness. We have improved our results compared to the previous assessment of 2020 and are planning to continue the process of empowering our employees and enriching the company culture.



EMPLOYEE WELL-BEING INITIATIVES

In a commitment to prioritizing the health and happiness of our employees, we have recently initiated a comprehensive array of well-being initiatives. At the heart of these endeavors lies a sincere focus on both mental and physical well-being, recognizing that a harmonious balance between the two is indispensable for overall wellness and peak performance.

Among the initiatives introduced is the approach to monitor and assess the well-being of our dedicated operations and support center staff. We use different techniques for assessing the well-being of employees, which includes online surveys and screenings. This pursuit of well-being is by no means novel within Shurgard. In 2023, in partnership with Attentia, a rapidly growing Belgian professional services organization that offers a broad range of HR, well-being and payroll solutions, we performed a well-being assessment survey aimed at checking the needs of employees during homeworking.

Further, we have a “Direct employee participation on welfare form”, which is aimed at addressing immediate concerns and feedback of employees on the road to creating a workplace that promotes employees’ health, happiness, and productivity. The insights gained from the answers on various surveys launched in 2023 allowed us to delve into the most important elements that contribute to the vitality of our workforce, such as condition of the office, appreciation at work, inclusive culture and work-life balance.

The culmination of these well-being assessments is not merely confined to data collection. As we are working towards a more enriched employee experience, we have processes in place to address the issues identified with the invaluable data we receive. This process signifies our dedication to not only identifying areas of concern but also taking tangible steps to effect positive change. In 2023, we have implemented bi-monthly stress relief workshops for our support center staff, invested in teleworking and ergonomics training to facilitate the experience of comfortable and effective homeworking for our employees. We have equally addressed such office space issues as indoor air quality and lighting control. We promote physical well-being by encouraging our support center and store employees where possible to use the office bicycles during the lunch breaks. To promote social interaction, connection and inclusion, our employees have an opportunity to connect as a team during get-together events – both occasional, quarterly and yearly corporate gatherings. There are recognition events to build the team and keep spirits high. Performance rewards and “Employee of the Month” are used to emphasize the value of employees and their efforts at work. Each country has a range of recognition events and an annual awards event. Each action undertaken is a testament to our commitment to fostering a workplace that prioritizes the holistic well-being of our workforce.

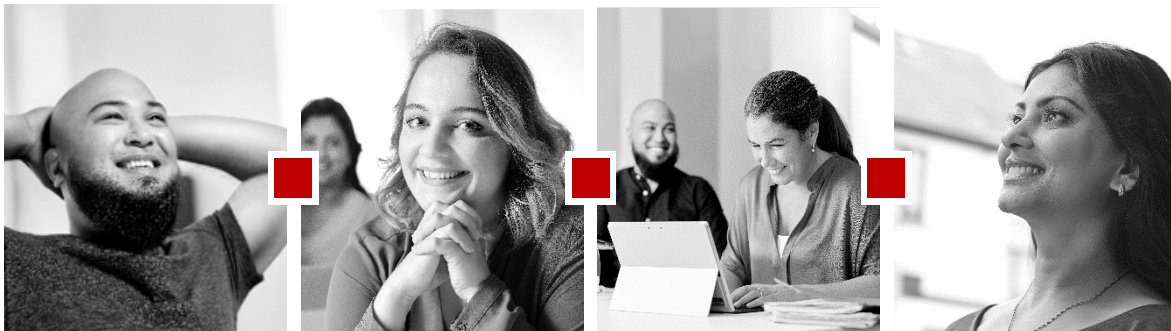


Bicycle used by our employees of the Zoetermeer store in the Netherlands

It is our duty to assess and monitor the physical and mental well-being of our employees and create a workplace that thrives on the principles of care, support, and empowerment. Through these initiatives, we aim not only to enhance the well-being of our employees but also to cultivate a culture where wellness is a shared journey embraced by all.

Our ambition is to anchor Shurgard’s culture in everyday practices in order to forge positive relationships, improve the employee experience and create a united internal environment. To this end, Shurgard has developed four pillars that represent our work identity and are recognized by all employees in their day-to-day job: happiness, training, team spirit and perspective. They represent what we stand for as employees at Shurgard and are the foundations for each employee to build a successful career at Shurgard. By fostering a culture centered around these pillars, we aim to have engaged people, knowing that their commitment and enthusiasm are crucial drivers for our collective success.

Happiness – Training – Team Spirit – Perspective



In 2023, we launched the pillars training, an e-learning module that all new hires will follow during their onboarding period to help to integrate them into the working culture of Shurgard.

These pillars stand as a testament to our unwavering commitment to fostering an environment where every employee thrives, grows, collaborates, and gains a well-rounded outlook on both professional and personal aspects of life. Each year, we celebrate and recognize the outstanding contributions of our Shurgard support center employees who exemplify excellence in these core values. These awards not only acknowledge individual achievements but also serve as a collective celebration of the shared values that define our unique culture.

Happiness:

At the core of our corporate culture lies a belief that happiness is not just an outcome, but a journey. We have diligently integrated happiness into every facet of our organization, ensuring that our employees experience joy and fulfillment in their daily endeavors. Our initiatives, from well-being programs and flexible work arrangements (e.g., homeworking) to recognition and celebration of achievements, reflect our dedication to cultivating a workplace where positivity and well-being are not only encouraged but are integral to our identity.

Training:

The value of continuous learning and growth is deeply ingrained in our organization's DNA. Our commitment to training is not just a standalone activity; it's a dynamic process that fuels our employees' professional development. From structured training programs to mentorship opportunities and access to cutting-edge resources, we empower our workforce to evolve and excel. By fostering a culture of curiosity and skill enhancement, by continuously offering trainings and opportunities for professional growth internally, we ensure that our employees remain at the forefront of their respective fields.

Team Spirit:




Collaboration and unity are the cornerstones of our success. The spirit of teamwork resonates in every department, project, and interaction. We have nurtured an environment where diverse talents converge, fostering a rich exchange of ideas and perspectives. Our open communication channels, cross-functional projects, and team-building activities bolster a sense of belonging that transcends roles and hierarchies, ultimately driving us towards collective achievements.

Perspective:

We recognize that a broad perspective is essential for innovation and adaptability. Our commitment to cultivating a diverse and inclusive workforce ensures that varied viewpoints enrich our decision-making processes. Beyond diversity, our focus on perspective also extends to nurturing a culture of empathy and understanding. Through initiatives that promote cross-cultural awareness and community engagement, we broaden our employees' horizons, enabling them to appreciate the interconnectedness of our global society.

Our sustainability report proudly reflects the journey of integration of our cultural pillars into our corporate identity. Through our commitment to happiness, training, team spirit, and perspective, we have not only set a benchmark for excellence but are on the way to fostering an environment where employees are empowered, valued, and inspired to contribute their best. As we look ahead, these pillars will continue to serve as guiding lights, illuminating the path toward sustained growth, innovation, and a workplace that is a true embodiment of our core values.

5.4 OUR "EMPLOYER OF CHOICE" FUTURE COMMITMENTS

Our "employer of choice" future commitments	
 <p>Safe and inclusive workplace</p>	<ul style="list-style-type: none"> • Maintain reporting on health and safety audit in our properties. • Keep reporting on, as well as implementing and promoting diversity initiatives among employees. • Maintain strong employee health and safety measures in place to with an injury rate among all employees at 0.0%. Adhere to an immediate remediation policy in case of health and safety incidents among all employees.
 <p>Invest in the development of our people</p>	<ul style="list-style-type: none"> • For 2024, we commit to roll out customized game-based training for employees in our stores on such topics as burn-out, dealing with aggression, ergonomics, fire, first aid, hygiene, with the aim to increase learning efficiency
 <p>Share and live the Shurgard culture</p>	<ul style="list-style-type: none"> • We commit to conduct the Investors in People survey in 2025, seeking valuable insights to continually monitor and enhance the satisfaction and overall experience of our dedicated workforce.

6. POSITIVE IMPACT ON SOCIETY



Shurgard wants to have a positive impact on society. This means building lasting and equal relationships with our stakeholders. We want to deliver best-in-class services to our customers, and make sure that they can use our services.

6.1 BEST-IN-CLASS CUSTOMER SERVICE

 Best-in-class customer service	KPI's	2022	2023
	Number of yearly Google & Trustpilot reviews	c.27,600	c.20,300
	Overall all-time Google score	4.8/5	4.8/5
	Trustpilot client score	4.6/5	4.7/5

Delivering excellent customer service is central to the Shurgard ethos and we view it as a key competitive advantage. We are committed to understanding our customers’ needs, providing tailored storage solutions and delivering on our brand promise. Our focus on customer engagement and insights informs our customer experience strategy which aims to deliver superior experiences and in turn, drive retention and referrals.

Our policies and procedures are designed to protect the health, safety, and privacy of our customers. We monitor and assess these programs which are updated regularly based on our learnings.

A vast majority of the Shurgard customer base are residential customers whose storage needs range from short term due to moving home, renovating, or simply needing more room, through to long term needs for collectibles or hobbies. The remainder of the Shurgard customer base is businesses, from online retailers or local businesses through to multi-national companies requiring a distribution network.


In 2023, we conducted a move-out survey in our seven countries to better understand our customers’ feedback and Net Promoter Score (NPS). The survey was conducted by a third party. The feedback collected is used to improve the quality of our services towards our customers. The key findings of the NPS survey include:

- Overall satisfaction: most respondents expressed high levels of satisfaction with our products/services, indicating a strong foundation of customer contentment.
- Loyalty indicators: the NPS revealed a significant number of promoters who are highly likely to recommend our offerings to others, underscoring the strength of our client relationships.
- Areas for improvement: constructive feedback from detractors has been carefully analyzed, and we are committed to addressing specific concerns to enhance the overall client experience.

This survey is part of our ongoing commitment to continuous improvement. As the next steps, we will dive into the survey responses to identify actionable insights and opportunities for improvement.

Throughout the year, we collected no fewer than c. 14,800 Google reviews, adding to our all-time total of 98,000 reviews, of which 89% are 5-star. Our overall all-time rating stands at 4.8 out of 5 stars, collated from over 350 reviews per property – a result seen consistently across our stores and countries. Overall, in 2023, we have managed to obtain 4.6 reviews per store per month, even more than we set out as our aim in our 2023 Customer Service actions. Our strategy is not only to obtain customer feedback, but we also look to receive qualitative responses we can act upon. As of December 2023, 84% of our Google reviews contained written feedback. As of December 2023, our Trustpilot rating was 4.7 out of 5 stars.

6.2 CUSTOMER PRIVACY AND SAFETY

 Customer privacy and safety	KPI's	2022	2023
	% of properties equipped with cameras, monitored alarms, fencing and PIN coded gates	100%	100%
	% of properties that were subject to internal audit assessment of health and safety measures	34%	35%

DATA PROTECTION

Ensuring the privacy of our customers’ personal data is a daily concern at Shurgard. We are committed to protecting the privacy of the data collected for the sole purpose of executing the self-storage contract, and to ensuring the security of the premises.

The Company has set up a privacy policy that can be found on our commercial website, available in all languages in the countries in which we operate, and on the Company’s corporate website. Our contracts with our customers, but also with our suppliers and employees, contain a data privacy provision, to ensure that all the rights and duties are understood by the parties. A dedicated email address is available to raise any request or issue regarding the protection of personal data: dataprotection@shurgard.eu

The Security Committee, a cross-departmental body (IT, finance, legal, HR, internal audit, operations, real estate), has been established for the purpose of proactively engaging and monitoring data security across the organization as well as spreading awareness on the topic and training employees about it.

The Security Committee convenes on a bi-monthly basis and discusses the different security topics related to each department based on findings, experiences, proposals, actions and reactions, and dedicated reporting. Activities of this committee are reported to the Board of Directors.

The Security Committee actively monitors security and privacy risks, improving our ability to mitigate them through:

- Company-wide programs;
- Established industry practices;
- Assessments and responses to threats and vulnerabilities.

Digitization is accelerating and, with it, the risks of invasion of privacy. We are supporting these changes with digitization projects. Our goal is to optimize certain processes and offer our customers new service options. At the same time, we pay attention to the smallest details to support seamless protection for our stakeholders. Information security policies and procedures define the classification and rules to be adopted for the purposes of confidentiality of information and compliance with regulations on the protection of personal data. They describe the organizational controls put in place to protect information. Our other security measures include firewalls, data encryption and 24-hour monitoring. This enables us to maintain the quality of technological systems and proactively detect unusual activity. In addition, all our employees are trained in the collection, the processing, and the protection of personal data.

We ensure the confidentiality, integrity, and availability of data. This is essential to maintain the trust placed in us by our customers, employees, and other stakeholders. Since the spread of teleworking for our corporate employees,

we have further strengthened our security capabilities. We can thus monitor the increasing number of threats involving phishing and social engineering.

We also focused on improving the user experience. To do this, we have simplified the processes and controls and consolidated security. We are continually and exponentially adapting all our systems.

Our employees from the HR, Marketing and IT departments participate in regular data privacy training, specifically designed for their area of business.

CUSTOMER SAFETY

Shurgard is fully committed to providing safe storage facilities to our customers. Health and safety criteria are regularly assessed in our properties to ensure that applicable health and safety rules are respected. All the properties are audited with respect to health and safety criteria:

- By Internal Audit within a three-year cycle (more than one third of the properties are audited each year).
- By the District Managers three times per year (self-assessments).


All our locations have:

- strategically placed digital CCTV camera;
- alarms monitored by an external security team;
- sensor lighting;
- perimeter fencing;
- PIN coded electronic gates;
- individual storage units with specifically designed secure locks.

On top of these security measures, we also make sure all our stores are fully insured for such things as natural disasters, and our customers are all insured for stored items against loss or damage.

In 2024, we will roll out a significant improvement of our security systems, using the latest available technologies to maintain and enhance the best security standards for our clients.

6.3 POSITIVE IMPACT ON LOCAL COMMUNITIES

 Positive impact on local communities	KPI's	2022	2023
	Number of markets that have implemented national charity or sponsorship programs	7/7	7/7
	Total value of charitable and philanthropic contributions	€119,972	€132,603

At Shurgard, to help enable meaningful action, we define community as our immediate neighbors and those in the local catchment areas surrounding our stores. We support and empower our community partners by focusing on building positive and lasting relationships and maintaining a sustainable operation. We believe that having an open and transparent dialogue with our local communities enables us to create a harmonious environment for our neighbors, customers, and employees alike.

All our stores, as well as our support centers, have time and financial budgets to provide in-kind support and sponsorship to our community partners and this financial year they have continued to utilize these budgets to make a positive contribution.

The effectiveness of our community engagement is continuously reviewed and adjusted to ensure that we sufficiently address community interests and opportunities.

In 2023, we have implemented and made publicly available a Community and Charity Policy.

OUR CHARITY SUPPORT

We have a charity partnership with [Le Rire Médecin](#), a leading association in France working with clowns entertaining children in hospitals. Shurgard provides free storage space at three of our stores in the Paris region; and a large number of our staff participated in a fundraising flea market event across the country during the Christmas period. Shurgard France continues to support this association financially. In 2023 we helped and participated in the organization of the big clearance sale of Le Rire Médecin 2023. After a very positive result in 2022, 14,300 euros were raised which made it possible to offer 477 clown visits to hospitalized children in 2023. Shurgard’s aim for 2023 was to bring as many smiles and laughter as possible to hospitalized children by supporting Le Rire Médecin.



Group photo of the students of Walthamstow Academy and our UK district managers (DMs): Monir (DM North), Zak (DM South) and Danny (DM West).

We also have a charity partnership with [Stichting Babyspullen](#), a leading foundation in the Netherlands providing free baby essentials to low-income parents and parents-to-be. Shurgard serves as a collection point for the foundation by placing donation containers at selected self-storage locations across the Netherlands. In addition, Shurgard provides free storage space for [Stichting Babyspullen](#) at 23 of our locations in the Netherlands.



Initiative from our UK team to support our charity partner the Mayor’s Fund in London in raising funds. The event not only raised money for the charity but engaged the team and the customers in a fun way. It supported our goal to drive engagement, team spirit and happiness among employees.

Through our charity partnership with [the Mayor’s Fund for London](#), an independent pan-London charity offering support to young Londoners from low-income backgrounds, Shurgard regularly facilitates CV writing workshops, interview workshops and on the job experience for young adults through the [Access Aspiration Program](#). We recently completed another successful CV and interview workshop, this time at the Walthamstow Academy. Our District Managers collaborated with the students, guiding them through the process of preparing for CVs and interviews.

We are organizing fund raising activities at Shurgard for the Mayor’s Fund for London and we held two in 2023. One was a fancy dress event in the East District and one was a fancy dress event in the South District for Halloween. Shurgard is donating £10,000, which will be invested in food, education and job support.

On top of that, our Shurgard UK team is organizing game-based math workshops that give the students the opportunity to understand why math is important for the future. Since launch, a total of over 300 students have benefited from the Shurgard workshops.

Our Swedish and Danish market teams will continue their strong support and relationship with [Team Rynkeby](#), a Nordic charity cycling team raising money for organizations that support children with critical diseases across Europe into

2024. Shurgard is providing free storage space at three locations in Denmark and eight locations in Sweden. Throughout the year, not only must the members make preparations to cycle the 1,200km trip to Paris, they also do what they can to raise money for children with critical illnesses. In 2022, all the stores in Denmark and Sweden collected money as part of the Team Rynkeby fundraising for the Childrens Cancer Fund in Sweden and in 2023, we continued our support of Team Rynkeby. Team Rynkeby donated €9.1 million to organizations that help children with critical illnesses in 2023 and Shurgard is proud to have contributed to this goal.



Denmark) made all their way to meet at three different gyms in Malmö, Gothenburg and Stockholm to spin together with Team Rynkeby for the Children's Cancer Foundation.

We support [Off Road Kids](#), a German non-profit organization that runs a street social work system to prevent homeless young people from becoming street children. We provide free storage space for this charity at five of our stores in Germany. Several of our staff also participated in a blood donation fundraising event.

In Belgium, we have a charity partnership with [Pelicano](#), a foundation that fights to end child poverty. The foundation is committed to ensuring all children's basic needs of healthy living conditions, nutritious food, education, and meaningful leisure time are met. Shurgard provides the foundation with free storage space at seven different self-storage locations.

PHILANTHROPIC CONTRIBUTIONS

For 2023, we estimate below the total monetary value (at cost) of Shurgard's corporate citizenship/philanthropic contributions for each of the following categories. 100% of our corporate citizenship and/or philanthropic activities are comprised of charitable donations, a breakdown is provided in the table below:

Type of Contribution	2022	2023
Cash Contributions	€19,833	€20,707
Time: employee volunteering during paid working hours	€16,214	€16,260
In-kind giving: product or service donations, projects/partnerships or similar	€83,924	€95,636
Total Charitable Contributions	€119,972	€132,603

6.4 ENCOURAGING ESG BEST-PRACTICES IN OUR SUPPLY CHAIN

We commit to working with appointed partners, suppliers, and contractors to improve ESG performance through our supply chain.

To drive positive change and as part of our procurement process, we ask our suppliers strategic questions and evaluate different options using a wide variety of criteria. Sustainable procurement means going beyond price, quality, and value to also incorporate environmental, social, and governance considerations into our supply-chain decisions and purchases. Our sustainable procurement strategy contributes to local communities and, by buying locally, helps reduce negative environmental and health impacts, by notably promoting high labor standards and local job creation.

As part of our sustainable procurement strategy, Shurgard:

- Considers environmental, social and governance matters when procuring products, services and equipment;
- Provides employees and suppliers with knowledge and resources about sustainable procurement principles;
- Proactively implements compliance provisions in contract templates;
- Reviews human rights, modern slavery and bribery risks throughout the supply chain through the ESG questionnaire and due diligence processes.

SUPPLIER CODE OF CONDUCT

We continually look for opportunities to increase the dialogue around sustainable sourcing and improve understanding, both internally and externally. Strategies include addressing sustainability-specific requirements in our standard procurement agreements. Within all our contracts we have clauses relating to anti-bribery, human rights, and modern slavery, as we intend to partner with suppliers who share the same values. In addition to that, in 2023, we made the [Suppliers' Code of Conduct](#) publicly available on our website. This Code clarifies the guiding principles Shurgard applies to our suppliers to create a mutual understanding of our core values. It is a commitment we have towards our customers, employees, and investors to ensure sustainable sourcing of services and aims to ensure that suppliers adhere to high standards of safe working conditions, fair and respectful treatment of employees, and ethical and environmental practices. Suppliers' obligations to comply with the Suppliers' Code of Conduct is also now part of all our contract templates.

SUPPLIER SURVEY

To ensure ongoing compliance with ethical and environmental standards, we survey our critical tier-one suppliers every three years regarding their ESG performance. In 2022 we have identified these suppliers through an internal assessment based on various factors, including the magnitude of the financial relationship, the access to our corporate information and network, as well as the impact on Shurgard's operations if the services were to be disrupted. These suppliers were asked to complete the ESG questionnaire, assessing whether they have appropriate policies, systems, and resources in place to manage potential adverse ESG impacts. The result has shown that the critical suppliers who participated in the survey share and respect the internationally recognized norms of ethics, diversity, as well as environmental norms.

In 2023, we have invited our suppliers to participate in the [SMEs sustainability training](#), provided by the UN Global Compact. By encouraging our suppliers to participate in this learning journey, we can enhance sustainability performance across our operations and ensure our supply chain is well-prepared for market changes, climate-related challenges, and evolving regulations.

WORKERS IN THE SUPPLY CHAIN

In our commitment to maintaining a sustainable supply chain, we conduct rigorous sample-based audits of our vendors and suppliers on new development sites on a yearly basis. These audits serve as a comprehensive evaluation of various aspects, ensuring the well-being and compliance of supply chain employees with health and safety, as well as human rights standards.

A crucial aspect of our audit process involves an examination of the working conditions for third-party employees. We go beyond confirming adherence to local laws and standards and require all suppliers to adhere to the Shurgard safety charter, a robust framework that regulates vital health and safety issues within the working environment.

Recognizing the importance of well-being of our supply chain employees, we ensure that each new worker or contractor undergoes a thorough safety induction training. This training, which encompasses essential components such as the prevention and health plan and the general safety plan, equips employees with the knowledge and awareness necessary to maintain a secure environment on a construction site.





Moreover, we take a proactive approach to enforcing working procedures that uphold the rights and welfare of all employees on site, e.g., identification and formal registration of all visitors and workers, verification of legal papers. This also ensures that child labor is not involved on site. Through these on-site checks and comprehensive audits, we not only fulfill our regulatory obligations but also reinforce our dedication to maintaining an ethical and sustainable supply chain. By prioritizing the well-being of employees in the supply chain, adhering to local standards and laws, and eliminating any potential ethical concerns, we strive to create a supply chain that reflects our commitment to corporate responsibility and sustainable business practices.

SUPPLY CHAIN STRATEGY

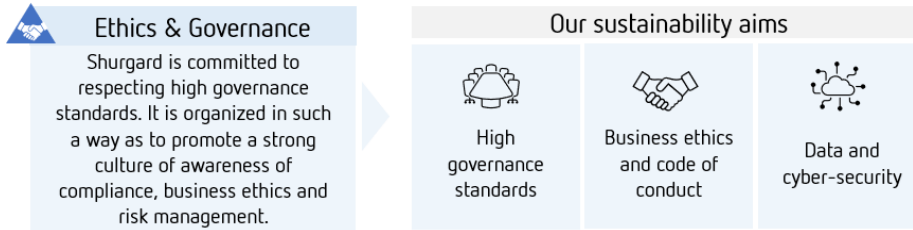
Shurgard is committed to preserving rainforests and other natural forests with high conservation value and will work systematically and purposefully to ensure that our products do not contribute to deforestation. This commitment applies to all our operations and sourcing.

Shurgard uses paper and board in the packaging sold to customers to aid their moving needs. We impose that all our suppliers of wood fiber-based products for packaging applications only use wood fibers from certified forests, which are managed sustainably and provide appropriate traceability. All forestry-based products Shurgard procures are used for our packaging solutions and are either Forest Stewardship Council (FSC) or PEFC (and other certifications recognized by PEFC) certified. We promote these credentials alongside the packing materials for sale. Other documentation given to customers is on FSC certified paper.

6.5 OUR "POSITIVE IMPACT ON SOCIETY" FUTURE COMMITMENTS

Our "positive impact on society" future commitments	
 Best-in-class customer service	<ul style="list-style-type: none"> Continue to seek customer feedback through Google and Trustpilot reviews, including targeted customer feedback surveys, and seek improvement opportunities at each store in 2024. At least five reviews per store a month, and a minimum 80% of written feedback among all reviews by 2024.
 Customer privacy and safety	<ul style="list-style-type: none"> In 2024, we will roll out a significant improvement of our security systems, using the latest available technologies to maintain and enhance the best security standards for our customers. We commit to align with cloud platform best practices and implement a zero-trust architecture, prioritizing the confidentiality and security of customer data throughout our operations.
 Positive impact on local communities	<ul style="list-style-type: none"> Maintain existing reporting on corporate citizenship and philanthropic endeavors. Continue active charity programs in each of our seven markets.
 Encouraging ESG best-practices in our supply chain	<ul style="list-style-type: none"> Require our supply chain to confirm their approach on environmental practices, anti-bribery and corruption, modern slavery and diversity and inclusion policies every three years. The next assessment is planned in 2025. In the coming year, we pledge to sustain our commitment to ethical and sustainable practices within our supply chain by continuing our annual on-site audits, ensuring the well-being of employees, and ensuring compliance with health, safety, and child labor regulations.

7. ETHICS & GOVERNANCE




Ethics and governance are foundational values of Shurgard. All activities and developments are guided by a strict sense of responsibility and a duty of transparency. We expect our employees and stakeholders to respect our fundamental values, sense of ethics and compliance with applicable regulations.

As a company whose shares are listed on Euronext Brussels, we recognize the importance of high standards of corporate governance, we have set up our own Corporate Governance Charter that meets the specific needs and interests of our Company. The charter came into effect when the Company was listed on Euronext Brussels. Our governance structure is designed to foster principled actions, informed and effective decision-making, and appropriate monitoring of both compliance and performance. Shurgard follows a clear code of conduct, guiding our employees and other stakeholders. Our Board of Directors make significant business decisions based on thorough analysis to ensure well-informed choices. Regular audits are conducted to ensure that all business activities adhere to relevant laws, regulations, and internal policies. Our KPIs are tracked and reviewed regularly to assess the overall effectiveness of Shurgard and identify areas for improvement. For additional information please refer to the Corporate Governance Charter in the "Governance" section of the Shurgard website: [Governance Documents | Shurgard Investor Relations](#). The last update to the Corporate Governance Charter occurred on February 17, 2023. For the latest updates on our structure, please refer to the chapter "Group Structure" of our Annual Report.

The governing bodies of our Company are the Board of Directors and the General Shareholders' Meeting. The Board together with the Senior Management manages the Company in accordance with applicable laws.

7.1 HIGH GOVERNANCE STANDARDS

 High governance standards	Commitments	2022	2023	2023 target
	Increase independence on the Board of Directors (% of independent Directors)	55%	67%	67% ✓
	Increase the ratio of gender diversity among Non-Executive Directors (% of female)	27%	33%	33% ✓
	Board rotation based on competencies		Done	Done ✓
	Independent Chair of the Board		Done	Done ✓
KPI's	2022	2023		
Attendance to the Board and Committees' meetings	100%	96%		

MANAGEMENT AND SUPERVISION OF THE COMPANY

The management and supervision of Shurgard comprises a Board of Directors which is the body responsible for Shurgard’s Senior Management, supervision, and control. To support the Board, there are three main committees: the Audit Committee, the ESG Committee and the Real Estate Investment Committee.



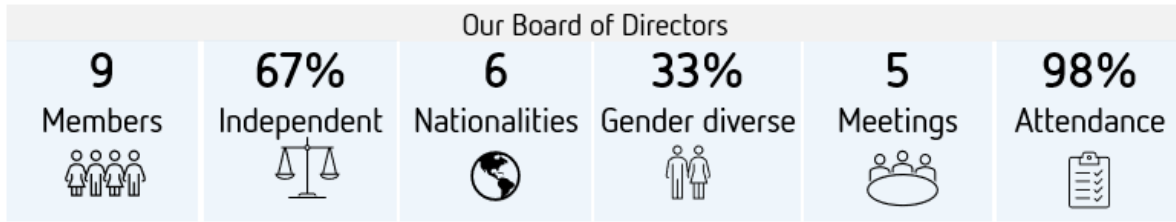
The Board of Directors can amend or rescind the powers delegated to each of the committees and amend the internal rules and regulations to which the committee is subject.

According to their internal rules and regulations, each of the committees convenes at appropriate times and whenever required by our affairs. The meetings are called by the Chairperson or by two members acting jointly. The meetings of the committees are held at the place indicated on the convening notice; or via an online secured videoconference system due to certain circumstances and as authorized by the law (such as the COVID-19 safety rules and travel restrictions experienced). Except in urgent cases or for regularly scheduled meetings, the meetings of the committees are announced in writing at least 48 hours in advance. This notice can be waived if each member of the committee provides documented consent. Meetings previously scheduled by the committees do not require separate notice. Members of the committees can participate in a meeting remotely by conference call or videoconference. Remote participation is equivalent to a physical presence at the meeting. At least half of the committee members present or represented at a committee meeting constitutes a quorum, and resolutions are adopted by a simple majority vote of the committee members present or represented. In the case of a tie, the resolution will not be approved. The committees provide periodic reports to the Board of Directors, which retains ultimate responsibility, and assesses their own effectiveness annually.

Having robust governance bodies is a priority for Shurgard. A diversity of profiles is required among the members of its collegiate bodies. Thus, the collective expertise of each of them contributes to the implementation, management, and supervision of all business activities. The Board of Directors provides guidance, direction, and oversight to advance the interests of Shurgard and our stakeholders.

Shurgard is committed to respecting the rules of governance. To this end, it has established transparent financial reporting and effective internal controls. It is organized in such a way as to promote a strong culture of awareness of compliance, business ethics and risk management.

BOARD OF DIRECTORS



According to our Articles of Incorporation, the Directors are appointed by the General Shareholders’ Meeting for a term of one year. The General Shareholders’ Meeting also determines the number of members of the Board of Directors, their remuneration and the terms of their office (which may not exceed one year). The Directors are eligible for reelection, and they can be removed at any time by the General Shareholders’ Meeting, with or without cause. If the Board has a vacancy, the remaining Directors have the right to appoint a replacement before the next General Shareholders’ Meeting.

The Board of Directors is currently composed of nine members - one Executive Director and eight Non-Executive Directors. We consider a majority (six) of the members of our Board of Directors to be independent. At the Annual General Shareholders’ Meeting of May 10, 2023, seven members of the Board were re-appointed and two new members of the Board were appointed for a term of one year ending at the Company’s Annual General Shareholders’ Meeting to be held in 2024.

Since the last Annual General Meeting of shareholders held May 10, 2023, Ronald L. Havner, Jr. and Daniel C. Staton have resigned from the Board. Mr. Havner has retained the honorary title of Chairman Emeritus. This is currently a non-voting position wherein Mr. Havner provides advisory services to the Board as needed. Ian Marcus has been appointed as Independent Chairman. Everett B. Miller III and Isabelle Moins have also resigned from the Board. Tom Boyle and Lorna Brown have joined the Board of Directors.

Responsibilities

The Board of Directors retains sole responsibility for the following matters:

Topics	Responsibilities
Corporate governance	<ul style="list-style-type: none"> • Convene the general meeting of shareholders of the Company; • Establish the internal regulations of governance of the Company; • Elect the members of the Audit Committee, the ESG Committee and the Real Estate Investment Committee; • Appoint and remove the Chief Executive Officer of the Company; • Delegate the day-to-day management of the Company to the Chief Executive Officer; • Appoint and remove the other executive Board members when their appointment or removal is proposed by the Chief Executive Officer.
Strategy and policies	<ul style="list-style-type: none"> • Approve the overall Company strategy; • Approve the sustainability strategy of the Company; • Approve the Diversity, Equity and Inclusion policy.
Financial information, budget, investments and pensions schemes.	<ul style="list-style-type: none"> • Approve the annual overall Company budget; • Approve the annual balance sheet and profit and loss accounts and propose an allocation of the annual profits; • Approve any acquisition or disposal of assets, properties or subsidiaries worth more than €50.0 million; • Decide on a Company basis on the introduction or major amendments of pension schemes, share option schemes, participation of employees in profits, or similarly important labor relations schemes.

Meetings

The Board of Directors meets as often as the interests of the Company require and at least four times a year. The meetings are called by the Chairperson of the Board. Except in urgent cases or with the prior consent of all the Directors, at least 48 hours' written notice must be given for Board meetings.

The Chairperson prepares the agenda of the Board meetings after consultation with the Chief Executive Officer.

The Chairperson presides at meetings of the Board. If they are absent the Board can vote by majority to appoint another Director as Chairperson for the relevant meeting. At least half of the Directors must be present at the meeting for any deliberation and voting to be valid. No Directors can be represented by another Director at any meeting of the Board.

The convening notice provides details of the day, time, and place of the Board meetings. The Board and its committee meetings are conducted in English and can be held remotely (e.g., by video or telephone conference). In these circumstances, the connection must be uninterrupted, all members taking part in the meeting must be identified, and they must be able to communicate with each other on a continuous basis.

During the financial year 2023, the Board of Directors held five meetings. All members of the Board were present at these meetings with the exception of one meeting where one member was not present due to personal reasons.

GRI 2-10 / 2-11

Directorships and Shurgard shares held by Board members

As of December 31, 2023, our Board members held directorship mandates in the following companies:

Name	Mandates	Shurgard shares owned
Ian Marcus	Town Centre Securities plc, Anschutz Entertainment, Work-Life, Elysian Residences, the Wharton Business School Real Estate Faculty, Eastdil Secured LLP, Redevco NV, Cambridge Land Economy Dept Advisory Board, BCP Futures	2,515
Marc Oursin	CAG23 Capital	137,092
Z. Jamie Behar	Armour Residential REIT, Inc., Sila Realty Trust, Benefit Street Partners Multifamily Trust	1,901
Tom Boyle	None	0
Lorna Brown	BREC 1 UK Limited, Birchwood Real Estate Capital UK Limited, Birchwood Real Estate Capital Limited, BREC Fund I Jersey Limited, BREC Fund I CIP GP Limited	0
Olivier Faujour	Wegrow SaaS, Neosilver Silver Economy, Alpange Pianos Company, Bon Vivant Food	4,347
Frank Fiskers	Whitbread PLC, Rak Hospitality Holding LLC	5,347
Muriel De Lathouwer	Coderdojo Belgium asbl, Etex, Olympia group of companies, CPH, ULB dev (economic development of the research from the Free University of Brussels)	2,979
Padraig McCarthy	Eutelsat Communications	2,000

As of December 31, 2023, the members of the Board of Directors owned 157,181 shares or 0.16% of the total share capital of the Company.

Independence

Six of the non-executive directors – Ian Marcus (Chairman), Lorna Brown, Olivier Faujour, Frank Fiskers, Muriel De Lathouwer and Pdraig McCarthy – are independent of management and other outside interests that might interfere with the exercise of their independent judgement. We define an “independent Board member” as a member who:

- is not an executive or managing director of the Company or an associated company;
- is not an employee of the Company or an associated company;
- does not receive significant additional remuneration from the Company or an associated company apart from a fee received as Non-Executive Director;
- does not have an employee, contractual or managerial relationship with, is not an agent of, nor has a financial interest in or receives compensation from, the controlling shareholder(s) (i.e., a strategic shareholder with a 10% or larger holding);
- has no significant business relationship with the Company. Business relationships include significant suppliers of goods or services (including financial, legal, advisory or consulting services), a significant customer and organizations that receive significant contributions from the Company or Group;
- is not a partner or employee of the external auditor of the Company or an associated company;
- is not an executive or managing director in another company in which an executive or managing director of the Company is a non-executive or supervisory director, and does not have other significant links with executive directors of the Company through involvement in other companies or bodies; and
- is not a close family member of an executive or managing director, or of persons in the situations referred to in points above.

Skills matrix and Biographies

Shurgard is committed to achieving a high level of diversity at all levels in qualities such as age, gender, race, ethnicity, geography, sexual orientation, gender identity and diverse background. The commitment to diversity also extends to the Company’s Board. Our Board reflects diverse perspectives, including a complementary mix of skills, experience, and backgrounds, which we believe is paramount to the Company’s ability to represent the interest of all shareholders. To enhance the self-storage and corporate governance skills of the members of the Board, ongoing training is provided by the Company.

GRI 405-1

Board member	Role	International	Management	Real Estate	Finance	Risk management and compliance	Retail and consumer goods	Digital, IT and technology
Ian Marcus	Independent Chairman	✓	✓	✓	✓			
Marc Oursin	Executive Director/CEO	✓	✓	✓	✓	✓	✓	✓
Z. Jamie Behar	Director	✓	✓	✓	✓			
Tom Boyle	Director	✓	✓	✓	✓	✓		
Lorna Brown	Independent Director	✓	✓	✓	✓			
Olivier Faujour	Independent Director	✓	✓			✓	✓	
Frank Fiskers	Independent Director	✓	✓	✓				
Muriel De Lathouwer	Independent Director	✓	✓	✓	✓			✓
Pdraig McCarthy	Independent Director	✓	✓		✓	✓		
Total		100%	100%	63%	63%	44%	22%	22%



Ian Marcus
Independent Chairman
since 2023

Mr. Ian Marcus is a member of Redevco's Advisory Board and a Non-Executive Director for Town Centre Securities Plc. He was appointed as a Senior Consultant to Eastdil Secured in 2013. He is also a Trustee of the Saracens Multi Academy Trust, a Senior Advisor to Work Life and Elysian Residences. He chaired the Princes Regeneration Trust for 11 years and was a Trustee of the Princes Foundation for 4 years. He has been a Board member of Shurgard since 2018 and has become its independent Chair in 2023.

Formerly Mr. Marcus was in the banking industry for over 32 years having previously worked for Bank of America, UBS, NatWest and Bankers Trust/Deutsche, always focusing on the real estate industry. He joined Credit Suisse First Boston in 1999 to establish the Real Estate Group and became Managing Director and Chairman of the European Real Estate Investment Banking.

Mr. Marcus is a former Crown Estate Commissioner, a past President of the British Property Federation, past Chairman of the Investment Property Forum, Past President of the Cambridge University Land Society, a Fellow of the RICS and for 10 years chaired the Bank of England Commercial Property Forum.

Mr. Marcus graduated from the University of Cambridge in 1981 with a degree in Land Economy. Mr. Marcus was made an Officer of the Order of the British Empire in HM Queen's 2020 Birthday Honours List.

Before joining Shurgard in January 2012 as Chief Executive Officer, Mr. Marc Oursin held different executive positions for several major retailers. In 2010 and 2011, Mr. Oursin managed the turnaround of Sport 2000 in France with the Private Equity firm Activa Capital.

He started his professional career working at Promodes from 1987 to 1995 in France and Switzerland. He then joined Carrefour, working at the French retail giant from 1995 until 2009 in leadership and CEO roles in France, Thailand, South Korea, Taiwan and Belgium. His experience in leading the development and reorganization of major business to consumer industries is a cornerstone of the current strong management of Shurgard. He has also served abroad on the Boards of various French chambers of commerce.

Mr. Oursin holds an MBA from Essec Business School Paris and a Master's degree in Agricultural and Food Industries Engineering from AgroParisTech.



Marc Oursin
CEO since 2012



Z. Jamie Behar
Director since 2018

From 2005 to 2015, Ms. Z. Jamie Behar was Managing Director, Real Estate & Alternative Investments, for GM Investment Management Corporation (GMIMCo), having previously served as Portfolio Manager at the company for 19 years. Ms. Behar was responsible for the management of approximately \$12 billion at peak portfolio value of primarily private market and publicly traded real estate on behalf of both General Motors Company and other unaffiliated clients. She has served on numerous Boards within the real estate sector, and she brings this investment, real estate and financial expertise to the Shurgard Board.

Ms. Behar currently serves on the Board of Armour Residential REIT, Inc. (NYSE: ARR), as well as on the Boards of Sila Realty Trust, a public, non-traded REIT, and Benefit Street Partners Multifamily Trust, an open-ended, private real estate fund. She also serves as an Independent Member of the CBRE Investment Management - Indirect Private RE Investment Committee. Ms. Behar is a member of the Real Estate Investment Advisory Council of the National Association of Real Estate Investment Trusts (Nareit) and serves as an advisor to the Investment Committee of the Board of the non-profit Guiding Eyes For The Blind.

Ms. Behar previously served on the Boards of Sunstone Hotel Investors, Inc., Gramercy Property Trust, Forest City Realty Trust, Desarrolladora Homex, SAB de CV and Hospitality Europe, B.V., as well as on the Board of the Pension Real Estate Association (PREA), having held the position of Board Chair of PREA from March 2010 to March 2011.

Ms. Behar holds a B.S in Economics (magna cum laude) from The Wharton School, University of Pennsylvania, an M.B.A. from Columbia University Graduate School of Business, and the Chartered Financial Analyst (CFA) designation. In December 2018, Ms. Behar was the recipient of Nareit's E. Lawrence Miller Industry Achievement Award for her contributions to the REIT industry.

Mr. Tom Boyle is Chief Financial Officer and Chief Investment Officer of Public Storage. He is responsible for capital allocation including development, acquisitions, asset management and third-party management as well as leading finance and accounting, revenue management and risk management including the storage insurance program.

Mr. Boyle has experience building and leading teams and has worked closely with Public Storage's executive leadership since his arrival in 2016. He was also instrumental in diversifying the company's capital structure beginning with the company's inaugural public bond offering in 2017. From 2005-2016, Mr. Boyle held various positions at Morgan Stanley. In his last role, Mr. Boyle was Executive Director, Equity and Debt Capital Markets. In that role, he led a capital markets team for equity and debt financing for US real estate lodging and gaming companies.

Mr. Boyle holds a Bachelor of Arts in Economics from the University of Notre Dame.



Tom Boyle
Director since 2023



Lorna Brown
Independent Director
since 2023

Ms. Lorna Brown is an established real estate professional with extensive experience investing in real estate debt and equity, gained during a 22-year career spanning a number of major financial institutions and asset managers. In 2022, she assumed the role of Chief Executive Officer of Birchwood Real Estate Capital, a newly established commercial real estate investment manager with cornerstone capital provided by a large US insurer.

Ms. Brown's diverse career has seen her hold senior positions at a range of real estate investment firms including at UK-based real estate management and advisory firm Delancey, where she was Head of Capital Markets and managed direct real estate investment and debt sourcing for a £4bn UK real estate fund and established their first debt fund. Prior to this role, Ms. Brown was Head of Real Estate Debt at Legal and General Investment Management and held Managing Director positions at Blackstone Real Estate and The Royal Bank of Scotland.

She holds a master's degree in Land Economy from the University of Aberdeen, and an Honors degree in Environmental Planning from the University of Strathclyde and is a fellow of the Royal Institution of Chartered Surveyors.

Mr. Olivier Faujour held various CEO positions in Fast-Moving Consumer Goods companies at local, regional and global levels. He was the Chief Executive Officer of the Smartbox group, the European leading experience gift company, from 2018 to 2020. From 2010 to 2018 he worked at General Mills International and served in executive leadership roles that included Global Chief Executive Officer of Haagen-Dazs & Yoplait, Chief Executive Officer and Executive Chairman of Yoplait, and President of General Mills France, Southern Europe and Benelux. His experience of brand building and strategic company development underpin the insight Mr. Faujour brings to the Shurgard Board. Prior to joining General Mills, Mr. Faujour served in various executive and marketing roles at Michelin, Danone and Procter & Gamble.

Mr. Faujour is also a senior advisor for various private equity firms (e.g. KKR, Blackstone, BC Partners) and for several digital companies with active consulting roles linked to digital stakeholders. He is also an Angel Investor in various start-ups. In 2023, he was appointed CEO of the Alpange Company whose ambition is to revolutionize the piano market through technology and design globally.

Mr. Faujour holds an MBA from ESCP Graduate Business School.



Olivier Faujour
Independent Director
since 2018



Frank Fiskers
Independent Director
since 2018

Mr. Frank Fiskers is a member of the Board of Whitbread PLC, the UK's largest hospitality company. He has extensive experience leading large organizations in the hospitality, retail and consumer services industry, and brings this broad experience to his current Board positions. Previously, Mr. Fiskers was on the Board of Norstedt, as Chairman, and for two years from 2010, Mr. Fiskers served as Chairman of the Board of Akademibokhandeln. Mr. Fiskers has served as a Board member of the Swedish Hospitality Employers Association, Dame Thomas Foundation for Young People, and British Hospitality Association.

In his executive roles, he served as Chief Executive Officer of Scandinavian hotel chain First Hotels, retailer Kooperativa Forbundet (KF), and of Scandic Hotels Group AB where he was previously President and Chief Executive Officer, as well as in various management positions within Hilton Hotels Corporation. Mr. Fiskers attended William & Mary University, Cornell University, London School of Economics and IMD.

Mrs. Muriel De Lathouwer is an independent Board member of several listed and private companies including the family groups Etex and Olympia Group of companies, as well as CPH bank in Belgium. She is also president of the Board of ULB dev (in charge of the economic development of the patents issued by the Research and Development from the "Université Libre de Bruxelles"), member of the deep tech investment committee of the SRIW and vice-president of the non-profit organization Coderdojo Belgium. leader of live video production technology. Prior to that, Mrs. De Lathouwer was Chief Marketing Officer of Base and co-founder of a sustainable real-estate consulting company. She was Associate Principal at McKinsey from 2001 to 2008.

Her role as senior advisor to a wide range of international companies, and her interest and focus on digital transformation and sustainable real estate provide a range of skills and experience that enhances Shurgard's Board.

Mrs. De Lathouwer holds a Master's degree in Nuclear Physics Engineering from the University of Brussels and an MBA from INSEAD.



Muriel De Lathouwer
Independent Director
since 2018



Padraig McCarthy
Independent Director
since 2018

Mr. Padraig McCarthy is currently a Senior Advisor and Partner in NewSpace Capital, a private equity firm which he joined in 2018 and where he also previously served as Chief Financial Officer. Prior to this he served in various financial leadership positions during his 23-year tenure at SES, a global satellite operator, including Chief Financial Officer of SES Astra from 2002 to 2011 and of SES from 2013 to 2018. His extensive experience as a global senior finance and business leader is brought to bear in his role on Shurgard's Board. He also serves, since September 2023, as an Independent Director on the Board of the global satellite operator, Eutelsat Communications where he chairs the Audit and Risk Committee and has also previously served on various Boards within the space sector including in the NewSpace Capital structure.

He has been on the Board of SES Astra, a subsidiary of SES, since 2013, relinquishing his executive role in 2018. From 2013 until 2018, Mr. McCarthy also chaired the Board of SES Insurance International, SES Insurance International Re, SES's insurance companies, and has served on various other Board roles with SES for wholly and non-wholly-owned entities. Prior to joining SES, Mr. McCarthy was Financial Director for Europe at Norton S.A.

Mr. McCarthy holds an Honors Bachelor of Commerce from University College Cork. He is a Fellow of the Irish Institute of Chartered Accountants and pursued advanced management programs at Babson College U.S.A. and INSEAD.

At the Annual General Meeting of Shareholders to be held on May 22, 2024, Olivier Faujour will resign and Paula Hay-Plumb, whose biography is below, shall be proposed as a new Director.

All other current Directors' mandates will be up for renewal.



Paula Hay-Plumb
recommended
Independent Director

Paula Hay-Plumb is an experienced board member and audit committee chair in the private and public sectors. She served as a non-executive board member of The Crown Estate, a £16 billion UK real estate business, from 2015 to 2022. She is a trustee of Calthorpe Estates, The Oenoke Settlement and the Mineworkers' Pension Scheme, as well as the senior independent director at Michelmersh Brick Holdings plc. Other recent non-executive appointments have included Aberforth Smaller Companies Trust plc, Hyde Housing Association and the Oxford University Hospitals NHS Foundation Trust.

Ms. Hay-Plumb's extensive executive experience includes her role on the board of English Partnerships, the national regeneration agency, between 1994 and 2002, latterly as Chief Executive, and Corporate Finance and Group Reporting Director at Marks and Spencer plc. She brings sector-specific experience along with wide-ranging governance, audit and risk management expertise to Shurgard's board.

Her experience in stakeholder engagement, corporate finance, major project delivery and pensions and investment management will enhance the board and strengthen governance.

A chartered accountant, Ms Hay-Plumb is also a Fellow of the Association of Corporate Treasurers.

Director and management conflicts of interest

Members of Senior Management have employment agreements with an entity of the Group other than the Chief Executive Officer who has a management contract. Certain members of the Senior Management team also serve on the boards of various Group companies. In addition, the Chief Executive Officer is a member of the Board of Directors of the Company. Therefore, conflicts of interest could arise for members of the Board of Directors and of Senior Management between their duties towards the Group, the relevant individual Group company and their duties as members of the Board of Directors of the Company or as a member of Senior Management, respectively.

As of December 31, 2023, the following member of the Board of Directors is partner, director, representative and/or employee of Public Storage or an affiliate thereof: Tom Boyle. Another member of the Board of Directors elected on the designation of our shareholder New York State Common Retirement Fund is Z. Jamie Behar. Apart from these potential conflicts of interest and the transactions and legal relations described in the section "Related Party Transactions", there are no other actual or potential conflicts of interest between the obligations of the members of the Board of Directors or Senior Management toward the Company and their respective private interests or other obligations.

None of the Board members or members of Senior Management are related to one another by blood or marriage. We have not granted any Board members or members of Senior Management any loans, nor have we assumed any guarantees or sureties on their behalf.

Pursuant to the Company's Articles of Incorporation and Corporate Governance Charter, if a member of the Board of Directors has a financial conflict of interest in any Company transaction submitted to the approval of the Board of Directors, they must inform the Board of Directors at that meeting and include a record of their statement in the minutes of the meeting. The members of the Board of Directors may not take part in the deliberations relating to that transaction and may not vote on the resolutions relating to that transaction.

GRI 2-15

Diversity of Board members

Shurgard is committed to achieving a high level of diversity at all levels in qualities such as age, gender, race, ethnicity, geography, sexual orientation, gender identity and diverse background. The commitment to diversity also extends to the Company's Board. Our Board reflects diverse perspectives, including a complementary mix of skills, experience, and backgrounds, which we believe is paramount to the Company's ability to represent the interest of all shareholders. As disclosed below, 33% of Board members are women, and the Company aims to increase that ratio. Also, six nationalities are represented on the Board which allows for an enriching cultural exchange.

Furthermore, the Board members have different skills backgrounds: all of them have management experience, three quarters have finance experience, and seven directors have a strong background in real-estate, including self storage (for four directors). The Board members' profile is further complemented by experience in marketing, engineering, and insurance, as well as in digitalization, transformation, and technology. To enhance the self-storage and corporate governance skills of the members of the Board, ongoing training is provided by the Company.

GRI 405-1

AUDIT COMMITTEE

Our Audit Committee					
4 Members 	6 Meetings 	96% Attendance 	Padraig McCarthy Muriel De Lathouwer Lorna Brown Z. Jamie Behar	Independent Chairman Independent Director Independent Director Director	Financial expert Financial expert Financial expert Financial expert

The Audit Committee is responsible for all matters set forth in its internal rules and regulations as adopted by the Board. The Audit Committee should, in particular, perform the following activities:

- inform the Board of Directors of the outcome of the statutory audit and explain how the statutory audit contributed to the integrity of financial reporting and what the role of the Audit Committee was in that process;
- monitor the financial reporting drawing-up process and submit recommendations or proposals to ensure its integrity;
- monitor the effectiveness of our internal quality control and risk management systems and, where applicable, its internal audit, regarding our financial reporting, without breaching its independence;
- monitor the statutory audit of the annual and consolidated financial statements, in particular its performance;
- review and monitor the independence of the approved statutory auditor(s);
- be responsible for the selection of the approved statutory auditor(s) and ensure that they are duly qualified for appointment pursuant to the Companies (Guernsey) law, 2008 as amended regarding commercial companies (the Guernsey Company Law).

During their meeting held on November 2, 2023, the Audit Committee members approved a revised version of its internal rules and regulations reflecting on the reporting framework for sustainability and ESG as provided for under the Corporate Sustainability Reporting Directive :

- monitor the ESG reporting drawing-up process and submit recommendations or proposals to ensure its integrity;
- monitor the effectiveness of the Company's internal quality control and risk management systems and, where applicable, its internal audit, regarding the sustainability reporting of the Company, without breaching its independence;
- review the consolidated sustainability reporting carried out according to the relevant sustainability reporting standards;
- monitor the assurance of the annual and consolidated sustainability reporting.

At least one member of the Audit Committee should be competent in accounting and/or auditing. The Audit Committee members as a whole should be competent in the relevant sector in which we are operating. A majority of the members of the Audit Committee should be independent of the Company. The chairperson of the Audit Committee should be appointed by its members and should also be independent of the Company.


As of December 31, 2023, the Audit Committee consisted of four members: Padraig McCarthy (chairperson), Muriel De Lathouwer, Lorna Brown and Z. Jamie Behar. Padraig McCarthy, Muriel De Lathouwer and Lorna Brown are considered independent Board members. Padraig McCarthy, Muriel De Lathouwer, Lorna Brown and Z. Jamie Behar have a special competence in accounting and/or auditing in listed companies. Three out of the four members of

the Audit Committee are independent, which ensures good governance and nonpartisan decision-making. Z. Jamie Behar, non-independent director, has been appointed to the Audit Committee due to her renowned academic knowledge in finance and 25 years of senior experience in both public and private market real-estate investment.

Over the year, the Audit Committee members assessed the way the Committee operates, the effective fulfilment of its role, its rules and policies and tools available. They consider it adequate to perform their role and to ensure good governance of the Company. During their meeting held on November 2, 2023, no change was requested.

During the financial year 2023, the Audit Committee held six meetings, where all committee members were present, except for one meeting during which one member was absent due to personal reasons.

ESG COMMITTEE

Our ESG Committee				
4 Members 	6 Meetings 	96% Attendance 	Frank Fiskers Padraig McCarthy Olivier Faujour Muriel De Lathouwer	Independent Chairman Independent Director Independent Director Independent Director

GRI 2-14

The ESG Committee is responsible for the following matters:

- the review and approval of corporate goals and objectives relevant to the Senior Management’s compensation, and the evaluation of their performance related to these goals;
- making recommendations to the Board on incentive compensation plans and equity-based plans;
- submitting proposals to the Board on the remuneration of members of the Senior Management;
- making recommendations to the Board on the Company’s framework of remuneration for Senior Management and other members of the executive management, and assisting the Board in drawing up the remuneration policy of the Company;
- identifying candidates qualified to serve as members of the Board and executive officers;
- recommending candidates to the Board for appointment by the General Meeting or for appointment by the Board to fill interim vacancies on the Board;
- facilitating the evaluation of the Board and reporting to the Board on all matters relating to remuneration (including, for example, on internal pay disparity);
- preparing a remuneration report (which should contain, among others, disclosure on the remuneration of each executive officer) and which should be submitted to the annual Shareholders’ Meeting for an advisory vote;
- overseeing the Environment, Social and Governance (ESG) strategy of the Company and monitoring the completion of the ESG objectives;
- reviewing any sustainability report filed by the Company;
- assisting the Board in reviewing and assessing the Company’s ESG risks;
- submitting a list of candidates to the Board on the appointment of new directors and Senior Management;
- assessing the existing and required skills, knowledge and experience for any post to be filled and preparing a description of the role, together with the skills, knowledge and experience required;
- making an assessment about the independence of candidate directors; and,
- assessing, together with the Chief Executive Officer, the way in which the Senior Management operates and the performance of its members at least once a year.

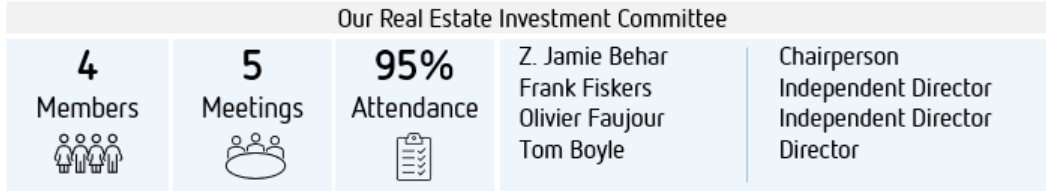
The ESG Committee members should be competent in the relevant sector in which we operate. The committee is composed of independent non-executive directors.

As of December 31, 2023, the ESG Committee consisted of four members: Frank Fiskers (chairperson), Padraig McCarthy, Olivier Faujour and Muriel De Lathouwer, and all of whom are considered independent Board members.

During the financial year 2023, the ESG Committee held six meetings where all committee members were present, except for one meeting during which one member was absent due to personal reasons.

GRI 2-12

REAL ESTATE INVESTMENT COMMITTEE

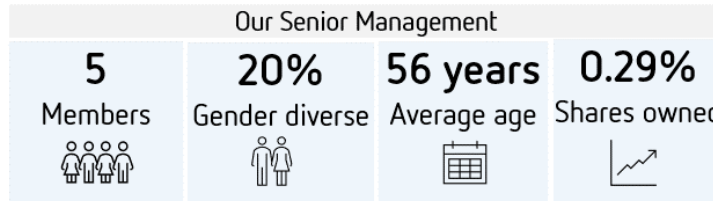


The Real Estate Investment Committee is authorized by the Board to review and approve all acquisitions or disposal of assets, properties, or subsidiaries under €50 million.

As of December 31, 2023, the Real Estate Investment Committee consisted of four members: Z. Jamie Behar (chairperson), Frank Fiskers, Olivier Faujour, and Tom Boyle. Olivier Faujour and Frank Fiskers are considered independent Board members.

During the financial year 2023, the Real Estate Investment Committee held five meetings, where all committee members were present, except for one meeting during which one member was not present due to personal reasons.

SENIOR MANAGEMENT



The Senior Management of the Group is made up of five members, who hold their positions through employment contracts with entities of the Group, except for the Chief Executive Officer who has a management agreement and who is appointed and may be removed by the Board of Directors.

The Board of Directors has delegated the daily management of the business to the Chief Executive Officer. The Chief Executive Officer has the authority to represent the Board, as well as a number of ancillary specific powers. In addition, the Chief Executive Officer has been granted powers to approve any development or refurbishment of real estate assets.

Directorships and Shurgard shares held by Board members

Name	Position	Mandates	Shurgard shares owned
Marc Oursin	Chief Executive Officer	CAG23 Capital	137,092
Jean Kreusch	Chief Financial Office	Transforming Talent sprl, Sports Abroad asbl	86,521
Duncan Bell	Chief Operating Officer	No other directorship	15,173
Ammar Kharouf	General Counsel and VP Human resources	No other directorship	44,348
Isabel Neumann	Chief Investment Officer	Belfius Bank & Insurance	0

As of December 31, 2023, Senior Management owned the following numbers of shares, adding up to 283,134 shares or 0.29% of the total share capital.

The members of the Senior Management team must meet share ownership requirements proportional to their fixed compensation over five years. This shareholding requirement is set at 2.5 times the fixed compensation for the Chief Executive Officer, 2.0 times for the Chief Financial Officer and 1.5 times for the other Senior Management members. For all members except Isabel Neuman, this five-year period began at the time of the Company's IPO in 2018. These requirements were satisfied by the members who were present in 2018 well before the five-year period. For Isabel Neuman, this period began when she started in 2022 and therefore she has until 2027 to comply with this requirement.

ANNUAL GENERAL MEETING

The Annual General Meeting of Shareholders must be held within six months following the end of the financial year at the place and on the day set by the Board of Directors. The Board of Directors can convene Extraordinary General Meetings as often as the Company's interests require. In accordance with the Companies (Guernsey) Law, 2008 (as amended) and the Company's Corporate Governance Charter, a General Meeting of Shareholders must be convened on the request of one or more shareholders who together represent at least one tenth of the Company's capital.

The right of a shareholder to participate in a General Meeting and to exercise the voting rights attached to his shares are determined with respect to the shares held by such shareholder on the 14th day before the General Meeting of Shareholders at 24 hours London time, which is known as the "Record Date". Each shareholder has the right to ask questions about the items on the agenda of a General Meeting of Shareholders. Each share entitles the holder to one vote. Each shareholder can exercise their voting rights in person, through a proxy holder, or by correspondence in advance of the General Meeting of Shareholders, by means of the form made available by the Company.


In 2023, the Annual General Meeting of Shareholders took place on May 10, 2023 (further information can be found on [2023 Annual General Assembly | Shurgard Investor Relations](#)).

STATUTORY AUDITOR

During the financial year 2023 up to May 10, 2023, the Company's statutory auditor (réviseur d'entreprise agréé) was Ernst & Young S.A., registered with the CSSF as a cabinet de révision agréé and with the Luxembourg Trade and Companies Register (Registre de Commerce et des Sociétés, Luxembourg) under number B47771 and with registered office at 35E, Avenue John F. Kennedy, L-1855 Luxembourg, Grand Duchy of Luxembourg. Ernst & Young S.A. is a member of the Luxembourg body of registered auditors (Institut des Réviseurs d'Entreprises). As a result of the migration to Guernsey, at the AGM on May 10, 2023, shareholders resolved to appoint Ernst & Young LLP, of Royal Chambers, St Julian's Avenue, St Peter Port, Guernsey as independent auditor of the Company.

Audit fees in 2023 were €906,667 for the audits of consolidated and statutory financial statements of the Company and its subsidiaries.

7.2 BUSINESS ETHICS AND CODE OF CONDUCT

 Business ethics and code of conduct	KPI's	2022	2023
	Employees who attended at least one Ethics & Compliance refreshment training session	100%	100%
	Cases of non-compliance with relevant regulatory frameworks	0	0
	Political contributions	0€	0€

At all times, our employees must act with loyalty, competence, care, and diligence, in the best interests of customers and other stakeholders. Identifying and understanding irresponsible behavior is a pre-requisite for any corrective action. Ethical and accountability principles are a mandatory part of each employee’s annual performance review. In addition, the whistleblowing procedures in place guarantee employees’ complete confidentiality in the event of a report. In all our activities, checks and balances ensure the proper monitoring of the systems put in place, in support of our corporate values and objectives. Employee training involves courses related to business ethics, compliance and regulations.

Our Code of conduct aims to:

- Define the expected behavior of all employees;
- Make the connection between our company values, policies and guidelines, and individual actions;
- Promote ethical decision-making;
- Ensure that our behavior meets the highest standards of professional conduct.

It covers a number of important topics, including:

- Compliance with the laws and regulations of the countries in which we operate;
- Ethics and transparency in the services provided to customers;
- Protecting confidential information;
- The fight against money laundering and corruption;
- Maintaining a healthy environment, free from harassment and discrimination (see our group-wide [non-discrimination and anti-harassment policy](#)).

It underlines our desire to have a positive and lasting impact on society and our commitment to sustainability. It provides the overall framework for all topics relevant to our activities. Shurgard employees must comply with it at all times. Shurgard further expects its employees to promote Shurgard values outside their business activities and to speak up when they have a concern about a possible violation of the underlying Shurgard policies or the applicable laws.

We have put in place internal guidelines for each issue that may impact our activities, our employees, or our other stakeholders. These arrangements ensure the active monitoring of compliance with regulations, and all employees facing these risks are informed of any regulatory changes. Shurgard’s objective is twofold: maintain active communication on procedures and guidelines, and review ethics-related policies to integrate non-financial risks.

ADVOCACY AND STAKEHOLDER ENGAGEMENT

The group is part of local trade associations for self storage. In 2023 the total amount of the membership fees across the group was around €32,000.

Association expenditures	2023
CISS (France)	€6,600
NSSA (The Netherlands)	€6,760
Self Storage Association UK (UK)	£8,550
Self Storage Association (Sweden)	SEK16,000
VDSU (Germany)	€3,300
Belgian Self Storage association (Belgium)	€2,100
Self Storage Association Denmark (Denmark)	DKK12,500

GRI 2-14 / 2-28

ANTI-CORRUPTION AND BRIBERY

Shurgard prohibits employees from participating in schemes involving any payment or transfer of Shurgard funds or assets to any representative of suppliers, customers, public authorities, officials, or others in the form of commercial bribes, kickbacks, and other similar payoffs and benefits, as detailed in the Ethical Behavior policy of the Company.

Bribery and corruption of suppliers and/or customers includes, but is not limited to:

- Gifts (except if customary business practice or in compliance with Shurgard’s business expense policy);
- Cash payments reimbursed by Shurgard (except expenditures for meals and entertainment of suppliers and customers that are a customary business expense and in compliance with Shurgard’s business expense policy);
- The uncompensated use of Shurgard services, facilities or property (except if customary business practice and lawful);
- Loans, loan guarantees or other extensions of credit (except at prevailing commercial rates);
- Giving or receiving anything of value to (foreign) government officials, (foreign) political parties, party officials, or candidates for public office, suppliers or customers for the purposes of obtaining, facilitating (facilitation payments) or retaining business for Shurgard.

Shurgard also prohibits employees from receiving (other than salary, wages or other ordinary compensation from Shurgard), directly or indirectly, from suppliers, customers or others in connection with a transaction entered by Shurgard, anything of significant value, excessive hospitality, loans or other special treatments. The same applies to any person having a close personal relationship with the employee.

Failure to comply with such commitments may lead to disciplinary or other measures against culpable employees, including the termination of employment and/or the termination of contracts with business partners, or to such contracts not being extended or changed for precautionary reasons.

As part of the mitigation of corruption risks, employees, and Directors of the Board of Shurgard make an annual declaration relating to conflicts of interest. In addition, in 2023, our employees participated in online training about anti-bribery as part of our Code of conduct refreshment training.

In 2023, no cases of corruption or bribery were reported. There were no legal proceedings against Shurgard or its employees and no confirmed incidents of contracts with business partners being terminated.

GRI 205-1 / 205-2 / 205-3

COMMUNITY CONTRIBUTION

Shurgard encourages employees' participation in supporting the community and charity organizations. Shurgard realizes employee giving is an important part of the employee engagement process and supports the contribution of our staff to organizing activities for non-profit organizations we are engaged with.

CONFLICT OF INTEREST

Shurgard wants its employees to remain neutral and independent when acting for the Company. Hence, conflicts of interests are to be avoided by employees. If a conflict of interest is unavoidable it must be disclosed at the earliest opportunity. An online assessment is carried out every year for employees, as per the Conflict of Interest policy.

POLITICAL CONTRIBUTIONS

Shurgard did not make any contributions to or expenditures for political campaigns or organizations, lobbying, tax-exempt entities, or other groups whose role is to influence political campaigns or public policy and legislation in the reporting year. (GRI 415-1)

INSIDER DEALING

Shurgard wants to ensure that its employees do not abuse, or place themselves under suspicion of abusing, price sensitive or inside information that they may have or be thought to have, especially in periods leading up to an announcement of financial results or of price sensitive events or decisions. Basically, any of Shurgard's directors or employees (or people closely associated with them) are prohibited from dealing or attempting to deal in financial instruments for his, her or its own account or for the account of a third party at any time (i) when such person is in possession of inside information or (ii) during a closed period (as communicated by the management). Other restrictions, such as the prohibition of short sales, hedging, or disclosing or using inside information, also apply.

In 2023, all employees participated in an online training course about insider dealing as part of our code of conduct refreshment training.

WHISTLEBLOWING

Shurgard annually reviews and updates its whistleblowing procedure, consistent with best practice. The policy is proactively communicated and made available to all employees in local languages. It is also available on the Shurgard website for suppliers, customers and other third parties.

The policy is designed to allow all Concerned Persons (e.g., employees, shareholders, executive or non-executive directors, contractors or suppliers) to disclose information internally on actual or potential acts, which they believe shows malpractice, unethical conduct or illegal practices in the workplace, without being penalized in any way. The policy also sets forth how Concerned Persons are to (i) safely express concerns, (ii) know who to contact, (iii) make a report, and (iv) to be protected for raising concerns. Concerned Persons are expected to disclose or report the acts/incidents (e.g., crime, offense, misconduct, threat or prejudice) that could occur in various contexts (e.g., financial markets, money laundering, anti-bribery, product safety and compliance, health and safety, consumer protection and regulations). Shurgard ensures that employees act within the law and expects all Concerned Persons to adhere to all rules, policies, and procedures.

A clear reporting procedure is in place to raise any wrongdoing in an appropriate way. As of 2021, cases can be reported anonymously via a secure online platform, or any other way as per the local laws. Reported cases are handled by the Internal Audit department (independent reporting line to the Audit Committee) and, in case of conflict of interest, by the Legal department, treating any whistleblowing disclosure with the highest level of

confidentiality. The identity of the reporting person will be protected at all stages in any internal matter to the extent reasonably possible and subject to national legislation. Concerned Persons will be protected from retaliation, harassment, victimization, or disciplinary action as a result of any disclosure.

The policy is proactively communicated and made available to all employees in local languages. Online training as well as regular refresher courses are organized for all employees. Finally, employees in stores are regularly tested by the Internal Audit department on their knowledge about this policy.

In 2023, all employees participated in an online training course about whistleblowing as part of our code of conduct refreshment training.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

Shurgard supports freedom of association. As part of this, it respects the right of employees to join unions and to be represented by representatives of these unions internally and externally in accordance with the applicable national or local laws and practices. The same standard is applicable for suppliers.

Suppliers must observe the right of their employees to strike and to be members of trade unions.

In 2023, Shurgard knows of no cases in which freedom of association or the right to collective bargaining have been jeopardized or even breached. As of December 31, 2023, 69% of our employees are covered by the collective bargaining agreement.

Shurgard is assessing its suppliers in relation to freedom of association, among other social, governance, and environmental topics. To ensure ongoing compliance with these ethical and environmental standards, we survey our critical suppliers every three years on their ESG performance. For more information on this topic, please refer to the chapter 6.4 Encouraging ESG best-practices in our supply chain.

GRI 2-30 / 407

7.3 DATA AND CYBER SECURITY

In an era characterized by increased reliance on digital technologies and data, cybersecurity has become a paramount concern for organizations worldwide. As cyber threats continue to evolve in sophistication and frequency, safeguarding sensitive information and ensuring the resilience of digital infrastructure have never been more critical. For us at Shurgard, cybersecurity is not merely an IT concern but a collective responsibility that spans across all levels of the organization.

To protect its information and systems, Shurgard takes a defense-in-depth approach described below.

RISK ASSESSMENT AND MANAGEMENT

Shurgard conducts comprehensive risk assessments to identify potential vulnerabilities and threats. By understanding the specific risks we face, Shurgard can prioritize efforts and allocate resources effectively.

SECURITY POLICIES AND TRAINING

Establishing clear and robust cybersecurity policies is essential. Equally important is ensuring that employees are well-informed and trained to adhere to these policies. Regular cybersecurity training and awareness programs conducted yearly help reduce human error, which is a common entry point for cyberattacks. We are constantly developing awareness campaigns. Shurgard's employees are trained, business by business, in the risk of cyberattacks and the importance of data protection. In the financial year 2023, all employees participated in online cybersecurity training, and phishing simulation exercises were designed to securely test user behavior and increase employees' awareness.

REGULAR SOFTWARE UPDATES AND PATCH MANAGEMENT

We make sure to execute regular software updates and patch management. Cybercriminals often exploit vulnerabilities in outdated software. We have a systematic process for applying security patches and updates to all software and systems promptly.

FIREWALLS

Our firewall in place acts as a barrier that monitors and filters incoming and outgoing network traffic. This helps identify and block suspicious activities, providing an additional layer of defense.

INCIDENT RESPONSE PLAN

Having a well-defined incident response plan in place enables us to react swiftly and effectively in the event of a cybersecurity breach. We have a plan in place that outlines steps for detection, containment, investigation, communication, and recovery. Responsible teams endeavor to anticipate and respond to incidents proactively. Security incident management covers unwanted or unexpected events that affect confidentiality and the integrity of information that may have an impact on Shurgard, our customers or employees. Management and escalation processes are designed to best respond to cyber-attacks or threats to information security, minimizing losses, leaks, or disturbances. We use the information obtained when dealing with incidents to continuously improve our activities. We look to increase stability through a better understanding and proactive management of our cyber security risks.

Regular Security Audits and Testing

Shurgard regularly conducts security audits, vulnerability assessments, and penetration testing that help us proactively identify weaknesses and vulnerabilities that need attention.

CLOUD SECURITY

Our transition to cloud-based services and ensuring cloud security has become paramount. Employing strong encryption, access controls, and monitoring in the cloud environment is essential for our organization and we have steps in place to guarantee security on that front.

BUSINESS CONTINUITY AND DISASTER RECOVERY

Preparing for cyber incidents involves not only preventing them but also planning for their aftermath. Robust business continuity and disaster recovery plans ensure that critical operations can continue in the face of a cyber incident.

In today's digital landscape, cybersecurity is a dynamic and ongoing effort. By implementing these fundamental cybersecurity practices, we significantly reduce our risk exposure, protect our data, and maintain the trust of our stakeholders. Moreover, staying vigilant and adaptable in the face of evolving threats is essential to achieving the long-term cybersecurity resilience we are striving for. In 2023, we have performed a cyber incident simulation facilitated by Marsh. It allowed us to practice making swift decisions with incomplete information against time constraints and testing the knowledge of existing security incident responses. As takeaways of this exercise, we concluded that : (i) communications to take place via messengers for cyber incidents; (ii) cyber-crime awareness to be done via simulation emails (Phishing) every quarter; (iii) cyber security to be included in project management processes; (iv) agreements were reached on key decisions; (v) business impact was minimal. The Board of Directors have been informed of the simulation and agreed on the procedure, which would trigger notification to the Board. This way, our governing body stays informed on the most important security issues.

7.4 OUR "ETHICS & GOVERNANCE" FUTURE COMMITMENTS

Our "ethics & governance" future commitments	
 <p>High governance standards</p>	<ul style="list-style-type: none"> • Our current female representation on the Board stands at 33.3%. We are committed to have four female Board members by 2024, increasing the gender diversity ratio to 44%.
 <p>Business ethics and code of conduct</p>	<ul style="list-style-type: none"> • Maintain yearly Board rotation based on competencies required.
 <p>Data and cyber-security</p>	<ul style="list-style-type: none"> • We are dedicated to maintaining the highest standards of cybersecurity for the protection of our customers and the integrity of our brand. To demonstrate this commitment, we pledge to invest in and implement the latest best practices and security patterns, including conducting regular and realistic phishing attack simulations to fortify Shurgard's defenses. Furthermore, we are committed to fostering a robust cybersecurity culture among our employees and contractors through innovative game-based learning initiatives. We will align with cloud platform best practices and, crucially, implement a zero-trust architecture to enhance the overall security posture of our systems and data.

8. CSRD, EU TAXONOMY, GRI AND EPRA

Shurgard prepares its Sustainability Report following international regulations, guidelines and references. Amongst others, a specific reporting is prepared according to the Global Reporting Initiative (GRI), the European Public Real Estate (EPRA) Best Practice Recommendations on Sustainability Reporting and the EU taxonomy. In addition, Shurgard is committed to delivering transparent and qualitative reporting, and will apply the Corporate Sustainability Reporting Directive (CSRD) rules for the first time in the 2024 financial year, for its reports published in 2025.

8.1 CORPORATE SUSTAINABILITY REPORTING DIRECTIVE (CSRD)

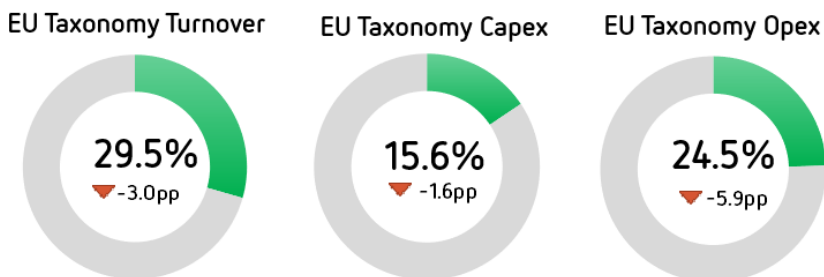
On January 5, 2023, the Corporate Sustainability Reporting Directive (CSRD) entered into force. This new EU directive modernizes and strengthens the rules concerning the social and environmental information that companies have to report. The new rules will ensure that investors and other stakeholders have access to the information they need to assess the impact of companies on people and the environment, and for investors to assess financial risks and opportunities arising from climate change and other sustainability issues.

Shurgard is committed to delivering transparent and qualitative reporting and will apply the new rules for the first time in the 2024 financial year, for its reports published in 2025.

To ensure we are ready for the new regulation, we have mandated a consulting firm to perform a readiness assessment, bridging our actual disclosures to the CSRD requirements. We are working closely with all departments to enhance our data collection to meet the new disclosure requirements.

8.2 EU TAXONOMY

EU TAXONOMY PERFORMANCE SUMMARY

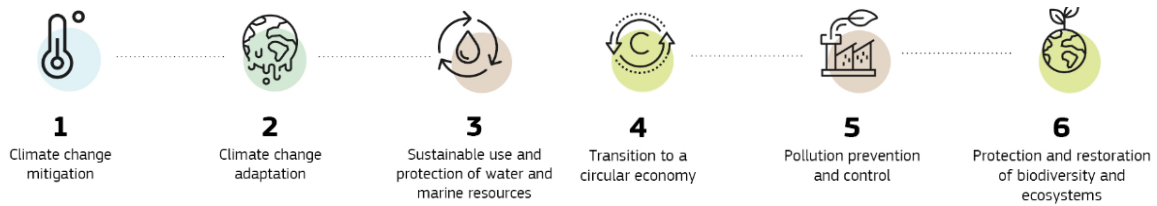


Compared to prior year, we were able to increase our enabling green investments (e.g., LED, solar panels, BMS) to c. €6 million in 2023 (from c. €2 million the previous year), while the updated proportion of assets in our portfolio associated with an EPC "A or A+" and the higher non-eligible expenses related to our IT infrastructure, intangibles and IT equipment impacted the EU Taxonomy KPI's negatively.

EU TAXONOMY OBJECTIVES

The European Union ("EU") is aiming to address the global climate change challenges through ambitious climate and energy targets to reach the objectives of the European Green Deal, as well as regulatory actions. As part of these activities, the EU Taxonomy has been issued. This establishes a common understanding of green economic activities that make a substantial contribution to the environmental goals of the EU, by providing consistent and objective criteria to classify and list activities that are environmentally sustainable. The EU Taxonomy aims to provide companies, investors, and policymakers with appropriate definitions to objectively measure how sustainable a company is, enabling comparability and helping direct investments towards sustainable projects.

The EU Taxonomy defined six environmental objectives:



Shurgard’s Taxonomy-eligible activities

A taxonomy-eligible activity according to the EU Taxonomy is an economic activity that is described in the European Commission’s Delegated Acts. The activities described were prioritized due to their significance in contributing to the environmental objectives of the EU. Hence, these activities focus on specific high CO₂ emitting sectors such as construction, transport, manufacturing, and energy production.

As a first step, entities must analyze whether their activities are part of the scope of the Technical Screening Criteria (“TSC”) of the EU Taxonomy, which are linked to the relevant NACE codes. Entities performing several economic activities might have to map them to different NACE codes. If an activity is not defined in the TSC, it is currently not covered by the EU Taxonomy.

With both the guidance on these topics and market practices developing, we note that the interpretation and implementation of this mapping or the implementation of the technical screening criteria might change going forward.

Shurgard specific interpretation / application:

Ensuring that an activity is in line with the definition behind the NACE codes is crucial. Judgement needs to be applied when determining the activities that are in scope for Shurgard. For example, the Group is frequently involved in the construction of new properties. This activity is not performed with the purpose of reselling the asset, but for future use as part of our self-storage activities. Based on available guidance, we concluded that Shurgard should also not be considered to be a professional developer or construction company for the purpose of the EU Taxonomy.

As such, activity 7.1 “Construction of new buildings” was considered to be not applicable for Shurgard, in particular, as the EU Taxonomy makes specific reference to properties being constructed for subsequent sale. We therefore included new developments in activity 7.7 “Acquisition and ownership of buildings”, which covers the acquisition and exercising of ownership of properties.

Other activities, such as installation and/or operation of heat pumps or solar panels, while specifically mentioned in the TSC, are considered “supporting” activities for the Group. Consequently, activities that would fall under 4.1 “Electricity generation using solar photovoltaic technology” and 4.16 “Installation and operation of electric heat pumps” are included in our main activity 7.6 “Installation, maintenance and repair of renewable energy technologies” and 7.3. “Installation, maintenance and repair of energy efficiency equipment”, respectively.

Based on the above, we concluded that the Group is currently engaged into the following eligible activities:

Activity description	Shurgard examples
7.2 Renovation of existing buildings	Major renovation of existing stores, leading to a reduction of the primary energy demand
7.3 Installation, maintenance and repair of energy efficiency equipment	Improving insulation of our properties, installing energy efficient windows or doors, replacement of lights with LED, heat pumps, installation of water flow reduction on the stores’ water taps

7.4	Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	Installation of charging stations in the close surroundings of our stores for electric vehicles
7.5	Installation, maintenance and repair of instruments and devices for measuring, regulation and controlling energy performance of buildings	Installation of smart meters for electricity, motion control for lights, building energy management systems, smart thermostat systems
7.6	Installation, maintenance and repair of renewable energy technologies	Installation of solar panels
7.7	Acquisition and ownership of buildings	Acquisition of new stores and ownership of current portfolio of stores

The remaining economic activities of Shurgard were classified as non-eligible as they are not part of the activities defined in the EU Taxonomy.

Taxonomy-aligned activities

Shurgard has assessed the alignment of the eligible activities by reviewing (i) their substantial contribution based on the TSC outlined in the Climate Delegated Acts, (ii) the fact they do not significantly harm the other five environmental objectives and (iii) the compliance with minimum safeguards checks. The result of the alignment assessment is reported through Key Performance Indicators (KPIs) as detailed below.

All activities were first tested for their alignment with the first environmental objective (Climate Change Mitigation). When a specific activity was partly or totally not aligned, we tested the alignment versus Climate Change Adaptation, while avoiding any double count.

In these cases, we cannot reliably obtain the required evidence at the time of this report that a specific activity is complied with. This is the case for instance for assets recently acquired. When this occurs, we reported these properties as “not aligned”, knowing that this affected our KPI’s negatively. Going forward we expect the number of existing properties that are reported as aligned to increase and consequently positively impact our KPIs, as evidence collection progresses.

Climate Change Mitigation (“CCM”)– substantial criteria

In 2023, Shurgard incurred capital expenditure and operating expenses for the below activities, and their substantial contribution to the CCM was reviewed against the TSC outlined in the Climate Delegated Acts. For example:

- 7.3 Installation, maintenance and repair of energy efficiency equipment:**
The substantial criteria are met when the activity respects nationally defined measures implementing the EU Directive 2010/31/EU. In 2023, Shurgard finalized its project to replace old lighting bulbs with energy efficient LEDs and continued investing in the installation of heat pumps in several buildings, replacing e.g., gas heating. This program is aligned with the requirements outlined in the TSC.
- 7.5 Installation, maintenance and repair of instruments and devices for measuring, regulation and controlling energy performance of buildings:**
During 2023, Shurgard invested in a building management system to operate its stores in an optimal way, through online centralized monitoring, metering and control of utilities and devices to lower consumption (heating, ventilation, etc.). It also comes with consumption analytics and alerts on unusual consumptions. These investments are aligned with climate change mitigation TSC’s.

- **7.6 Installation, maintenance and repair of renewable energy technologies:**

Throughout 2023, Shurgard invested in the installation of renewable energy technologies, usually taking the form solar panels, which is an enabling activity contributing to the climate change mitigation objective.

- **7.7 Acquisition and ownership of buildings:**

Existing Buildings: According to the TSC, when a property has been constructed before December 31, 2020, it is substantially contributing to the climate objective in the event it has an Energy Performance Certificate ("EPC") of A or equivalent. This is the case for most of our properties. Alternatively, an entity can demonstrate that the property is in the top 15% of the national or regional building stock, expressed as Primary Energy Demand ("PED"), in order to count as substantially contributing to the climate objective.

Shurgard evaluated this criterion, where necessary, country by country, based on national studies and surveys and assessed the outcome at property level. When construction for a property was completed after December 31, 2020, the TSC require that the property has a PED at least 10% lower than the Nearly Zero Emitting Building (NZEB) requirements, usually expressed as a maximum PED in terms of kWh/sqm per year. In addition, when a property has a size of at least 5,000 sqm, the TSC requires that it needs to undergo air tightness and thermal integrity testing. The life-cycle Global Warming Potential resulting from the construction should be calculated for each stage in the life cycle. In any event, large non-residential properties are required to be efficiently operated through energy performance monitoring and assessment, which is reviewed on a property-by-property basis.

Properties under construction: As indicated above, while Shurgard does construct self-storage properties, these activities are not included under EU Taxonomy activity 7.1, but 7.7. This requires applying the above-described requirements for existing properties to assets under construction. It will typically not be possible to test most of the TSC before the construction has been substantially completed, at which point most of the capital expenditures have already been incurred. For instance, when Shurgard constructs a new property, there is no EPC available and air tightness testing can only be done late in the construction process. In such cases, we use our best estimates, based on the designed construction and materials used, to evaluate whether we can reasonably expect that the TSC will be met at completion and only then include the capital expenditures in our reporting. In line with EU Taxonomy guidance, any outcome that would materially differ from our initial expectations will result in a restatement of prior year information.

Climate Change Adaptation ("CCA") – substantial criteria

Shurgard also tested the activity 7.7 "Acquisition and Ownership of buildings" for its contribution to the CCA criteria.

In 2023, we performed a physical climate risk assessment of our entire portfolio of stores. We refer to the section 4.2 Resilience of properties to climate risk. This assessment evaluated the various potential physical climate risks (e.g., floods, fires, sea level rise, tropical cyclones, etc.) that could affect our properties. To obtain aligned KPIs with CCA, Shurgard needs to demonstrate that it has implemented physical and non-physical adaptation solutions, substantially reducing the most important physical climate risks, even if the risk has been assessed to be not material. With the results of the risk assessment, the Company is in a position to consider adaptation measures and increase CCA alignment.

For the CapEx KPI, the Disclosures Delegated Act requires the nature and scope of CapEx in an activity that contributes substantially to CCM to be differentiated from the CapEx that makes that activity adapted to climate change. On the other hand, where the adaptation solution is an inherent part of the design of the new asset that is itself aligned to CCM, and that it is difficult to distinguish both types of CapEx, both can be reported under CCM.

Regarding the turnover KPI, in accordance with the Annex I to the Disclosures Delegated Act, the revenue generated from an activity that is adapted to climate may not be computed in the numerator of the turnover KPI of the undertaking unless that activity is an activity enabling or is aligned with CCM or any non-climate environmental objective.

Other delegated acts: water, circular economy, pollution, and biodiversity – substantial criteria

In June 2023, the European Commission published the Taxonomy Delegated Acts with criteria for the remaining four environmental objectives (circular economy, water and marine resources, pollution prevention and control, and biodiversity and ecosystems), and additional criteria for climate. We reviewed Shurgard's economic activities and noted that the only activity carried out by Shurgard, in the real estate sector, that would be contributing significantly to these new objectives was 7.2 "Renovation of existing buildings", for its contribution to the circular economy objective. The TSC's of the circular economy objective aims at ensuring that (i) construction and demolition waste generated by the renovation is treated in accordance with Union waste legislation and the full checklist of the EU Construction and Demolition Waste Management Protocol, (ii) the life cycle Global Warming Potential ("GWP") of the building's renovation works has been calculated for each stage in the life cycle, (iii) construction designs and techniques support circularity via the incorporation of concepts for design for adaptability and deconstruction, (iv) at least 50% of the original building is retained and (v) the use of primary raw material in the renovation of the building is minimized through the use of secondary raw materials. As we did not renovate existing buildings in 2023, that would comply with the definition and applicable requirements for major renovations, we concluded that no alignment is expected on these new environmental objectives.

Do Not Harm

After testing the substantial contribution criteria (CCM and CCA), Shurgard also confirmed that the activities were not significantly harming other EU Taxonomy objectives.

For all activities in scope for Shurgard in 2023, a physical climate risk assessment is necessary to consider the activity as aligned. This is to ensure that investments made are climate risk proof.

In addition, measures are in place to ensure that the building is not dedicated to extraction, storage, transport, or manufacture of fossil fuels. Finally, when testing properties for their alignment on CCA, Shurgard reviewed whether the properties built before December 31, 2020, had an EPC of at least class C or was in the top 30% of the national or regional building stock, expressed as PED. For properties built after December 31, 2020, we made sure that the PED was lower than the threshold for the NZEB requirements. This has been reviewed using national studies and surveys.

Minimum Safeguards

We continuously monitor the relevance of our policies governing e.g., human rights, fair labor practices, modern slavery, health and safety, diversity, and compensation against the latest standards. To assess our social safeguards alignment with the EU Taxonomy-approved frameworks, we further analyzed our compliance with the following: ILOs Core Conventions, OECD MNEs, UN Guiding Principles, and the International Bill of Human Rights.

Implementation of social safeguards is assessed internally by the Executive Committee and the ESG Management Group through regular monitoring and reporting on outcomes that are included in the organization's internal communication.

Besides having internal procedures, employees and dedicated working groups (e.g., ESG Management Group) are in place to ensure our business' alignment with the social safeguards. We use external advisors to review and benchmark these policies and their implementation annually.

As a signee of the UN Global Compact since December 2021, we align our ESG Strategy with the universal principles on human rights, labor, environment, and anti-corruption. We monitor our existing policies for updates and make sure that our ESG agenda tackles these topics.

Additionally, we participate in the Global Reporting Initiative (“GRI”), making annual disclosures on our business practices, where an organization’s most significant impacts on the economy, environment, and people, including impacts on their human rights are represented.

We have established adequate due diligence processes that allow us to monitor that all third-party agreements have clauses relating to anti-bribery, human rights, and modern slavery, among other topics. In addition, we inquire about the business practices of our suppliers on a regular basis, to ensure they align with our principles.

Based on the above, we concluded that our business activities are aligned with the social safeguard requirements stated in the EU Taxonomy.

Turnover, CapEx and OpEx KPIs

Article 8 of the Taxonomy Regulation defines three KPIs to assess the proportion of (i) turnover, (ii) CapEx and (iii) OpEx associated with economic activities that qualify as environmentally sustainable.

The basis for providing these KPIs is Shurgard’s financial information, prepared in accordance with International Financial Reporting Standards (“IFRS”), as adopted by the European Union. The KPIs calculated below are based on EU Regulation definitions. In order to increase the readers understanding of these KPIs, qualitative information is provided to give some clarity on what is included or excluded from the KPIs to detail how these KPIs were calculated, allowing the reader to compare these to the financial statements of the Group.

EU TAXONOMY TURNOVER

EU Taxonomy turnover APM (€ thousands)	Notes	31/12/2023	31/12/2022
Rental revenue	5,12	312,550	289,380
Other real estate revenue	5,12	2,769	2,383
Ancillary revenue, excl. other real estate revenue	5,12	8,699	9,211
Insurance revenue	5,12	33,683	32,075
Other revenue	5,12	222	2,241
Turnover considered for EU Taxonomy denominator		357,923	335,290

The turnover KPI represents the proportion of Shurgard’s net turnover derived from products or services that are Taxonomy aligned, as currently covered by the first Delegated Act. The EU Taxonomy turnover corresponds to the real estate operating revenue, as per IFRS 4.

Shurgard specific interpretation / application:

- The EU Taxonomy’s first Delegated Act covers, in connection with activity 7.7 “Acquisition and ownership of buildings”, revenues derived from the ownership of a building, i.e., owners renting out their properties to generate rental income directly from the property itself.
- In a draft Commission notice from December 2022, the Commission clarified that only revenues derived from the ownership of the building (whether through freehold or right-of-use asset), should be considered, regardless of the activities that take place in a building. Other non-related revenues, i.e., revenues that are not derived from the ownership of the building, are not in scope.
- Based on this guidance, Shurgard concluded that the revenue generated from renting storage space is to be considered as a rental income covered by the EU Taxonomy, whereas the revenue generated from related services such as merchandise, insurance sales or third-party property management income should not be considered for EU Taxonomy.

Economic activities	Turnover ('000€)	% of EU Taxonomy Turnover	Substantial contribution						Do not significant harm			Taxonomy-aligned proportion FY2023	Taxonomy-aligned proportion FY2022	Enabling (E) / Transitional (T) activity	
			Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy / recycling	Pollution	Ecosystems protection	Climate change mitigation	Climate change adaptation	Water and marine resources				Circular economy / recycling
A. Taxonomy Eligible activities	315,319	88.1%											29.5%	32.5%	
A.1 Taxonomy Aligned activities	105,421	29.5%											29.5%	32.5%	
7.7 - Acquisition and ownership of buildings	105,421	29.5%	29.5%	0.0%	0.0%	0.0%	0.0%	0.0%	Y	Y			29.5%	32.5%	
A.2 Taxonomy non-Aligned activities	209,898	58.6%													
7.7 - Acquisition and ownership of buildings	209,898	58.6%													
B. Taxonomy non-Eligible activities	42,604	11.9%													
Insurance revenue	33,683	9.4%													
Ancillary revenue, excl. other real estate revenue	8,699	2.4%													
Other revenue	222	0.1%													
A+B Total Turnover	357,923	100.0%											29.5%	32.5%	

Total EU taxonomy turnover is €357.9 million, of which €105.4 million is aligned (29.5%), €209.9 million is eligible but not aligned and €42.6 million is not eligible. All of the EU Taxonomy-aligned revenue is coming from its substantial contribution to Climate Change Mitigation. The aligned proportion remained relatively stable compared to last year (from 32.5% in 2022 to 29.5% in 2023).

EU TAXONOMY CAPITAL EXPENDITURES ("CAPEX")

The CapEx KPI represents the proportion of Shurgard's capital expenditure that is either already associated with environmentally sustainable economic activities or is part of a credible plan to extend such activities, or for activities which are not yet taxonomy-aligned to reach environmental sustainability.

The CapEx defined under the EU Taxonomy differs from the information included in our financial statements in the sense that it excludes e.g., remeasurements, revaluations, impairments, and fair value changes. For 2023, the total CapEx considered for EU Taxonomy amounts to €186.0 million and consists of acquisition of stores (accounted for under IAS 40), expenditures on our investment property (IAS 40), rights of use assets from lease agreements (IFRS 16), as well as additions to property, plant and equipment ("PP&E", IAS 16) and intangible assets (IAS 38):

EU Taxonomy CapEx APM (€ thousands)	Notes	31/12/2023	31/12/2022
Acquisition of investment property	15	67,336	76,310
Capital expenditure on investment property	15	113,817	112,577
Addition of investment property ROU assets	15	833	12,001
Investment property subtotal		181,986	200,888
Additions of PP&E (IAS 16, IFRS 16)	17	740	577
Additions of intangible assets (IAS 38)	17	3,304	2,654
PP&E and intangible assets subtotal		4,044	3,231
CapEx considered for EU Taxonomy denominator		186,030	204,119

In total, we concluded that 97.8% of the EU Taxonomy CapEx is eligible. The non-eligible activities relate to the acquisitions of intangible assets (mainly software capitalized costs and IT developments) and the PP&E additions related to equipment and other assets.

We reviewed the substantial contribution of the eligible CapEx against the technical screening criteria, their compliance with the “Do no significant harm” principles, and the “minimum safeguards”. 15.6% of our CapEx was assessed to be aligned with the Climate Change Mitigation objective.

Economic activities	CapEx ('000€)	% of EU taxonomy CapEx	Substantial contribution						Do not significant harm						Taxonomy-aligned proportion FY2023	Taxonomy-aligned proportion FY2022	Enabling (E) / Transitional (T) activity	
			Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy / recycling	Pollution	Ecosystems protection	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy / recycling	Pollution	Ecosystems protection				
A. Taxonomy Eligible activities	181,988	97.8%													15.6%	17.2%		
A.1 Taxonomy Aligned activities	29,076	15.6%													15.6%	17.2%		
7.3 - Installation, maintenance and repair of energy efficiency equipment	5,572	3.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	Y					3.0%	0.5%	E	
7.6 - Installation, maintenance and repair of renewable energy technologies	168	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	Y					0.1%	0.5%	E	
7.7 - Acquisition and ownership of buildings	23,336	12.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	Y	Y				12.5%	16.2%		
A.2 Taxonomy non-Aligned activities	152,911	82.2%																
7.7 - Acquisition and ownership of buildings	152,911	82.2%																
B. Taxonomy non-Eligible activities	4,044	2.2%																
Additions of intangible assets related to IT software and IT development	3,304	1.8%																
Additions of PP&E related to equipment & company cars	740	0.4%																
A+B Total CapEx	186,032	100.0%													15.6%	17.2%		

EU TAXONOMY OPERATING EXPENDITURES (“OPEX”)

The OpEx KPI represents the proportion of operating expenditure associated with environmentally sustainable economic activities or the above-mentioned CapEx plan. The operating expenditure covers essentially direct non-capitalized costs that relate to research and development, building renovation measures, short-term lease, maintenance and repair, and any other direct expenditures relating to the day-to-day servicing of assets of property, plant and equipment that are necessary to ensure the continued and effective functioning of such assets.

Consequently, the OpEx defined under the EU Taxonomy differs significantly from the IFRS operating expenses:

EU Taxonomy OpEx APM (€ thousands)	Notes	IFRS Operating expenses	EU Taxonomy OpEx 31/12/2023	EU Taxonomy OpEx 31/12/2022
Payroll expense, net of capitalization of internal time spent on IP development	6,7	50,116	1,420	1,604
Shared based compensation expense	7	4,183	285	240
Real estate and other taxes	6	19,313	0	0
Repairs and maintenance	6	13,280	10,611	8,824
Marketing expense	6	9,887	0	0
Utility expense	6	3,939	0	0
Other operating expenses and other general and administrative expenses	6,7	32,315	5,218	3,768
Doubtful debt expenses	6	5,465	0	0
Cost of insurance and merchandise sales	6	4,556	0	0
Depreciation and amortization expenses	7	3,377	0	0
Other expenses	8	926	926	0
Total		147,357	18,459	14,436

Shurgard specific interpretation / application:

- We considered in the EU Taxonomy OpEx KPI that all direct expenses related to searching, acquiring, and developing our portfolio of properties are part of the “direct non-capitalized costs that relate to research and development” (“R&D”) referred to in the definition. We excluded indirect costs such as travel expenses, and included all direct employee benefits, accounted for in line with IAS 19.
- Even though they are not specifically mentioned in the definition, we also included R&D and repair and maintenance related to our intangible assets in the denominator, in line with guidance issued by the EU Commission, explaining that “(...) maintenance and repair or other direct costs could be also relevant for intangible assets (e.g., right-of-use assets, software, ERP)”.
- We excluded most property linked costs that are not necessary to ensure their continued and effective functioning. These costs are usually associated with our operations (e.g., real estate taxes, marketing expenses, utilities, etc.).
- Most expenses in scope for the OpEx KPI can be directly linked to individual assets. However, for some specific expenses we used allocation keys to spread the cost on the relevant assets.

In line with the EU Taxonomy OpEx definition, the following operating expenses were considered for the denominator:

- The non-capitalized employee compensation and benefits expenses, including share-based compensations, of our personnel directly related to research and development, maintenance and repair, and other direct expenses related to the day-to-day servicing of our assets.
- Repair and maintenance expenses, excluding specific expenses that are not directly necessary to the day-to-day servicing of our properties and are rather associated with our operating activity (e.g., snow removal, carpets, trash collection, etc.). Other operating expenses include mainly IT related contracts, non-capitalized IT development expenses, real estate lawyer fees, outsourced architecture, design or engineering services, and non-capitalized office equipment.

Based on the above, we concluded that 73.0% of the total EU Taxonomy OpEx is eligible. The non-eligible activities relate to expenses that are not directly related to the acquisition and ownership of buildings (e.g., intangible assets including ERP, office equipment, general and administrative tasks, etc.).

We reviewed the substantial contribution of the eligible OpEx against the technical screening criteria, and their compliance with the “Do no significant harm” principles. 24.5% of our OpEx was assessed as aligned with the Climate Change Mitigation objective.

Economic activities	OpEx ('000€)	% of EU taxonomy OpEx	Substantial contribution					Do not significant harm					Taxonomy-aligned proportion FY2023	Taxonomy-aligned proportion FY2022	Enabling (E) / Transitional (T) activity		
			Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy / recycling	Pollution	Ecosystems protection	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy / recycling				Pollution	Ecosystems protection
A. Taxonomy Eligible activities	13,469	73.0%												24.5%	30.4%		
A.1 Taxonomy Aligned activities	4,516	24.5%												24.5%	30.4%		
7.7 - Acquisition and ownership of buildings	4,516	24.5%	24.5%	0.0%	0.0%	0.0%	0.0%	0.0%	Y	Y				24.5%	30.4%		
A.2 Taxonomy non-Aligned activities	8,954	48.5%															
7.7 - Acquisition and ownership of buildings	8,954	48.5%															
B. Taxonomy non-Eligible activities	4,990	27.0%															
OpEx related to miscellaneous activities	2,074	11.2%															
OpEx related to our intangible assets, IT equipment and datacenter	2,916	15.8%															
A+B Total OpEx	18,459	100.0%												24.5%	30.4%		

The decrease compared to the prior year (-5.9pp) is mainly a result of the revised proportion of buildings with an EPC below "A" in our portfolio, as well as higher non-eligible expenses related to intangible assets, IT equipment and datacenter.

8.3 BASIS OF THE SUSTAINABILITY REPORT

This Sustainability Report of Shurgard Self Storage Ltd presents the quantitative and qualitative information needed to understand its material sustainability issues for the calendar year 2023. It covers all activities of the Company, which is the same entity reported on in our consolidated financial statements.

GRI 2-1 / 2-2 / 2-3

REPORTING SCOPE

The scope of this report covers 100% of the total workforce.

GRI 2-1

REPORTING FRAMEWORK

Shurgard has published a Sustainability Report annually since 2019, referencing the Global Reporting Initiative ("GRI") standards and aiming to comply with EPRA sBPR guidelines.

GRI 2-3

DATA REVIEW

Shurgard cooperated with Evora Global Ltd who engaged an independent third-party assurance provider, IHS Markit Ltd (part of S&P Global as of February, 2022) to review the data published. Their limited assurance report on a selection of key performance indicators can be found in chapter 8.7 "Assurance Summary Statement" in this document.

GRI 2-5

MATERIALITY ASSESSMENT

In 2023, Shurgard conducted an internal double materiality assessment to identify and select the most significant social, environmental and governance issues. Further information can be found in the chapter "3. Materiality and risk assessment" in this document.

GRI 3-1

CONTACT

For any question or comment on the published content of this report, please contact: investor.relations@shurgard.co.uk

GRI 2-1

8.4 GRI CONTENT INDEX

Our sustainability reporting has been prepared with reference to the guidelines developed by the Global Reporting Initiative ("GRI"). This content index demonstrates our alignment with the General Disclosures and Topic-Specific Standards for the Priority 1 material topics that were identified following our most recent materiality review in 2023.

STATEMENT OF USE

Shurgard Self Storage Ltd has reported the information cited in this GRI content index for the period January 1, 2023 to December 31, 2023 with reference to the GRI Standards.

The index is attached as an appendix, available on our investor relations website or upon request.

GRI 1-7

8.5 EPRA SUSTAINABILITY REPORTING

Shurgard reports the Company's sustainability indicators based on EPRA's ([European Public Real Estate Association](#)) latest recommendations: Best Practice Recommendations on Sustainability Reporting, third version September 2017.

OVERARCHING RECOMMENDATIONS

Organization boundary

Shurgard limits its report to properties controlled by Shurgard (operational control) in accordance with the principles of the Greenhouse Gas Protocol. This includes all real estate assets owned or managed by Shurgard. Data is reported for our storage center portfolio and separately for our own occupied offices.

Operational control has been chosen since it provides Shurgard with the best conditions for demonstrating statistics and data that Shurgard can directly influence.

Coverage

Shurgard works actively to access relevant data for the properties that Shurgard owns and operates. Having access to data is important to Shurgard, as the information creates conditions for efficient and sound technical management of the buildings. The proportion of properties included in each indicator is mentioned in connection with respective key indicators.

Measurement data is affected by changes in the portfolio – i.e., recently purchased, sold and project properties – which complicate access to relevant data. Shurgard constantly strives to access all relevant data as comprehensively as possible. We commit to reporting on progress annually.

Estimations of data

In order to meet Annual Report deadlines, a significant proportion of environmental data under measured indicators has been estimated for the last three months in 2023 i.e., October 1, 2023 to December 31, 2023. There are also a number of data gaps outside this period in 2022 and 2023 which needed to be estimated. To fill these data gaps, we have used the following estimation methodology:

1. Short gap estimation: where data is absent for 15 days or less in a given month, we use the average daily consumption from the available actual data for the remaining portion of that month to bridge the gap.

2. Trend adjusted consumption: in instances where complete data was available for the previous year (2022), we calculated the year-on-year percentage change between periods of known data in both 2022 and 2023. This percentage change was then applied to the data we needed to estimate in 2023, utilizing the corresponding period of data in 2022.
3. Average monthly consumption with no previous year: if there was insufficient previous data for the above methods, we used the average consumption per day from 2022 or 2023 to fill in the remaining gaps within each respective year.

This three-step methodology to estimate data is used to ensure that any estimates produced are in line with the trends observed in the proportion of actual data on which they are based.

Third party verification/assurance

This report has been independently assured by a third-party, IHS Markit. The assurance statement can be found at the end of this report.

IHS Markit is a world leader in critical information, analytics and expertise to forge solutions for the major industries and markets that drive economies worldwide. The company delivers next-generation information, analytics and solutions to customers in business, finance and government, improving their operational efficiency and providing deep insights that lead to well-informed, confident decisions. In February 2022, IHS Markit has become a part of S&P Global, one of the leaders in providing financial and non-financial information and analytics.

Changes since last year's report

In order to meet last year's Annual Report deadlines, all environmental data under measured indicators were estimated for the last three months of 2022. Shurgard now possesses the data for the entire calendar year. As such, there is a difference between 2022 figures reported in last year's report and 2022 figures reported hereafter.

In addition, there has been a change in our methodology for classifying data as estimated, which we have applied retrospectively to the previous year's data included in this report. The reasons for this are explained above in the section "Estimations of Data".

Normalization

Shurgard calculates energy and water intensity ratios by dividing the in-scope buildings' gross internal floor area into the relevant total consumption figure. This is the most widely accepted method in Europe for a self-storage facility to compare energy utilization and resource consumption.

Segmental analysis (by property type, geography)

Segmental analysis is conducted by property type. The Shurgard portfolio consists of only one building type – self-storage properties.

We operate in seven different countries – all located in the European Union and UK. We have chosen not to perform segmental analysis at country level in this report, but this granularity is available upon request.

We do report on the split of our energy labels (EPCs) and green building certifications (BREEAM) by rating.

Disclosure on own offices

Disclosure on performance for our office occupation is reported separately. Shurgard has a European Support Center office where it is the landlord, located in Brussels, next to our Groot-Bijgaarden store. The European Support Center has a floor space of 1,518 sqm and approximately 100 employees work there.

Location of EPRA Sustainability Performance in companies' reports

This document is a supplement within the Annual Report, available on Shurgard's official website.

Narrative on performance

Where appropriate, we have provided a narrative on our performance alongside the relevant performance measures in this document.

Reporting on landlord and tenant consumption

Due to the nature of the self-storage business model, Shurgard does not have any “tenants” – as such all utilities are the responsibility of the landlord i.e., Shurgard. Shurgard does have “customers” – those that use the portfolio to store belongings – but these are not responsible for any utility consumption.

Reporting period

Reporting for each year accounted for in the EPRA table refers to the calendar year, e.g., January 1, 2023 to December 31, 2023.

8.6 EPRA AND GRI PERFORMANCE MEASURES

ENVIRONMENTAL SUSTAINABILITY PERFORMANCE MEASURES

The table below provides an overview of the EPRA sustainability performance measures that Shurgard is able to report on, and an explanation of where data cannot be reported. It also provides an index of the GRI Topic Standards which these metrics have been disclosed with reference to.

GRI Topic Standard	EPRA sBPR Measure	ENVIRONMENTAL PERFORMANCE MEASURES	Storage assets	Own offices	Pages
302	Elec-Abs	Total electricity consumption	✓	✓	82
302	Elec-LfL	Like-for-like total electricity consumption	✓	✓	89
302	DH&C-Abs	Total district heating & cooling consumption	✓	N/A	82
302	DH&C-LfL	Like-for-like total district heating & cooling consumption	✓	N/A	89
302	Fuels-Abs	Total fuel consumption	✓	N/A	83
302	Fuels-LfL	Like-for-like total fuel consumption	✓	N/A	89
302	Energy-Int	Building energy intensity	✓	✓	82, 89
305	GHG-Dir-Abs	Total direct greenhouse gas (GHG) emissions	✓	N/A	84, 91
305	GHG-Indir-Abs	Total indirect greenhouse gas (GHG) emissions	✓	✓	81, 91
305	GHG-Int	Greenhouse gas (GHG) intensity from building energy consumption	✓	✓	84, 91
303	Water-Abs	Total water consumption	✓	✓	86
303	Water-LfL	Like-for-like total water consumption	✓	✓	92
303	Water-Int	Building water intensity	✓	✓	86, 92
306	Waste-Abs	Total weight of waste by disposal route	✓	✓	87
306	Waste-LfL	Like-for-like total weight of waste by disposal route	✓	✓	93
N/A	Cert-Tot	Type and number of sustainably certified assets	✓	×	94

Key:

Fully reported	✓	Partially reported	–
Not reported	×	Not applicable	N/A

Methodology

We have reported on all EPRA Sustainability Performance Measures, using the EPRA Best Practices Recommendations on Sustainability Reporting 3rd Version, the main requirements of the GHG Protocol Corporate Standard (revised edition) and emissions factors from country-specific, best practice conversion factors for the appropriate year, such as the UK Government's Conversion Factors for Company Reporting 2022 and 2023. At the time of report production, the International Energy Agency conversion factors relating to 2019 have been applied to both 2022 and 2023 data for relevant countries.

We have used the GHG Protocol's location-based methodology for conversion factors for Scope 2 emissions and have also reported market-based emissions to demonstrate the effect of green procurement.

Greenhouse gas emissions are reported as metric tons CO₂ equivalent (tCO₂e), and greenhouse gas intensity is reported as kilograms of CO₂ equivalent per square meter of Gross Internal Area (kgCO₂e/sqm).

Like-for-like measures cover those assets held for the full two-year period from January 1, 2022 to December 31, 2023, for which we have at least two full quarters of actual data in each year (under our updated methodology for classifying this). We also exclude from these measures any newly acquired assets or assets where a building extension has been added, or stores that have been temporarily closed. Stores opened in 2022 were therefore excluded from the like-for-like measures. These were all included in the absolute measures.

Any further exclusions from absolute and like-for-like measures have been reported in the data notes accompanying the EPRA tables.

Applicable properties refer to the number of properties within our organizational boundaries for this indicator.

The absolute performance measures are each reported in two sections, one for the own office occupation and one for owned assets. "Own office" refers to our European Support Center located in Groot-Bijgaarden, near Brussels, Belgium. "Owned assets" refers to our storage properties.

SOCIAL AND GOVERNANCE PERFORMANCE MEASURES

We report on all Social and Governance Performance Measures. The EPRA sBPR compliance table below provides an overview of the EPRA sustainability performance measures that Shurgard reports on, and an explanation of where data cannot be reported.

GRI Topic Standard	EPRA sBPR Measure	SOCIAL PERFORMANCE MEASURES	Storage assets	Corporate	Own office occupation	Pages
405	Diversity-Emp	Employee gender diversity	N/A	✓	N/A	96, 97
405	Diversity-Pay	Gender pay ratio	N/A	✓	N/A	96, 97
405	Diversity-Pay	Equal pay analysis	N/A	✓	N/A	96, 97
404	Emp-Training	Employee training and development	N/A	✓	N/A	96, 97
404	Emp-Dev	Employee performance appraisals	N/A	✓	N/A	96, 97
401	Emp-Turnover	New hires and turnover	N/A	✓	N/A	98
403	H&S-Emp	Employee health and safety	N/A	✓	N/A	98
416	H&S-Asset	Asset health and safety assessments	✓	N/A	✓	98, 99
416	H&S-Comp	Asset health and safety compliance	✓	N/A	✓	98, 99
413	Comty-Eng	Community engagement, impact assessments and development programs	✓	N/A	✓	99
GRI Topic Standard	EPRA sBPR Measure	GOVERNANCE PERFORMANCE MEASURES	Storage assets	Corporate	Own office occupation	Pages
2-9	Gov-Board	Composition of the highest governance body	N/A	✓	N/A	100
2-10	Gov-Selec	Process for nominating and selecting the highest governance body	N/A	✓	N/A	101
2-15	Gov-Col	Process for managing conflicts of interest	N/A	✓	N/A	102

ENVIRONMENTAL PERFORMANCE MEASURES

Absolute Energy measures

	GRI Topic Standard	EPRA sBPR Code	Metric	2023				2022		
				Absolute Value	% Estimated	Coverage	YoY Trend	Absolute Value	% Estimated	Coverage
Own Offices	302-1	Elec-Abs	Consumption	39.1	17.4%	1 of 1	-16.1%	46.6	0.0%	1 of 1
			% Renewable	100%		1 of 1	0.0%	100%		1 of 1
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
	302-1	Energy	Total energy consumption	39.1	17.4%	1 of 1	-16.1%	46.6	0.0%	1 of 1
302-3	Energy-Int	Energy intensity	23.7		1 of 1	-16.0%	28.2		1 of 1	
Owned Assets	302-1	Elec-Abs	Consumption	15,949.1	18.0%	248 of 276	-7.3%	17,205.9	2.9%	249 of 266
			% Renewable	100%		248 of 276	0.0%	100%		249 of 266
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
	302-1	DH&C-Abs	Consumption	2,425.7	28.7%	34 of 34	9.2%	2,220.8	0.0%	34 of 34
			% Renewable	0%		34 of 34	0.0%	0%		34 of 34
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
	302-1	Fuels-Abs	Consumption	4,175.0	22.6%	68 of 68	-10.7%	4,674.2	3.2%	89 of 89
			% Renewable	54%		68 of 68	-3.6%	56%		89 of 89
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
	302-1	Energy	Total energy consumption	22,549.8	20.0%	248 of 276	-6.4%	24,100.9	2.7%	249 of 266
	302-3	Energy-Int	Energy intensity	12.0		248 of 276	-7.0%	12.9		249 of 266

Data notes for absolute energy: All reported energy totals are in MWh, and energy intensity is reported in kWh/sqm Gross Internal Area ("GIA"). We have been able to report fuel consumption for all 68 properties for which we purchase fuels and 34 properties for which we purchase district heating. We have also been able to report electricity data for all 248 out of a total 276 properties. Please note that Shurgard does not have any tenants, so tenant consumption is zero.

Narrative on performance for OT absolute energy: Total Shurgard obtained electricity for stores has decreased by 7.3%, reflecting the effect of our roll-out of energy efficiency measures such as our LED program. Shurgard obtained consumption of district heating has increased by 9.2%. This can be attributed to a handful of assets that have shown an increase in consumption, and as District Heating represents a small percentage of consumption across the portfolio, any increase can have an outsized impact on performance, which represents a reversion to 2020 consumption levels after an increase in consumption last year. Consumption of gas decreased by 10.7% due to the ongoing success of our scheme to replace gas-fired boilers with electric heat pumps across the portfolio but has remained fairly constant across the reported years. This consumption can be expected to decrease as electric heating systems are installed to replace gas heating across our portfolio.

GRI 302-1 / 302-3

Absolute GHG emissions Measures

	GRI Topic Standard	EPRA sBPR Code	Metric	2023			2022	
				Absolute Value	Coverage	YoY Trend	Absolute Value	Coverage
Own Offices	305-2	GHG-Indir-Abs	Scope 2 Emissions (Location Based)	5.7	1 of 1	-16.0%	6.8	1 of 1
			Scope 2 Emissions (Market Based)	0.0	1 of 1	0.0%	0.0	1 of 1
	305-4	GHG-Int	Scope 1+2 intensity	3.5	1 of 1	-16.0%	4.1	1 of 1
Owned Assets	305-1	GHG-Dir-Abs	Scope 1 Emissions (Location Based)	763.7	68 of 68	-10.5%	853.2	89 of 89
			Scope 1 Emissions (Market Based)	350.3	68 of 68	-7.1%	377.1	89 of 89
	305-2	GHG-Indir-Abs	Scope 2 Emissions (Location Based)	2,874.1	248 of 276	-1.6%	2,920.4	249 of 266
			Scope 2 Emissions (Market Based)	608.6	248 of 276	11.0%	548.5	249 of 266
	N/A	GHG	Scope 1+2 Emissions (Location Based)	3,637.8	251 of 276	-3.6%	3,773.6	249 of 266
			Scope 1+2 Emissions (Market Based)	958.9	251 of 276	3.6%	925.7	249 of 266
	305-4	GHG-Int	Scope 1+2 intensity (Location Based)	1.94	251 of 276	-4.4%	2.03	249 of 266
			Scope 1+2 intensity (Market Based)	0.51	251 of 276	2.7%	0.50	249 of 266

Data notes for Scope 1 and 2 GHG emissions: All total emissions numbers are reported in tCO_{2e}, and GHG intensity is reported in kgCO_{2e}/sqm GIA. We have been able to report Scope 1 GHG emissions for all 68 properties for which we purchase fuels. We have also been able to report Scope 2 GHG emissions data for 248 of 276 properties, which includes

the 34 properties for which we purchase district heating. Please note that Shurgard does not have any tenants, so tenant emissions are zero and therefore not reported in this table. Please see the paragraph “Reporting on Landlord and Tenant Consumption” in our “Overarching Recommendations” section.

Narrative on performance for absolute GHG emissions: Total Shurgard obtained Scope 1 GHG emissions have decreased by 10.5%, as we continue to replace gas heating systems across our portfolio. In 2021, Shurgard adopted green gas contracts, procured from 100% renewable sources, for all of its stores in the two highest demand markets (Germany and the Netherlands). We have continued to expand this green procurement program, and so under the market-based approach our Scope 1 emissions have decreased by a further 7.1%. Shurgard obtained Scope 2 (location-based) emissions have reduced by 1.6%, due to a reduction in absolute energy consumption. In 2021 Shurgard adopted zero carbon electrical supply contracts at all stores, procured from 100% renewable sources. Consequently, under the market-based approach we have zero Scope 2 emissions from our electricity, and only our indirect emissions from district heating are included.

GRI 305-1 / 305-2 / 305-4

Absolute Water Measures

	GRI Topic Standard	EPRA sBPR Code	Metric	2023				2022		
				Absolute Value	% Estimated	Coverage	YoY Trend	Absolute Value	% Estimated	Coverage
Own Offices	303-5	Water-Abs	Shurgard -obtained water	60.3	0.1	1 of 1	6.1%	56.9	0.9	1 of 1
			Tenant-obtained water	0.0	0%	0 of 0		0.0	0%	0 of 0
			Total-obtained water	60.3	0.1	1 of 1	6.1%	56.9	0.9	1 of 1
	303-5	Water-Int	Water intensity for total-obtained water	0.0		1 of 1	-5.8%	0.0		1 of 1
Owned Assets	303-5	Water-Abs	Shurgard obtained water	15,880.1	0.2	221 of 276	-43.9%	28,307.3	0.1	218 of 266
			Tenant-obtained water	0.0	0%	0 of 0		0.0	0%	0 of 0
			Total-obtained water	15,880.1	0.2	221 of 276	-43.9%	28,307.3	0.1	218 of 266
	303-5	Water-Int	Water intensity for total-obtained water	0.0		221 of 276	-44.0%	0.0		218 of 266

Data notes for absolute water: Water consumption is reported in cbm (“cubic meter”) and water intensity is reported in cbm/sqm GIA. We have been able to report water usage for 221 of 276 properties. Please note that Shurgard does not have any tenants, so tenant consumption is zero.

Narrative on performance for absolute water: All water is municipal potable water discharged from taps in the communal areas of Shurgard properties. There is minimal landlord obtained water across Shurgard’s portfolio and as the business does not operate in water-stressed locations, water consumption is not considered material. Total Shurgard obtained water consumption has shown a significant reduction in 2023, which may be linked to a number of water leaks over the 2022 period and subsequent installation of leak detection equipment in 2023 to mitigate this problem moving forwards.

GRI 303-5

Absolute Waste Measures

				2023			2022	
	GRI Topic Standard	EPRA sBPR Code	Metric	Absolute Value	Absolute Proportion	YoY Trend	Absolute Value	Absolute Proportion
Own Offices	306-4	Waste-Abs	Recycled	3.1	56.1%	90.4%	1.6	63.9%
	306-5		Incinerated (with and without energy recovery)	2.4	43.9%	163.8%	0.9	36.1%
	306-5		Landfill (non-hazardous)	0.0	0.0%		0.0	0.0%
	306-5		Hazardous Waste Treatment	0.0	0.0%		0.0	0.0%
	306-4		Materials Recovery Facility - Unknown	0.0	0.0%		0.0	0.0%
			Total tenant-obtained waste	0.0	0.0%		0.0	0.0%
	306-3		Total	5.5	1.0	117%	2.5	100%
			Coverage of applicable properties	1 of 1			1 of 1	
Owned Assets	306-4	Waste-Abs	Recycled	725.8	37.7%	-19.4%	900.7	47.4%
	306-5		Incinerated (with and without energy recovery)	1,197.7	62.3%	19.9%	999.3	52.6%
	306-5		Landfill (non-hazardous)	0.0	0.0%		0.0	0.0%
	306-5		Hazardous Waste Treatment	0.0	0.0%		0.0	0.0%
	306-4		Materials Recovery Facility - Unknown	0.0	0.0%		0.0	0.0%
			Total tenant-obtained waste	0.0	0.0%		0.0	0.0%
	306-3		Total	1,923.5	100%	1.2%	1,900.0	100%
			Coverage of applicable properties	251 of 251			259 of 259	

Data notes for absolute waste: All waste totals are reported in tons. Waste for the final quarter, October 1, 2023 to December 31, 2023, has been estimated. Please note that Shurgard does not have any tenants, so tenant waste is zero.

Narrative on performance for absolute waste: Waste data is gathered for 251 of 276 properties in the portfolio where Shurgard has waste management contracts. Absolute waste has increased slightly by 1.2%. The increase in overall waste volumes is due to an increase in general waste seen at a number of our properties. Total volumes of absolute recycled waste have decreased significantly by 19.4%, as minimum standards are in place to ensure that all cardboard at stores is recycled, and plastic use minimized.

Waste going to hazardous waste treatment facilities has been completely phased out, and our record of 100% landfill diversion was maintained. Where actual waste data was not available from the supplier, estimates of tonnages have been based on the volume, frequency and type of waste being collected dependent on country specific available conversion factors.

GRI 306-3 / 306-4 / 306-5

Like-for-Like Energy Measures

			2023				2022			
	GRI Topic Standard	EPRA sBPR Code	Metric	Like-for-Like Value	% Estimated	Coverage	YoY Trend	Like-for-Like Value	% Estimated	Coverage
Owned Assets	302-1	Elec-Abs	Consumption	15,164.6	17.1%	236 of 236	-10.2%	16,892.5	0.1%	236 of 236
			% Renewable	100%		236 of 236	0.0%	100%		236 of 236
			(Sub)metered exclusively to tenants	0.0%	0.0%	0 of 0		0.0%	0.0%	0 of 0
	302-1	DH&C-Abs	Consumption	2,382.1	29.0%	33 of 33	8.1%	2,202.9	0.0%	33 of 33
			% Renewable	0.0%		33 of 33	0.0%	0.0%		33 of 33
			(Sub)metered exclusively to tenants	0.0%	0.0%	0 of 0		0.0%	0.0%	0 of 0
	302-1	Fuels-Abs	Consumption	4,089.6	21.0%	106 of 106	-9.1%	4,497.2	1.8%	106 of 106
			% Renewable	55%		106 of 106	0.2%	55%		106 of 106
			(Sub)metered exclusively to tenants	0.0%	0.0%	0 of 0		0.0%	0.0%	0 of 0
	302-1	Energy	Total energy consumption	21,636.3	19.2%	239 of 239	-8.3%	23,592.5	0.4%	239 of 239
302-3	Energy-Int	Energy intensity	12.0		239 of 239	-8.3%	13.1		239 of 239	

Data notes for like-for-like energy: All reported energy totals are in MWh, and energy intensity is reported in kWh/sqm GIA. Under the new classification of estimated data (see methodology section), we have included 239 properties in our like-for-like energy reporting. These are those properties which have been owned and operated by Shurgard for the complete 24-month reporting period and for which the majority is classified as actual data. We therefore include electricity data from 236 of these properties, gas data for 106 properties, and district heating data for 33 properties.

Note that here and throughout the like-for-like performance measures we do not include our support center figures, as these would duplicate the absolute figures for this single location.

Please note that Shurgard does not have any tenants, so tenant consumption is zero.

Narrative on performance for like-for-like energy and energy intensity: Like-for-like electricity has fallen by 10.2%. This is a relatively similar percentage to the trend observed across the whole portfolio, which is mainly attributed to the continuing installation of efficiency measures. Gas consumption has decreased by 9.1% within the like-for-like portfolio, reflecting the impact of our efficiency measures and gas replacement program as mentioned previously. Almost all our stores with district heating systems fall into the like-for-like group, so the trend displayed here is very similar to that displayed in the absolute data table.

We have used the floor area of in-scope like-for-like assets for the relevant utility under our management as our intensity normalization measure. Our like-for-like energy intensity has fallen year-on-year, driven by electricity efficiency measures and reduced dependence on district heating systems.

GRI 302-1 / 302-3

Like-for-Like GHG Emissions Measures

				2023			2022	
	GRI Topic Standard	EPRA sBPR Code	Metric	Like-for-Like Value	Coverage	YoY Trend	Like-for-Like Value	Coverage
Owned Assets	305-1	GHG-Dir-Abs	Scope 1 Emissions (Location Based)	413.3	106 of 106	-8.7%	452.5	106 of 106
			Scope 1 Emissions (Market Based)	334.8	106 of 106	-9.1%	368.4	106 of 106
	305-2	GHG-Indir-Abs	Scope 2 Emissions (Location Based)	2,165.8	236 of 236	-6.5%	2,316.6	236 of 236
			Scope 2 Emissions (Market Based)	597.7	236 of 236	9.8%	544.1	236 of 236
	N/A	GHG	Scope 1+2 Emissions (Location Based)	2,579.1	239 of 239	-6.9%	2,769.1	239 of 239
			Scope 1+2 Emissions (Market Based)	932.5	239 of 239	2.2%	912.5	239 of 239
	305-4	GHG-Int	Scope 1+2 intensity (Location Based)	1.4	239 of 239	-6.9%	1.5	239 of 239
			Scope 1+2 intensity (Market Based)	0.5	239 of 239	2.2%	0.5	239 of 239

Data notes for like-for-like GHG emissions: All total emissions numbers are reported in tCO₂e, and GHG intensity is reported in kgCO₂e/sqm GIA. This table covers the same 239 properties included in our like-for-like reporting for energy, 106 of which use gas and therefore report Scope 1 Emissions. Please note that Shurgard does not have any tenants, so tenant emissions are zero and therefore not reported in this table. Please see the paragraph "Reporting on Landlord and Tenant Consumption" in our "Overarching Recommendations" section.

Narrative on performance for GHG emissions intensity: We have used the floor area of in-scope like-for-like assets for the relevant utility under our management as our intensity normalization measure. It should be noted that, given the nature of our properties, these Scope 1+2 intensities are already very low, so year-on-year percentage changes correspond to very small differences in the actual GHG intensity of our portfolio.

GRI 305-1 / 305-2 / 305-4

Like-for-Like Water Measures

				2023				2022		
	GRI Topic Standard	EPRA sBPR Code	Metric	Like-for-Like Value	% Estimated	Coverage	YoY Trend	Like-for-Like Value	% Estimated	Coverage
Owned Assets	303-5	Water-Abs	Shurgard-obtained water	15,544.6	20.3%	212 of 212	-44.7%	28,132.4	7.3%	212 of 212
			Tenant-obtained water	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
			Total-obtained water	15,544.6	20.3%	212 of 212	-44.7%	28,132.4	7.3%	212 of 212
	303-5	Water-Int	Water intensity for Shurgard-obtained water	0.010		212 of 212	-44.7%	0.018		212 of 212

Data notes for like-for-like water: Water consumption is reported in cbm, and water intensity is reported in cbm/sqm GIA. The 212 assets included are those properties which have been owned and operated by Shurgard for the complete 24-month reporting period and for which the majority is classified as actual data. We will continue to expand the coverage of this measure in 2024 with the ongoing installation of smart water metering across our portfolio. Please note that Shurgard does not have any tenants, so tenant consumption is zero.

Narrative on performance for like-for-like water: All water is municipal potable water discharged from taps in the communal areas of Shurgard properties. There is minimal landlord obtained water across Shurgard’s portfolio and as the business does not operate in water-stressed locations, water consumption is not considered material. The significant decrease in water consumption shown in this subset is like that displayed in the absolute totals table. As previously stated, this decrease is largely linked to a number of water leaks over the 2022 period and subsequent installation of leak detection equipment in 2023 to mitigate this problem moving forwards.

GRI 303-5

Like-for-Like Waste Measures

				2023			2022	
	GRI Topic Standard	EPRA sBPR Code	Metric	Like-for-Like Value	Like-for-Like Proportion	YoY Trend	Like-for-Like Value	Like-for-Like Proportion
Owned Assets	306-4	Waste-Abs	Recycled	700.6	38.2%	-21.1%	887.8	47.7%
	306-5		Incinerated (with and without energy recovery)	1134.2	61.8%	16.4%	974.3	52.3%
	306-5		Landfill (non-hazardous)	0.0	0.0%		0.0	0.0%
	306-5		Hazardous Waste Treatment	0.0	0.0%		0.0	0.0%
	306-4		Materials Recovery Facility - Unknown	0.0	0.0%		0.0	0.0%
			Tenant-obtained waste	0.0	0.0%		0.0	0.0%
	306-3		Total	1834.8	100%	-1.5%	1862.1	100%
			Coverage of applicable properties	241 of 241			241 of 241	

Data notes for like-for-like waste: All waste totals are reported in tons. Waste for the final quarter, October 1, 2023 to December 31, 2023, has been estimated. Please note that Shurgard does not have any tenants, so tenant waste is zero.

Narrative on performance for like-for-like waste: Like-for-like waste data is gathered for 241 properties in the portfolio where Shurgard has waste management contracts for the complete 24-month reporting period. This subset of assets has been slightly reduced since 2021 due to more stringent data quality thresholds for inclusion. Like-for-like waste has decreased by 1.5% in total across this subset of properties due to the large reduction in recycled waste. Minimum standards are in place to ensure that all cardboard at stores is recycled, along with plastic use being minimized.

Waste going to hazardous waste treatment facilities has been completely phased out, and our record of 100% landfill diversion was maintained. Where actual waste data was not available from the supplier, estimates of tonnages have been based on the volume, frequency and type of waste being collected dependent on country specific available conversion factors.

Type and number of sustainably Certified Assets

GRI Topic Standard	EPRA sBPR Code	Certification	Level	2023		2022	
				No. of Certified Stores	Percentage of portfolio certified (by floor area)	No. of Certified Stores	Percentage of portfolio certified (by floor area)
N/A	Cert-Tot	EU Energy Performance Certificate		253	90.7%	248	93.1%
		BREEAM - In Use	Pass	13	5.1%	13	5.3%
			Acceptable	1	0.3%	0	0.0%
			Good	29	10.2%	27	9.8%
			Very Good	6	2.4%	7	3.0%
			Excellent	1	0.3%	1	0.3%
			Outstanding	0	0.0%	0	0.0%
		BREEAM – New Construction	Pass	0	0.0%	0	0.0%
			Good	0	0.0%	0	0.0%
			Very Good	4	1.6%	2	0.9%
			Excellent	7	3.5%	7	3.7%
			Outstanding	1	0.5%	1	0.5%

EU ENERGY PERFORMANCE CERTIFICATES 2023

EPC Score	A	B	C	D	E	F	G	N/A
Number of Assets	180	14	34	16	2	0	7	23
% of portfolio (by floor area)	64.8%	5.6%	11.5%	5.4%	0.9%	0.0%	2.5%	9.3%

Narrative on performance for green building certificates: EU energy performance certificates are not mandatory for all Shurgard's properties, but we make sure that all new developed and acquired stores obtain EPC's. We plan not to have any stores with rating lower than E by 2027 and lower than D by 2030. As Shurgard holds assets long-term this is not a material aspect, however, to better understand the portfolio makeup, energy performance certificates have been obtained for the entire portfolio in 2021 and continue to be obtained for new properties where feasible.

Shurgard recognizes the benefits of green building certification and seeks to increase the percentage coverage year-on-year. We focus on pursuing BREEAM (Building Research Establishment Environmental Assessment Method) certification, with the goal to obtain BREEAM certificates at all new constructions wherever possible. Further properties have been entered for BREEAM certification but have not yet had their certification finalized as of the compilation of this report.

SOCIAL PERFORMANCE MEASURES

Note that our CEO has two functions: one as Board member and one as Senior Management. In order to avoid double count, the CEO has been excluded from the Senior Management social performance measures.

Employee Gender Diversity

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023		2022	
			Female	Male	Female	Male
405-1	Diversity-Emp	Employees in the organization's Board of Directors	33.3%	67.7%	27.3%	72.7%
		Employees in the organization's senior management	25.0%	75.0%	25.0%	75.0%
		All employees	42.4%	57.6%	42.3%	57.7%

Narrative on performance:

Shurgard believes that a diverse perspective is key to success. We have increased our female representation on the Board, which stands at 33.3%.

GRI 405-1

Gender Pay Ratio

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023	2022
			Mean	Mean
405-2	Diversity-Pay	Mean (average) percentage by which female pay is lower than male pay.	-3.3%	-5.0%

Narrative on performance:

For all in-store employees, Shurgard discloses the mean percentage pay gap between female and male pay.

The gender pay ratio has improved compared to our 2022 disclosures and now represents -3.3% in 2023. We believe that this is reflective of our continual commitment to maintaining a workplace that is free from discrimination.

GRI 405-2

Equal Pay Analysis 2023

Employee Level	Average Salary Female	Average Salary Male
Executive level (base salary only)	€320,000	€301,067
Executive level (base salary + other cash incentives)	€640,000	€600,274
Management level (base salary only)	€91,418	€89,847
Management level (base salary + other cash incentives)	€110,564	€113,653

Data notes for equal pay analysis 2023: Executive level functions include all Senior Management, with the exception of the CEO position. Management level functions include all positions with people management responsibilities.

Narrative on performance for equal pay analysis 2023:

We believe that our salary paid is reflective of our continued commitment to maintain a workplace that is free from discrimination. Every year, we strive to provide an equal balance for all employees.

GRI 405-2

Gender Pay ratio for directors and employees

GRI Topic Standard	EPRA sBPR Measure	Indicator	Mean (average) percentage by which female pay is lower than male pay	
			2023	2022
405-2	Diversity -Pay	The organization’s Board of Directors	-13.6%	-8.3%
		Employees in the organization’s Senior Management	6.3%	6.3%
		All employees	-17.6%	-15.1%

Narrative on performance for gender pay ratio for directors and employees:

Shurgard discloses the mean percentage pay gap between female and male pay for three levels of employees. Shurgard’s remuneration policy makes no differentiation between female and male functions, therefore, all differences are mandate specific.

GRI 405-2

Employee Training & Development

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023	2022
404-1	Emp-Training	Average hours of training undertaken by employees in the reporting period (per FTE)	22.7	30.2
404-3	Emp-Dev	% of total employees who received regular performance and career development reviews during the reporting period	100.0%	100.0%
	N/A	Average spent on training per FTE in the reporting period	€ 472.9	€ 470.3
	N/A	Total of hours of training undertaken by all employees in the reporting period (overall)	15,986	21,641

Narrative on performance:

Participation in the Company’s learning and development program remained high with 100% participation across the year. Our total training hours for 2023 amounted to 15,986h, including first aid and fire emergency training in addition to all the new joiners’ induction training and any other externally provided training deemed important for the development of our employees.

Each in-store employee is required to complete a rigorous training program over the course of their first four months employment. This builds the foundation to assist our customers with their storage needs. European Support Center employees are also engaged in an extensive induction program which lasts several weeks. Shurgard recruited 242 new employees over 2023 who all went through induction training.

The Shurgard Academy was launched in 2018 to enable us to attract, retain and train top talent within our stores. The academy provides a transparent program of progression which empowers our employees to develop throughout their careers. The Academy ensures a structured process of career progression, from Junior Assistant Store Manager to Senior Store Manager.

GRI 404-1 / 404-3

New Hires and Turnover

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023		2022	
			Number	Rate	Number	Rate
401-1	Emp-Turnover	New employee hires	242	33.8%	300	40.4%
		Employee turnover	267	37.3%	331	44.6%

Narrative on performance: There have been fewer new hires because an increasing number of stores are partially or remotely managed, along with lower turnover compared to last year.

GRI 401

Employee Health and Safety

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023	2022
403-2	H&S-Emp	Injury rate	0.0%	0.0%
		Lost day rate	0.3%	0.3%
		Absentee rate	6.3%	5.8%
		Fatalities	0.0%	0.0%

Narrative on performance: Shurgard has specific internal control and management systems to mitigate health and safety risks, including technological solutions and a program of audit and assurance.

In 2023, we maintained our record of 0.0% injury rate for our employees. Our absentee rate increased slightly in 2023.

GRI 403-1/ 403-2

Asset Health and Safety Assessments and Compliance

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023	2022
416-1	H&S-Assets	% of assets for which H&S impacts are assessed or reviewed	35.5%	34.0%
416-2	H&S-Comp	Number of incidents of non-compliance with regulations and/or voluntary standards	1	0

Narrative on performance:

Shurgard is fully committed to providing safe storage facilities to our customers and our staff. Health and safety criteria are regularly assessed in our properties to ensure that applicable health and safety rules are respected. All the properties are audited with respect to health and safety criteria:

- By Internal Audit within a three-year cycle (more than one third of the properties are audited each year).
- By the District Managers three times per year (self-assessments).

The organization has identified one instance of non-compliance with regulations and/or voluntary codes.

GRI 416-1 / 416-2

Community Engagement, Impact Assessments and Development Programs

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023	2022
413-1	Comty-Eng	% of assets under operational control that have implemented local community engagement, impact assessments, and/or development programs	100.0%	100.0%

Narrative on performance:

Shurgard has a corporate community program that applies across all activities. Further details of which are included under the “Community Enhancement” section mentioned earlier.

Community engagement activities are undertaken at a growing number of stores.

All our community initiatives are based on an assessment of the local communities’ needs and we conduct social and environmental impact assessments for planning purposes. We provide grievance processes for all stakeholders, including a formal complaints procedure.

GRI 413-1

GOVERNANCE PERFORMANCE MEASURES

Composition of the Highest Governing Body

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023	2022
2-9	Gov-Board	Number of executive board members	1	1
		Number of independent board members	6	6
		Number of non-executive board members	8	10
		Average tenure on the governance body	3.7 years	4.1 years
		Number of independent / non-executive board members with competencies relating to environmental and social topics	6	6

Narrative on performance:

The Board of Directors (highest governance body) is currently composed of nine members, one executive director and eight non-executive directors. We define "Executive" as a Director with executive functions within the Shurgard group (such as Chief Executive Officer, Chief Financial Officer, etc.). The Independent Chairman, Ian Marcus, leads the Board. The ESG Committee oversees the ESG strategy of the Company and monitors the completion of the ESG objectives. Also, it is considered that all the non-executive board members have competencies related to environmental and social topics, through academic and professional backgrounds, and/or charity work.

GRI 2-9

Process for Nominating and Selecting the Highest Governing Body

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023	2022
2-10	Gov-Select	Composition of the Board of Directors	<p>(Relevant for the reporting rules and did not change between 2022 and 2023 in relation to the nomination and selection of the Directors; rules last reviewed February 2023 in relation to overseeing the ESG strategy of the Company) Source: Internal Rules and Regulations of the ESG Committee Available under https://corporate.shurgard.eu/governance/committee-charter</p> <p>The ESG Committee acts to:</p> <ul style="list-style-type: none"> - Identify candidates qualified to serve as members of the Board and executive officers; - Recommend candidates to the Board for appointment by the General Meeting of Shareholders or for appointment by the Board to fulfil interim vacancies at the Board; - Submit a list of candidates to the Board on the appointment of new Directors and executive officers; - Make an assessment of the existing and required skills, knowledge and experience for any post to be filled and prepare on that basis a description of the role, together with the skills, knowledge and experience required - this includes ESG topics; - Make an assessment as to whether candidate Directors meet the criteria of independence. <p>In respect of diversity: "Within six years from the effective date of the initial public offering of the Company, at least 1/3 of the members of the proposed candidates shall be female."</p>	

Narrative on performance:

The rules for the nomination and selection of members of the Board of Directors have not changed since 2019. The ESG Committee makes recommendations to the Board about the renewal of the directors' mandates and the nomination of new directors when requested. It is then the prerogative of the shareholders of the Company to approve the mandates of the directors.

GRI 2-10

Process for managing Conflicts of Interest

GRI Topic Standard	EPRA sBPR Measure	Indicator	2023
2-15	Gov-Col	Board of Directors' composition	<p>Source 1: Corporate Governance Charter Available under https://corporate.shurgard.eu/governance/governance-documents-procedure</p> <ul style="list-style-type: none"> - In relation to any transaction, submitted for approval to the Board or any committee of the Board conflicting with that of the Company, a director having a direct or indirect financial interest shall notify the Board or any committee of the Board of Directors and shall not participate in any discussions or vote of the Board or any committee of the Board, and the decision shall be taken by simple majority of the voting directors. - Where, due to a conflict of interest, the number of directors required to be present for a valid quorum is not reached, the Board may defer the decision to the general meeting of shareholders. <p>Source 2: Directors Code of conduct Directors must take appropriate actions in case of conflicts of interest. Directors must use their best efforts to avoid any potential conflict of interest with the Company or any company controlled by it. If a director has a direct or indirect personal and conflicting interest of a financial nature in a decision or transaction within the authority of the Board, he must so notify the other directors prior to a decision by the Board. A director who has a conflicting interest may not participate nor vote in the deliberations of the Board on such transactions or decisions. This procedure does not apply if the decisions of the Board relate to transactions at arm's length and concerning the daily affairs of the Company.</p> <p>Source 3: Disclosure into the Annual Report of the other directorships of the directors of the Board</p>

Narrative on performance: No conflicts of interest were identified in either year.

This indicator describes our processes to ensure that conflicts of interest are avoided and managed in the highest governance body, and how conflicts of interest are disclosed to stakeholders.

GRI 2-15

8.7 ASSURANCE SUMMARY STATEMENT ON SUSTAINABILITY PERFORMANCE MEASURES

ASSURANCE STATEMENT: AA1000

EVORA Global Limited ("EVORA") was engaged by Shurgard Self Storage Ltd ("Shurgard" or the "Company") to provide assurance of the Environmental sustainability performance measures of their 2023 Sustainability Report (the "Report") for the reporting period of January 1, 2023 to December 31, 2023 for their owned assets.



AA1000
Licensed Assurance Provider
000-288

This assured data is intended to be reported to GRESB 2024 assessment as well.

The assurance was provided in accordance with AccountAbility's AA1000 Assurance Standard V3 (AA1000AS) Type 2 moderate level and EPRA Best Practice Recommendations for Sustainability Reporting (sBPR) 2017 3rd Edition as well as GRESB criteria. The assurance was conducted via independent third party Markit Group Limited ("IHS Markit"), engaged by EVORA.

Responsibilities

The Company has responsibility for ensuring the preparation of the Report. The EVORA Consultancy Team has been appointed by the Company to support them in the data collection and analysis of the Report.

The EVORA Assurance Team ('We' / 'Our') engaged IHS Markit to conduct independent assurance on their behalf and provide an opinion on the Report's alignment with the Criteria for the defined reporting period, in all material respects. The procedures selected depend on our judgment, including an assessment of the risks of material misstatement or material non-compliance of the matter being audited. We conducted our engagement in accordance with the AA1000AS.

Intended users

The intended users of this assurance statement are the Management of the Company, their stakeholders and GRESB B.V.

Assurance standard and criteria

The assurance was conducted in accordance with AccountAbility's AA1000 Assurance Standard 2020 v3 (AA1000AS), Type 2 at a moderate level of assurance.

The Report has been prepared by the Company in accordance with the EPRA Best Practice Recommendations for Sustainability Reporting (sBPR) 2017 3rd Edition and GRESB (the "Criteria").

Assurance scope

The scope of assurance covered the indicators outlined below pertaining to the owned assets for the reporting period of January 1, 2023 to December 31, 2023 (collectively the 'Subject Matter'):

Landlord managed and procured:

- Electricity Consumption (kWh)
- District Heating (kWh)
- Fuels Consumption (kWh)
- Water Consumption (m3)
- Greenhouse Gas (GHG) Emissions (tCO₂e) – Scope 1 and Scope 2 (location based)
- Waste (tonnes)

Intensity Calculations:

- Energy (kWh / m²)
- GHG (kgCO₂e/m²) – Scope 1 and Scope 2 (location based)
- Water (m³/m²)

Alignment check of the Company's reporting against EPRA Best Practice Recommendations for Sustainability Reporting (sBPR) 2017 3rd Edition.

Disclosures covered

This assurance report covers the Subject Matter relating to the underlying assets, as defined above which forms part of the Company's Report and will be reported to the GRESB 2024 assessment as well.

Methodology

The procedures conducted in performing our moderate assurance included:

- Performing a risk assessment, including considering internal controls relevant to the Company's preparation of the Report and associated data to inform further procedures
- Making inquiries, primarily of persons responsible for the preparation of the Report
- Understanding the Company's activities covered within the scope of the Report.
- Applying analytical and other review procedures including assessing relationships between energy and emissions data and other information under our scope
- Examination of source evidence including invoices, meter records, third-party reports for a select sample of data
- Analyzing and inspecting on a sample basis, the key systems, processes and procedures and controls relating to the collation, validation, presentation, and approval process of the information included in the Report.

Use of our assurance statement

This report has been prepared for the management of the Company for the sole purpose for reporting on the matters being assured in accordance with the defined Criteria. We agree that a copy of the report may be provided to the Company's stakeholders for this purpose.

We and IHS Markit disclaim any assumption of responsibility for any reliance on this report to any person or users other than the Company, or for any purpose other than that for which it has agreed in writing and for which it was prepared. Any reliance any third party may place on the report is entirely at its own risk.

Limitations

There are inherent limitations in performing assurance - for example, assurance engagements are based on selective testing of the information being examined - it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance with the established Criteria, as an assurance engagement is not performed continuously throughout the year and the procedures performed are undertaken on a test basis. The conclusion expressed in this report has been formed on the above basis.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating, and sampling or estimating such data.

A moderate or limited level assurance engagement is restricted primarily to inquiries and analytical procedures and the work is substantially less detailed than undertaken for a high level or reasonable assurance engagement. As such the level of assurance is lower than would be the case for a reasonable assurance engagement.

Note:

- GRESB has not yet released its 2024 assessment criteria but has confirmed that there are no changes to the assurance requirements. This assurance would thus be valid for the Company's GRESB 2024 reporting as well.
- Shurgard reports actual environmental data for nine months (January 1, 2023 to September 30, 2023), and estimated data for the last three months of the year which is in line with the Criteria. For GRESB reporting, Shurgard updates the last quarter's data to the actual data. This is in line with the accepted procedures.

Independence and Competence

The assurance was conducted via IHS Markit independently. IHS Markit (now part of S&P Global) is a global diversified provider of critical information, analytics, and solutions and has been working in the ESG space for many years. IHS Markit’s ESG team has relevant assurance competencies and is highly experienced in sustainability matters covering environmental, social, and economic aspects and is led by Certified Sustainability Assurance Practitioner (CSAP) as certified by AccountAbility. IHS Markit has conducted this assurance independently and impartially and in compliance with IHS Markit’s policies and procedures, including its Code of Business Ethics that provide a framework relating to ethical conduct, conflict of interest and compliance with law.

Findings conclusions and recommendations

Comments on AA1000 Accountability Principles:

Principle	Observations, Findings & Recommendations
<p>Inclusivity: actively identifying stakeholders and enabling their participation in establishing an organization’s material sustainability topics and developing a strategic response to them.</p> <p>An inclusive organization accepts its accountability to those on whom it has an impact and to those who have an impact on it.</p>	<p>Shurgard has identified its priority stakeholders and actively engages with them. The key stakeholder groups include employees, customers, suppliers, investors, communities, regulatory bodies, communities.</p> <p>Some of the engagement activities conducted in 2023 include:</p> <ul style="list-style-type: none"> - Employees: Satisfaction survey conducted in 2023 - Customers: Regular monitoring of feedback through various channels including google reviews, Trustpilot etc. - Investors: Regular engagement through various modes including investors days which happen at least once a month - Suppliers: Supplier survey conducted in 2022 – where questions pertaining to ESG policies are raised <p>Communities – Community program in place in countries across seven markets. Regulators: Reports publications as required and feedback if there are any questions.</p>
<p>Materiality: identifying and prioritizing the most relevant sustainability topics, taking into account the effect each topic has on an organisation and its stakeholders.</p> <p>A material topic is a topic that will substantively influence and impact the assessments, decisions, actions and performance of an organization and/or its stakeholders in the short, medium and/or long term</p>	<p>Shurgard has undertaken a comprehensive double materiality assessment in 2023. Every year executive ESG committee meets to discuss all the important and upcoming ESG trends from the sector/business and stakeholders. In addition, a continual review is also undertaken and is considered to determine any changes to the material topics.</p> <p>The assessment identified, refined, and assessed the various ESG factors that affect the Shurgard business and/or stakeholders. The identified issues span across the dimensions of Environment, social and governance.</p> <p>The process of determining materiality and relevance is documented within the annual Sustainability report.</p>
<p>Responsiveness: an organization’s timely and relevant reaction to material sustainability topics and their related impacts.</p> <p>Responsiveness is realized through decisions, actions and performance, as well as communication with stakeholders</p>	<p>Shurgard remains responsive to all the upcoming ESG demands as well as to the stakeholders. The communication modes with the stakeholders remain the same as described above.</p> <p>Shurgard has an ESG Management Group which has multi-functional expertise and includes representatives from HR, finance, ESG amongst others to ensure a wide range of involvement from stakeholders across the business. The ESG Management Group is positioned so that it can respond as required to changing ESG demands. Above this group sits the Executive Committee who are responsible for the sign-off of ESG objectives and the overarching ESG strategy.</p> <p>Action plans are developed based on the result of the surveys and engagement activities conducted and implemented to progress areas which scored lower than desired.</p> <p>To keep in line with the changing ESG demands and trends, Shurgard has included many new frameworks and KPIs to monitor as part of their</p>

	<p>ESG performance. These include turnover, business travel, working on the EU taxonomy, physical climate risk assessment to identify risks amongst others</p>
<p>Impact: the effect of behavior, performance and/or outcomes, on the part of individuals or an organisation, on the economy, the environment, society, stakeholders or the organisation itself.</p> <p>Material topics have potential direct and indirect impacts — which may be positive or negative, intended or unintended, expected or realized, and short, medium or long term</p>	<p>Shurgard has defined ESG objectives, based on their impacts and outlined within their ESG policy. These are reported within their annual Sustainability report as well as other reporting including GRESB, EPRA, ratings reporting like CSA, MSCI etc.</p> <p>Metrics for measuring impact have been developed through various mechanisms including advice from external sector specific consultants and via the review of publicly available information i.e., from industry bodies / and via GRESB where relevant.</p> <p>Shurgard has been working very closely with the communities to increase their positive social impact and included enhanced programs and initiatives in 2023. These include offering storage space to social communities in some markets, launched Shurgard academy last year for increased training for the employees, increased monetary contribution for their charity programs and many others.</p>

Our unqualified opinion

Nothing has come to our attention that causes us to believe that:

- The company does not adhere to the principles of inclusivity, materiality, responsiveness and impact as per the AA1000 Accountability Principles (2018).
- The Subject matter is not prepared in accordance with the EPRA Best Practice Recommendations for Sustainability Reporting (sBPR) 2017 3rd Edition in all material respects, for the reporting period 1st Jan 2023 to 31st Dec 2023.
- The Subject matter is not prepared in accordance with the GRESB criteria by the Company in all material respects, for the reporting period 1st Jan 2023 to 31st Dec 2023.

EVORA Global Limited, London, UK
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PHOTOS

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