



SUSTAINABILITY REPORT

2022

January 1, 2022 to December 31, 2022

SUSTAINABILITY REPORT



Some of Shurgard's employees in our stores in the London area.

BASIS OF THE SUSTAINABILITY REPORT

This Sustainability Report of Shurgard Self Storage, headquartered in Luxembourg, presents the quantitative and qualitative information needed to understand its material sustainability issues for the calendar year 2022. 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 in 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 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 the chapter titled 'Assurance Summary Statement' in this document.

GRI 2-5

MATERIALITY ASSESSMENT

In 2022, Shurgard conducted an internal materiality assessment to identify and select the most significant social, environmental and governance issues. Further information can be found in the chapter titled 'Materiality' in this document.

GRI 3-1

PARTICIPATION IN SUSTAINABILITY INITIATIVES

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 contribute 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, 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 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 business 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.

GRI 2-28

CONTACT

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

GRI 2-1

SHURGARD SELF STORAGE

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

Our network of 267 stores (including one store under management) comprises approximately 1.4 million rentable square meters and serves more than 182,000 customers in France, the Netherlands, the United Kingdom (UK), Sweden, Germany, Belgium, and Denmark.

At the date of report compilation, we employ 742 personnel (who identify as 57.7% men, 42.3% women), with a range of over 36 nationalities (top three: 24.6% French, 18.3% Dutch and 13.7% Belgian).

GRI 2-6 / 2-7

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, including insurance referrals and the sale of storage products and packaging.

Our real estate operating revenue and income from property have increased steadily in recent years, as we increased rental rates across our network while growing occupancy, alongside redevelopments, new developments and acquisition activity. 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.

OUR DEVELOPMENT STRATEGY

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

Between December 31, 2014 and December 31, 2022, we developed 27 new stores, completed redevelopment projects at 30 stores, and acquired 59 stores, a total of 116 stores.

Our investment criteria are focused on acquiring and developing high-quality properties that are easily accessible by our customers in markets believed to have strong growth potential. We continue to focus on attractive and cycle-friendly urban areas that we anticipate will enjoy strong demand and provide attractive growth potential.

MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

Welcome to our sustainability report.

Over the past few years, we have been solidifying our position as a European leader in sustainable self-storage operations. This required embracing industry-leading innovations while continuously working to reduce the environmental footprint of our assets.

Sustainability is not just a buzzword at Shurgard, as we recognize the necessity for us to ensure we leave this planet in better shape than we found it. This past year, we have hired an internal ESG Reporting Specialist, who is dedicated to ensuring our ESG reporting is consistent with evolving sustainability regulations. She will also help us understand and address our ESG-related needs and support Shurgard in evolving our ESG strategy further.

Throughout 2022, we made substantial changes across our portfolio, reducing like-for-like energy consumption by 7.2% compared to 2021. Like-for-like carbon emissions declined by 9.3% compared to 2021, and by 10.5% when including the impact of green-energy procurement.

The projects we have undertaken to improve sustainability cover the full range of energy and resource management. We installed smart water meters in 160 stores by the end of 2022 and will equip all the remaining stores in 2023. Similarly, we have been rolling out a program of LED light installation and movement sensors to reduce electricity consumption, allowing us to successfully lower our consumption by 4.2% in absolute terms, despite our growing store network footprint.

Our plans include a commitment to accelerate the installation of heat pumps in stores that currently use gas for heating. In 2022, ten more heat pumps were installed in our properties, and we aim to equip all our gas heated stores with heat pumps by 2029. As part of our strategy to diversify into alternative energy sources, we already had roof-mounted solar panels on 18 of our properties at the end of 2022 and are currently refining our groupwide strategy in this respect.

Shurgard recognizes that the impact we make is also influenced by the partners we work with, and we have developed an internal process to monitor how our critical suppliers manage their ESG outcomes. To ensure all our employees come on the sustainability journey with us, we have launched an ESG-specific training course on our internal online learning platform.

Making Shurgard a great place to work has become a priority in our employee wellbeing plan. To this end, we have developed in 2022 four value pillars that represent our work identity and the foundations for each employee to build a successful career at Shurgard: happiness, training, team spirit and perspective. As part of the roll-out, companywide campaigns to fill these values with substance, have taken place.

Shurgard continues to strive to be a positive force in the development of strong integrated local communities in the markets in which we operate. This year, we have organized new events with the charity organizations we continuously support and increased our philanthropic contributions to provide better funding for initiatives that support the most vulnerable groups.

The acceleration of our development plans means we have an even greater opportunity to ensure more of our operations are sustainable. Instead of looking at ESG in isolation, we have incorporated it into the various stages of our operations. For example, to optimize our energy consumption control and avoid wasted energy, we have selected a supplier to roll out smarter building management systems. The technology to monitor and manage systems remotely is increasingly sophisticated and we will be installing building management systems in existing stores as well as part of the standard suite of energy efficiencies in our new developments.

The steps we have taken to improve sustainability are recognized by the awards and scores from the ESG frameworks to which we adhere. We improved our score in S&P Global's Corporate Sustainability Assessment by a further five points, placing us in the world's top 12% of scores achieved by real estate companies this year. And we were awarded an excellent 5-star rating (the top banding) and a score of 90 out of 100 in the GRESB 2022 results. We were rated by MSCI for the first time in 2022 and initiated with AA rating, only one grade away from their highest level. This reflects the growing care, attention, and integration of ESG issues throughout our business.

As Chief Executive Officer, I, alongside my colleagues, work to develop and implement our ESG strategy. To fulfil our ESG objectives, we set up an efficient governance structure which includes a formal, cross departmental ESG Management Group entrusted to implement the ESG goals of the Group. Ultimately, the oversight of ESG matters is, with the ESG Committee of the Board of Directors, reflecting the importance the topic has across our organization.

We commit to further expanding our climate resilience, carbon reduction (through our Net Zero commitment established in 2021) and community enhancement programs as part of our ESG strategy.

The company is well positioned to navigate the next 12 months with motivated employees and a clear strategy.

Marc Oursin

Chief Executive Officer

GRI 2-14 / 2-22

INTRODUCTION

Shurgard has established sustainable and responsible policies and practices, for the benefit of the environment and to promote long-term economic value for our customers, shareholders, and employees. The Company's sustainability strategy aligns its management of ESG issues across the life cycle of its storage properties. Our properties are designed to be resilient, minimizing their environmental footprint and exposure to climate-related risks.

Our people are our most valuable asset. We invest in our people and focus on maximizing their health and wellbeing by providing safe, productive, and positive environments.

Shurgard strives, where possible, to be a positive force in the development of strong integrated local communities. We support a range of not-for-profit organizations, charities, and community groups across Europe.

Our governance framework exists to provide an ESG strategy which drives our actions and strives to create positive results that are manifested in the day-to-day operation of our business. In 2021, we established an ISO-14001 aligned environmental management system ('EMS'). This was overseen by a formal cross-departmental ESG Management Group (chaired by our Chief Executive Officer). This EMS works to implement best practice environmental (and social) management throughout the business, via a series of policies, procedures, and protocols. The ESG Management Group is striving to continuously develop the EMS, progress the ESG objectives and maintain transparent ESG reporting. Our EMS will evolve over time to deliver continual improvement.

On a monthly basis, the ESG Management Group reports to members of the Senior Management at Executive Committee meetings. Ultimately, the oversight of ESG matters is entrusted to the ESG Committee of the Board of Directors. Thanks to the ESG Management Group, Shurgard benefits from an efficient chain of command. ESG materiality is supervised at the highest level of the Company.

Our 2022 ESG performance reported here builds on our achievements in 2021, as demonstrated by our GRESB score, where we improved further on last year's result. We look forward to progressing on a number of ESG initiatives. This includes acceleration of our LED energy efficient lighting rollout and heating optimization. We will report our progress transparently under several reporting frameworks (GRESB, CSA, Sustainalytics) and within annual sustainability reports. Follow our progress online at <https://corporate.shurgard.eu/>. We welcome feedback and comments.

IMPROVE DIGITALIZATION, SUSTAINABILITY AND SECURITY



Summary of our ESG investment programme

SUSTAINABILITY AIMS

Our plans are clear. Whether serving our customers, hiring our employees, respecting the natural resources in our storage assets or building relationships with communities, we focus on what is good for the business and for a sustainable future. This step-by-step approach leads to responsible investment solutions and decisions, with more committed employees and enhanced value for all our stakeholders. We must help individuals, companies, and the economy to move towards a more sustainable and balanced system, focused on the management of non-financial risks. We look forward to continuing to work to make positive changes, relentlessly advancing self-storage solutions for every move in life.

GRI 2-23 / 2-24

PILLAR	MISSION	AIMS
ENVIRONMENTAL IMPACT	LIMIT & CONTROL OUR ENVIRONMENTAL IMPACT	Reduce and optimize energy consumption
		Reduce and manage our water usage
		Make progress in responsible waste management
IMPACT ON SOCIETY	HELP TO BUILD A SUSTAINABLE SOCIETY	Have a positive societal impact
		Report on the impact of our commitments
		Deliver best-in-class customer service
HUMAN CAPITAL	BE AN EMPLOYER OF CHOICE	Strengthen engagement and social cohesion
		Share and live the Shurgard culture
		Invest in the development of our human capital
ETHICS AND GOVERNANCE	RECONCILE RISK MANAGEMENT WITH INNOVATION	Incorporate sustainability solutions into Shurgard's corporate management systems and Code of conduct

MATERIALITY

We must address the ESG issues that materially affect Shurgard, our shareholders, our employees, and our community, to drive continual positive and transformational change. We seek to identify the issues that will impact our ability to operate successfully and create long-term value. To this end, a comprehensive materiality review was conducted in 2022 to ensure that we are addressing the most important sustainability issues. This exercise was designed to refine and supplement our new objectives as part of the establishment of our Environmental Management System (EMS), building on the results of our previous materiality assessments undertaken. Every year, the ESG Management Group identifies and assesses the relative importance of specific ESG and sustainability topics for Shurgard.

Aligned with the Non-Financial Reporting Directive (issued by the European Commission), we employed a double materiality perspective, covering both financial materiality, and environmental and social materiality. Double materiality is a concept which provides criteria for determination of whether a sustainability topic or information must be included in our sustainability report. 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 how sustainability topics interrelate with our business strategy and developing sustainability materiality processes that link with the wider risk management process. By assessing and understanding the range of ESG factors, together with many other investment criteria, we believe we will be better positioned to deliver consistent, superior long-term investment returns for our investors.

OUR MATERIAL ISSUES

Material Issues	Where to read more
Climate Change	See in Particular the Section 'Climate-related Risks and Opportunities', as well as 'Our Net Zero Commitment'.
Managing our Carbon Emissions	See 'Our Net Zero Commitment'
Waste Management and Recycling	See 'Make Progress in Responsible Waste Management'
Water	See 'Manage our Water Usage'
Climate Risk Assessment	See 'Climate Related Risks and Opportunities'
Health and Safety	See 'Prioritize Workplace Health and Safety'
Committed Governance	See 'Corporate Governance'
Transparency and Reporting	See 'Reporting on our ESG Impact', 'Green Bond' and 'EU Taxonomy'
Financial and Non-Financial Risk Management	See 'Principal Risks and Uncertainties'
Data Security	See 'Cyber Security'
Strong Corporate Culture	See 'Conviction' and 'Sustainability Aims'
Economic Performance	See 'Operational and Financial Review'
Customer Wellbeing	See 'Providing Best-in-Class Customer Service'
Community Wellbeing	See 'Delivering a Positive Social Impact'

Employee Wellbeing	See 'Strengthen Engagement & Social Cohesion'
Social Impact	See 'Delivering a Positive Societal Impact'
Supply Chain Engagement	See 'Encouraging ESG through the Supply Chain'
Integration of ESG Dialogue and Engagement	See 'Environmental Management System'
Director Remuneration	See 'Corporate Governance'
Diversity and Inclusion	See 'Diversity, Equality and Inclusion'
Talent Management	See 'Invest in the Development of our Human Capital'
Learning and Development	See 'Invest in the Development of our Human Capital'

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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 challenges 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.



Shurgard team at the recruitment live event in London.

STAKEHOLDERS

Our ability to provide solutions to sustainability issues has become more important to our business model. Our capacity to achieve this is linked to our commitments and our vision. In the same vein, we place great importance on building lasting relationships with our stakeholders. Our success depends on the quality of the relationships we build inside and outside Shurgard. A dialogue with our stakeholders and communication based on transparency allows for better risk management.



We define stakeholders as individuals, groups or organizations that may benefit or be affected by our business activities. We strive to create a balance between activities that generate value and short-term returns through effective management of current business activities and investments in people, properties and technologies designed to produce sustainable returns over the long term.


Our key stakeholders have been identified and prioritized according to the level of sustainability impact we believe our operations have on their day-to-day activities, and, in turn, their sustainability impact on our day-to-day activities. These impacts span our identified material ESG sustainability risks.

Reporting on our results, our commitments, our progress and our transformation is essential to maintaining lasting relationships. Maintaining a permanent dialogue with our various stakeholders helps us to improve, meet material issues and achieve our objectives. Our financial strength and reputation give our stakeholders the assurance of our ability to fulfill our obligations to them and make us trusted partners.

We know that transparency and collaboration offer the opportunity to make a difference and improve our operations. This is why we are committed to:

- Maintaining a strong governance structure to manage risks and take advantage of opportunities;
- Providing superior services to advance the environment and society;
- Engaging with stakeholders in an ethical and socially responsible manner;
- Partnering with suppliers who share the same commitment to ethics, human rights and environmental management;
- Pursuing efforts to reduce carbon emissions and protect biodiversity;
- 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 in order to continuously improve our performance.

Key ESG highlights




ACHIEVED 5 STAR GRESB
with a score of 90 out of a maximum of 100



GOLD MEDAL
at the EPRA Sustainability Best Practices Recommendations awards




LOW RISK
at the Sustainalytics ESG Risk Ratings Report, in the top 5 percent globally



AA
at the MSCI ESG Ratings, excellent initiation coverage in April 2022

ENVIRONMENTAL HIGHLIGHTS




ENERGY USE

-7.2%

MWh*

2022	11,318
2021	12,192

* Like-for-like total energy used (degree day corrected)




GREENHOUSE GAS EMISSIONS

-9.3%

Tonnes CO₂**

2022	1,448.4
2021	1,597.3

** Total Scope 1 & 2 like-for-like location-based emissions. NB: Procurement of green supplies have reduced market-based carbon emissions by -10.5% year-on-year. See EPRA tables for further information.



GREEN CERTIFIED PROPERTIES


+23.9%

Number of voluntary certified stores (BREEAM***)

2022	57
2021	46
2020	35
2019	29

*** Building Research Establishment Environmental Method (BREEAM) green building certification, both BREEAM in use and BREEAM New Construction.

SOCIAL HIGHLIGHTS




EMPLOYEE PERFORMANCE

100.0%

Appraisal engagement - %

2022	100
2021	93.0
2020	86.9
2019	79.4




GENDER PAY GAP

-5.0%

Gender pay gap**** - %

**** (in favor of male colleagues) in stores



COMMUNITY ENGAGEMENT

100.0%

Stores that have implemented local community engagement -%

2022	100.0
2021	100.0
2020	93.8
2019	42.9

ENVIRONMENTAL IMPACT

As an owner and operator of real estate, we understand our impact on the built environment and the importance of managing these impacts in a sustainable manner.

Storage assets generally present low operational environmental impacts with minimal utility use given the nature of the business. Despite this, we continuously explore and, where feasible, implement solutions designed to mitigate climate change risk, reduce our carbon emissions, and limit our overall impact on the environment.

A key driver of Shurgard's ESG strategy is the desire to improve the sustainability of our storage portfolio. Our approach identifies opportunities for efficiencies in energy and water consumption, and for strengthening climate resilience across the portfolio. Any efficiency projects undertaken are assessed on the basis of return on investment for both the environment and our investors.

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 remediate land or check contaminated sites, 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 and disaster recovery plans detail our management and operational approach in hazardous situations. Should rectification works be required, where necessary, we seek expert advice 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 and have initiated work to quantify our most material categories of Scope 3 emissions. As a responsible company, we have a duty to combat climate change through commitments and actions that create the right conditions to build the world of tomorrow.

GRI 2-23 / 2-24

Our mission in this area:

Limit and control our environmental impact

How we aim to do this:

Reduce & optimize energy consumption

Reduce & manage our water usage

Make progress in responsible waste management

OUR NET ZERO COMMITMENT

The scientific community has clearly stated the need to reach Net Zero global carbon emissions by 2050, to keep global warming below 1.5°C and reduce the destructive impacts of climate change on human society and nature.

The Intergovernmental Panel on Climate Change (IPCC) defines Net Zero as the point when “anthropogenic emissions of greenhouse gases to the atmosphere are balanced by anthropogenic removals over a specified period”. The [Paris Agreement](#) sets out the need to achieve this balance by the second half of this century.

The concept of Net Zero has risen in prominence ever since, as countries, cities, companies and others are increasingly committed to reaching this ambitious goal. Regulations have been introduced to direct the sector towards energy efficiency and emissions reduction, which give rise to obligations Shurgard is required to adhere to. Of particular importance are the European Energy Performance of Buildings Directive (EPBD) and Energy Efficiency Directive (EED), which commit the sector to an energy efficiency improvement target of 32.5%. They include policies to stimulate deep renovation (Building Renovation Passport) and the enforcement of energy performance of buildings (Renovation Wave) in development.

However, we recognize that Shurgard must go beyond this to keep up with the required transformation, building on our pledge from 2021 to source 100% of our electricity from traceable, zero-carbon energy contracts. As such, Shurgard has committed to decarbonizing its business to be Net Zero in our operations by 2030 (operational NZC), with the further objective to reach Net Zero across our value chain by 2040 (material NZC). We will use the energy hierarchy to drive down carbon emissions to levels which are “Paris agreement proof”; neutralize our remaining climate impact by investing in carbon offsetting projects; and engage our suppliers to tackle their climate impact.

OUR NET ZERO STRATEGY

We define operational Net Zero for our properties as when the greenhouse gas emissions associated with their operation each year is zero or negative. A Net Zero building is highly energy efficient and powered by renewable energy sources on-site and/or off-site, with any remaining emissions balanced by high quality carbon offset projects.

This strategy describes our plans to achieve our 2030 Net Zero goal, including the targets we have set and the metrics we will be using to track our progress. This is the first phase on our journey to Net Zero, focusing on operational emissions (i.e., Scopes 1 & 2 emissions as classified in the GHG Protocol). The second phase will involve a plan to achieve material Net Zero by 2040, or sooner, for further Scope 3 emissions including business travel, employee commuting and embodied carbon from our developments.

PHASE ONE

Our Phase One Net Zero commitment, for 2030, applies to the Scope 1 & 2 emissions of our stores, where we have operational control and a direct ability to impact energy use and their associated emissions. Scope 1 & 2 greenhouse gas emissions come from the fuels and electricity that we purchase and use to operate our assets. This commitment also includes the Scope 1 & 2 emissions from our offices. We have occupied an all-electric head office building for a number of years, which has eliminated Scope 1 emissions from the use of natural gas. We have been measuring and reporting the carbon emissions associated with managing our stores for many years and will continue to do so to demonstrate our progress towards this objective.

PHASE TWO

Our Phase Two Net Zero commitment, for 2040 or sooner, 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 will set out a full description of the scope of this commitment when industry guidance has developed further.

The availability and quality of Scope 3 emissions data is currently limited. An important component of our roadmap to Net Zero is to improve the breadth and depth of this data, and to develop more accurate monitoring and reporting protocols.

NET ZERO CARBON DELIVERY STRATEGY

We follow the greenhouse gas management hierarchy when planning to deliver our Net Zero 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 emissions 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. In line with this hierarchy, we set out the measures we will use in our Net Zero strategy at core stages of our business below.

ACQUISITION

During acquisition we are determined to:

- Appraise the potential for installations of renewable energy sources such as solar PV – for example, no over sighting / shadowing from natural daylight/ planned neighboring developments;
- Consider the potential for renewable energy generation from local supplies or schemes;
- Incorporate climate scenario mapping to understand resilience to physical climate threats.

DEVELOPMENT & REFURBISHMENT

In development and refurbishment we will:

- Explore the assessment of whole life embodied carbon for new developments, including end of life;
- Specify all-electric heating and cooling systems, with resilience against power outages;
- Maximize on-site renewable energy generation.

OPERATIONS

During operation of our stores, we are determined to:

- Identify priority assets for Net Zero carbon audits and implement auditing schedule if/where required;
- Set out energy efficiency measures in the store management plans and maintenance programs for all properties, including new developments;

- Identify properties in the portfolio for retrofit to all electric heating and cooling systems;
- Explore opportunities for on-site solar photovoltaic panels;
- Procure 100% of electricity from Renewable Energy Guarantees of Origin (REGO) backed sources.

At corporate head office we will:

- Set out energy efficiency measures in plans and maintenance programs for all offices;
- Review the energy demand of our offices, set operational energy intensity targets and monitor ongoing performance;
- Explore opportunities for reducing carbon emissions from business travel.

MONITORING & REPORTING

To track progress, we will:

- Increase the granularity of operational energy consumption data by: (1) ensuring the accuracy of existing meters, (2) upgrading to automatic meter reading (AMR) technology where possible, (3) installing additional sub-metering, where considered valuable;
- Report progress against Net Zero ambitions transparently on an annual basis within our ESG report and through GRESB.

2022 EMISSIONS REDUCTION ACHIEVEMENTS

- Procedures for monitoring of emissions from business travel established;
- Our like-for-like market-based emissions have decreased by 10.5% year on year, through renewable energy procurement and energy efficiency measures.

EMISSIONS REDUCTION OBJECTIVES

- Reach operational Net Zero emissions by 2030 or sooner;
- Reduce carbon emissions by 10.0% in 2023 (against a baseline of 2017) on a like-for-like basis.

2023 EMISSIONS REDUCTION ACTIONS

- Establish new emissions reduction objectives, aligned to upcoming Science-Based Targets Initiative guidance;
- Understand the impact of business travel on our emissions;
- Replace gas heating with heat pumps by 2029.

REDUCE & OPTIMIZE ENERGY CONSUMPTION

Our environmental impacts include the emissions generated by the energy used to heat, light, and operate our properties (lighting, lifts, systems, and controls etc.). As such, sustainable energy management is a key component of our ESG Strategy, especially in our Net Zero Strategy as described above.

LED upgrades are progressing across our stores:

Type	Description	LED upgrade % complete		
		2023 targets	2022	2021
External lighting	Facade, above accessible units, parking spots, canopy	100.0%	94.0%	89.6%
Storage lighting	Corridor lighting	100.0%	32.5%	29.6%
Employees room lighting	Office, back office, IT-room, toilet, janitor	100.0%	65.0%	54.0%
Drive lighting	Internal drives	100.0%	100.0%	100.0%

SOLAR PV ROLLOUT

We are developing a coherent alternative energy supply strategy and 18 of our properties already have roof-mounted solar panels installations. We are continuing to look for opportunities to install solar photovoltaic panels across our portfolio. The solar panels are monitored for their electricity generation performance, and we are paid by energy companies for the energy we export.

2022 ENERGY REDUCTION AND OPTIMIZATION ACHIEVEMENTS

- New heat pumps were installed to replace gas heating at 10 stores across our portfolio;
- Our like-for-like energy usage decreased by 7.2%;
- Total electricity usage in stores has decreased by 4.2%, reflecting the effect of our roll-out of energy efficiency measures such as our LED program;
- To optimize our energy consumption control and avoid wasted energy, we have subscribed to smarter building management systems.

ENERGY REDUCTION AND OPTIMIZATION OBJECTIVES

- Reduce energy consumption by 10.0% in 2023 (against a baseline of 2017) on a like-for-like basis;

2023 ENERGY REDUCTION AND OPTIMIZATION ACTION

- Establish new energy reduction milestones, aligned to upcoming Science-Based Targets Initiative guidance;
- Accelerate LED program roll out and install LED in all stores by 2023.

REDUCE AND MANAGE OUR WATER USAGE

Water use for self-storage properties is typically very low compared to sites of a similar size. 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 continuing to roll out water efficiency measures, such as new low flow taps and other fittings, and investigating the increase in consumption reflected in our like-for-like water data. In 2023, we plan to equip our stores with smart water metering facilities, which can detect leaks and improve our water management.

2022 WATER ACHIEVEMENT

- Water intensity has decreased by 5.0% across our whole portfolio;
- To reduce our water consumption, we are equipping our stores with smart water meters that will centrally track our daily consumption (60% of our stores were equipped);
- Water consumption has decreased by 35.5% in 2022 at our European Support Center.

REDUCE AND MANAGE OUR WATER USAGE OBJECTIVE

- Reduce water consumption by 5.0% by 2023 (against a baseline of 2017) on a like-for-like basis.

2023 WATER ACTIONS

- Maintain protocols for low water consumption in design and operations of our storage properties, for instance the provision of low flow taps;
- Install submetering with smart leak detection systems in the remaining stores.

MAKE PROGRESS IN RESPONSIBLE WASTE MANAGEMENT

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 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.

2022 WASTE ACHIEVEMENT

- Maintained our record of 100% diversion from landfill.

RESPONSIBLE WASTE MANAGEMENT OBJECTIVE

- Maintain our waste diverted from landfill percentage (tracked annually under GRESB).

2023 WASTE ACTION

- Maintain protocols for low waste consumption in design and operations of our stores.

GREEN CERTIFIED BUILDINGS

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 28.5% of our portfolio's floor area holds BREEAM certification, and we are committed to certify developing assets in our pipeline where relevant.

2022 GREEN BUILDING CERTIFICATION ACHIEVEMENT

- Energy Performance Certificate (EPC) across 97.8% of our operational assets. Over 80% of these EPCs are rated at A+ or A (or equivalent);
- For BREEAM New Construction, the coverage in 2022 is 7.1% of total floor area, up from 5.4% in 2021;
- For BREEAM In Use, the coverage in 2022 is 21.4% of floor area, up from 20.0% in 2021.

2023 GREEN BUILDING CERTIFICATION ACTION

- Obtain appropriate BREEAM certificates at future constructions, where relevant.



Shurgard Alperton Park Royal, BREEAM "Outstanding"

ENVIRONMENTAL MANAGEMENT SYSTEM

We believe that using an Environmental Management System (EMS) supports continuous improvement in our ESG results. Shurgard's EMS is aligned with the International Standards Organization (ISO) 14001 standard, which is an internationally recognized approach to environmental management. The key elements of our strategy include:

1. **Plan:** The results of our materiality review, together with asset level risk and opportunity analysis, are used to develop control procedures, objectives and targets, with the overall objective of achieving continual improvement.
2. **Implement:** We implement improvement programs in conjunction with our local partners and suppliers.
3. **Monitor and Measure:** We use a variety of approaches to monitor and measure ESG performance. Performance is tracked on a regular basis.
4. **Review:** We complete regular progress reviews. This is a vital element of our approach and is designed to help ensure our approach is refined and improved. A further, in-depth annual review is also completed. We also use external methodologies, including GRESB, Sustainalytics and CSA, to benchmark our performance.
5. **Reporting:** Finally, we commit to reporting progress on an annual basis.

2022 EMS ACHIEVEMENTS

- A new reporting specialist joined our team, who will also work to continuously improve our EMS.

2023 EMS COMMITMENTS

- Maintain accuracy of the EMS, keeping up to date with the evolving regulations.

CLIMATE RELATED RISKS AND OPPORTUNITIES

NFRD, TCFD AND CLIMATE RELATED DISCLOSURES

Shurgard recognizes the importance of developing good practices and standards for the transparency of disclosures related to climate related risks and opportunities. We are aligning them with disclosure best practices and work with recognized standards and frameworks, such as NFRD (Non-Financial Reporting Directive, 2014/95/EU) or TCFD (Task Force on Climate Related Financial Disclosures).

CLIMATE-RELATED RISKS AND OPPORTUNITIES

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.

During 2022, we performed a physical climate risk assessment of our entire portfolio of 266 stores¹. 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 United Nations body, established a framework which formed the basis for the Paris Agreement in 2015. Our physical climate hazard assessment is based on this framework and uses the Representative Concentration Pathway ("RCP") scenarios for atmospheric greenhouse gas concentrations from the latest IPCC Assessment Report (IPCC AR5, 2014). Several RCP scenarios are proposed by Munich RE and were considered and analyzed for this assessment, from the most moderate (RCP 2.6) to the most severe one (RCP 8.5):

- RCP 2.6: Moderate scenario leading to a warming at the end of the 21st century of probably less than 2°C relative to the pre-industrial period (1850–1900)
- RCP 4.5: Intermediate scenario leading to a warming at the end of the 21st century of around 2.5°C relative to the pre-industrial period (1850–1900)
- RCP 8.5: Most severe scenario leading to a warming at the end of the 21st century of probably around 4°C relative to the pre-industrial period (1850–1900)

For our 2022 disclosures, we decided to opt for the intermediate scenario RCP 4.5. This scenario is deemed appropriate by the EU Taxonomy for projections up to 2060, whereas scenario 8.5 is largely considered as a 'worst-case scenario' that is possible but unlikely to happen.

¹ For the purpose of this study, the store under management (Argenteuil) has not been included.

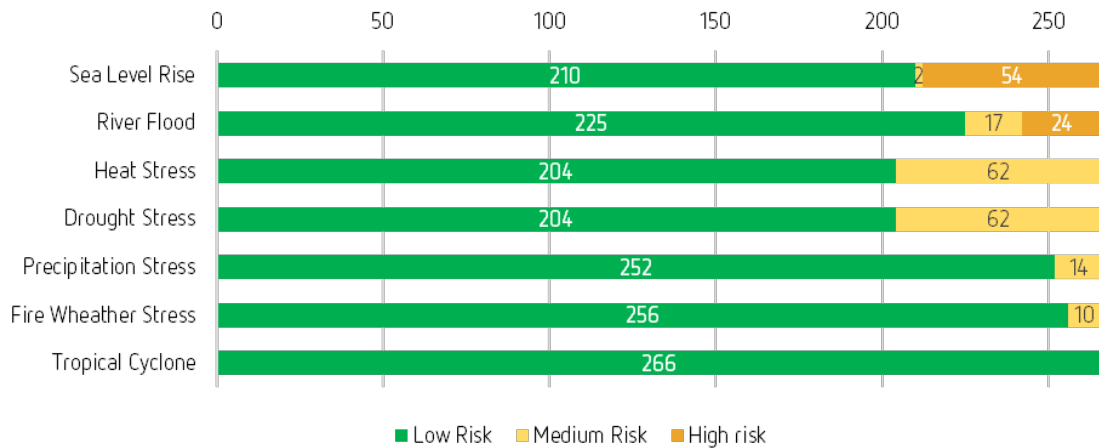
Based on Munich RE's assessment, we considered and reviewed the following climate risks, hazards, and meteorological stresses, which are classified from low to high risk:

Risks Description	Risk definition considered for the disclosures
<p>Tropical Cyclone</p> <p>Rapid rotating storm originating over tropical oceans, bringing violent winds, torrential rain, high waves and, in some cases, very destructive storm surges and coastal flooding.</p>	<p>Considering an exceedance probability of 10% in ten years, the maximum intensity of the storm is:</p> <ul style="list-style-type: none"> - Low risk: < 184km/h - Medium risk: between 185 and 299km/h - High risk: > 300km/h
<p>River Flood</p> <p>Fluvial, or river flood, occurring when the water level in a river, lake or stream rises and overflows onto the neighboring land. The water level rise of the river could be due to excessive rain or snowmelt.</p>	<p>Areas threatened by extreme floods:</p> <ul style="list-style-type: none"> - Low risk: minimal flood risk - Medium risk: extreme flood risk every 500 years - High risk: extreme flood risk every 100 years
<p>Sea Level Rise</p> <p>Increase of the level of the sea, causing erosion, wetland flooding, aquifer and agricultural soil contamination with salt, and lost habitat for fish, birds, and plants.</p>	<p>Areas threatened by sea level rise based on storm surge events with 100 years return period (likely mean 0.26 meters):</p> <ul style="list-style-type: none"> - Low risk: minimal risk - Medium risk: moderate risk - High risk: high and extreme risk
<p>Climatological stresses: Heat Stress; Precipitation Stress; Fire Weather Stress; Drought stress</p>	
<p>Global warming is increasing the risk of various climatological stresses which affects humans, infrastructure as well as ecosystems. Temperature changes are increasing the intensity and frequency of heat waves, high-precipitation, wildfires, and drought events. Munich RE uses different scientifically recognized climate models with reference period and data from latest high-resolution local and global models to classify the stress risks.</p>	<p>Model classifies the climatological stress situations on a scale ranging from 0 (very low) to 10 (very high):</p> <ul style="list-style-type: none"> - Low risk: <= 4.0 - Medium risk: 4.1 to 8.0 - High risk: >= 8.1

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.

Number of stores affected by each risk

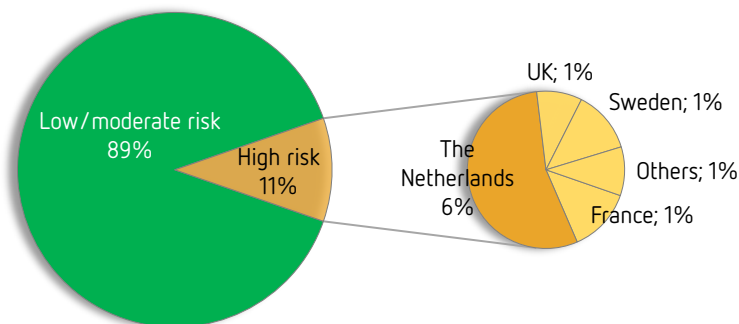


Based on this detailed analysis, river floods and sea level rise are currently the most relevant climate related risks for Shurgard that could have a financial and / or reputational impact on our assets and operations. The financial consequences could come from a range of impacts, such as damage to goods 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 impact the total building, which in Shurgard’s case are typically multi-level properties.

In total, we identified in 2022, 78 stores that were associated with at least one “high” physical climate risk, with 54 for the sea level rise risk and 24 for the river flood risk.

The rentable sqm at high physical climate risk represent 11% 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 France, the UK and Sweden.

% rentable sqm and physical climate risk



TRANSITION RISKS

There are several developments in connection with climate change that we deem likely to occur in the foreseeable future:

- A focus on electrification and decarbonization;
- An increase in carbon/emission taxation and fines (may vary across countries);
- An increase in standards, especially for buildings;
- A significantly higher reporting burden including Scope 3; and
- The introduction of a carbon price.

Decarbonizing Shurgard's operations will allow us to:

- Avoid the risk of stranded assets;
- Minimize the costs by investing at the right time;
- Minimize taxation, including carbon/emission taxation; and
- Utilize our sustainability credentials to attract stakeholders.

INTERNAL PROCESSES

Shurgard is monitoring closely the impact climate change might have on our operations through various activities. These include for instance Identifying emerging issues through visual inspection for planned and unplanned maintenance. This is particularly useful for physical risk.

IMPACT OF CLIMATE-RELATED RISKS AND OPPORTUNITIES

Shurgard is increasingly considering the impact of climate-related risks and opportunities on its business. For example, we recognize the importance of, and the opportunities for, integrating sustainability considerations in the investment process. This could include investments in LED technology, heat-pumps and solar panels and the target to obtain very good or better BREEAM certificates for all of our new developments. We are making strides in introducing consideration of climate-related risks into our own corporate processes. This includes working towards incorporation of climate-related risks into our ISO 14001-aligned Environmental Management System (see section 'Environmental Management System') and enhancing our reporting, which will help identify and assess the impact of climate related risks and opportunities.

IMPACT OF SHURGARD'S BUSINESS MODEL ON CLIMATE

Shurgard is the largest provider of self-storage facilities in Europe. Our business has negative impacts on the climate in a variety of ways - our carbon footprint being the main source. Conversely, as a leader in our field we aim to continually raise the bar and set standards for others to emulate. We report transparently and openly, participating in reporting frameworks where it is considered valuable. We invest significantly in energy saving initiatives, as detailed hereabove (LED, heat-pumps, certifications, solar panels, sensors, smart leak detection systems, etc.).

BUSINESS MODEL AND RESILIENCE OF THE COMPANY'S BUSINESS MODEL AND STRATEGY

We believe our evolving ESG strategy, incorporating our Net Zero ambitions, is resilient to the range of energy transition pathways and scenarios including those outlined at the UN Climate Change Conference in Paris. Our strategy is validated annually by the Board to ensure it remains relevant and resilient, as part of our standard governance processes. Elements of the strategy may be refreshed earlier if there are significant changes in the external or internal environment. See Section 'Our Net Zero Carbon Ambition'. We are developing Net Zero pathways for all our individual investments to refine our approach to future spending and investment decision-making.

COMPANY POLICIES RELATED TO CLIMATE

We seek to ensure that eventually environmental sustainability is managed like any other critical business activity in an integrated, systematic way. To this end, we adopted an ESG Policy, which formalizes Shurgard's commitment to managing climate-related risks. Further, our EMS framework is designed to ensure pollution prevention, carbon reduction, waste minimization, responsible use of resources and compliance with legislation through good practice and continuous improvement.

CLIMATE RELATED TARGETS

See Section 'Our Net Zero carbon strategy'.

THE BOARD'S OVERSIGHT OF CLIMATE-RELATED RISKS AND OPPORTUNITIES

The role of the Board of Directors (the "Board") is to promote Shurgard's sustainable success for the benefit of its shareholders, while having regard to the interests of our other stakeholders, the impact of our operations on the communities where we operate and the environment. In performing this role, the Board is responsible for oversight of the overall conduct of the Group's business, which extends to setting our ESG strategy and approach to decarbonization. The Board and its associated committees, where appropriate, have oversight of climate-related matters, which include climate risks and opportunities. They are updated on these matters quarterly.

These climate related matters include formal analysis of Shurgard's Net Zero ambition and aims, briefings with subject matter experts, reviews of regulatory correspondence regarding climate disclosures, site visits and the preparation and consideration of corporate reporting documents and other investor briefing materials.

During 2022, climate matters were part on the agenda at every board meeting. This includes reviewing that appropriate progress is being made against our ESG aims. The committee will continue to cover existing sustainability-related activities, including the oversight of climate-related risks and opportunities.

The role of the Audit Committee is to monitor the effectiveness of Shurgard's financial reporting, systems of internal control and risk management, and the integrity of Shurgard's external and internal audit processes. In fulfilling this purpose, the committee has oversight of financial disclosure.

The role of the ESG Committee is to address the climate-related matters, as well as to recommend to the Board the remuneration policy for employees. It also reviews and monitors related policies, satisfying itself that incentives and rewards are aligned to Shurgard's strategy, culture and long-term sustainable success.

The role of the Real Estate Investment Committee is to oversee all acquisitions and disposals of assets, properties or subsidiaries under €50 million. An essential component of their role is to ensure we have the most appropriate portfolio to deliver our ESG strategy and Net Zero ambition.

MANAGEMENT'S ROLE IN ASSESSING AND MANAGING CLIMATE RELATED RISKS AND OPPORTUNITIES

The assessment and management of climate-related matters is embedded across Shurgard at various levels and delegated authority flows down from the Board.

The ESG Management Group provides internal oversight of Shurgard's progress against the aims and objectives in the sustainability framework, including Net Zero. This Group is chaired by the Chief Executive Officer and comprises members of the Shurgard leadership team - covering all key departments to ensure information is effectively disseminated. The Group meets on a quarterly basis (as a minimum) to review progress against the sustainability framework and decide on critical strategic positions related to climate change that present risks or opportunities to delivery. The ESG Management Group reports to the main Board and other committees as required.

OUTCOMES OF THE COMPANY’S POLICY ON CLIMATE CHANGE

Shurgard monitors the following indicators and targets to manage climate-related risks and opportunities:

Climate-related risks: regulation	2022	2021
Percentage floor area of EPCs (or European equivalent) rated A or more	80.7%	80.4%

Climate-related risks: material physical risk	2022	2021
% of rentable sqm associated with a high likelihood of being impacted by physical climate risk in the period up to 2050	10.6%	N/A

Climate related opportunities: transitioning to a low carbon economy	2022	2021
% of gas purchased from renewable sources	72.7%	64.9%
% of electricity purchased from renewable sources	100.0%	100.0%
Greenhouse Gas (GHG) emissions intensity from building energy consumption (Scope 1 & 2, market based) – kgCO _{2e} /GIA (sq m)	0.75	1.03

Shurgard also monitors the development of GHG emissions against the targets set and the related risk over time. We refer to the GHG Emissions data in the section 'EPRA Performance Measures'.

SHURGARD’S PROCESS FOR IDENTIFYING AND ASSESSING CLIMATE RELATED RISKS

As part of our risk management system, our operating departments are responsible for identifying, assessing, managing, and monitoring risks associated with their business area. Risks are assessed in line with Shurgard’s risk management policy, and this includes an impact and likelihood assessment which supports relative prioritization. Climate-related risks are classified as physical and transition risks:

- Physical risks – risks 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.
- Transition risks – risks related to the transition to a lower carbon economy including policy and legal, technology, markets and reputational risks.

HOW WE MANAGE THOSE RISKS

As detailed hereabove, climate change and the transition to a lower carbon economy have been identified as principal risks. This covers various aspects of how risks associated with the energy transition could manifest (technology evolution, changes in regulations, etc.). Similarly, physical climate-related risks such as extreme weather are covered in our principal risks related to safety and operations. We manage risks on a case-by-case basis, seeking to reduce our exposure to the risk followed by reducing the vulnerability of the business or asset to any risk. This could include any number of risk-specific adaptations or mitigation measures. If risks cannot be managed in this way, we actively seek to transfer the risk or acknowledge that the risk must be accepted in line with our risk tolerances. Our processes for identifying, assessing, managing and monitoring climate-related risks are integrated into Shurgard's risk management policy and the associated risk management procedures.

OTHER KPIS

In addition to the KPIs listed in this section, Shurgard is following up on other metrics, further details of which are provided in different parts of this document:

- GHG Emissions - See Section 'EPRA Performance Measures'
- Energy - See Section 'EPRA Performance Measures'
- Physical Risks - See Section 'EPRA Performance Measures'
- EU Taxonomy aligned CapEx, OpEx and turnover – See section 'EU Taxonomy'
- Green Bond – See Section 'Green Bond'

IMPACT ON SOCIETY

Shurgard is committed to finding and catalyzing effective solutions to pressing societal issues and prioritizing sustainability. We partner internally and externally to make a difference in society. We are attentive to societal changes in order to provide our expertise through social and societal impact programs.

Our mission in this area:
Contribute to a sustainable society

How we aim to do this:
Delivering a positive societal impact
Reporting on the impact of our ESG commitments
Providing best-in-class customer service
Encouraging ESG through the supply chain

DELIVERING A POSITIVE SOCIETAL IMPACT

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 corporate offices) 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.



Our customers can now round up their payments in our Swedish and Danish stores and directly donate the difference to our charity partner Team Rynkeby to support children with a critical illness.

GRI 413-1

2022 ACHIEVEMENTS

- We continued our 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;

- We continued our 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;
- We continued our charity partnership with [the Mayor's Fund for London](#), an independent pan-London charity offering support to young Londoners from low-income backgrounds. Through the [Access Aspiration Program](#) Shurgard regularly facilitates CV writing workshops, interview workshops and on the job experience for young adults;
- We continued our support of [Team Rynkeby](#), a Nordic charity cycling team raising money for organizations that support children with critical diseases across Europe. Shurgard is providing free storage space at three locations in Denmark and eight locations in Sweden;
- We continued support of [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;
- We continued our charity partnership with [Pelicano](#), a foundation that fights to end child poverty in Belgium. 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 7 different self-storage locations.

SOCIETAL IMPACT OBJECTIVES

Below we set out our core social objectives:

- Implement, and make publicly available, a Community and Charity Policy;
- Maintain existing reporting on corporate citizenship and philanthropic endeavors.

2023 SOCIETAL IMPACT ACTIONS

To deliver our social objectives in 2023, we will take the following actions:

- Maintain existing reporting on corporate citizenship and philanthropic endeavors;
- Continue the active charity programs in each of our seven markets.

PHILANTHROPIC CONTRIBUTIONS

For 2022, 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	2021
Cash Contributions	€19,833	€18,344
Time: employee volunteering during paid working hours	€16,214	€2,081
In-kind giving: product or service donations, projects/partnerships or similar	€83,924	€75,650
Total Charitable Contributions	€119,972	€96,795



Our employees from London stores are engaged into several philanthropic activities, such as helping youth in communities to write qualitative CV's and interview coaching

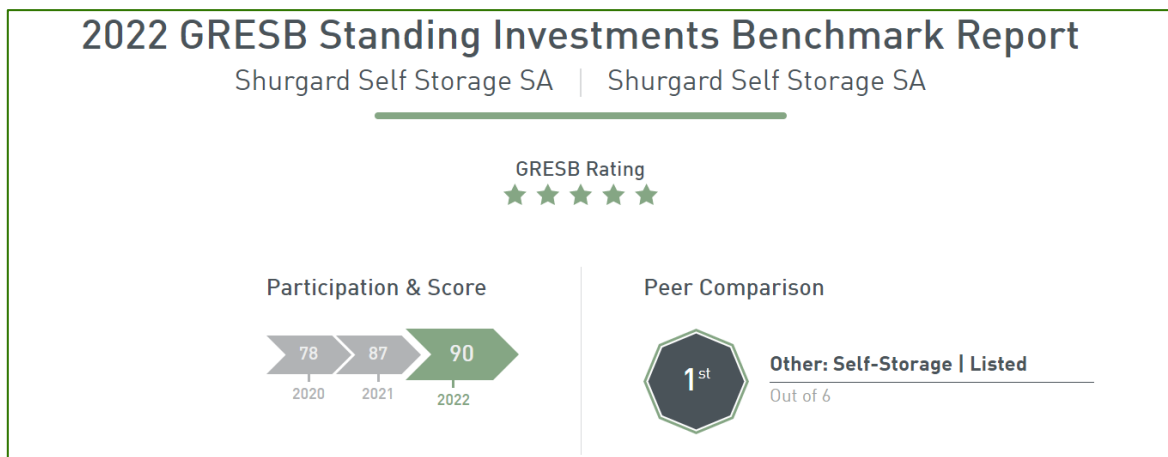
REPORTING ON OUR ESG IMPACT

GRESB

GRESB is the Global Real Estate Sustainability Benchmark. GRESB is a mission-driven and investor-led organization that provides actionable and transparent Environmental, Social and Governance (ESG) data to financial markets. GRESB collect, validate, score and benchmark ESG data to provide business intelligence, engagement tools, and regulatory reporting solutions.

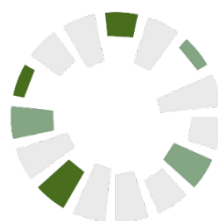
In 2022, more than 1,820 property entities, REITs, funds and developers participated in the Real Estate Assessment, representing \$6.9 trillion of GAV. The Assessment covers nearly 150,000 assets across 74 countries.

Shurgard is delighted to announce a 5-star result in 2022, with a score of 90 out of 100.



This is an improvement of 30 points versus our first submission in 2019. In addition, we performed well in the Public Disclosure element of the assessment, receiving full marks.

Significantly, Shurgard also maintained our status as a GRESB Real Estate Sector leader – denoting our position as first in our peer group. The result reflects Shurgard’s continued efforts over the last three years to improve our ESG management and performance.



GRESB
 REAL ESTATE
 sector leader 2022

S&P GLOBAL ESG SCORE AND CORPORATE SUSTAINABILITY ASSESSMENT

The Corporate Sustainability Assessment (CSA) and the collaboration with S&P Dow Jones Indices is a foremost global sustainability benchmark. It compares companies across 61 industries via questionnaires assessing a mix of 80-100 cross-industry and industry-specific questions.

In 2022, we participated in the CSA again and achieved a score of 44/100, an improvement of five points over our 2021 submission. This placed us in the 88% percentile within our peer group, meaning our score was in the top 12% of the real estate industry. We will continue to participate in the CSA in 2023 and strive to keep improving our performance.

Shurgard Self Storage
Real Estate

S&P Global ESG Score 2022

44 / 100

As of November 14, 2022
Scores are industry specific.
Learn more at spglobal.com/esg/scores

SUSTAINALYTICS

Our risks and control measures were last evaluated via the <https://www.sustainalytics.com/> ESG Risk Rating in August 2021. The 2022 results are expected to be communicated by Sustainalytics soon. Sustainalytics' 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. We were awarded a score of 13.2, a significant improvement on our 2020 score of 21.7 (the lower the better). This places us now in the "low risk" category. Shurgard is in the top 13% in real estate and the top 5% globally.

Shurgard Self Storage SA

Real Estate Management Luxembourg BRU:SHUR

CORE FRAMEWORK

ESG Risk Rating

13.2

Updated Aug 10, 2021

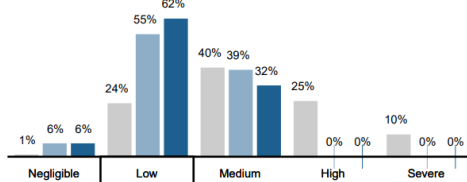
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Momentum

Low Risk



ESG Risk Rating Distribution



ESG Risk Rating Ranking

UNIVERSE	RANK	PERCENTILE
	(1 st = lowest risk) (1 st = Top Score)	
Global Universe	889/15620	7th
Real Estate INDUSTRY	213/1071	21st
Real Estate Management SUBINDUSTRY	39/159	25th

EPRA SBPR

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. 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. Based on adherence to the EPRA sBPR in their public disclosure, companies are identified for Gold, Silver or Bronze Awards. The Award winners are announced each year at EPRA's Conference.



In 2022, we maintained our Gold Award, which we first achieved in 2021.

INVESTOR RELATIONS

In addition to reporting frameworks and benchmarks above, our executive team runs a program of face-to-face investor engagement activities including annual and quarterly reporting cycles, and attends investor events across Europe and the US.

PROVIDING BEST-IN-CLASS CUSTOMER SERVICE

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.

Around 71% 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 the 2021 Sustainability Report, we set ourselves two ambitious actions to ensure our continuous Best-in-Class Customer Service. These were to continue to seek customer feedback through Google reviews and seek improvement opportunities at each store; and to aim for 100% of stores and districts to be reviewed at the high-end of the Google rating range (4.5+ out of 5). We are delighted to report that both of these actions were met and exceeded, and we will continue to seek further improvements to our customer service and feedback.

In order to go beyond ratings and deepen the insights we get from our customer feedback; we are aiming to improve the amount of written feedback and closed portal reviews we receive. We have a strategy for our store staff to encourage customers on each contact with us, to give their Google review with written feedback on our service.



Our Swedish colleague Marie Tjernberg was first runner up in the FEDESSA Manager of the Year Award contest, in recognition of her talent, training skills and dedication.

2022 CUSTOMER SERVICE ACHIEVEMENTS

- We received 25,000 Google reviews in 2022. Our overall all-time reviews account for 84,500 reviews out of which 75,100 are 5-star. Our overall all-time rating stands at 4.8 out of 5 stars, collated from over 300 reviews per property;
- As of December 2022, 82.9% of our Google reviews contained written feedback.
- As of December 2022, our Trustpilot rating is 4.6 out of 5 stars.

2023 CUSTOMER SERVICE ACTIONS

- Continue to seek customer feedback through Google reviews and seek improvement opportunities at each store;
- Aim for minimum one Google review per week for each store to ensure customers' recent reviews and feedback on a continuous basis.

ENCOURAGING ESG THROUGH THE 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 wider 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 our employees and suppliers with knowledge and resources about sustainable procurement principles;
- Proactively implements compliance provisions in contract templates;
- Reviews modern slavery and bribery risks throughout the supply chain through the ESG questionnaire and due diligence processes in place.

We continually look for opportunities to increase dialogue and improve understanding, both internally and externally, on sustainable sourcing. 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. It is a commitment we have towards our customers, employees, and investors to ensure sustainable sourcing of services. To this end, Shurgard has developed an internal process to understand how our critical suppliers' approach adverse ESG impacts.

To ensure ongoing compliance with these ethical and environmental standards, we survey our critical suppliers every three years on their ESG performance. These suppliers have been identified 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 to 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.

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.

2022 SUPPLY CHAIN ACHIEVEMENT

- Carried out an assessment to identify our critical suppliers in each market where we operate;
- Conducted ESG surveys of over 50 of our critical suppliers, assessing the results to determine compliance and screen for sustainability risks.

SUPPLY CHAIN OBJECTIVE

- Maintain and further develop sustainable supply chain engagement frameworks.

2023 SUPPLY CHAIN ACTION

- 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.

HUMAN CAPITAL

Human capital is a key pillar in our sustainability strategy.

Our mission in this area:
Be an employer of choice

How we aim to do this:
Strengthen engagement and social cohesion
Share and live the Shurgard culture
Prioritize workplace health and safety
Invest in the development of our human capital

The commitment of our Human Resources teams to the development of our human capital is based on sharing common values such as collective effort, a strict sense of ethics and the search for excellence. The sustainability objectives are set in line with these goals and are consistent with values and convictions.

STRENGTHEN ENGAGEMENT & SOCIAL COHESION

We place a high degree of trust and authority in our center teams and operational management to run each store and region, with support and oversight from our European Support Center.

Shurgard is passionate about creating excellent workplaces which maximize the health, wellbeing, and productivity of our employees, and foster an open, supportive, diverse, and inclusive culture. Our policies and programs are designed to make our employees' working life productive and rewarding, and we regularly evaluate the success of these efforts.



Overall	★★★★★	4.7
Culture & Values	★★★★★	4.5
Diversity & Inclusion	★★★★★	4.6
Work/Life Balance	★★★★★	4.4
Senior Management	★★★★★	4.5
Compensation and Benefits	★★★★★	4.2
Career Opportunities	★★★★★	4.2

[Glassdoor](#) operates a review site for employees for large corporations, such as ours. Our current ranking is higher than average (4.7/5 vs. an average of 3.7/5, and 95% CEO approval vs. average rating of 74%). The results prove that our mission is well reflected in the employees' experience.

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. The accreditation will require renewal in 2023.

SHARE AND LIVE THE SHURGARD CULTURE

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 value 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.

Happiness – Training – Team Spirit – Perspective



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

DIVERSITY, EQUALITY AND INCLUSION

Shurgard is committed to an inclusive workplace that embraces and promotes diversity, pay equity and equal opportunity. The principle of non-discrimination 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;
- Development programs.

Our teams are located in eight countries. We therefore benefit from a naturally diverse and high-quality employee base. Our diversity of thinking and experience fosters innovation and long-term relationships. We strive to create a working environment that is synonymous with warmth, respect, support, and appreciation. We strive to increase the diversity of gender, culture, age, origin, and training within our workforce. We value, respect, and leverage the unique contributions of people with diverse backgrounds and perspectives to enhance the understanding of the needs of our customers. We believe that this encourages innovative solutions and exceptional customer service to an equally diverse community. Our commitment 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.

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.

OVER 36 NATIONALITIES REPRESENTED IN THE BUSINESS

38% OF PROMOTIONS WENT TO WOMEN

44% OF EMPLOYEES RECRUITED WERE WOMEN

2022 DIVERSITY, EQUALITY & INCLUSION ACHIEVEMENT

- Maintained a 27% women ratio for our Non-Executive Directors;
- Launched new employee training program on diversity, equality, and inclusion.

DIVERSITY, EQUALITY AND INCLUSION OBJECTIVES

- Create public group-wide non-discrimination and anti-harassment policy;
- Compile and report on equal pay analysis.

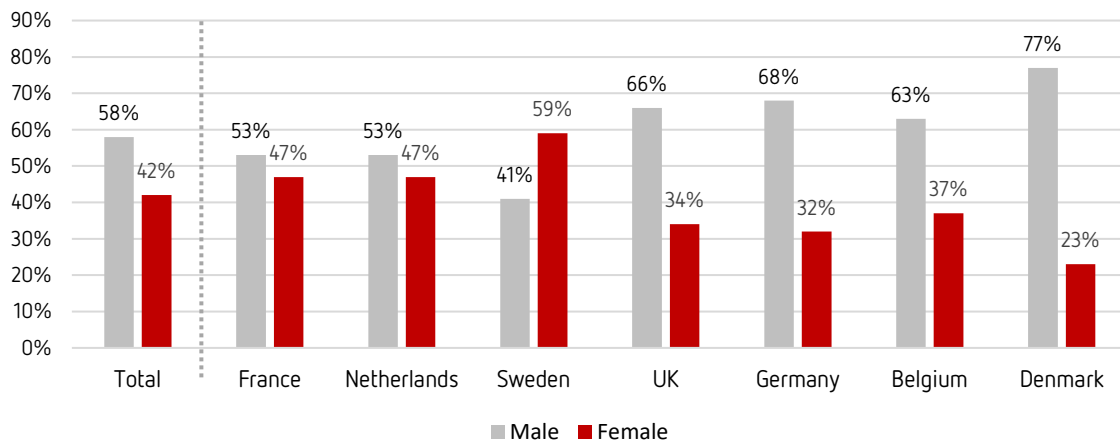
2023 DIVERSITY, EQUALITY AND INCLUSION ACTION

- Conduct further employee engagement activities on equality and inclusion.

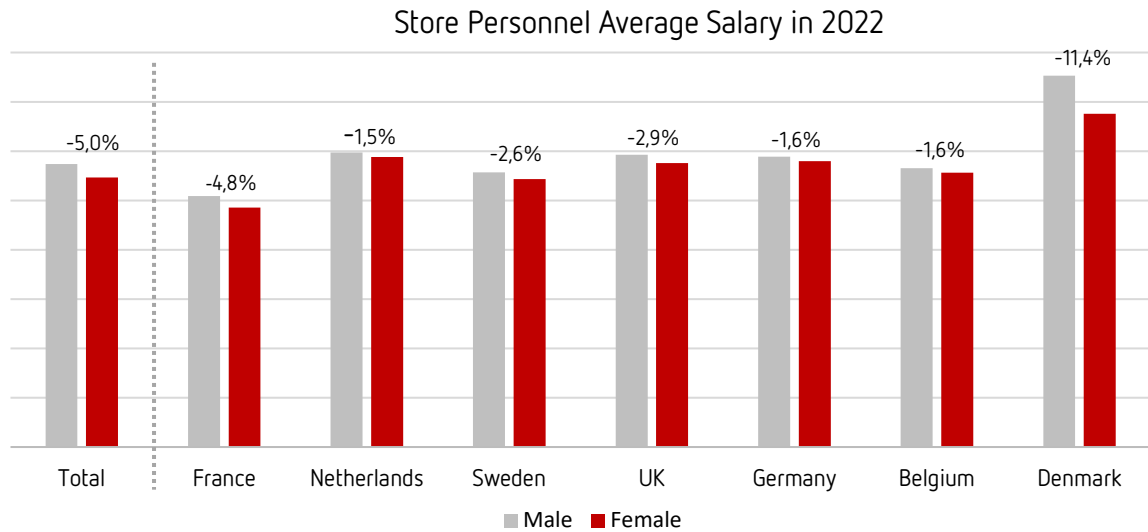
Within our stores, we foster an inclusive culture which engages with all potential candidates. The outcome of this culture is a good gender balance at our properties, which employ 77% of the total Shurgard personnel. Within stores across our seven operating countries, the total gender split is 58% male and 42% female. In 2021, the gender split was 60% male and 40% female.

The gender split for our European Support Center employees was 53% male and 47% female in 2022, against 50% male and 50% female in 2021.

Store Personnel Split by Gender 2022



The gender pay difference for store personnel is marginal across our different operating countries. The total difference is 5.0% (in favor of male personnel) across all geographies which reflects a range between -11.4% and -1.5%.



PRIORITIZE WORKPLACE HEALTH AND SAFETY

The safety of our employees and our customers is our chief 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 to 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);
- 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.

2022 HEALTH AND SAFETY ACHIEVEMENTS

- Launched a monthly newsletter covering health and safety topics, along with a revised health and safety manual;
- First Aid and Fire Safety training is conducted for all employees and new hires.

HEALTH AND SAFETY OBJECTIVE

- Maintain Shurgard commitment to zero harm;
- Continue to educate and train on the importance of maintaining strict Health and Safety standards.

2023 HEALTH AND SAFETY ACTION

- Create a learning module in Shurgard Academy on Health and Safety.

INVEST IN THE DEVELOPMENT OF OUR HUMAN CAPITAL

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, and each employee has a personalized skills development plan.

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 support centers' new 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 grow both professional skills as well as soft skills, such as communication, problem-solving and time management.



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 and District Trainer.

2022 TRAINING ACHIEVEMENT

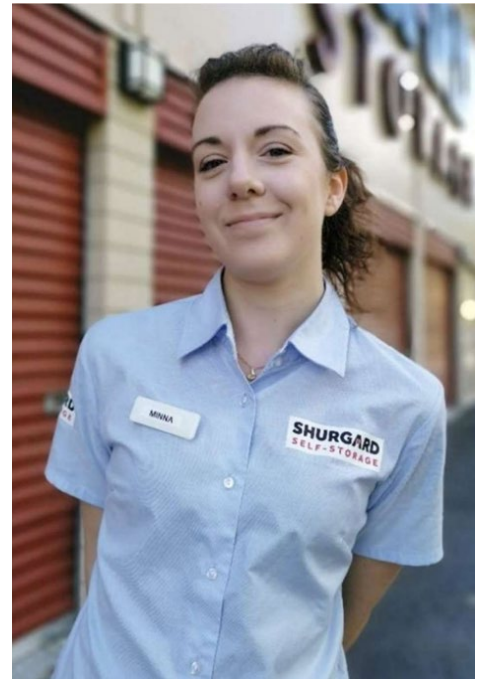
- 100% of our employees underwent the performance appraisal process, an increase of 7% year-on-year;
- We implemented a new Training Management System in our online training platform, and expanded the Shurgard Academy;
- We began employee training programs on sustainability, which remain ongoing;
- Training hours completed per employee: 254h;
- Trained workforce: 100%

TRAINING OBJECTIVE

- Ongoing employee training in environmental, health and safety.

2023 TRAINING ACTIONS

- Develop and promote in-person trainings for the Shurgard Academy, for new employees to be trained together across markets;
- Implement new leadership training programs across the company, with our own certified trainers.



Some of Shurgard's employees of the month or quarter (top left to bottom right): Benjamin (France), Terry (UK), Minna (Sweden), Billy (Sweden), Ditte (Denmark).

INTERNAL MOBILITY AND PROMOTION

Shurgard's priority is to develop support for employees in their career development projects, 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 have been implemented or will be implemented soon:

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



Our UK Market Manager Karen Murrel has been appointed to the Self Storage Association UK Board. She will be representing both self-storage operators and industry supplier members' interests in the UK.



Our NL Market Manager Mathieu Knipping, receiving the FEDESSA award for Multi-Site Operator of the Year 2022, for the successful completion of a challenging development at our Amsterdam West store.

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. Thus, people with similar roles and responsibilities receive comparable salaries. Remuneration policies are reviewed each year by the ESG Committee. We ensure our alignment with best practices and our compliance with the various legislation in force. We regularly participate in remuneration surveys in order to assess our conditions within the business.

ETHICS & GOVERNANCE

Ethics and integrity are founding 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 the applicable regulations.

The adoption of ethical and responsible practices defines the way we do business. This is a required condition for our development and its sustainability. Maintaining and reinforcing the trust established with our customers, employees and shareholders is our daily priority.

In our opinion, robust corporate governance focused on managing sustainability issues helps to:

- Be more competitive;
- Maintain success;
- Create long-term value.

We align our strategy with the challenges facing our industry and regulatory changes related to sustainability. Since the beginning we have integrated non-financial risks into our governance and processes. This approach has been reinforced during the latest cycle of sustainability objectives under our environmental management system. Supporting the transformations of our industry and a strict alignment with current societal challenges are our priorities. We will strengthen the alignment of our values and processes, as well as internal synergies around sustainability issues. In addition, we will formalize the links between our existing policies, guidelines and processes and sustainability issues. With regard to our stakeholders, this strengthens our transparency and our sense of duty.

As a Luxembourg Société Anonyme whose shares are listed on Euronext Brussels, Shurgard's governance requirements are shared between the Luxembourg corporate governance and the Belgian corporate governance regime. As 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. 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 November 24, 2022. For the latest updates on our structure, please refer to page 105 of the annual report.

The governing bodies of our Company are the Board of Directors and the General Shareholders' Meeting. The powers of these governing bodies are defined in the 1915 Companies Act of Luxembourg and our Articles of Association. The Board together with the Senior Management manages the Company in accordance with applicable laws.

Our mission in this area:
Reconcile risk management with innovation

How we aim to do this:
Incorporate sustainability issues into Shurgard's management systems and Code of conduct

2022 ETHICS & GOVERNANCE ACHIEVEMENTS

- We rolled-out the Code of conduct among all employees;
- There were no fines, notifications, penalties, or settlements during 2022;
- There have been no breaches to our Code of conduct throughout the year (across areas of privacy, bribery, corruption and discrimination);
- We made no contributions to or 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 in reporting year (GRI 415-1);
- The group is part of local trade associations for self-storage. In 2022 the total amount of the membership fees across the group was around €32,339².

ETHICS & GOVERNANCE OBJECTIVE

- Continue reviewing competencies required for Board members.

2023 ETHICS & GOVERNANCE ACTION

- Establish Board rotation based on competencies required.

² Belgian Self Storage association (Belgium) = €2,100; CISS (France) = €6,500; NSSA (The Netherlands) = €6,300; VDSU (Germany) = €3,680; Self Storage Association Denmark (Denmark) = DKK 12,500; Self Storage Association UK (UK) = £ 9,010; Self Storage Association (Sweden) = SEK 16,000.

CORPORATE GOVERNANCE

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.

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 provide 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.

GRI 2-9

BOARD OF DIRECTORS

According to our Articles of Association, 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 until the next General Shareholders' Meeting.

The Board of Directors is currently composed of 11 members - one Executive Director and ten Non-Executive Directors. We consider a majority (six) of the members of our Board of Directors to be independent, of which one has been appointed Lead Independent Director. At the Annual General Shareholders' Meeting of May 4, 2022, all the members of the Board were re-appointed for a term of one year ending at the Company's Annual General Shareholders' Meeting to be held in 2023.

For more detailed information on the composition of the Board of Directors, see below.

RESPONSIBILITY OF THE BOARD OF DIRECTORS

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

- a) convene the general meeting of shareholders of the Company;
- b) establish the internal regulations of governance of the Company;
- c) elect the members of the Audit Committee, the ESG Committee and the Real Estate Investment Committee;
- d) appoint and remove the Chief Executive Officer of the Company;
- e) delegate the day-to-day management of the Company to the Chief Executive Officer;
- f) appoint and remove the other executive board members when their appointment or removal is proposed by the Chief Executive Officer;
- g) approve the overall Company strategy;

- h) approve the annual overall Company budget;
- i) approve the annual balance sheet and profit and loss accounts and propose an allocation of the annual profits;
- j) approve any acquisition or disposal of assets, properties or subsidiaries worth more than €50.0 million; and
- k) 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.

BOARD 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 and/or the Lead Independent Director.

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 2022, the Board of Directors held four meetings. All members of the Board were present at these meetings.

DIRECTORSHIPS HELD BY BOARD MEMBERS

As of December 31, 2022, our Board members held directorship mandates in the following companies:

Name	Mandates
Ronald L. Havner, Jr.	Public Storage, AvalonBay Communities, Inc., Huntington Hospital
Marc Oursin	CAG23 Capital
Z. Jamie Behar	Armour Residential REIT, Inc., Sila Realty Trust, Benefit Street Partners Multifamily Trust, CBRE Investment Management, Real Estate Investment Advisory Council of the National Association of Real Estate Investment Trusts, Guiding Eyes For The Blind (Advisor)
Everett B. Miller III	No other directorship
Daniel C. Staton	Staton Capital LLC, ARMOUR Residential REIT Inc, ACM, Terran Orbital, Techiya LLC
Ian Marcus	Town Center Securities plc, Anschutz Entertainment, Work-Life, Elysian Residences, the Wharton Business School Real Estate Faculty, Eastdil Secured LLP, Redevco NV
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)
Olivier Faujour	Wegrow SaaS, Neosilver Silver Economy, Alpange Pianos Company, Bon Vivant Food
Frank Fiskers	Whitbread PLC, Rak hospitality holding LLC
Padraig McCarthy	No other directorship
Isabelle Moins	April International Care France, Smile Corp (SAS), Innovaas

SHARE OWNERSHIPS OF DIRECTORS

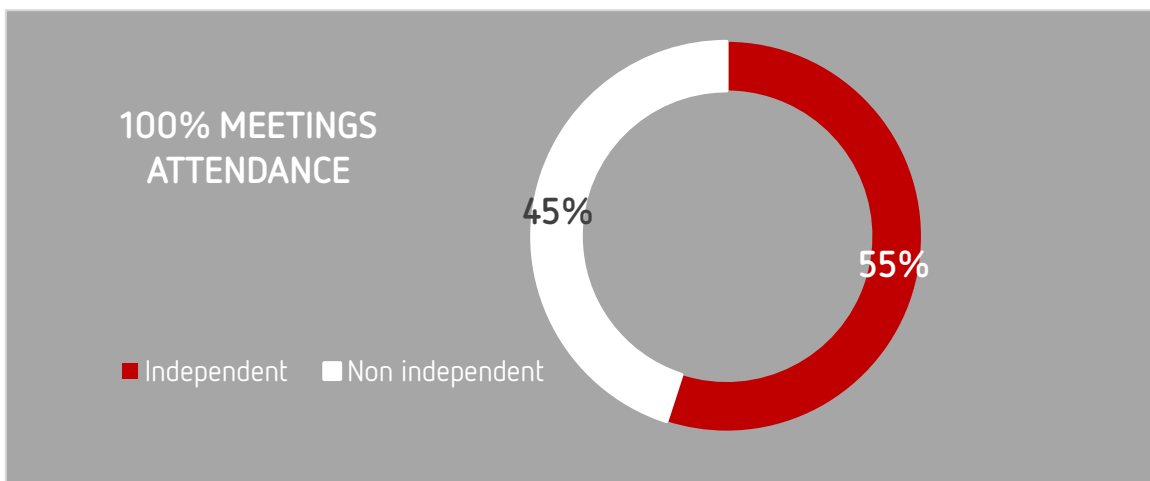
As of December 31, 2022, the members of the Board of Directors owned 181,081 shares or 0.2% of the total share capital of the Company. The breakdown of share ownership is:

Name	Number of shares
Ronald L. Havner, Jr.	10,000
Marc Oursin	137,092
Z. Jamie Behar	1,901
Everett B. Miller III	7,500
Muriel De Lathouwer	2,979
Olivier Faujour	4,347
Frank Fiskers	4,347
Ian Marcus	2,515
Padraig McCarthy	2,000
Isabelle Moins	1,700
Daniel C. Staton	12,500
Total	181,081

INDEPENDENCE OF BOARD MEMBERS

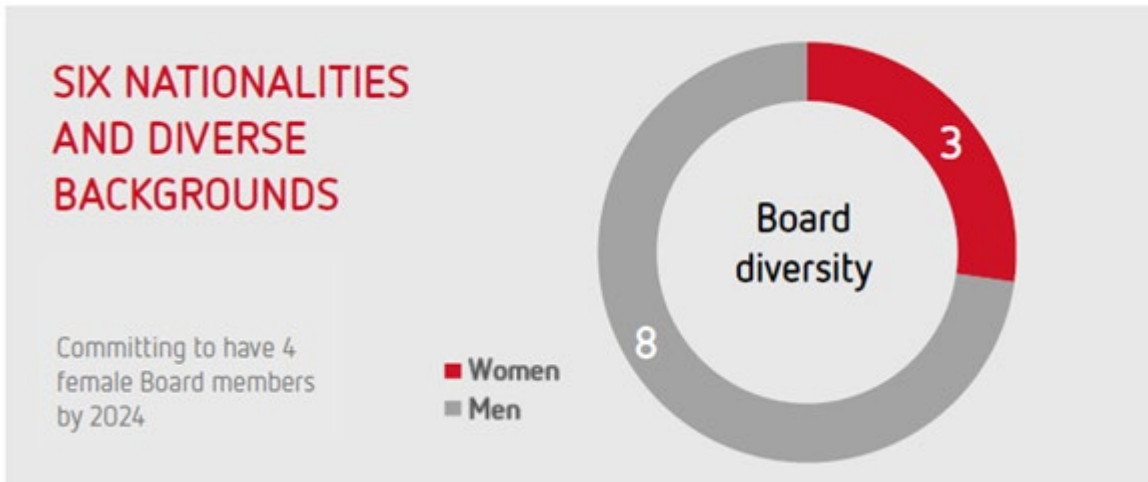
Six of the Non-Executive directors – Muriel De Lathouwer, Olivier Faujour, Frank Fiskers, Ian Marcus, Padraig McCarthy and Isabelle Moins – are independent of management and other outside interests that might interfere with the exercise of their independent judgement. We define an “independent Board member” as a member who:

- a) is not an executive or managing director of the Company or an associated company;
- b) is not an employee of the Company or an associated company;
- c) does not receive significant additional remuneration from the Company or an associated company apart from a fee received as Non-Executive Director;
- d) 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 10.0% or larger holding);
- e) 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;
- f) is not a partner or employee of the external auditor of the Company or an associated company;
- g) 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
- h) is not a close family member of an executive or managing director, or of persons in the situations referred to in points (a) to (h).



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, 27% of Board members are women, and the Company aims to increase that ratio. Also, six nationalities are represented on the Board of Directors 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 experiences, and seven directors have a strong background in real-estate, including self storage. 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

COMMITTEES OF THE BOARD

The Board of Directors has set up the following committees, each of which is governed by internal rules and regulations approved by the Board:

- 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 committee are held either in the Grand Duchy of Luxembourg or at other places 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 committee 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 committee do not require a separate notice. Members of the committee 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 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.

AUDIT COMMITTEE

The Audit Committee is responsible for all matters set forth in the Luxembourg law of July 23, 2016, on the audit profession, as amended (the "Audit Act"), the Audit Committee should, in particular, perform the following activities:

- a) 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;
- b) monitor the financial reporting drawing-up process and submit recommendations or proposals to ensure its integrity;
- c) 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;
- d) monitor the statutory audit of the annual and consolidated financial statements, in particular its performance, taking into account any findings and conclusions by the CSSF pursuant to Article 26(6) of Regulation (EU) No 537/2014;
- e) review and monitor the independence of the approved statutory auditor(s) (réviseur(s) d'entreprises agréé(s)), in particular the appropriateness of the provision of non-audit services to the audited entity in accordance with Article 5 of Regulation (EU) No 537/2014;

- f) be responsible for the selection of the approved statutory auditor(s) (réviseur(s) d'entreprises agréé(s)) and recommend the approved statutory auditor(s) (réviseur(s) d'entreprises agréé(s)) for approval by the Company's shareholders except when Article 16(8) of Regulation (EU) No 537/2014 is applied.

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, 2022, the Audit Committee consisted of four members: Pdraig McCarthy (chairperson), Z. Jamie Behar, Isabelle Moins and Muriel De Lathouwer. Pdraig McCarthy, Isabelle Moins and Muriel De Lathouwer are considered independent Board members. Pdraig McCarthy, Z. Jamie Behar and Muriel De Lathouwer 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 onto the Audit Committee due to her renowned academic knowledge in finance and twenty-five years of senior experience in both public and private market real-estate investment.

During the financial year 2022, the Audit Committee held four meetings, where all committee members were present.

ESG COMMITTEE

The ESG Committee is responsible for the following matters:

- a) 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;
- b) making recommendations to the Board on incentive compensation plans and equity-based plans;
- c) submitting proposals to the Board on the remuneration of members of the Senior Management;
- d) 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;
- e) identifying candidates qualified to serve as members of the Board and executive officers;
- f) recommending candidates to the Board for appointment by the General Meeting or for appointment by the Board to fill interim vacancies on the Board;
- g) facilitating the evaluation of the Board and reporting to the Board on all matters relating to remuneration (including, for example, on internal pay disparity);
- h) 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;
- i) overseeing the Environment, Social and Governance (ESG) strategy of the Company and monitoring the completion of the ESG objectives;
- j) reviewing any ESG report filed by the Company;

- k) assisting the Board in reviewing and assessing the Company's ESG risks;
- l) submitting a list of candidates to the Board on the appointment of new directors and Senior Management;
- m) 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;
- n) making an assessment about the independence of candidate directors; and,
- o) 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 are operating. The committee will be composed of independent Directors and Non-Executive Directors of the Board of Directors.

As of December 31, 2022, the ESG Committee consisted of five members: Frank Fiskers (chairperson), Muriel De Lathouwer, Ian Marcus, Padraig McCarthy and Olivier Faujour, all of whom are considered independent Board members.

During the financial year 2022, the ESG Committee held five meetings where all committee members were present.

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, 2022, the Real Estate Investment Committee consisted of six members: Z. Jamie Behar (chairperson), Olivier Faujour, Frank Fiskers, Daniel C. Staton, Ian Marcus and Everett B. Miller III. Ian Marcus, Olivier Faujour and Frank Fiskers are considered independent Board members.

During the financial year 2022, the Real Estate Investment Committee held five meetings, where all committee members were present.

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 HELD BY SENIOR MANAGEMENT

As of December 31, 2022, the members of the Senior Management held directorship mandates in the following companies:

Name	Mandates
Marc Oursin	CAG23 Capital
Jean Kreusch	Transforming Talent SPRL, Sports Abroad asbl
Duncan Bell	No other directorship
Ammar Kharouf	No other directorship
Isabel Neumann	Belfius Bank & Insurance

SHARE OWNERSHIP OF THE MEMBERS OF SENIOR MANAGEMENT

As of December 31, 2022, members of the Senior Management owned the following numbers of shares, adding up to 283,134 shares or 0.32% of the total share capital:

Name	Number of shares
Marc Oursin	137,092
Jean Kreusch	86,521
Duncan Bell	15,173
Ammar Kharouf	44,348
Isabel Neumann	0
Total	283,134

The members of the Senior Management have to 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 for Isabel Neumann, who recently joined the Company, these requirements were satisfied well in advance of the five-year period.

DIRECTOR AND MANAGEMENT CONFLICTS OF INTEREST

Members of the 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 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, 2022, the following members of the Board of Directors are partners, directors, representatives and/or employees of Public Storage or an affiliate thereof: Ronald L. Havner, Jr. and Daniel C. Staton. Z. Jamie Behar and Everett B. Miller III are members of the Board of Directors elected on the designation of our shareholder New York State Common Retirement Fund. 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 the Senior Management are related to one another by blood or marriage. We have not granted any Board members or members of the Senior Management any loans, nor have we assumed any guarantees or sureties on their behalf.

Pursuant to the 1915 Companies Act, in the event that 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 member 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. At the following General Shareholders' Meeting, before any other resolution is put to a vote, a special report should be made on any transactions in which any of the directors may have had a conflict of interest with that of the Company.

GRI 2-15

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 Luxembourg Company Law, 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 the 14th day before the General Meeting of Shareholders at 24 hours (Luxembourg 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 2022, the Annual General Meeting of Shareholders took place on May 4, 2022. Due to COVID-19, physical attendance was excluded, and a vote was only possible by power of attorney to the Chairman of the meeting or by correspondence (further information can be found on our Corporate website: [2022 Annual General Assembly | Shurgard Investor Relations](#))

EXTRAORDINARY GENERAL MEETING OF SHAREHOLDERS

In the financial year 2022, an extraordinary general meeting of the shareholders took place on December 9, 2022. During that meeting, the Shareholders approved all proposed resolutions relating to the Company's plan to migrate the Company to Guernsey and become a UK REIT in March 2023. Due to COVID-19, physical attendance was excluded, and a vote was only possible by power of attorney to the Chairman of the meeting or by correspondence (further information can be found on our Corporate website: [2022 Extraordinary General Meeting of Shareholders | Shurgard Investor Relations.](#))

STATUTORY AUDITOR

During the financial year 2022, 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. The registered office of Ernst & Young Luxembourg S.A. is 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). At the [Annual General Meeting of Shareholders](#) of May 4, 2022, Ernst & Young S.A. was re-appointed as independent auditor (réviseur d'entreprises agréé) of the Company for a term of one year ending at the Company's Annual General Meeting of Shareholders to be held in 2023.

Audit fees in 2022 were €724,275 for the audits of consolidated and statutory financial statements of the Company and its subsidiaries.

CODE OF CONDUCT

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.

Business Ethics and Compliance training	2022	2021
Percentage of employees who attended at least one Ethics and Compliance refreshment training session	100.0%	82.0%

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.

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. Thanks to them, 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.

GRI 102-15 / 102-17 / 102-29

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 a 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 (more information on page 112) make an annual declaration relating to conflicts of interest. In addition, in 2022, our employees participated in an online training about anti-bribery as part of our Code of conduct refreshment training.

In 2022, no cases of corruption or bribery were reported. There were no legal proceedings against Shurgard or its employees and no confirmed incidents when contracts with business partners were 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 as 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 INTERESTS

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.

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 close 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 2022, 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. Since 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 2022, 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 2022, Shurgard knows of no cases in which freedom of association or the right to collective bargaining have been jeopardized or even breached.

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 "Encouraging ESG through the supply chain".

GRI 407

RISKS AND OPPORTUNITIES

Understanding the risks analyzed and their potential impact on the commitments made is at the heart of the 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.

For more information on this subject, please refer to the "Principal Risks and Uncertainties" chapter on page 171 of the Annual Report 2022.

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 country where we operate and also 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 purposes 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 monitor 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 on the collection, the process, 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.

In the financial year 2022, employees from the HR, Marketing and IT departments participated in mandatory GDPR training specifically designed for their area of business.

CYBER SECURITY

Cyberattacks against businesses are increasing in size, speed, and sophistication. To protect its information and systems, Shurgard takes a defense-in-depth approach:

- Incorporates detailed information security controls;
- Provides end-to-end protection;
- Offers multiple possibilities to detect, prevent, respond to, and recover from cyber threats.

Representing an essential component of information security management, this approach aims to strengthen the security and stability of technological platforms. In addition, we are constantly developing awareness campaigns. Shurgard's employees are trained, business by business, in the risk of cyber-attacks and the importance of data protection. Shurgard's prevention methods and controls include :

Threat intelligence;

- The prevention of data leaks;
- Vulnerability;
- Ongoing employee awareness programs.

At the same time, we focus on detection, supported by a robust incident response process. 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 by handling incidents for the purpose of continuous improvement of our activities. We look to increase stability through a better understanding and proactive management of our cyber security risks.

In the financial year 2022, all employees participated in online cybersecurity training and phishing simulation exercises were designed to securely test user behavior and increase employees' awareness.

EU TAXONOMY

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:

1. Climate change mitigation
2. Climate change adaptation
3. The sustainable use and protection of water and marine resources
4. The transition to a circular economy
5. Pollution prevention and control
6. The protection and restoration of biodiversity and ecosystems.

For the years 2021 and 2022, only the criteria for the first two objectives were issued by the EU. The criteria for the remaining objectives are expected to be published in the foreseeable future.

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 also concluded that Shurgard should also not be considered as to be a professional developer or construction company for the purpose of the EU Taxonomy.

- As such, the 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 the 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, 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 reference	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.

Clarification of existing guidance and additional commentary on the EU Taxonomy implementation and technical requirements has been published throughout 2022 and continued until the day of preparation of this report. That meant that our understanding of the requirements evolved during the year and that obtaining evidence required to meet the alignment criteria for each property was not always possible. In these cases, Shurgard 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 2022, Shurgard incurred capital expenditures 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 instruments and devices for measuring, regulation and controlling energy performance of buildings:**

The substantial criteria are met when the activity respects nationally defined measures implementing the EU Directive 2010/31/EU. In 2022, Shurgard replaced old lighting bulbs with energy efficient LED’s, and equipped numerous stores with flow tap reducing equipment (see the sections ‘LED Lighting initiative’ and ‘Manage our water usage’). Both programs are aligned with the requirements outlined in the TSC.

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

During 2022, Shurgard invested in the installation of heat pumps in several buildings, to replace gas heating (see section ‘Net Zero Carbon delivery strategy’). That activity is an enabling activity contributing substantially 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 require 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 been already 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 2022, we performed a physical climate risk assessment of our entire portfolio of stores. We refer to the section “Climate related risks and Opportunities”. 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 will now be in 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 make 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 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.

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 2022, 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 property 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 enquire about the business practices of our suppliers on a regular basis, to ensure their alignment 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 3 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.

Note that the KPIs related to the taxonomy alignment are calculated for the first time in 2022. As such, no comparative figures are available this year.

EU Taxonomy Turnover

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.

EU Taxonomy turnover APM	Notes	31/12/2022 ('000 EUR)
Rental revenue	6,11	289,380
Other real estate revenue	6,11	2,383
Ancillary revenue, excl. other real estate revenue	6,11	9,211
Insurance revenue	6,11	32,075
Other revenue	6,11	2,241
Turnover considered for EU Taxonomy denominator		335,290

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, a change to our 2021 assessment.

Economic activities	Turnover ('000€)	% of EU Taxonomy Turnover	Substantial contribution					Do not significant harm					Taxonomy-aligned proportion FY2022	Taxonomy-aligned proportion FY2021	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
A. Taxonomy Eligible activities	291,763	87.0%												32.5%	N/A	
A.1 Taxonomy Aligned activities	108,853	32.5%												32.5%	N/A	
7.7 - Acquisition and ownership of buildings	108,853	32.5%	32.5%											32.5%	N/A	
A.2 Taxonomy non-Aligned activities	182,909	54.6%												0.0%	N/A	
7.7 - Acquisition and ownership of buildings	182,909	54.6%												0.0%	N/A	
B. Taxonomy non-Eligible activities	43,527	13.0%														
Insurance revenue	32,075	9.6%														
Ancillary revenue, excl. other real estate revenue	9,211	2.7%														
Other revenue	2,241	0.7%														
A+B Total Turnover	335,290	100.0%												32.5%	N/A	

Total EU taxonomy turnover is €335.3 million, of which €108.9 million is aligned (32.5%), €182.9 million is eligible but not aligned and €43.5 million is not eligible. All of the EU Taxonomy-aligned revenue is coming from its substantial contribution to Climate Change Mitigation.

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 2022, the total CapEx considered for EU Taxonomy amounts to €204.1 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	Notes	31/12/2022 ('000 EUR)
Acquisition of investment property	14	76,310
Capital expenditure on investment property	14	112,577
Addition of investment property ROU assets	14	12,001
Investment property subtotal		200,888
Additions of PP&E (IAS 16, IFRS 16)	16	577
Additions of intangible assets (IAS 38)	16	2,654
PP&E and intangible assets subtotal		3,231
CapEx considered for EU Taxonomy denominator		204,119

In total, we concluded that 98.4% 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”. 17.2% 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 FY2022	Taxonomy-aligned proportion FY2021	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	200,887	98.4%											17.2%	N/A				
A.1 Taxonomy Aligned activities	35,019	17.2%											17.2%	N/A				
7.3 - Installation, maintenance and repair of energy efficiency equipment	1,001	0.5%	0.5%	0.0%								Y			Y	0.5%	N/A	E
7.6 - Installation, maintenance and repair of renewable energy technologies	1,028	0.5%	0.5%	0.0%								Y				0.5%	N/A	E
7.7 - Acquisition and ownership of buildings	32,990	16.2%	16.2%	0.0%								Y	Y			16.2%	N/A	
A.2 Taxonomy non-Aligned activities	165,868	81.3%												0.0%	N/A			
7.7 - Acquisition and ownership of buildings	165,868	81.3%														0.0%	N/A	
B. Taxonomy non-Eligible activities	3,231	1.6%																
Additions of intangible assets related to IT software and IT development	2,654	1.3%																
Additions of PP&E related to equipment & company cars	577	0.3%																
A+B Total CapEx	204,118	100.0%												17.2%	n.a.			

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 - 31/12/2022 ('000 EUR)	Notes	IFRS Operating expenses	EU Taxonomy OpEx
Payroll expense, net of capitalization of internal time spent on IP development	7, 8	50,303	1,604
Shared based compensation expense	8	3,899	240
Real estate and other taxes	7	16,834	0
Repairs and maintenance	7	10,913	8,824
Marketing expense	7	9,162	0
Utility expense	7	3,574	0
Other operating expenses and other general and administrative expenses	7, 8	28,409	3,768
Doubtful debt expenses	7	5,088	0
Cost of insurance and merchandise sales	7	5,289	0
Depreciation and amortization expenses	8	2,866	0
Total		136,336	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)”.
- 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:

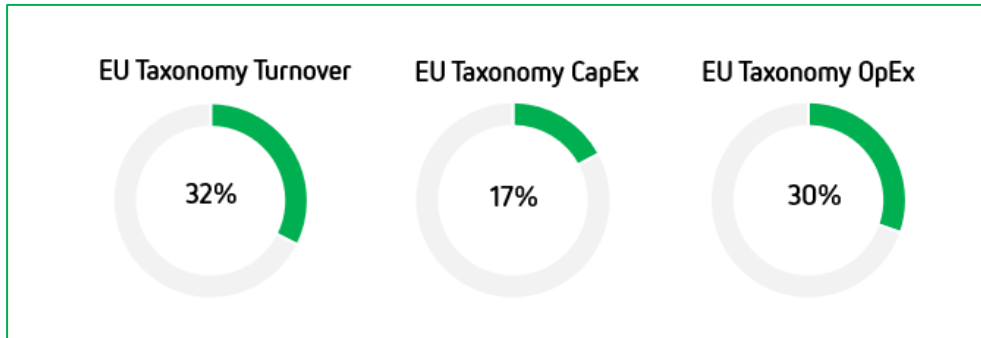
- The non-capitalized employee compensation and benefits expenses, including share-based compensations, of our personnel directly related to research and development, maintenance and repair, and other direct expenses related to the day-to-day servicing of our assets.
- Repair and maintenance expenses, 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.

Economic activities	OpEx ('000€)	% of EU taxonomy OpEx	Substantial contribution					Do not significant harm					Taxonomy-aligned proportion FY2022	Taxonomy-aligned proportion FY2021	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
A. Taxonomy Eligible activities	10,968	76.0%												30.4%	N/A	
A.1 Taxonomy Aligned activities	4,384	30.4%												30.4%	N/A	
7.7 - Acquisition and ownership of buildings	4,384	30.4%	30.4%	0.0%					Y	Y				30.4%	N/A	
A.2 Taxonomy non-Aligned activities	6,583	45.6%												0.0%	N/A	
7.7 - Acquisition and ownership of buildings	6,583	45.6%												0.0%	N/A	
B. Taxonomy non-Eligible activities	3,468	24.0%														
OpEx related to miscellaneous activities	1,505	10.4%														
OpEx related to our intangible assets	1,109	7.7%														
Opex related to our office equipment and datacenter	854	5.9%														
A+B Total OpEx	14,436	100.0%												30.4%	N/A	

Based on the above, we concluded that 76.0% 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, 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. 30.4% of our OpEx was assessed as aligned with the Climate Change Mitigation objective.

Summary



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 2022.

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

GRI 1-7

EPRA PERFORMANCE MEASURES

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

ORGANIZATIONAL 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 manages. 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, all environmental data under measured indicators has been estimated for the last three months in 2022 i.e., October 1, 2022 to December 31, 2022. To fill this quarter's data, we have used the following estimation methodology:

1. Where full data was available for the previous year, we have scaled the observed data from the corresponding period in 2021 by the percentage change observed between the known data in the two years.
2. Where there was insufficient previous data to employ this method, we have used the average consumption per day from 2022 to fill out the unknown periods (only where at least 180 days of actual data is available).
3. Where insufficient data is available for either of these methods, the property has been excluded from reporting.

This method is used for Q4 estimation to ensure that the estimates produced are in line with the trends observed in the first three quarters of data. In addition, due to the availability of invoices for consumption data, some data in the first three quarters is filled in by our energy managers using supplier forecasts. In previous years we have not included this data as being estimated, as the information is sourced from our energy suppliers.

We have updated this methodology in this report, so that forward projections by both Shurgard and our energy suppliers are counted as estimated data. This is to set ourselves a higher standard for data quality and provide a baseline which will demonstrate the effect of our smart metering projects.

Where newly acquired assets have entered the portfolio and accurate meter readings are not able to be obtained straight away, we have calculated back dated estimates of an initial meter reading based on pro rata estimates of actual meter reading data after this time. We have only back dated these estimates to the date that the asset became Shurgard's responsibility if less than a year prior to the first available meter reading, or the beginning of the current reporting year if the acquisition date is more than a year before the first available actual meter reading.

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 in 2021. Shurgard now possesses the data for the entire calendar year. As such, there is a difference between 2021 figures reported in last year's report and 2021 figures reported below, which now consists of a full year of actual data.

In addition, there has been a change in our methodology for classifying data as estimated, which we have applied retrospectively to the previous years of 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 by the buildings' floor area. 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 90 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 do 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, 2022 to December 31, 2022.

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	✓	✓	68-75
302	Elec-LfL	Like-for-like total electricity consumption	✓	✓	68-75
302	DH&C-Abs	Total district heating & cooling consumption	✓	N/A	68-75
302	DH&C-LfL	Like-for-like total district heating & cooling consumption	✓	N/A	68-75
302	Fuels-Abs	Total fuel consumption	✓	N/A	68-75
302	Fuels-LfL	Like-for-like total fuel consumption	✓	N/A	68-75
302	Energy-Int	Building energy intensity	✓	✓	68-75
305	GHG-Dir-Abs	Total direct greenhouse gas (GHG) emissions	✓	N/A	68-75
305	GHG-Indir-Abs	Total indirect greenhouse gas (GHG) emissions	✓	✓	68-75
305	GHG-Int	Greenhouse gas (GHG) intensity from building energy consumption	✓	✓	68-75
303	Water-Abs	Total water consumption	✓	✓	142
303	Water-LfL	Like-for-like total water consumption	✓	✓	142
303	Water-Int	Building water intensity	✓	✓	142
306	Waste-Abs	Total weight of waste by disposal route	✓	✓	144
306	Waste-LfL	Like-for-like total weight of waste by disposal route	✓	✓	144
n/a	Cert-Tot	Type and number of sustainably certified assets	✓	×	152

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 2020 and 2021. At the time of report production, the International Energy Agency conversion factors relating to 2019 have been applied to both 2021 and 2022 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, 2021 to December 31, 2022, 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 temporary 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 SUSTAINABILITY 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	154
405	Diversity-Pay	Gender pay ratio	N/A	✓	N/A	154
405	Diversity-Pay	Equal pay analysis	N/A	✓	N/A	154
404	Emp-Training	Employee training and development	N/A	✓	N/A	154
404	Emp-Dev	Employee performance appraisals	N/A	✓	N/A	154
401	Emp-Turnover	New hires and turnover	N/A	✓	N/A	156
403	H&S-Emp	Employee health and safety	N/A	✓	N/A	157
416	H&S-Asset	Asset health and safety assessments	✓	N/A	✓	157
416	H&S-Comp	Asset health and safety compliance	✓	N/A	✓	157
413	Comty-Eng	Community engagement, impact assessments and development programs	✓	N/A	✓	158
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	158
2-10	Gov-Selec	Process for nominating and selecting the highest governance body	N/A	✓	N/A	159
2-15	Gov-Col	Process for managing conflicts of interest	N/A	✓	N/A	161

ENVIRONMENTAL PERFORMANCE MEASURES

ABSOLUTE ENERGY MEASURES

	GRI Topic Standard	EPRA sBPR Code	Metric	2022				2021				2020		
				Absolute Value	% Estimated	Coverage	YoY Trend	Absolute Value	% Estimated	Coverage	YoY Trend	Absolute Value	% Estimated	Coverage
Own Offices	302-1	Elec-Abs	Consumption	50.8	50.8%	1 of 1	3.4%	49.1	20.5%	1 of 1	-2.4%	50.3	25.0%	1 of 1
			% Renewable	100.0%		1 of 1	0.0%	100.0%		1 of 1		0.0%		1 of 1
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0		0.0%	0 of 0	0.0%
	302-1	Energy	Total energy consumption	50.8	50.8%	1 of 1	3.4%	49.1	20.5%	1 of 1	-2.4%	50.3	25.0%	1 of 1
302-3	Energy-Int	Energy intensity	33.5		1 of 1	3.4%	32.4		1 of 1	-2.4%	33.2		1 of 1	
Owned Assets	302-1	Elec-Abs	Consumption	18,835.8	55.5%	259 of 259	-4.2%	19,666.0	34.1%	253 of 253	-1.7%	20,006.5	23.6%	243 of 243
			% Renewable	100.0%		259 of 259	0.0%	100.0%		253 of 253		0.0%		243 of 243
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0		0.0%	0 of 0	0.0%
	302-1	DH&C-Abs	Consumption	2,437.0	51.1%	36 of 36	-15.0%	2,868.0	28.4%	36 of 36	16.8%	2,456.0	42.0%	36 of 36
			% Renewable	0.0%		36 of 36		0.0%		36 of 36		0.0%		36 of 36
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0		0.0%	0 of 0	0.0%
	302-1	Gas-Abs	Consumption	8,776.2	85.0%	108 of 108	-0.4%	8,810.2	66.1%	112 of 112	-1.0%	8,903.1	74.2%	134 of 134
			% Renewable	72.7%		108 of 108	12.0%	64.9%		112 of 112		0.0%		134 of 134
			(Sub)metered exclusively to tenants	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0		0.0%	0 of 0	0.0%
	302-1	Energy	Total energy consumption	30,049.0	63.7%	259 of 259	-4.1%	31,344.2	42.6%	253 of 253	-0.1%	31,365.7	0.0%	243 of 243
	302-3	Energy-Int	Energy intensity	19.6		259 of 259	-12.7%	22.5		253 of 253	-10.8%	25.2		243 of 243

Data notes for absolute energy: All reported energy totals are in MWh, and energy intensity is reported in kWh/sqm GIA. We have been able to report fuel consumption for all 108 properties for which we purchase fuels and 36 properties for which we purchase district heating. We have also been able to report electricity data for all 259 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 4.2%, reflecting the effect of our roll-out of energy efficiency measures such as our LED program. Shurgard obtained consumption of district heating has decreased by 15.0%, which represents a reversion to 2020 consumption levels after an increase in consumption last year. Consumption of gas decreased slightly by 0.4% 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	2022			2021			2020	
				Absolute Value	Coverage	YoY Trend	Absolute Value	Coverage	YoY Trend	Absolute Value	Coverage
Own Offices	305-2	GHG-Indir-Abs	Scope 2 Emissions (Location Based)	8.4	1 of 1	3.4%	8.2	1 of 1	-19.0%	10.1	1 of 1
			Scope 2 Emissions (Market Based)	0.0	1 of 1		0.0	1 of 1	-100.0%	7.1	1 of 1
	305-4	GHG-Int	Scope 1+2 intensity	5.6	1 of 1	3.4%	5.4	1 of 1	-19.0%	6.6	1 of 1
Owned Assets	305-1	GHG-Dir-Abs	Scope 1 Emissions (Location Based)	2,095.4	108 of 108	-0.9%	2,114.4	112 of 112	-0.7%	2,128.8	134 of 134
			Scope 1 Emissions (Market Based)	564.6	108 of 108	-24.0%	742.9	112 of 112	-65.1%	2,128.8	134 of 134
	305-2	GHG-Indir-Abs	Scope 2 Emissions (Location Based)	3,695.6	259 of 259	-5.1%	3,894.0	253 of 253	-10.3%	4,341.8	243 of 243
			Scope 2 Emissions (Market Based)	589.0	259 of 259	-14.7%	690.4	253 of 253	-84.1%	4,341.8	243 of 243
	n/a	GHG	Scope 1+2 Emissions (Location Based)	5,791.0	259 of 259	-3.6%	6,008.5	253 of 253	-7.1%	6,470.6	243 of 243
			Scope 1+2 Emissions (Market Based)	1,153.6	259 of 259	-19.5%	1,433.3	253 of 253	-77.8%	6,470.6	243 of 243
	305-4	GHG-Int	Scope 1+2 intensity (Location Based)	3.8	259 of 259	-12.2%	4.3	253 of 253	-17.1%	5.2	243 of 243
			Scope 1+2 intensity (Market Based)	0.8	259 of 259	-26.7%	1.0	253 of 253	-80.2%	5.2	243 of 243

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 108 properties for which we purchase fuels. We have also been able to report scope 2 GHG emissions data for 259 of 259 properties, which includes the 36 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 slightly by 0.9%, as we begin 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 24.0%. Shurgard obtained Scope 2 (location-based) emissions have reduced by 5.1%, 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	2022				2021				2020		
				Absolute Value	% Estimated	Coverage	YoY Trend	Absolute Value	% Estimated	Coverage	YoY Trend	Absolute Value	% Estimated	Coverage
Own Offices	303-5	Water-Abs	Shurgard-obtained water	85.9	44.0%	1 of 1	-35.5%	133.1	25.6%	1 of 1	-9.4%	146.9	100.0%	1 of 1
			Tenant-obtained water	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
			Total-obtained water	85.9	44.0%	1 of 1	-35.5%	133.1	25.6%	1 of 1	-9.4%	146.9	100.0%	1 of 1
	303-5	Water-Int	Water intensity for -total obtained water	0.057		1 of 1	-35.5%	0.088		1 of 1	-9.4%	0.097		1 of 1
Owned Assets	303-5	Water-Abs	Shurgard-obtained water	30,149.3	67.5%	259 of 259	4.4%	28,882.6	49.0%	253 of 253	11.3%	25,939.9	64.5%	243 of 243
			Tenant-obtained water	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
			Total-obtained water	30,149.3	67.5%	259 of 259	4.4%	28,882.6	49.0%	253 of 253	11.3%	25,939.9	64.5%	243 of 243
	303-5	Water-Int	Water intensity for- total obtained water	0.020		259 of 259	-5.0%	0.021		253 of 253	-0.6%	0.021		243 of 243

Data notes for absolute water: Water consumption is reported in m³, and water intensity is reported in cbm/sqm GIA (Gross Internal Area). We have been able to report water usage for all 259 properties for which we purchase water. 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 has increased due to the opening of 14 new properties in 2021 and 3 new properties in 2022. Water intensity has decreased by 5.0% in this time, indicating that overall water efficiency has improved when normalizing for the increase in floor area. However, we are continuing to investigate the increase in consumption reflected in the data above, and plan to install smart metering and leak detection in 2023 in order to better monitor and control our usage.

GRI 303-5

ABSOLUTE WASTE MEASURES

				2022			2021			2020	
	GRI Topic Standard	EPRA sBPR Code	Metric	Absolute Value	Absolute Proportion	YoY Trend	Absolute Value	Absolute Proportion	YoY Trend	Absolute Value	Absolute Proportion
Own Offices	306-4	Waste-Abs	Recycled	3.8	46.8%	-63.6%	10.5	52.2%	-28.1%	14.6	52.5%
	306-5		Incinerated (with and without energy recovery)	4.3	53.2%	-54.8%	9.6	47.8%	-27.3%	13.2	47.5%
	306-5		Landfill (non-hazardous)	0.0	0.0%		0.0	0.0%		0.0	0.0%
	306-5		Hazardous Waste Treatment	0.0	0.0%		0.0	0.0%		0.0	0.0%
	306-4		Materials Recovery Facility - Unknown	0.0	0.0%		0.0	0.0%		0.0	0.0%
		Total tenant-obtained waste	0.0	0.0%		0.0	0.0%		0.0	0.0%	
	306-3	Total	8.2	100.0%	-59.4%	20.1	100.0%	-27.7%	27.8	100.0%	
		Coverage of applicable properties	1 of 1			1 of 1			1 of 1		
Owned Assets	306-4	Waste-Abs	Recycled	939.3	48.1%	19.4%	786.5	35.0%	12.7%	697.9	29.0%
	306-5		Incinerated (with and without energy recovery)	1,012.4	51.9%	10.0%	920.4	40.9%	23.4%	746.2	31.0%
	306-5		Landfill (non-hazardous)	0.0	0.0%		0.0	0.0%		0.0	0.0%
	306-5		Hazardous Waste Treatment	0.0	0.0%		0.0	0.0%		0.0	0.0%
	306-4		Materials Recovery Facility - Unknown	0.7	0.0%	-99.9%	541.1	24.1%	-43.7%	960.3	39.9%
		Total tenant-obtained waste	0.0	0.0%		0.0	0.0%		0.0	0.0%	
	306-3	Total	1,952.4	100.0%	-13.1%	2,247.9	100.0%	-6.5%	2,404.4	100.0%	
		Coverage of applicable properties	259 of 259			253 of 253			242 of 242		

Data notes for absolute waste: All waste totals are reported in tons. Waste for the final quarter, October 1, 2022 to December 31, 2022, 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 all 259 properties in the portfolio where Shurgard has waste management contracts. Absolute waste has decreased by 13.1%. One factor behind the reduction in overall waste volumes has been the removal of customer waste facilities from our properties. Total volumes of absolute recycled waste have increased by 19.4%, as 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.

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

LIKE-FOR-LIKE ENERGY MEASURES

			2022				2021			
	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	8,767.2	45.9%	97 of 97	-5.5%	9,278.3	21.7%	97 of 97
			% Renewable	100.0%		97 of 97	0.0%	100.0%		97 of 97
			(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	1,815.7	38.6%	23 of 23	-10.8%	2,036.6	10.5%	23 of 97
			% Renewable	0.0%		23 of 23		0.0%		23 of 97
			(Sub)metered exclusively to tenants	0.0%	0.0%	0 of 0		0.0%	0.0%	0 of 0
	302-1	Gas-Abs	Consumption	735.6	30.9%	11 of 11	-16.1%	877.0	2.5%	11 of 97
			% Renewable	2.9%		11 of 11	-81.5%	15.5%		11 of 97
			(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	11,318.4	43.8%	97 of 97	-7.2%	12,191.9	18.5%	97 of 97
	302-3	Energy-Int	Energy intensity	20.9		97 of 97	-7.2%	22.5		97 of 97

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 97 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 period and for which the majority is classified as actual data. We therefore include electricity data from all 97 of these properties, as well as gas data for the 11 properties and district heating data for the 23 properties within this pool which use these utilities.

Note that here and throughout the like-for-like performance measures we do not include our own office 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 a similar percentage to the trend observed across the whole portfolio, due to continuing installation of efficiency measures. Gas consumption has decreased by 16.1% within the like-for-like portfolio, reflecting the impact of our efficiency measures and gas replacement program. Almost all our stores with district heating systems fall into the like-for-like group, so the trend displayed here is the same as that in the absolute data.

We have used the floor area of assets under 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

				2022			2021	
	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)	165.7	11 of 11	-21.3%	210.5	11 of 97
			Scope 1 Emissions (Market Based)	160.6	11 of 11	-9.7%	177.9	11 of 97
	305-2	GHG-Indir-Abs	Scope 2 Emissions (Location Based)	1,282.7	97 of 97	-7.5%	1,386.8	97 of 97
			Scope 2 Emissions (Market Based)	448.6	97 of 97	-10.9%	503.2	97 of 97
	n/a	GHG	Scope 1+2 Emissions (Location Based)	1,448.4	97 of 97	-9.3%	1,597.3	97 of 97
			Scope 1+2 Emissions (Market Based)	609.3	97 of 97	-10.5%	681.1	97 of 97
	305-4	GHG-Int	Scope 1+2 intensity (Location Based)	2.7	97 of 97	-9.3%	2.9	97 of 97
			Scope 1+2 intensity (Market Based)	1.1	97 of 97	-10.5%	1.3	97 of 97

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 97 properties included in our like-for-like reporting for energy, 11 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 assets under management as our intensity normalization measure. The overall trend in like-for-like emissions measures is similar to that observed for the absolute portfolio. 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.

LIKE-FOR-LIKE WATER MEASURES

				2022				2021		
	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	10,969.7	49.4%	75 of 75	-17.1%	13,229.7	26.7%	75 of 75
			Tenant-obtained water	0.0	0.0%	0 of 0		0.0	0.0%	0 of 0
			Total obtained water	10,969.7	49.4%	75 of 75	-17.1%	13,229.7	26.7%	75 of 75
	303-5	Water-Int	Water intensity for total obtained water	0.027		75 of 75	-17.1%	0.032		75 of 75

Data notes for like-for-like water: Water consumption is reported in cbm, and water intensity is reported in cbm/sqm GIA. The 75 assets included are those properties which have been owned and operated by Shurgard for the complete 24 months' period and for which the majority is classified as actual data. We will expand the coverage of this measure in 2023 with the 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 decrease in water consumption shown in this subset demonstrates that the increase across the whole portfolio does not reflect the performance of all assets and is skewed by a handful of anomalies. We have begun to install smart metering and leak detection systems across our portfolio, which will continue in 2023, in order to better monitor and control our usage.

GRI 303-5

LIKE-FOR-LIKE WASTE MEASURES

	GRI Topic Standard	EPRA sBPR Code	Metric	2022			2021	
				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	895.7	47.8%	17.9%	759.7	35.2%
	306-5		Incinerated (with and without energy recovery)	979.4	52.2%	7.4%	912.1	42.2%
	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%	-100.0%	488.0	22.6%
			Tenant-obtained waste	0.0	0.0%		0.0	0.0%
	306-3		Total	1,875.1	100.0%	-13.2%	2,159.9	100.0%
			Coverage of applicable properties	251 of 251			251 of 251	

Data notes for like-for-like waste: All waste totals are reported in tons. Waste for the final quarter, October 1, 2022 to December 31, 2022, 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 251 properties in the portfolio where Shurgard has waste management contracts. Like-for-like waste has decreased by 13.2%, reflecting our initiatives to continuously reduce and manage waste in our properties. Total volumes of like-for-like recycled waste have increased by 17.9%, as 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.

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

TYPE AND NUMBER OF SUSTAINABLY CERTIFIED ASSETS

GRI Topic Standard	EPRA sBPR Code	Certification	Level	2022		2021		2020	
				No. of Certified Stores	Percentage of portfolio certified (by floor area)	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		260	97.8%	254	98.5%	7	2.7%
		BREEAM - In Use	Pass	17	8.0%	12	6.1%	10	4.6%
			Good	20	8.5%	20	9.3%	15	6.2%
			Very Good	7	4.0%	6	4.6%	3	2.0%
			Excellent	2	0.9%	0	0.0%	0	0.0%
			Outstanding	0	0.0%	0	0.0%	0	0.0%
		BREEAM – New Construction	Pass	0	0.0%	0	0.0%	0	0.0%
			Good	0	0.0%	0	0.0%	0	0.0%
			Very Good	3	1.9%	1	0.7%	1	0.7%
			Excellent	7	4.6%	6	4.1%	5	3.7%
			Outstanding	1	0.6%	1	0.6%	1	0.6%

EU ENERGY PERFORMANCE CERTIFICATES 2022

EPC Score	A+	A	B	C	D	E	F	G	N/A
Number of Assets	5	206	10	23	15	0	0	1	6
% of portfolio (by floor area)	2.8%	77.9%	4.2%	7.4%	5.1%	0.0%	0.0%	0.4%	2.2%

Narrative on performance for green building certificates: EU energy performance certificates are not mandatory for all of Shurgard's properties, because they are only mandatory for buildings which are marketed or sold, or those that have been recently constructed. 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.

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 level's social performance measures.

EMPLOYEE GENDER DIVERSITY

GRI Topic Standard	EPRA sBPR Measure	Indicator	2022		2021	
			Female	Male	Female	Male
405-1	Diversity-Emp	Employees in the organization's Board of Directors	27.3%	72.7%	27.3%	72.7%
		Employees in the organization's senior management	25.0%	75.0%	25.0%	75.0%
		All employees	42.3%	57.7%	40.0%	60.0%

Narrative on performance:

Shurgard believes that a diverse perspective is key to success. Our current female representation on the Board stands at 27.3%. We are committed to have 4 female Board members by 2024, increasing the gender diversity ratio.

GRI 405-1

GENDER PAY RATIO

GRI Topic Standard	EPRA sBPR Measure	Indicator	2022	2021
			Mean	Mean
405-2	Diversity-Pay	Mean (average) percentage by which female pay is lower than male pay.	-5.0%	-2.4%

Narrative on performance:

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

GRI 405-2

In 2022, Shurgard reported no significant change in the business' mean gender pay gap. We believe that this is reflective of our continual commitment to maintaining a workplace that is free from discrimination.

EQUAL PAY ANALYSIS 2022

Employee Level	Average Salary Female	Average Salary Male
Executive level (base salary only)	€320,000	€299,618
Executive level (base salary + other cash incentives)	€427,000	€597,374
Management level (base salary only)	€86,015	€81,986
Management level (base salary + other cash incentives)	€106,735	€112,625

Data notes for equal pay analysis 2022: 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 2022:

We believe that our salary paid is reflective of our continued commitment to maintain a workplace that is free from discrimination.

We anticipate that future reporting will demonstrate a more equal balance.

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	
			2022	2021
405-2	Diversity-Pay	Employees in the organization's Board of Directors	-8.3%	-3.4%
		Employees in the organization's Senior Management	6.3%	8.6%
		All employees	-15.1%	-10.7%

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 difference between female and male functions, therefore, all differences are mandate specific.

GRI 405-2

EMPLOYEE TRAINING & DEVELOPMENT

GRI Topic Standard	EPRA sBPR Measure	Indicator	2022	2021
404-1	Emp-Training	Average hours of training undertaken by employees in the reporting period (per employee)	254	68
404-3	Emp-Dev	% of total employees who received regular performance and career development reviews during the reporting period	100.0%	93.0%
	N/A	Average spent on training per FTE in the reporting period	€ 177	€ 210
	N/A	Total of hours of training undertaken by all employees in the reporting period (overall)	205,250	52,534

Narrative on performance:

Participation in the Company's learning and development program remained high with 68% participation across the year. Overall, the amount of training provided increased, with over 205,250 hours provided, equating to 254 hours per employee.

Shurgard has progressed in effectively implementing both e-learning and classroom training during 2022.

Each in-store employee is required to complete a rigorous four-month training program that 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 300 new employees over 2022 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 Measure	Indicator	2022		2021	
			Number	Rate	Number	Rate
401-1	Emp-Turnover	New employee hires	300	40.4%	247	32.0%
		Employee turnover	331	44.6%	289	37.0%

Narrative on performance:

We continued to increase new hires in 2022, both because of additional stores in our portfolio and because of the higher employee turnover (difficult market conditions). This increase has been partly mitigated by an increasing number of stores that are partially or remotely managed.

GRI 401-1

EMPLOYEE HEALTH AND SAFETY

GRI Topic Standard	EPRA sBPR Measure	Indicator	2022	2021
403-2	H&S-Emp	Injury rate	0.003%	0.003%
		Lost day rate	0.25%	0.07%
		Absentee rate	5.8%	4.8%
		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 2022, we maintained our record of no reportable health and safety incidents for employees. Our absentee rate increased slightly in 2022.

GRI 403-2

ASSET HEALTH AND SAFETY ASSESSMENTS AND COMPLIANCE

GRI Topic Standard	EPRA Measure	sBPR	2022	2021
416-1	H&S-Assets	% of assets for which H&S impacts are assessed or reviewed	34.0%	35.0%
416-2	H&S-Comp	Number of incidents of non-compliance with regulations and/or voluntary standards	0	1

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 3-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 not identified any non-compliance with regulations and/or voluntary codes. We continue to comply fully with COVID-19 recommendations issued by local governments and health authorities.

GRI 416-1 / 416-2

COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS AND DEVELOPMENT PROGRAMS

GRI Topic Standard	EPRA sBPR Measure	Indicator	2022	2021
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 above.

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	2022	2021
2-9	Gov-Board	Number of Executive Board members	1	1
		Number of independent Board members	6	6
		Number of Non-Executive Board members	10	10
		Average tenure on the governance body	4.1 years	3.1 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 11 members, one Executive Director and ten 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 Chairman, Ronald L. Havner, Jr. leads the Board. The Environment, Social and Governance (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	2022	2021
2-10	Gov-Select	Composition of the Board of Directors	<p>(Relevant for the reporting rules and did not change between 2021 and 2022 in relation to the nomination and selection of the Directors; rules last reviewed February 2022 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 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 6 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 Standard	Topic	EPRA sBPR Measure	Indicator	2022
2-15		Gov-Col	Composition of the Board of Directors	<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 interests, 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

ASSURANCE SUMMARY STATEMENT



AA1000
 Licensed Assurance Provider
 000-288

EVORA Global Ltd. ("EVORA") was engaged by Shurgard Self Storage SA ("Shurgard") to provide assurance of the Environmental sustainability performance measures of their 2022 Sustainability Report for the reporting period of 1st Jan 2022 to 31st Dec 2022.

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. EVORA's scope of assurance covered a series of indicators and assertions contained in the report including:

- Absolute:
 - Electricity Consumption (kWh)
 - District Heating/cooling (kWh)
 - Fuels Consumption (kWh)
 - Water Consumption (m³)
 - Greenhouse Gas (GHG) Emissions (tCO₂e)
 - Waste (tonnes)
- Intensity Calculations:
 - Energy (kWh / m²)
 - GHG (kgCO₂e/m²)
 - Water (m³/m²)
- Alignment check of Shurgard's reporting against EPRA sBPR Guidelines 2017 across all the performance measures.

The assurance was conducted via independent third party Markit Group Limited (IHS Markit, now part of S&P Global), engaged by EVORA.

EVORA's full assurance statement includes certain limitations, findings and recommendations for improvement, adherence to AA1000 Accountability Principles, and a detailed assurance methodology.

The full assurance statement with EVORA's independent opinion can be found at [Investor Relations Home Page | Shurgard Self Storage](#)

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PHOTOS

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