

ACCOUNTABILITY AND SUSTAINABILITY

RISK MANAGEMENT REPORT

Risk management is an integral component of our strategic management. We are committed to managing risk in a proactive manner with the purpose of remaining a competitive and sustainable business, enhancing our operational effectiveness and continuing to create value for the benefit of our employees, shareholders and other stakeholders in line with our growth strategy. The group's risk management framework is overseen by the Audit and Risk Committee which has an ongoing responsibility to monitor risk management processes by:

Identifying risk factors that may have a material impact on the business

Formulating a mitigating response for each area of impact

Monitoring progress

Reviewing identified risks on an ongoing basis and revising responses accordingly

KEY RISKS AND EFFECTIVE MITIGATORS

1. Weak/negative economic growth

Macro environment weaknesses could inhibit the self storage market's growth in line with our projections, resulting in reduced demand and lower income.

- A 'needs' driven product for life-changing events which prevails in all economic cycles
- Prime portfolio of properties
- Focus on large metropolitan cities which are likely to be more resilient during a downturn and where growth drivers are strongest and barriers to competition at their highest
- Strength of operational management and platform
- Continuing innovation to deliver high levels of customer service
- Strong cash flow generation, high operating margins, low gearing and conservative hedging policies
- 14 000+ tenants spread across a geographically diversified footprint
- Tested strategy development processes drawing on internal analyses, independent research and global trends and best practice

2. Treasury risk

Adverse interest rate movements could result in the cost of debt increasing.

- The group's policy is to fix approximately 80% of total borrowings and we use swap instruments to hedge our interest rate exposure. At 31 March 2016 84% of net borrowings were fixed for 2.8 years
- Gearing remains low at 8.7% on a net debt basis as at 31 March 2016. Our total undrawn borrowing facilities amount to R521 million
- Executive management reviews our current and forecast projections of cash flow, borrowings, interest cover and covenants on a monthly basis
- We are highly cash generative and debt is serviced by our strong operational cash flows

RISK MANAGEMENT REPORT (continued)

3. Property investment and development

An inability to acquire or develop new self storage properties which meet management's criteria may impact the growth of the portfolio.

- The group has an acquisition pipeline through the Managed Portfolio
- We have a pre-emptive right of acquisition over properties in the Managed Portfolio
- We already earn management fees from eight trading properties in the Managed Portfolio
- We will further manage four properties being developed for trade in 2016 and 2017 in the Managed Portfolio
- Six additional development opportunities have been secured in the pipeline
- The fragmented South African self storage market provides potential acquisition opportunities

4. Valuation risk

The value of our properties may decline as a result of external market factors or the impact of performance.

- Independent valuations are conducted by experienced independent, professionally qualified valuers
- A diversified portfolio let to a large number of tenants across a broad national footprint
- Low levels of gearing provide enhanced headroom on valuations and significantly reduce the likelihood of covenant breach

5. HR risk

Our people are critical to our success. Failure to recruit and retain key staff with appropriate skills may lead to high staff turnover and the loss of key personnel and so impact performance.

- Competitive remuneration packages and financial rewards are in place
- Learning and development programme with performance reviews to develop staff to the highest potential
- A culture where management is accessible at all levels and staff are encouraged to improve and challenge the status quo
- Ongoing communication to ensure an engaged workforce
- A succession planning strategy including talent retention

6. Utility costs

Significant increases in utility costs, particularly property taxes and electricity, may put pressure on operating margins.

- Electricity and water usage is monitored monthly
- We use external professionals to assist with monitoring and objecting to valuation revisions where necessary
- The introduction of energy efficient lighting, use of solar power and collection and re-use of rain water for irrigation

7. Credit risk

The group is exposed to tenants' credit risk which may result in a loss of income.

- Customers are required to pay a deposit on move-in
- Diversified tenant base of 14 000+ tenants mitigates any material exposure risk
- 80% of our current customers pay by debit order (certain commercial customers are permitted to pay monthly in advance by EFT and a segment of the customer base was inherited in previous acquisitions where payment by debit order was not required)
- Clearly defined policies and procedures are in place to collect arrear rentals
- Central team of collection specialists assists each store with arrears

8. Compliance risk

The volume and increasing complexity of new and amended legislation often requires the reallocation of financial and human resources to address the requirements. Non-compliance may result in penalties, sanctions or reputational damage.

- We engage with external specialists with appropriate skills where necessary
- Suitably skilled and experienced staff and executives are employed
- Finance and HR staff attend relevant training on a regular basis

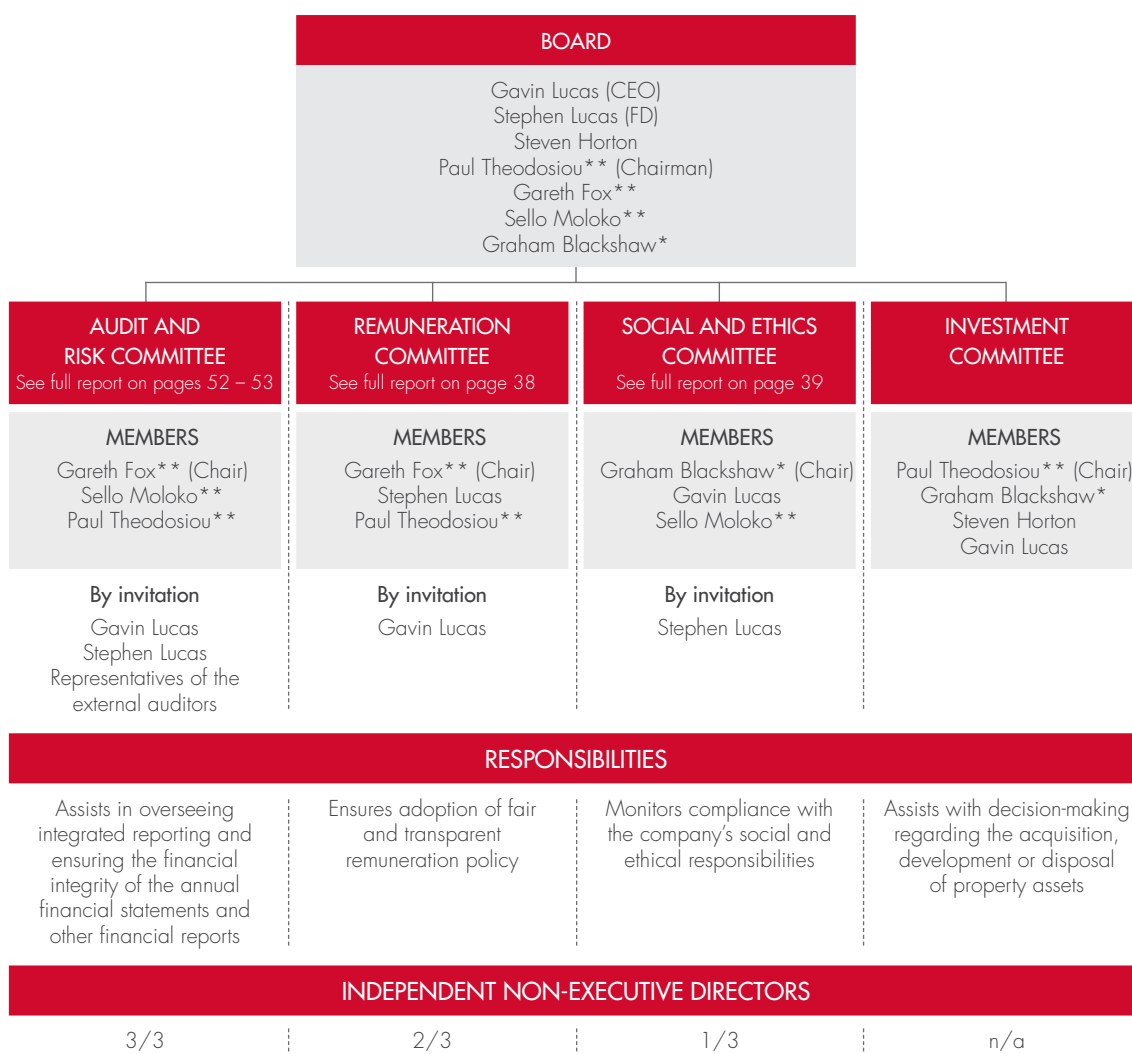
CORPORATE GOVERNANCE

Stor-Age is committed to maintaining and upholding sound ethical standards and applying the principles of corporate governance recommended in King III. The principles of integrity, trust and transparency form the foundation of the company's approach to governance. The board is ultimately responsible for the group's governance and recognises the responsibility to conduct business with integrity, transparency, and accountability within an appropriate framework of governance and oversight to ensure the safeguarding of stakeholder interests.

In regularly reviewing the company's governance structures, the board exercises and ensures effective and ethical leadership, always acting in the best interests of the company, while at the same time ensuring the sustainability of its business operations.

The company has therefore applied the requirements of King III in full. As required by the JSE, the application of King III is set out in the annexures on pages 110 – 117, and it is also available on our website – www.stor-age.co.za.

GOVERNANCE STRUCTURE



* Non-executive director | ** Independent non-executive directors

CORPORATE GOVERNANCE (continued)

THE BOARD

The board is responsible for the strategic direction and control of the company. While overall responsibility for managing the company rests with the board as a whole, the board has appointed sub-committees as set out in the governance structure on page 35 to assist in fulfilling its responsibilities. The board exercises control through a governance framework that includes the review and implementation of detailed reporting presented to it and its sub-committees, and the implementation of a continuously updated risk management programme.

There is a clear division of responsibilities at board level.

The board comprises seven directors of which three are executive and four are non-executive directors, three of whom are independent.

The board is ultimately accountable for the effective governance and direction of the group. It is supported by appropriate internal governance practices and procedures that promote an efficient, objective and independent decision-making culture considering the interests of all stakeholders.

The terms of reference of the board and its committees deal with such matters as corporate governance, directors' dealings in securities, declarations of conflicts of interest, board meeting documentation and procedures for the nomination, appointment, induction, training and evaluation of the directors.

The board consists of an appropriate mix of individuals to ensure that there is an adequate level of knowledge, skills and expertise which enables them to contribute meaningfully to the management of the company.

There is an appropriate balance of power and authority on the board so that no individual has unfettered powers of decision-making and no individual dominates the board's deliberations and decisions. The board regularly reviews the decision-making authority given to management as well as those matters reserved for decision-making by the board.

The role and responsibilities of the chairman and the CEO have been clearly defined and are distinct. The CEO is fully responsible and accountable for the overall operations of the group and implementation of the strategy and objectives adopted by the board.

The independent chairman is responsible for ensuring proper governance of the board and its committees, ensuring that the interests of all stakeholders are protected and facilitating constructive relations between the executive and the board. The chairman holds no other listed company chairman positions.

BOARD PROCESSES

Directors disclose their personal financial interests at the start of every board or committee meeting and are asked to recuse themselves from any discussions and decisions where they have a material financial interest. Board meetings take place quarterly to consider the strategic issues and key operational matters, to approve financial results and budgets, to monitor the delegated responsibilities and to set risk parameters. At these meetings, the executives and the various committees provide feedback on key performance indicators, progress on strategic objectives and various other reports.

A written company policy on share dealings is in place and formal notification is sent to all staff and directors upon commencement of a closed period.

A self-evaluation of the board was not conducted during the reporting period but will be undertaken in the 2017 financial year.

Directors are encouraged to take independent advice at the cost of the company for the proper execution of their duties and responsibilities. The board has unrestricted access to the external auditors, professional advisors, the services of the company secretary, the executives and the staff of the company at any given time.

Directors and committee members are supplied with comprehensive information that allows them to properly discharge their responsibilities. The sponsor is responsible for ongoing director development.

The board undertakes the role of a nomination committee and the selection, appointment and approval of new directors is therefore undertaken by the board as a whole in a formal and transparent manner, free from any dominance of any one particular shareholder. Any new appointees are required to possess the necessary skills to contribute meaningfully to the board's deliberations and to enhance the board's composition in accordance with recommendations, legislation, regulations and best practice. An induction programme is provided for new directors by the company's sponsor.

A third of the non-executive directors must resign and stand for re-election at each annual general meeting. Details of directors making themselves available for re-election at the forthcoming annual general meeting are set out on page 55 of the integrated report.

BOARD AND COMMITTEE MEETINGS

The table below sets out the board and committee meetings held during the reporting period and the attendance at each:

	Sub-committees	Meetings attended	Meetings eligible	% attendance	Audit and Risk Board Committee	Social and Ethics Committee	Remuneration Committee	Investment Committee
Director								
Paul Theodosiou** (Chairman)	AC; RC; IC	4	4	100%	3	1	n/a	n/a
Graham Blackshaw*	IC; SE	4	4	100%	3	1	n/a	n/a
Gareth Fox**	AC; RC	4	4	100%	3	1	n/a	n/a
Sello Moloko**	AC; SE	3	4	75%	3	0	1	n/a
Gavin Lucas	IC; SE	4	4	100%	3	1	n/a	n/a
Stephen Lucas	RC	3	3	100%	3		n/a	n/a
Steven Horton	IC	3	3	100%	3		n/a	n/a
Actual attendance		25			21	2	3	
Eligible attendance			26		21	3	3	
% attendance				96%	100%	67%	100%	

* non-executive director

** independent non-executive director

COMPANY SECRETARY

The board is assisted by a suitably qualified company secretary, Henry Steyn, CA(SA) who has adequate experience, is not a director of the company and who has been empowered to fulfil his duties. The company secretary advises the board on appropriate procedures for management of meetings and ensures the corporate governance framework is maintained.

The directors have unlimited access to advice and services of the company secretary. Nothing has come to the attention of the board that indicates non-compliance by the company with applicable laws and regulations.

Given that the company secretary is not a director or an associate of a director of Stor-Age, the board is satisfied

that an arms-length relationship is maintained between the board and company secretary.

The board will satisfy itself on an annual basis on the competence, qualifications and experience of the company secretary.

During the 2016 financial year, the board considered Mr Steyn's qualifications, experience and performance and following this review, the board confirms that it is satisfied as to the competence, qualifications and experience of Mr Steyn as company secretary.

IT GOVERNANCE

The board believes that the IT governance policy is appropriate. Use is made of external specialists when this is considered necessary.

REMUNERATION COMMITTEE REPORT

In line with best practice set out in King III, the board has appointed a Remuneration Committee. The committee has delegated authority to review and make decisions regarding the company's remuneration policies and the implementation thereof. The Remuneration Committee is mandated by the board to authorise the remuneration and incentivisation of all employees, including executive directors. In addition, the Remuneration Committee recommends directors' fees payable to non-executive directors and members of board sub-committees.

The terms of reference were formally adopted by the board and include the following roles and responsibilities:

- Overseeing the formulation, review and approval by the board of the remuneration policy for staff and executives that promotes the achievement of the company's strategic goals
- Assisting the board in ensuring that the directors are fairly and responsibly remunerated
- Recommending the proposed allocations in terms of the company's Share Purchase and Option Scheme to the board
- Recommending to shareholders the advisory adoption of the company's remuneration policy and non-executive directors' remuneration
- Approving executive directors' guaranteed pay and increases
- Approving non-executive directors' emoluments and increases for the next reporting period

The committee members are set out on page 35 and attendance at meetings is set out on page 37. Other members of the board and external consultants may attend the meetings by invitation.

REMUNERATION POLICY

The company's remuneration policy seeks to attract and retain high-calibre, appropriately skilled staff and executives.

The company's Share Purchase and Option Scheme serves as a long-term incentive and is designed to retain and reward both senior executives and employees at various levels of management in the organisation.

It allows selected individuals the opportunity to share in the success of the company and be incentivised to deliver Stor-Age's strategy over the long-term as well as create alignment between key staff.

Details of the awards made during the year are set out in note 5 to the financial statements.

NON-EXECUTIVE DIRECTORS

Non-executive directors do not have employment contracts and do not receive any benefits associated with permanent employment. The fees paid to executive directors in the reporting period are detailed in note 26.4 to the financial statements.

The proposed fees for the non-executive directors for the current financial year and the ensuing financial year are as follows:

	Proposed annual remuneration (Rand)	
	April 2016 to April 2017	April 2017 to April 2018
Board member	175 100	185 600
Audit and Risk Committee member	41 200	43 675
Social and Ethics Committee member	20 600	21 835
Remuneration Committee member	20 600	21 835

Based on the current planned meeting schedule, the above fees total R1.1 million for the coming reporting period. The proposed fees will be tabled for approval by shareholders as required by the Companies Act, 2008 (Act No. 71 of 2008, as amended) at the upcoming annual general meeting.

Gareth Fox
Remuneration Committee Chairman
 13 June 2016

SOCIAL AND ETHICS COMMITTEE REPORT

In line with the requirements relating to social and ethics committees as set out in the Companies Act, 2008 (Act No.71 of 2008), King III and the criteria of the JSE's Socially Responsibility Investing Index, the group has established a Social and Ethics Committee. The committee acts on behalf of the board and is responsible for evaluating social and ethical responsibilities and making recommendations to the board thereon. The committee has all the functions and responsibilities provided for in the Companies Act. The committee members are set out on page 35, and attendance at meetings is set out on page 37.

TERMS OF REFERENCE

The duties and responsibilities of the committee are set out in a formal terms of reference which have been approved by the committee and the board of directors.

The main duties of the committee include:

1. Social and economic development including Stor-Age's standing in terms of the goals and purposes of

- The 10 principles set out in the United Nations Global Compact Principles;
- The OECD recommendations regarding corruption;
- The Employment Equity Act;
- The Broad-Based Black Economic Empowerment Act;
- The Property Sector Charter; and
- The DTI Codes of good practice

2. Good corporate citizenship, including

- Promotion of equality, prevention of unfair discrimination, and elimination of corruption;
- Contribution to development of the communities in which its activities are predominantly conducted or within which its products or services are predominantly marketed;
- Record-keeping of sponsorship, donations and charitable giving;
- Values and ethics;
- Adherence to the code of conduct; and
- Overseeing the monitoring, assessment and measurement of the above

3. The environment, health and public safety, including the impact of Stor-Age's activities and services, monitoring of and implementing recycling practices, reducing Stor-Age's carbon footprint, consumption of electricity, consumption of water and disposal of waste.

- Overseeing the monitoring, assessment and measurement of the company's activities relating to the environment and health and public safety

4. Customer relationships, including Stor-Age's public relations and compliance with consumer protection laws

- Overseeing the monitoring, assessment and measurement of the company's consumer relationships, including advertising and public relations

5. Labour and employment including

- Stor-Age's standing in terms of the International Labour Organisation standards on decent work and working conditions;
- Stor-Age's employment relationships, and its contribution toward the educational development of its employees; and
- Overseeing the monitoring of labour and employment practices.

The committee is further tasked with:

- Reviewing the adequacy and effectiveness of the company's engagement and interaction with its stakeholders;
- Considering substantive national and international regulatory developments as well as practice in the fields of social and ethics management;
- Reviewing and approving the company's CSI policy; and
- Determining clearly articulated ethical standards (the Code of Ethics) and ensuring that the company takes measures to adhere to them in all aspects of the business, thus achieving a sustainable corporate culture in the group.

Reporting on the committee's areas of focus is set out on pages 41 – 46.

Mechanisms to encourage ethical behaviour such as the Code of Ethics and corporate citizenship policies were confirmed as adequate by the committee in the period under review.

Graham Blackshaw
Social and Ethics Committee Chairman
13 June 2016

STOR-AGE DURBANVILLE

Stor-Age Durbanville was the first self storage property in South Africa to be fitted complete with a solar photovoltaic system for the generation of its 3 phase power requirements. The technology went live in September 2013 and in late 2015, after the introduction of net metering by the City of Cape Town, the property was enrolled in the city's programme.

The results of the installation have proven to enhance consumption savings by almost 80% on a like-for-like property basis.



Driven by our Core Value of Sustainability, we believe that every single decision or action that we take today, has a direct impact on all decisions or actions which can be taken tomorrow.

It means not always taking the shortest route and not always being focused on a short-term time horizon. Rather, it means that we acknowledge that what we do today, will have a direct influence on what we can do tomorrow.

We encourage the sharing of new ideas. We believe in preparing for tomorrow, today. We know that to remain the market leader in South Africa we have to continue to nurture and encourage a culture of innovation from within and find more efficient ways to do things.

We aim to build an organisation that is resilient, which can endure and adapt through multiple generations of leadership as well as multiple product life cycles.

A sustainable organisation is bigger than the sum of its parts.

ACTING SUSTAINABLY

ENVIRONMENTAL SUSTAINABILITY

The most important space at Stor-Age is the environment that surrounds us and that is why we continue to address sustainable practices in the areas of energy efficiency, renewable energy generation and storm water management and conservation. We strive to improve these aspects of our properties both as a commercial property owner and self storage operator in line with the changing environmental legislation and our own commercial objectives.

OPERATIONAL STORE ENERGY CONSUMPTION

Typical energy consumption at our properties is predominantly grid electricity for lighting, lifts, general power, heating, cooling and ventilation. These all result in 'indirect' off-site power station carbon emissions.

Store electricity consumption has been reduced at our properties by the introduction of the following:

- Motion sensor lighting is installed in all properties with light fittings spaced at optimum distances to both reduce the number of fittings used and the energy consumed, taking cognisance of operating standards and requirements.
- LED light fittings are installed as a standard feature in all new properties both internally and externally. LED light fittings save up to 60% of consumption versus standard fittings. We recently embarked on a process to retrofit these installations at all existing properties and this process is substantially complete.
- Solar panelled hot water cylinders are installed for the generation of hot water in both the retail store and security office.
- Each month a detailed analysis is prepared and reviewed to assess consumption at all properties in the portfolio, with exceptions dealt with timeously through active management. We aim to incorporate utility consumption into our Operations Store Manager KPI targets each month to ensure accountability at a property level.

- Stor-Age Durbanville was the first self storage property in South Africa to be fitted complete with a solar photovoltaic system for the generation of its 3 phase power requirements. The technology went live in September 2013 and in late 2015, after the introduction of net metering by the City of Cape Town, the property was enrolled in the city's programme. Net metering allows consumers to over-generate power on site in excess of demand which in turn is pushed back into the grid. Net metering effectively rolls over a net kilowatt credit to be used either at night, at times of low self-generation or in the following month (due to the system having no storage capacity). The results of the installation have proven to enhance consumption savings by almost 80% on a like-for-like property basis. Given the effectiveness of the installation, we plan to integrate the system into further properties over the medium term.

STORM WATER MANAGEMENT AND CONSERVATION

At a number of our recently developed properties, permeable paving has been incorporated into our external civil engineering design.

Permeable paving is qualitatively different from traditional paving methods in that water is treated on site before being discharged into both the natural ground water table and storm water system.

ACTING SUSTAINABLY (continued)

SOCIAL SUSTAINABILITY

At Stor-Age we strive to make a sustainable difference and recognising our role as a responsible member of the broader community and in line with our Core Value of Relevance, we aim to be relevant not just in the lives of our customers and staff, but also within the local community in which we operate.

Our medium term objective is to continue to focus our resources on fewer but larger projects. We recognise the importance of being an active member and contributing within our local communities and we encourage our staff at the property level to develop close links with charities, schools, sports clubs and local interest groups.

In the 2016 financial year we supported many initiatives selected by our store and head office teams resulting in an annualised contribution exceeding R500 000. Highlights of these initiatives include:

SANTA SHOEBOX PROJECT

The partnership with Santa Shoebox has developed steadily. As one of the main sponsors we not only provide drop-and-go points for donors but also provide more than 8 000 shoeboxes to the public in order to facilitate the completion of shoebox donations. Our contribution to the 100 000 donation target was approximately 11 000 completed shoeboxes, up from 8 000 in the previous year. Stor-Age has become a fundamental contributor

by providing convenient locations for donors, complementary shoeboxes, storage space, labour and transportation solutions as well as supporting the social media efforts of the non-profit organisation.

In addition to this, Stor-Age also provides year-round storage space to volunteers to collect, store and organise the large scale national event. Staff have enjoyed the partnership and taken the project to heart by volunteering their time for the main collection days.

THE KIDS TO KIDS TRUST

The custodian of the Santa Shoebox Project houses their operation at Stor-Age Claremont in Cape Town. Stor-Age donated space worth approximately R50 000 this year to the trust for the storage and arrangement of their operational requirements, which includes Kidz2Kidz Projects as well as the Santa Shoebox Project. The NPO is registered as a Public Benefit Organisation with the South African Revenue Service and is a level four B-BBEE contributor.

“ I look forward to seeing drop and go's throughout the country in 2016 and to introducing tens of thousands of Santa Shoebox donors to the slick and friendly service offered by the Stor-Age teams nationwide. ”

Debbie Zelezniak
Santa Shoebox, National Co-ordinator



SCHOOL SPORTS SPONSORSHIPS

Stor-Age strives to create meaningful interaction with the communities we serve and as such we undertake sports sponsorship agreements with various schools. In the 2016 financial year, sports sponsorship agreements were agreed and implemented with Laerskool Raslouw, Hoërskool Oos Moot and Laerskool Doringkloof.

By sponsoring sporting equipment Stor-Age is directly involved in the development of young sportsmen and sportswomen within the community and helps provide young people with the opportunity to take part in sporting activities.

By enriching and enhancing the experience of participating in sport through sponsorships, Stor-Age is playing a role in fostering future sporting talent.



MEET DEPHINE

“

... Stor-Age provided training for me to learn and grow within the company ...

I am very grateful for the opportunity I have been given.

Working in store seems so far away from my previous roles ... I'm so much happier and I'm proud to be here ...

”



Dephine joined Stor-Age in 2009. Her story of growth is inspiring, transitioning from cleaning (previous employer) to Facility Assistant at Stor-Age. Today Dephine is an Assistant Store Operations Manager.

Dephine Zambe
Assistant Store Operations
Manager

ACTING SUSTAINABLY (continued)

HUMAN SUSTAINABILITY

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We believe that Stor-Age is a person, it has its own energy, thoughts, feelings and a personality. It reacts to certain things in certain ways, the same way that you and I react to different things in our lives. We believe that every single one of our people in our organisation contributes to the 'person' that is Stor-Age. We believe that all our people play a part in shaping its collective persona through our own thoughts and actions.

”

Gavin Lucas
CEO

Stor-Age is committed to the development of all its employees through effective learning, development and training opportunities. Our Learning and Development framework identifies the 15 key capabilities required across all aspects of the business to support succession-plans and prepare staff for future roles and responsibilities.

Stor-Age has developed a range of training courses. Our bespoke Operations Training Programme, which includes both on-the-job training at the properties, as well as a dedicated Operations Training Week, forms the foundation for new joiners at Stor-Age. Our core training programme is complemented by management and leadership development programmes which are delivered both in-house and by external service providers. All store based staff are provided with accredited Health and Safety, First Aid and Fire Fighting training, while our broader programme covers a range of 'soft' and technical self storage specific skills.

Comprehensive job descriptions clearly set out the purpose of each person's role within the business, the KPAs, the activities and responsibilities within each KPA and the competencies required to deliver value in their role. Our Annual Performance Review and Personal Development Plan process provides a clearly defined platform for facilitating formal assessment and feedback to all staff, with a key outcome being the individuals' primary training, learning and development needs.

Stor-Age has a formal Employment Equity Plan in place with clearly established targets to reduce both gender and race related under-representation by 2020. The first 5 year plan is for the period 1 December 2015 to 30 September 2020 and the first report against progress towards delivering on this plan will be in September 2016. We provide fully funded life, disability and funeral assistance cover through an

insurance policy to all our store based staff, while our internally facilitated Medical Aid Scheme (Momentum Health) and our Group Retirement Annuity (Allan Gray) has steadily grown in participation.

In addition, the annual Stor-Age staff conference provides an ideal opportunity for the development and enhancement of the business culture. By bringing together all staff, from all levels and from across the country in a single location, everyone is able to truly experience and share the collective experience of Stor-Age as a business in a relaxed and informal setting. Coupled with fostering new partnerships and sharing best practices, the annual conference continues to be a key contributor to the ethos and personality of the business as a whole. A common theme amongst staff following the conference is that it provides a source for renewed motivation for the financial year ahead.

Customer surveys are an integral contributor to the sustainability of the social and ethical aspects of business practices. During the year, over 3 700 surveys were completed with a 95% satisfaction rate. The surveys in question are a key driver of the learning and development programmes that are administered to staff. They are also a key factor when determining best practices within the business. Engagement with customers through this medium has allowed this crucial stakeholder group to have a direct and meaningful influence on the business practices and processes at Stor-Age.

With the challenges of modern day time constraints on the working population, we introduced a flexible work-hours approach at Head Office. This has served to not only increase the productivity of our employees but has seen a significant contribution to a positive work environment.

ACTING SUSTAINABLY (continued)

In order to manage our risk it is important that stringent guidelines (which include courtesy procedures) are implemented and managed to ensure that high levels of Health and Safety, as well as Stor-Age's own standards, are maintained.



Stor-Age is committed to compliance in the following areas:

- Occupational Health and Safety Act (OHS A1 Part A and Regulations Part B)
- Basic Conditions of Employment
- Labour Relations Act
- Compensation of Injury and Diseases Act
- Skills Development Act
- Employment Equity Act

The relevant charts are displayed in a common area accessible to all staff at the head office and in all stores. Health and Safety Representative/s are appointed as required by OHS A to meet regularly and make relevant recommendations to management.



Stor-Age endeavours to ensure safe conditions and premises for customers, tenants and employees, including but not limited to:

- Housekeeping and general cleanliness
- Lighting
- Ventilation
- Emergency evacuations
- Electrical systems in good working order
- Machinery safe and in good working order
- Hazardous chemicals
- Company vehicles roadworthy and serviced timeously



Stor-Age endeavours to ensure that the following items are not stored by tenants:

- Toxic pollutants or contaminated goods
- Firearms, munitions, or explosives
- Radioactive materials
- Hazardous goods
- Living plants or animals
- Food or perishable goods
- Cash and securities
- Illegal goods
- Waste

Stor-Age further endeavours to take steps to eliminate risks based on regular risk assessments, to take and manage or enforce precautionary measures where necessary, and to train or educate all staff accordingly. Systems of evidence are maintained at head office and in all stores.



Particular and specific policies and procedures are distributed and followed, covering the following topics and issues:

- Health and Safety representatives
- High risk equipment/machinery/facilities – lifts and hoists
- The complementary removal van service
- Diesel generators
- Contractor entry and exit logs
- Medical emergencies and First Aid training
- Fire safety and related training
- Evacuation procedures
- Hazardous chemicals
- Incident/accident reporting



Stor-Age Staff Conference 2016

MEET TIM

“

... having experienced what a great self storage operation looks like in the UK, I've been given an opportunity to share that knowledge here.

I feel my input is appreciated and I can see my thoughts are valued.

... since joining we have added many new properties... there is no way we would have been so successful without proper planning and commitment to change ...

”



Tim joined Stor-Age as a Store Operations Manager in 2010 having worked for eight years in self storage in the UK. With his international experience in hand, Tim has added significant operational value to Stor-Age. Today Tim is our most experienced Area Manager looking after eight properties across two cities.

Tim Wynne-Dyke
Area Manager