

FY24  
SUSTAINABILITY  
REPORT



storage

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## About this report

This Abacus Storage King Annual Sustainability Report has been prepared for the financial year ending 30 June 2024 and should be read in conjunction with our FY24 reporting suite which can be found on our website [here](#).

Our supporting ESG data book can be found [here](#).

ASK is externally managed by Abacus Group which provides corporate strategy, operational oversight and investment expertise.

ASK is a stapled entity comprising of Abacus Storage Property Trust (ASPT), a registered managed investment scheme and Abacus Storage Operations Limited (ASOL), a public limited company and their respective controlled entities.

Abacus Storage Funds Management Limited (ASFML or the Manager) a wholly owned subsidiary of Abacus Group is the responsible entity (RE) of ASPT and the Manager of ASOL. The management services that ASFML provides to ASOL are provided under a management services agreement.

For further information on the structure and management of ASK please see our [Governance section](#).

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### Important Information

This Sustainability Report is not intended to provide investment advice. ASK makes no guarantee, warranty or representation as to the contents of this Sustainability Report, or any accompanying information. Where this report includes references to ASK's practices, ASK makes no representation that the practices described will stay the same. ASK's practices may change from time to time at ASK's discretion. ASK accepts no liability whatsoever for any reliance by any third party on the information or illustrations within this Sustainability Report.

This Sustainability Report contains forward looking statements in relation to ASK including statements regarding ASK's intent, belief, targets, objectives, initiatives, commitments and/or current expectations with respect to ASK's business and operations and its sustainability strategy. While this information, including relevant sustainability related targets and metrics has been prepared in good faith, ASK does not give any assurance that relevant targets and metrics will be achieved, or that relevant assumptions in this report will prove to be correct.

## FY24 HIGHLIGHTS



**GENDER PAY GAP**  
from Workplace Gender Equality Agency  
**3.4%<sup>1</sup>** (down 290bps from FY23)



**SUPPORTING OUR PEOPLE**  
Proud to be associated with Storage King brand from employee survey  
**84%**



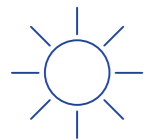
**CUSTOMER EXPERIENCE**  
Net Promoter Score  
**65** (FY23: 62)



**NET ZERO TARGET OF 2030 SCOPE 1 AND 2 GHG EMISSIONS<sup>2</sup>**  
Board approved target for ASK owned stores



**EMISSIONS INTENSITY**  
6.2% reduction in scope 1 and 2 GHG emissions intensity (compared to FY23)



**SOLAR ASSETS**  
76 stores with installed rooftop solar photovoltaic systems with an installed capacity of 1,900 kW (FY23: 70 stores, 1,169 kW)



**RESPONSIBLE PROCUREMENT**  
New contractor management system implemented to track credentials, including modern slavery statements



Note:

1. Average total remuneration of 390 employees at Storage King Management Pty Ltd.
2. Scope 1 & 2 greenhouse gas emissions for ASK owned stores assuming access to green power remaining a feasible option, if required.

## JOINT FUND MANAGER AND MANAGING DIRECTOR STATEMENT

We are pleased to present the inaugural Abacus Storage King sustainability report. This is the first year this report has been prepared for the standalone ASK entity following the de-stapling from Abacus Property Group in August 2023.

To thrive in the modern world business must provide products or services that its customers demand and do so in a way that preserves the environment, is considerate of all the people it interacts with and conducts itself in a manner consistent with societal norms. What is changing and evolving at a rapid rate is how these elements are measured and communicated to the business' stakeholders.

We are pleased to report on our progress within our environmental, social and governance framework, or as we refer to it internally, the three 'Cs': Care for the Planet, Connect to People and Commit to do the Right Thing. This report serves to inform you, our stakeholders, of our progress towards a more sustainable future and some of the initiatives we are undertaking as an organisation.

### Environment – Care for the planet

As the owner and operator of real estate assets, we must strive to both understand our impact on the environment and where possible reduce that impact. To support this, we recently announced our commitment to net zero scope 1 and scope 2 emissions by 2030.

To achieve that objective, we are focused on reducing our scope 1 and 2 emissions by retiring the last of our natural gas heating systems, installing energy efficient electrical appliances and continuing the roll-out of LED lighting to replace fluorescent and incandescent lighting. We have also increased the penetration of rooftop solar photovoltaics to 76 stores in the owned portfolio and are trialling battery storage and real-time consumption monitoring at a number of stores with a view to prioritising investments to the areas that will deliver us the best financial and environmental returns.

On our new development sites, we are working closely with our architects and engineers to explore ways we can further reduce our environmental footprint. By trialling new initiatives on these sites, we can continue to refine our standards for new developments and apply learnings to the existing portfolio.

### Social – Connect with people

At Abacus Storage King people are the heart of our business, whether that be our employees, customers or communities.

To support this commitment we have established project teams to focus on the key areas of Gender Equality, Diversity and Inclusion, Employee Experience, Community Engagement and Customer Experience and we have set goals for the year ahead under each of these areas.

Overall we are committed to being a people first organisation and strongly believe that if we first focus on engaged employees, they will deliver superior customer and community experiences which will in turn deliver superior shareholder returns.

### Governance – Commit to do the right thing

The Board recognises the impact we have as a business on the stakeholders around us and the importance of managing that impact through an effective sustainability framework. By ensuring effective Board oversight we commit as a business to operate ethically, with transparency, and accountability.

**STEVEN SEWELL**  
Managing Director

**NIKKI LAWSON**  
ASK Fund Manager

# ABOUT ABACUS STORAGE KING

We strive to be the premier provider of Self Storage solutions to both individuals and businesses within Australia and New Zealand. The Storage King brand services 201 stores, consisting of 126 company owned stores and 75 licensee stores.



**126** Abacus Storage King  
**75** Storage King licensed

## OUR VISION

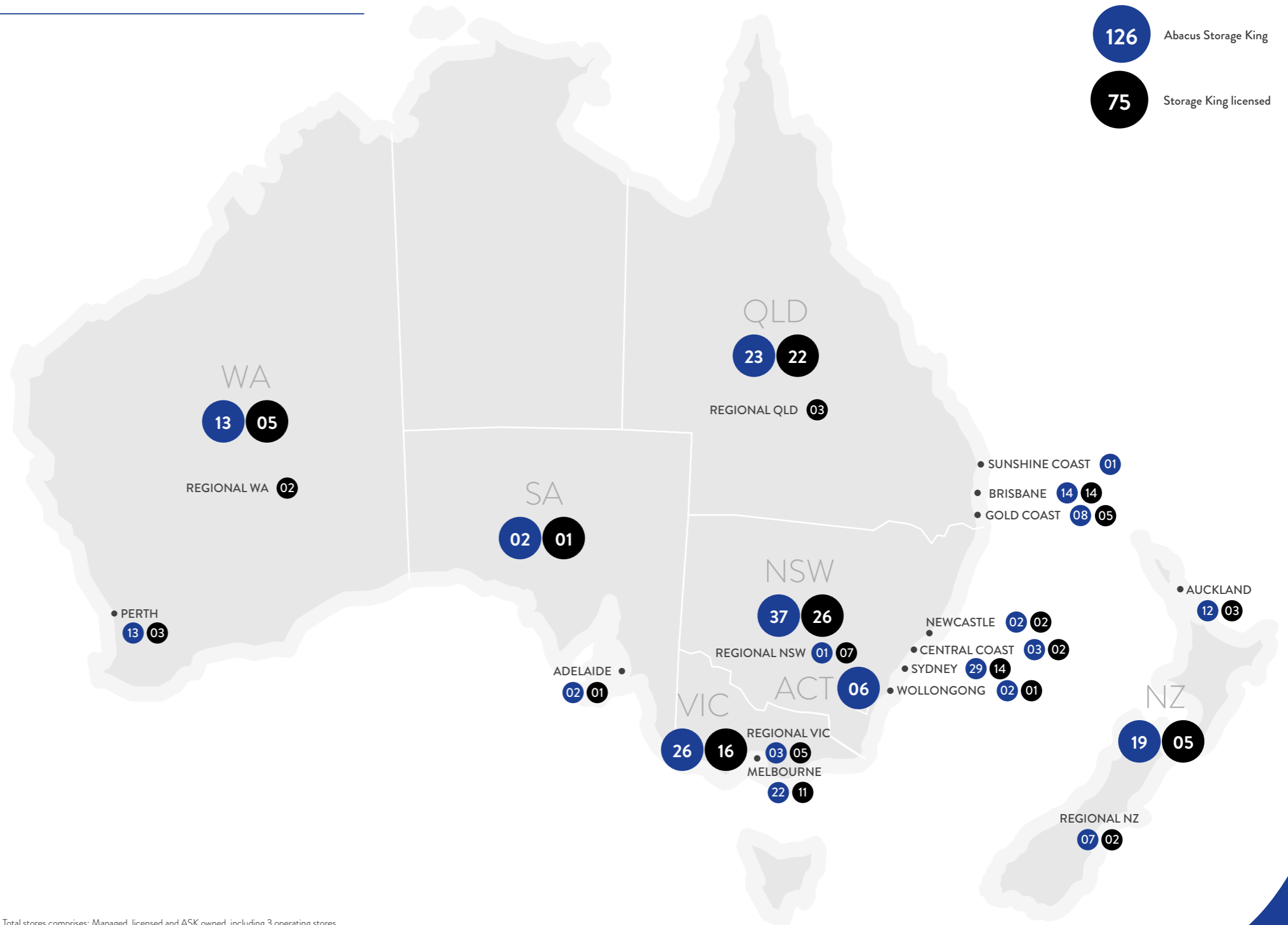
To be the undisputed leader in the Self Storage industry by being the most: **respected, responsive** and **recognised** owner, operator and manager

**ABACUS STORAGE KING (ASX: ASK)**  
 managed by Abacus Group (ASX: ABG)  
 Guiding principles - strategy, sustainability



**CAPITAL STRUCTURE**  
 Flexible balance sheet to enable investment in growth levers

Sustainability underpins the delivery of the vision and enables us to achieve industry leadership and long-term sustainable returns for our stakeholders.



Total stores comprises: Managed, licensed and ASK owned, including 3 operating stores exchanged but not settled at 30 June 2024



# STRATEGY AND STAKEHOLDER ENGAGEMENT

## Our approach

We understand the importance of addressing the environmental, social, and governance impacts of our business operations and seek to identify both the risks and opportunities that may impact our ability to operate sustainably and create long-term value.

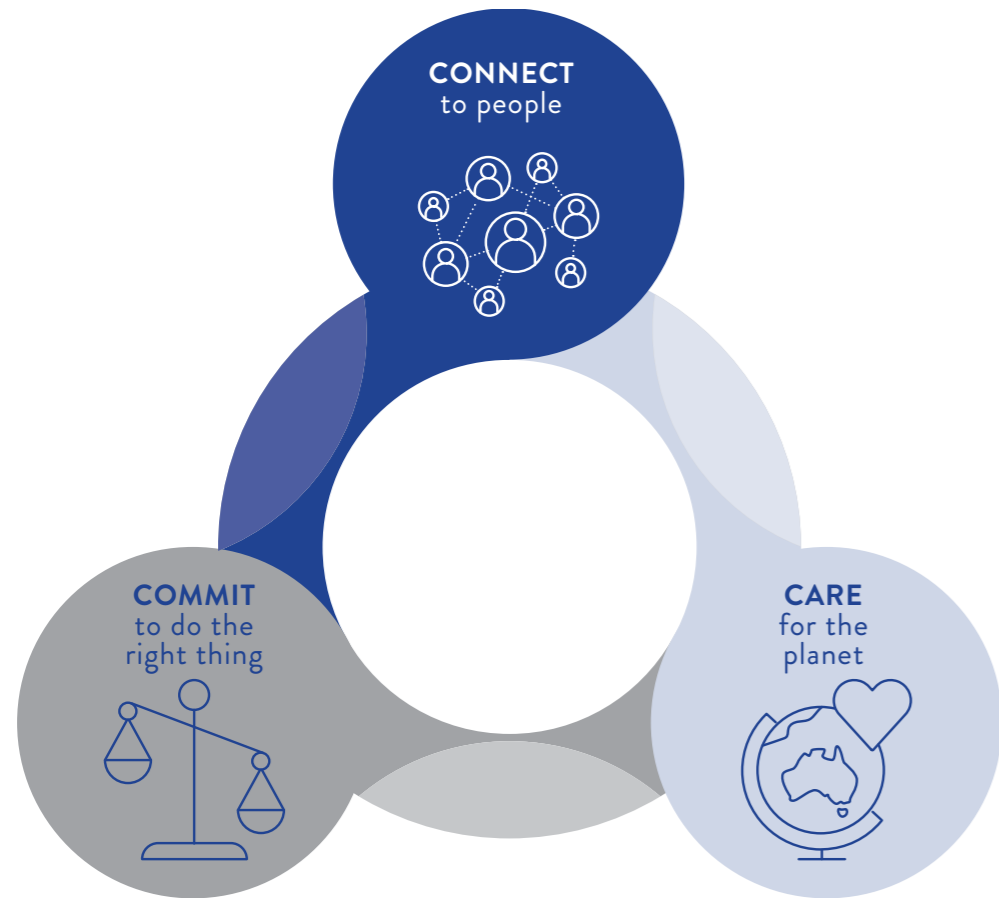
Our sustainability strategy centres around three key pillars:

**Connect to People:** We actively engage with our customers and the communities we serve, and we prioritise the wellbeing of our employees and cultivate a culture of responsibility and engagement.

**Care for the Planet:** We are committed to minimising our environmental footprint and conserving natural resources.

**Commit to do the Right Thing:** Our governance practices are marked by data, transparency and adherence to ethical standards.

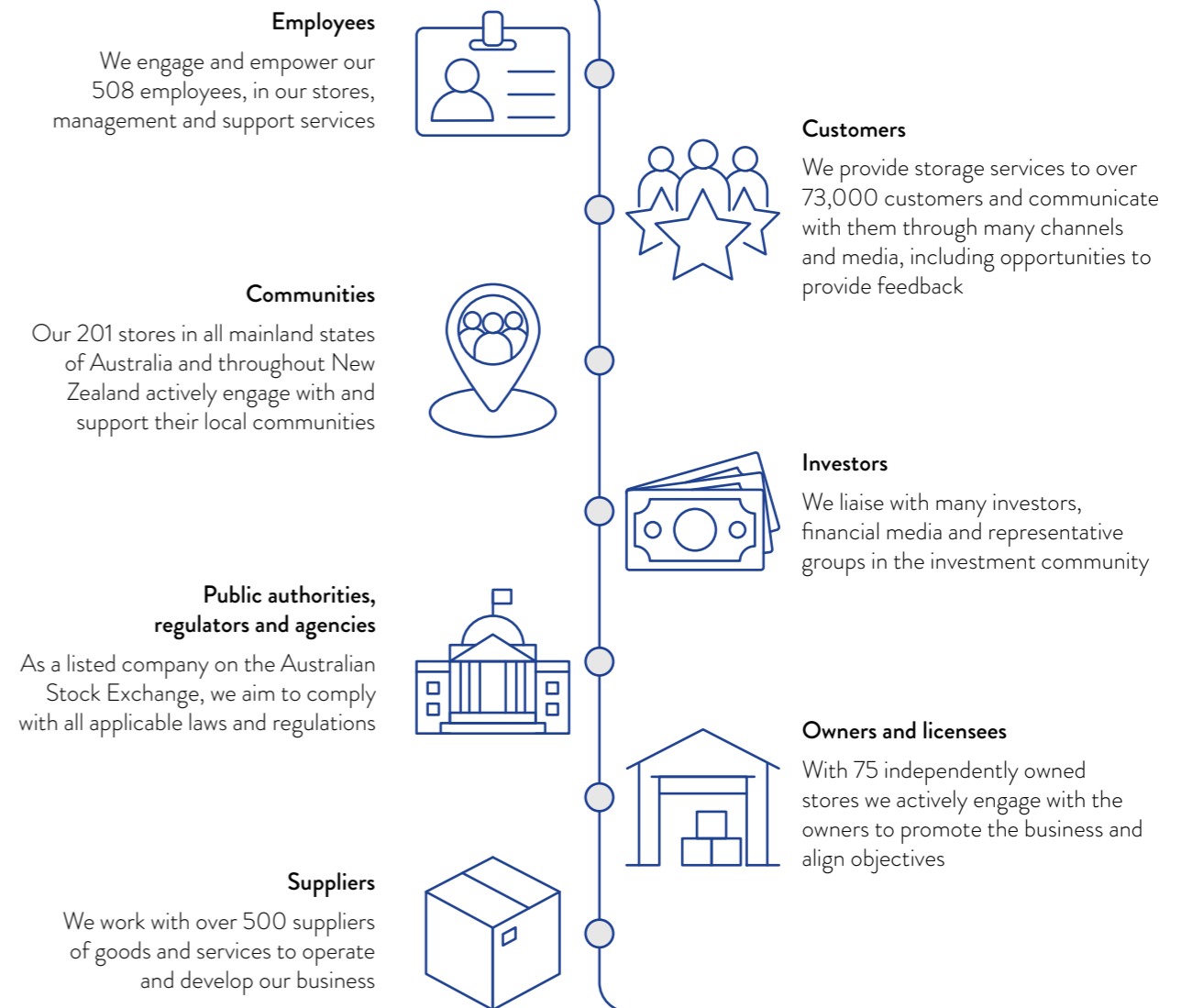
In addition to these pillars, our guiding principles include responsible compliance with relevant legislation, collaborative efforts with suppliers to uphold environmental and human rights standards, and leveraging our influence to optimise sustainability outcomes, even in areas where we may not have direct control.



## Our stakeholders

We define our stakeholders broadly, as individuals, groups or organisations that may benefit or be impacted by our business activities. We are committed to engaging openly, honestly and at regular intervals with our stakeholders to understand their expectations and concerns.

The method and frequency of engagement will vary depending on the stakeholder, the issues of concern and the purpose of engagement.







Storage King, Prestons

## Defining materiality

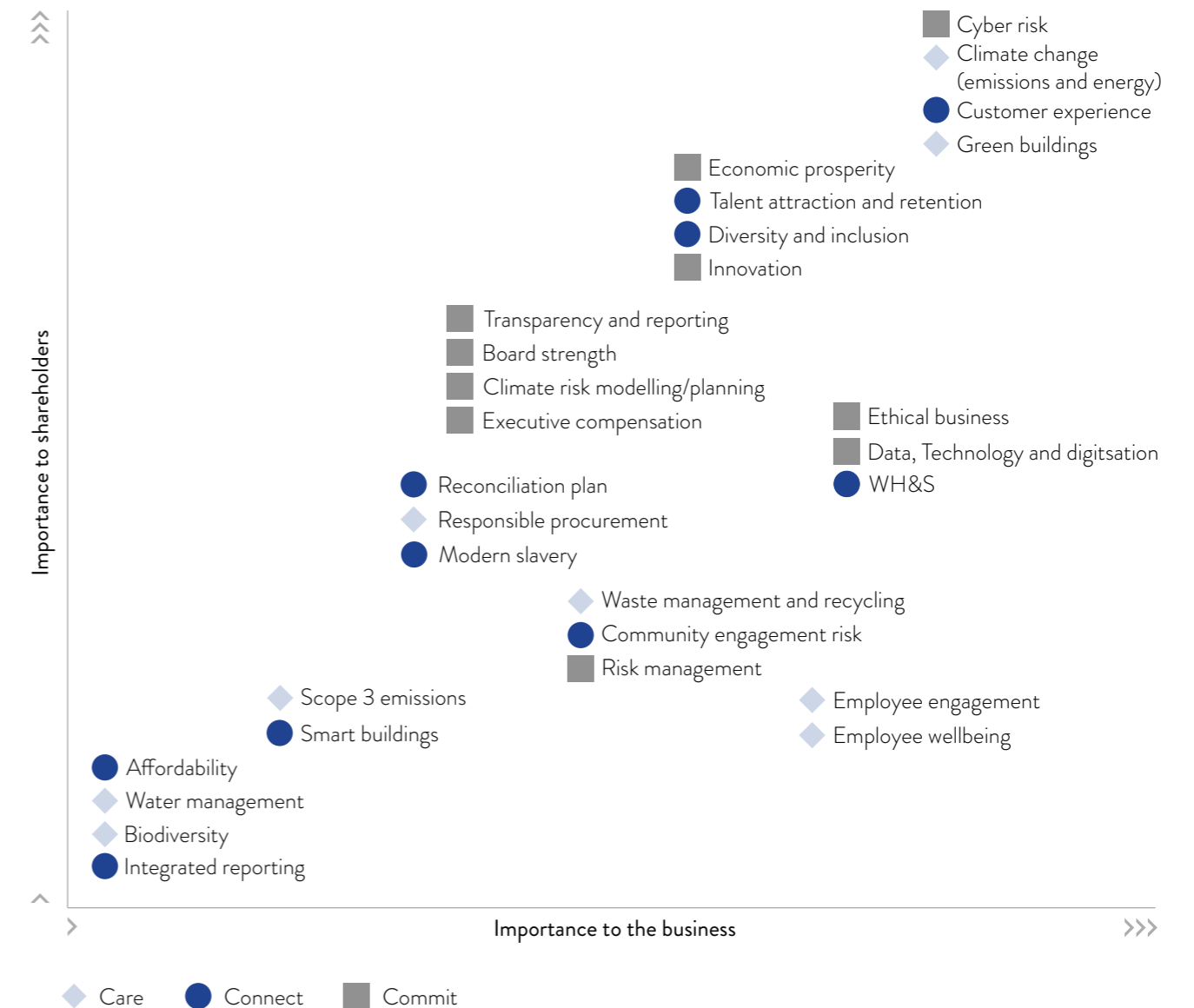
We aim to identify and report on the risks and opportunities that have relevant economic, environmental, social and governance impacts on our stakeholders.

For the inaugural review as a stand-alone entity, we embarked on a series of interviews with various stakeholder groups to better understand what was important to them and they considered important for a Self Storage REIT. The information gathered was fed into an internal cross-functional working group established to identify focus areas for the organisation.

The materiality matrix will be reviewed on an annual basis to provide a structured approach for review of current and emerging risks that may impact on business operations as well as create opportunities to respond to changing market conditions. It also helps inform our stakeholders about how these risks may impact our ability to create, preserve or erode economic, environmental, and social value for ourselves, society, and the environment.

Whilst many of the identified focus areas were the subject of existing initiatives, the process brought about a more formal framework to appropriately prioritise and resource projects.

### Materiality matrix






# SUSTAINABILITY INITIATIVES ROADMAP

The materiality matrix is the culmination of a process of consultation with our stakeholders and taking on board each group's concerns, priorities and aspirations. The materiality matrix is unique to every organisation, reflects an organisation's particular circumstances and is a tool to inform the organisation for the prioritisation of resources.


A cross-functional sustainability working group was established to consider the implications of the materiality matrix for us and identified 15 focus areas that will support continued progress towards our sustainability goals. Many of these areas had existing initiatives underway, but the process of identifying the importance of issues through the materiality matrix, and identifying the focus areas, now provides an umbrella framework for resource prioritisation, and monitoring and reporting progress on our sustainability journey.


Like many organisations we embrace an ethos of continuous improvement and the materiality matrix should not be considered a static document. Stakeholder priorities will evolve over time and the materiality matrix and the focus areas it highlights will evolve with them.



◆ **Net zero 2030<sup>1</sup>**  
Strategy endorsed and announced; GreenPower purchases increased from 1 July 2024


● **Gender equality diversity and inclusion**  
Understand workforce profile; GEDI Awareness and Mental Health training







◆ **Renewables**  
Expand solar PV on existing stores; large scale battery trials; improved performance monitoring

■ **Digital security**  
Investigate the possible implementation of industry recognised cybersecurity standards such as ISO 27001







● **Customer experience**  
Validate NPS baseline; map customer journey; understand pain/pleasure points



● **Community engagement**  
Review spend, sponsorship arrangements, and aligned charities; develop volunteering program


■ **Climate resilience**  
Determine climate change modelling impacts on the business; quantify and describe impacts






■ **Board governance**  
Assess requirements of ASRS (ISSB); define materiality; systemise data collection

◆ **Green buildings**  
Larger solar PV on all development sites where feasible; engage with architects and engineers re more sustainable options






◆ **Responsible procurement**  
Broaden supplier selection criteria to include ethical practices, social responsibilities and environmental practices



◆ **Waste**  
Reduce waste to landfill, set targets for 2030 or earlier

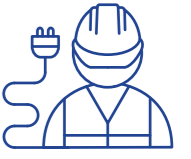
● **WHS**  
Formalise metrics, systems and reporting; first on EVERY agenda





● **Employee experience**  
Implement new HRIS; streamline onboarding; employee development strategy; paternity leave

◆ **Contractors**  
Complete compliance management software roll-out and digitise on-site sign-in process





■ **Ethical business conduct**  
Embed a culture of recognising, escalating and resolving issues that could impact our reputation

Note:

1. Scope 1 & 2 greenhouse gas emissions for ASK owned stores assuming access to green power remaining a feasible option, if required.

◆ Care ● Connect ■ Commit





01

CONNECT  
TO PEOPLE



# SAFETY

We aim to actively engage with our customers and the communities we serve. We aim to prioritise the wellbeing of our employees and cultivate a culture of responsibility and engagement.

## LOST TIME INJURIES



## TOTAL REPORTABLE INJURY FREQUENCY RATES



The safety of our people, customers and the communities within which we operation are our first priority.

### Safety

Over the past year, we have made substantial progress in formulating a range of strategic initiatives that have been successfully integrated into the business. These initiatives encompass:

#### Early intervention program

Our Early Intervention Program minimises the impact and duration of employee injuries by providing early and appropriate medical treatment and self-management support. The goal is for a swift, safe return to work, while fostering a positive workplace health and safety culture.

The program ensures timely follow-up and ongoing assistance for our employees to aid their recovery and prevent chronic or secondary conditions.

#### Safe roof access plans

We recognise the importance of identifying and managing risk as early as possible. As part of this risk management approach, we engaged the services of an external consultant to conduct a comprehensive audit of the roofs of the ASK owned assets to identify and effectively manage any risks associated with roof access and working at height.

The audit provided us with expert, up to date information on best practice safety requirements and controls to be used when accessing our facilities' roofs, tailored to each facility. These requirements and controls have been implemented at each ASK owned site and clearly documented in each site's Height Safety Plan.

#### Supporting WHS with technology

We are embracing technology as a key enabler in managing risks effectively and proactively. With the implementation of new digital platforms, we have been able to manage, record, and report on our health and safety obligations and requirements more efficiently and effectively.

The technology will also promote transparency, consultation and communication that will enable timely information sharing and enhance decision making processes.

#### Online staff training

We have expanded our WHS teaching and processes with a focus on microlearning so all our employees can learn at a pace and time that suits them. We engaged with our employees and involved them in the filming of learning content, which we measured to have a positive impact in completion and retention.

### Key metrics

We maintain and report on a broad range of lead and lag indicators to identify areas for continuous improvement in our safety processes and practices.

One such measure, Total Recordable Injury Frequency Rate (TRIFR) is used to focus on injuries and illnesses that have the potential to become more serious incidents, so we can learn the lessons to prevent a more serious recurrence. Our TRIFR trend has continued to decline from 14.0 in FY23 to 13.3 for FY24.

### Key priorities for FY25

- Expand Safe Roof Access Plans to all managed stores
- We are committed to elevating fire safety standards at all company stores to best practice, irrespective of jurisdictional requirements
- We will expand our focus on employee well-being initiatives



# PEOPLE – AT THE CENTRE OF EVERYTHING WE DO

## GENDER SPLIT



## AVERAGE TENURE



## EMPLOYEES PROUD TO BE ASSOCIATED WITH SK BRAND



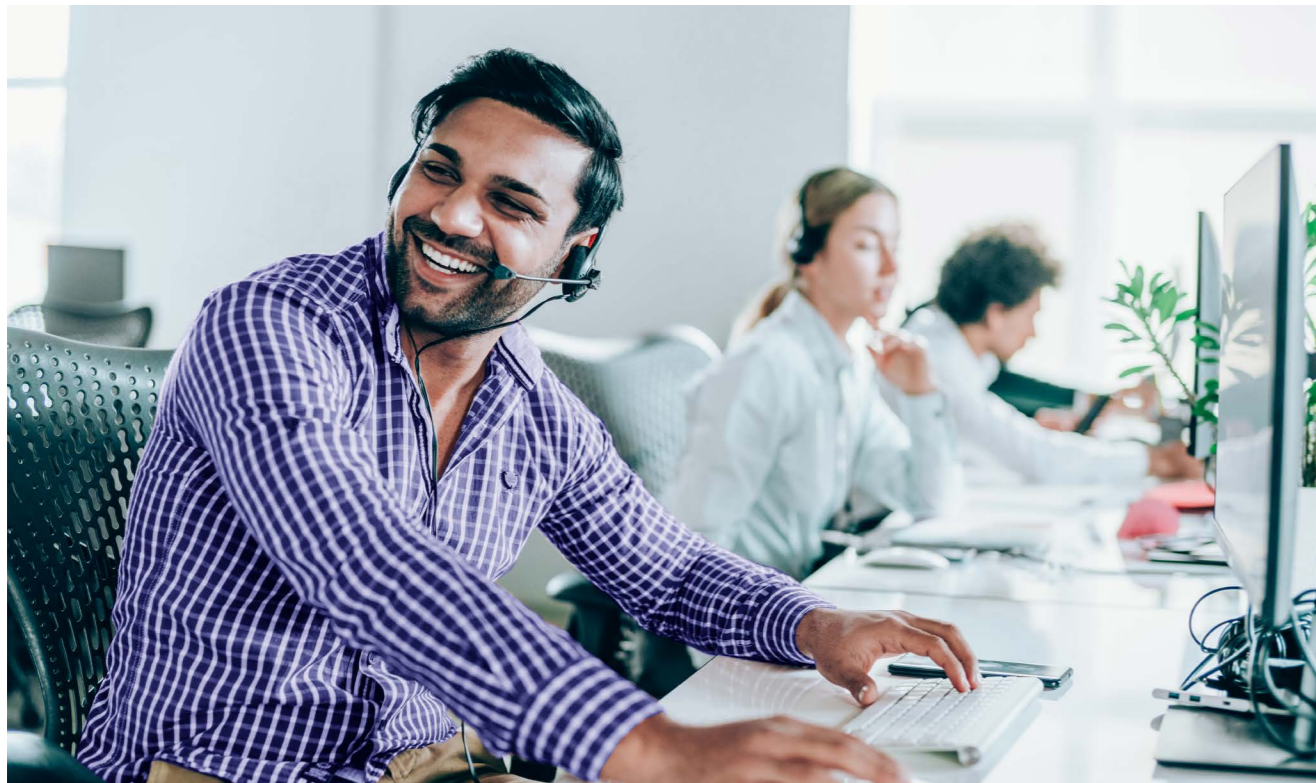
## OPERATIONS ENGAGEMENT SCORE FY24



## INTERNAL PROMOTIONS



## WOMEN IN SENIOR MANAGEMENT



## Employee experience

We understand the importance of the employee journey and are focused on providing a positive experience for each employee.

### Key achievements in FY24

- Seek review score of 4.2 out of 5 stars as a good place to work
- Launched and implemented a new talent acquisition system to attract, onboard and retain high quality candidates
- Following a review of employee benefits, we launched “Royalties” a reward and recognition program providing employees with access to thousands of retailer discount and providing an organisational wide recognition platform. There has been a 93% uptake of this platform
- Conducted our first full Operations Employee Engagement Survey to gain feedback on a range of areas, achieving:
  - 74% overall engagement rating
  - 85% of employees believe senior leadership support of the safety and wellbeing of employees and support diversity and inclusion in the workplace
  - 83% favourable score on the work environment
  - 84% of our operational employees are proud to work for Storage King

- Introduced mindtools self-directed learning platform for our operations leadership and group support to enhance their professional and personal development
- Launch of Individual Development Plans for our operations leadership and group support services teams
- New targeted advertising collateral across job and social platforms driving brand awareness and attraction of quality candidates
- Developed and introduced an Employee Referral Program

### Key priorities for FY25

- Implementation of an end-to-end employee life cycle system
- Launch of individual development plans for store managers
- Develop a career pathway program for all employees to understand potential career opportunities
- Talent and succession planning across the organisation





## Community engagement

Community engagement initiatives continue to foster connections with the local communities we operate in. Our people are passionate about supporting the local communities they live, work and operate in.

### Key achievements in FY24

We continued to support various community initiatives by raising and donating over \$100,000 towards community causes including donations through our national initiatives of:

	\$29,266 <sup>1</sup>
	Blue September NZ \$18,450
	Pink October \$38,645
	\$58,001 <sup>2</sup>

- Commenced implementation of the first stage of our community strategy which involved a process to assess a range of proposed charities to support in 2025. Charities were initially assessed against our selection criteria and shortlisted, this shortlist was presented to employees and a vote taken to rank the charities
- Stores, either individually or in geographical clusters participated in local community events, donating time, raising money, and providing discounted storage to many worthy causes, including:
  - Providing storage in kind or discounts for local charitable or community sporting entities, valued at over \$500,000
  - Directly supporting local community organisations or events, such as the Illawarra Convoy which raised \$5,453

### Key priorities in FY25

- Confirm level of charitable giving from the business split across the three areas of money, time and product
- Review current charity partners for future alignment
- Build domestic violence support program for Storage King employees and customers
- Expand our Employee Assistance Program to customers who would benefit from this service

<sup>1</sup> Excludes in-kind donations of storage units.  
<sup>2</sup> Includes funds raised by individual team members.



## Customer experience

We strive to provide an unrivalled experience for all customers using any of the services we offer.

### Key achievements in FY24

- Commenced the first phase of Customer Journey Mapping Project
- In excess of 5,000 customer reviews with an average rating of 4.82 out of 5
- NPS of 65, an improvement of 3 basis points over FY23

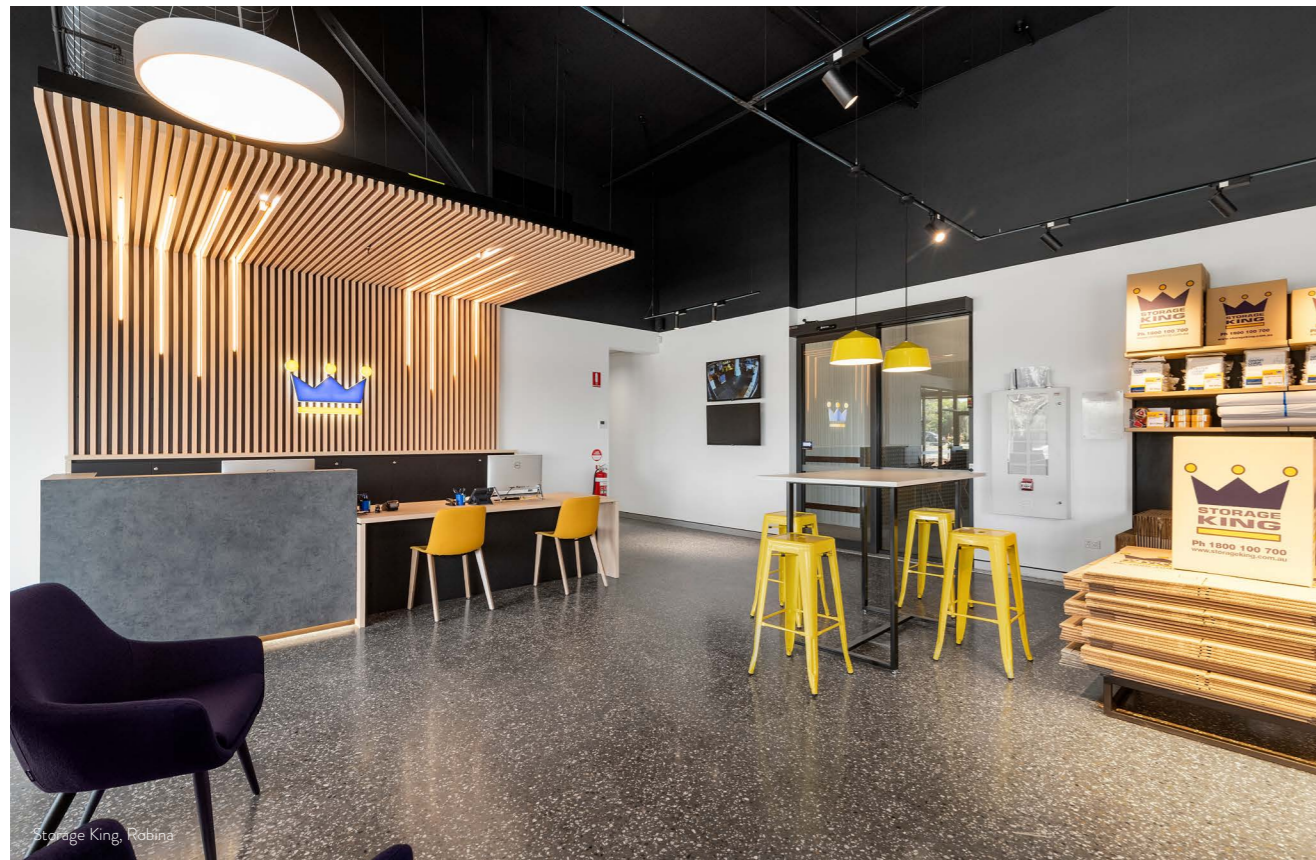
The customer experience at Storage King usually starts with our website or a phone call. On our website prospective customers will find an easy-to-use interface where they can find store locations, check availability, get a quote and reserve a storage unit. There is also our box shop, allowing customers moving house to order packing materials and accessories from the comfort of their home. Should a customer contact us by phone, our experienced staff are happy to help with their enquiry and through active listening will seek to tailor a solution to meet the customer's needs.

As part of our strategy to provide end-to-end services to its customers, there are a range of additional value-add services that complement our Self Storage offering. These include complementary truck and van hire, partnerships with reliable and professional removalists and packing partners. Storage King also provides a seamless concierge service which can take the stress out of moving, by providing a one stop shop for removalist, packing and storage.

We have also been refreshing our storefronts, to provide customers a more welcoming environment to interact with our staff.

### Key priorities in FY25

- Complete the Customer Journey Mapping Project
- Develop and rollout Customer Experience (CX) Program



## Gender equality diversity and inclusion

We are committed to creating an inclusive environment and promoting diversity throughout the business. Inclusion and diversity at Storage King is about ensuring collective perspectives are valued and achieved with the objective of enhancing informed judgement and high-quality decision making.

Diversity at Storage King includes, but is not limited to, promoting a team environment which includes and welcomes members with a range of attributes and characteristics, including gender, age, ethnicity, disability, family and carers responsibilities, sexual orientation, and religious and cultural backgrounds.

### Key achievements in FY24

- Creation and launch of our Diversity and Inclusion commitment statement
- Continued to hold our 'women in leadership' breakfast events to generate insights into how we can continue to support female representation at a leadership level
- Establishment of a gender, equality, diversity and inclusion working committee with representation across gender, roles and cultural background
- Reduction of the gender pay gap by 290bps from FY23 in Storage King Management
- Held men's mental health talking sessions in line with men's health week to create a safe space to discuss issues, problems or share stories

- Implementation of a paid parental leave scheme from 1 July 2024
- Continued to promote our Employee Wellbeing Program with a focus on proactive management of mental health and wellbeing
- Learning and networking opportunities at regional workshops, at our Annual Conference and face to face training opportunities across the year
- Launched our first people crown employee of the year award voted for by employees, open to all employees to nominate and be nominated

### Key priorities for FY25

- Company wide survey to understand our employee diversity profile
- Continue to increase representation of female leaders in senior management positions
- Mental health first aid training with identified mental health officers at state level

The *Workplace Gender Equality Act 2012* (Cth) mandates that non public sector employers with 100 or more employees register for the Gender Equality Reporting program and submit annual data to the Workplace Gender Equality Agency (WGEA). In February 2024, the Agency published Gender Pay Gap (GPG) data for every Australian employer with 100 or more employees, revealing a national median total GPG of **19%**. For this reporting period, Storage King Management's GPG is **3.4%**, an improvement of 290bps from FY23 and significantly lower than the national median GPG. This improvement is attributed to continuous enhancements in the performance review and wage increase processes, and ensuring a non-biased recruitment process. There has also been a notable increase in female representation in managerial roles, with the gap between male and female managers narrowing by **8%** since FY22/23.



Note:

1. Average total remuneration of 390 employees at Storage King Management Pty Ltd).





02

CARE FOR  
THE PLANET



# REDUCING OUR FOOTPRINT

We are committed to minimising our environmental footprint and conserving natural resources.



## Net zero emissions by 2030<sup>1</sup>

- Waste Management & Recycling:** At least 85% recycled material in boxes.
- Energy Efficiency:** We are installing LED lighting in all company stores and replacing aged water heaters with more modern energy efficient appliances.
- Carbon Reduction:** Solar expanded to 76 stores with installed capacity of 1,900 kW.
- Community Engagement:** Identifying charitable partners that minimise waste and give back to community, such as Good 360.

- Water Recycling:** Rainwater catchment for use as irrigation and low flow tap fittings standard on new developments.
- Customer Experience:** Digital sign-in process and access solutions. Advanced CCTV security and smart technology.
- Retail Refresh:** We are investigating the use of recycled materials in creating our modern customer centric retail space in our new developments and store acquisitions

## Key achievements FY24

- Six new and two expanded Solar Photovoltaic installations totalling 281 kW on existing facilities completed during the year
- LED Lighting upgrades
- Expanded Battery Energy Storage System (BESS) trial project at two stores

## Self Storage as an asset class

Self Storage facilities, as an asset class, offer inherent advantages in terms of energy efficiency compared to many other real estate classes. Research and industry studies have consistently demonstrated that Self Storage facilities have relatively low energy consumption when compared other real estate sectors such as Office, Retail, Industrial and Data Centres.

Unlike buildings that require continuous heating, cooling, or extensive lighting for occupants or merchandise, Self Storage units generally operate in a manner that minimises energy demand. The predominantly passive and unoccupied nature of Self Storage spaces, coupled with efficient insulation and design practices, contribute to reduced energy requirements.

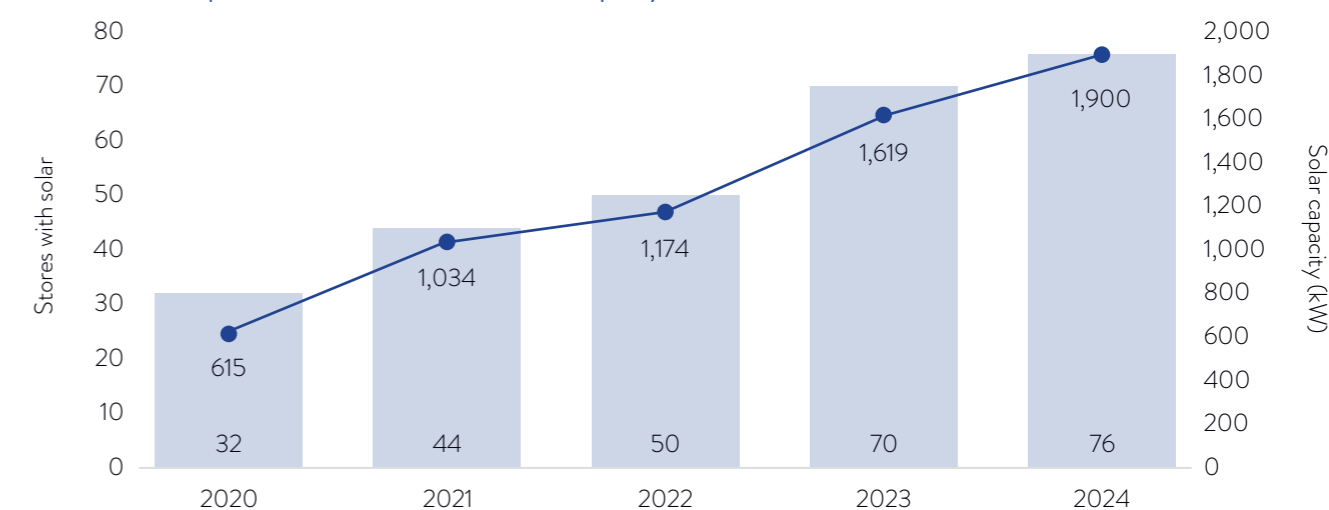
Additionally, the absence of extensive mechanical systems and the limited need for active climate control further contribute to the low energy intensity of Self Storage assets.

## Energy and emissions

### Solar

We continue to invest in behind the meter rooftop solar to offset store consumption, committing to an additional 281 kW of installed capacity in the last 12 months. As part of our commitment to net zero by 2030 we have further investments planned across the network.

Stores with rooftop solar PV installations and installed capacity<sup>1</sup>



Note:  
1. For an explanation of installed capacity and its relationship to expected energy production please refer to the data pack.

Note:  
1. Scope 1 & 2 greenhouse gas emissions for ASK owned stores assuming access to green power remaining a feasible option, if required.





### Green building initiative

At our new development in Mascot, NSW we are working closely with our architects and engineers to investigate the feasibility of a number of sustainable building initiatives. This site will improve our understanding of the benefits in practice which can be applied to other new developments and existing portfolio buildings.

New store concept plan CGI

### Battery energy storage systems

In 2023 we commenced a modest trial of a Battery Energy Storage System (BESS) at the Storage King Dandenong South store, which has proven to be successful as a means of capturing excess rooftop solar generation and acting as an Uninterrupted Power Supply for the customer support centre that is co-located with this site. This year we are progressing with the installation of two more trial sites in Sydney. This will provide valuable insights into the operation of BESS at both a smaller single-level drive-up facility and a large multi-level site with larger energy demand. These learnings will also assist to define our standard for new developments.

### Energy procurement

We continue to streamline our approach to energy procurement, with single source options considered in the majority of Australia and New Zealand to benefit from simplified procurement and buying power.

Smart meters have been included as standard since 2020 in Australia, and we have been working towards rolling-in any facility applicable to ensure our reporting and billing is as consistent as possible.

### LED lighting

With 95% of the portfolio operating with LED lighting as the primary light source for Self Storage areas and offices, we are now turning our attention to any ancillary lighting in illuminated safety signage and advertising signage.

We are also continuing to investigate the retrofitting of sensor lighting to replace timer switches in older stores.

Newly developed facilities are now built with LED lighting and purpose designed sensor equipment to minimise energy usage.

### Water

Self Storage facilities consume a relatively low amount of potable water, with each facility providing limited bathroom facilities for staff and customers, with newer stores installed with dual flush cisterns and low flow tap fittings. New developments have included rainwater tanks to supply water for garden irrigation and we are now planning to expand their use by connecting into our bathroom facilities to re-fill cisterns.

To minimise the requirement for watering, our gardens are planted with drought resistant native vegetation.

We collect water consumption data for all metered stores and are investigating the viability of installing meters at unmetered stores.

### Waste and recycling

Our Self Storage facilities utilise bulk waste bins, separated between waste to landfill and paper/cardboard recycling. A major source of paper/cardboard recycling waste is generated by our business customers disposing of packaging material. We in turn endeavour to source the boxes we sell to customers from recycled material.

Our stores do not generate significant waste to landfill from our internal operations, rather the waste is predominantly redundant items when customers vacate units.

We have commenced the process of measuring all of our waste sent to landfill and to recycling, so that we can set meaningful reduction targets into the future.

### Waste initiatives

We promote a paperless sign-up process for new customers, allowing customers to either rent storage remotely via the internet or telephone and exchange documents electronically. For those customers that prefer to sign-up in person at our site, our staff utilise a handheld tablet to enter the customers' details and allow customers to rent storage without generating any paper.

We also offer an e-recyclable service, which allows customers to box up any electrical or electronic equipment and return to our site for collection for recycling.

### Key priorities in FY25

- Further develop operational strategies for net zero scope 1 and 2 by 2030<sup>1</sup>
- Reducing our consumption of energy by:
  - Expanding the roll out of LEDs beyond fluorescent batten replacement
  - Continue store appliance replacement program with more energy efficient appliances
  - Review forklift replacement process
  - Review company vehicle replacement policy
- Reducing our reliance on grid supplied electricity by:
  - Expanded roll-out of rooftop solar PV on existing stores
  - Increasing the standard rooftop solar PV installation on new development sites
  - Monitor the success of the initial Battery Energy Storage System (BESS) trial and develop a plan for expansion
- Neutralise remnant emissions by:
  - Investigating viable carbon sequestration opportunities and/or products to offset any remaining emissions
- Investigate the viability of installing water meters at unmetered stores

Note:

1. Scope 1 & 2 greenhouse gas emissions for ASK owned stores assuming access to green power remaining a feasible option, if required.





# 03

COMMIT TO DO  
THE RIGHT THING



# OUR GOVERNANCE FRAMEWORK

We commit as a business to operate ethically, with transparency, and accountability, with the aim to support long-term value creation for our securityholders and positive environmental and social impact for our customers.

## Sustainable development goals

The United Nations has adopted 17 Sustainable Development Goals (SDG) as a shared blueprint for peace and prosperity for people and the planet, now and into the future. Our key focus areas align with the below SDG goals:

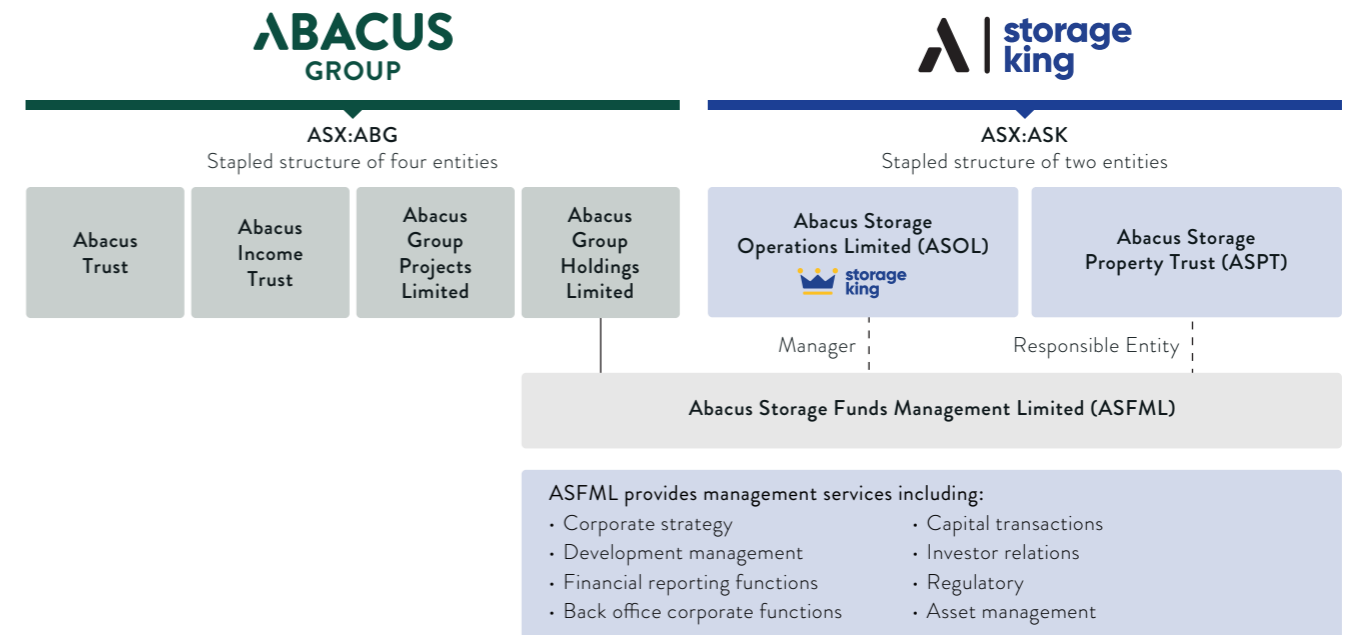
- 1 NO POVERTY**  
Storage King connects with many charitable partners in our communities. Good 360 is an example of an organisation supported by us which directly supports the most vulnerable.
- 3 GOOD HEALTH AND WELL-BEING**  
We are committed to providing a safe workplace for all employees and customers. Our Employee Assistance Program extends to both employees and their immediate families, and through our community partners like September we promote an active lifestyle.
- 5 GENDER EQUALITY**  
Storage King measures, reports and aspires to achieve gender equality within store staff, support services and management.
- 7 AFFORDABLE AND CLEAN ENERGY**  
76 of our stores have rooftop solar installations and we are planning to increase installed capacity and utilise Battery Energy Storage Systems to load shift for after-hours energy supply.
- 8 DECENT WORK AND ECONOMIC GROWTH**  
We are expanding opportunities for developmental training for staff through our online training platforms.
- 11 SUSTAINABLE CITIES AND COMMUNITIES**  
We are committed to trialling new technologies and innovations in our development sites to improve the standard design practices and gain insights that could be applied to existing structures.
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION**  
We partner with our merchandise suppliers to optimise recyclable content. We continue to pursue initiatives like our paperless customer sign-up to reduce unnecessary waste.
- 13 CLIMATE ACTION**  
We have committed to net zero scope 1 and 2 emissions by 2030<sup>1</sup>, which will be achieved through a range of activities, including pursuing more energy efficient appliances, increasing installed capacity of rooftop solar at our existing and development sites, and purchasing Green Power.

Note:

1. Scope 1 & 2 greenhouse gas emissions for ASK owned stores assuming access to green power remaining a feasible option, if required.

## Structure and accountability

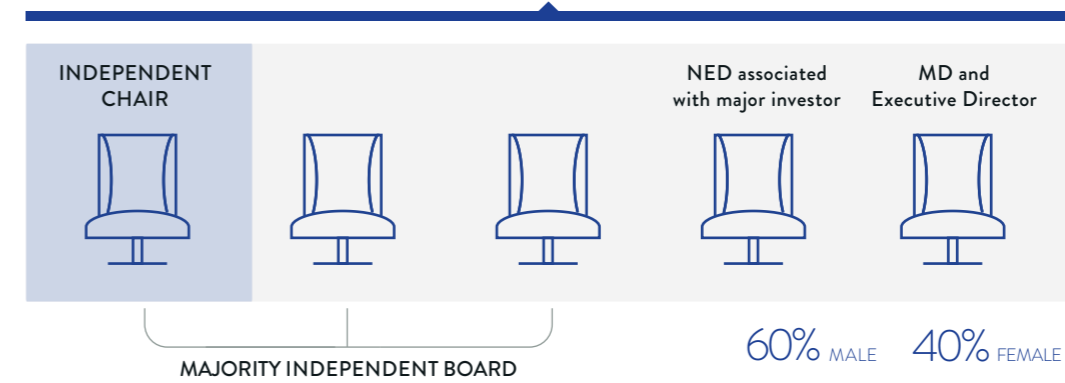
ASK is externally managed by Abacus Group which provides corporate strategy, operational oversight and investment expertise.



## ASK management structure

The Board of ASK has overall responsibility for the governance and operation of ASK and has established a comprehensive governance framework to ensure ASK is managed effectively, safeguarding and enhancing the interests of its securityholders. This framework aims to foster a corporate environment that supports sound governance for the Board, management and employees. It encompasses the adoption of relevant internal controls, risk management processes, and corporate governance policies and practices that are appropriate for ASK's operations. Our Board governance framework supports sustainability practices in the business by regular ESG performance reporting and where feasible setting measurable goals to drive continuous improvement. The Board aims to ensure adherence to our Code of Conduct, which underpins our commitment to honesty, integrity, and trust, by establishing clear ethical guidelines, promoting transparency, and enforcing accountability across all levels of the organisation.

## OUR BOARD COMPOSITION



For further details on our governance framework and policies click here:  
[ASK Board and Committee Charters](#)  
[ASK Corporate Governance Statement](#)  
[ASK Policies](#)



# RISK AND CLIMATE RESILIENCE

## Risk management

### Key achievements FY24

- We have further operationalised our Risk Management Framework to improve governance over risk and compliance management. This ensures an efficient and transparent picture of how risks and compliance obligations are managed through the performance, testing and monitoring of control measures
- We have successfully embedded our Governance, Risk and Compliance system into the business to ensure a consistent approach, single source of truth and effective oversight of risks and obligations. The new system has enabled better reporting, visibility and notification workflow across risks, obligations and governance requirements
- Our Risk Management Framework involves different tools and techniques to identify, assess, monitor and report on risk and compliance, with a dedicated Risk and Compliance team in place to provide line 2 oversight
- Our approach to governance, risk and transparency is important in supporting the success of our strategy. It ensures that management are guided and appropriately monitoring risks when making material business decisions in response to changing operational conditions and opportunities

### RISK MANAGEMENT FRAMEWORK



## Our control environment

Across our risk, compliance and control context we have been able to successfully develop our risk management maturity with the following aspects now in place.

### RISK REGISTER

**126** RISKS ACTIVELY MONITORED

### CONTROL FRAMEWORK

**132** CONTROLS DESIGNED AND OPERATED

### OBLIGATIONS

**64** OBLIGATIONS DOCUMENTED WITH CONTROLS MONITORED

### KEY RISK INDICATORS

**38** KRIs MONITORED

### INCIDENT MANAGEMENT

INCIDENT REPORTING SYSTEM IN PLACE

### RISK APPETITE STATEMENT

RISK APPETITE STATEMENT articulating approved tolerances for risk categories

### LINE 2 ASSURANCE

ASSURANCE PROGRAM that reviews and tests the adequacy of controls and risk management

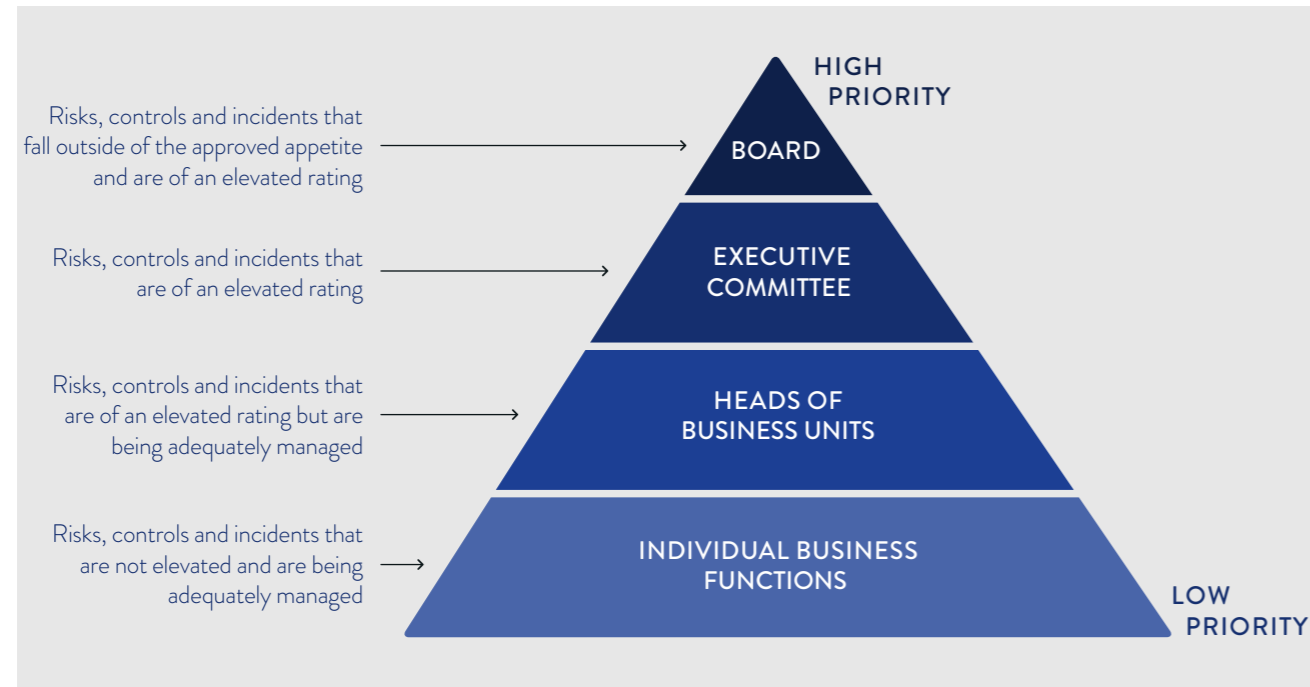
### POLICY FRAMEWORK

POLICY FRAMEWORK in place and actively monitored and managed



### Implementing a clear escalation plan is crucial to successful risk management

Abacus Storage King has in place within its Risk Management Framework an escalation plan to ensure that risks are escalated based on their materiality against approved appetite.



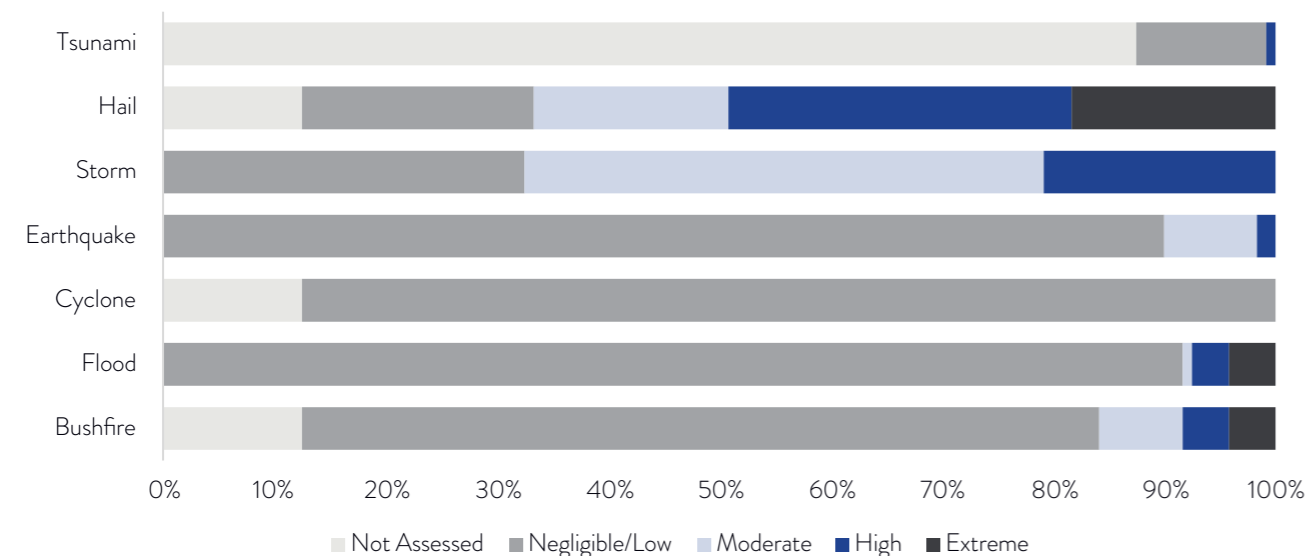
### Climate resilience risk management

Climate change is of growing concern to our stakeholders with all businesses potentially affected in some manner. The impacts include physical risks such as: changes to flood levels, changes to sea levels and extreme weather events and transition risks, such as: changes to regulations, policy and market conditions. We understand these risks could also mean our services may be in greater demand, due to increased flood or bushfire risk and in the longer term through climate related migration.

To understand the physical risks to our assets we engage our insurance assessor to complete risk assessments periodically on our existing portfolio. In the next financial year, we hope to have clarification of the Australian Sustainability Reporting Standards requirements and will continue to work with our assessor with a view to expanding this assessment to include scenario modelling based on at least two of the IPCC's (Intergovernmental Panel on Climate Change) shared socioeconomic pathway climate scenarios.

Furthermore, all potential acquisition opportunities are comprehensively assessed for risks associated with the impacts of climate change as part of our due diligence.

#### Percentage of stores affected by each risk



Note: Graph shows 120 ASK owned stores. Australian stores "Not Assessed" for Tsunami risk and New Zealand stores "Not Assessed" for Bushfire, Cyclone and Hail risk.

### Compliance

We strive for a reputation for, and commitment to, honesty integrity and trust.

#### Non-compliance with laws and regulations

Abacus Storage King has not had any material fines and/or non-monetary sanctions for non-compliance with laws and/or regulations in the social, environmental or economic area.

#### Compliance training

Training was delivered to all group support services team members in June 2024, which focused on the fundamental areas of our obligations. The training was tailored to the specific activities and operations of the business to enhance employees' understanding of its relevance.

We also delivered interactive training on key obligations and policies for all team members, both face to face and online.

#### Key priorities in FY25

In line with our commitment to continually strengthen governance in order to influence how objectives are set and achieved, how risk is monitored and assessed and how performance is optimised, we aim to focus on:

- Continuing to embed and support risk management across the business
- Continuing to assess existing and emerging risks by regular monitoring and oversight
- Further develop an Abacus Storage King risk culture aligned to the Board's risk appetite – a culture that is transparent, integrated and dynamic

### Data and cybersecurity

#### Key achievements in FY24

- The development of new controls to oversee the performance of critical aspects of cybersecurity
- Implementation of a cyber governance framework that promotes a clear strategy, accountability, roles and responsibilities, and effective decision making
- Introduction of new cybersecurity solutions to support effective cyber risk management

#### Cyber risk management

We are cognisant of the evolving cyber risk landscape, and so are continuing to monitor and adapt to the changing cyber-threat environment in line with industry best practice.

During the year we conducted a review of our data handling and cyber security protocols, which led to a project to move our key data to a cloud based data warehousing solution. We will also be conducting a gap analysis to the ISO/IEC 27001 International Standard, with a view to possible implementation.

As part of our efforts to also provide security for our existing customers, we have implemented ApplyID, a proprietary software solution to assist with the proper identification of prospective customers.

### Responsible procurement

#### Key achievements in FY24

- Successful Modern Slavery Contractor Workshop conducted with six key contractors across Abacus Group and Storage King
- Increased the pool of high risk suppliers selected within our supply chain for potential further review

#### What we do

We engage with suppliers to ensure they operate in a manner consistent with our Supplier Code of Conduct, and ensuring the procurement process adheres to the international standards against criminal conduct and human rights abuses such as the *UN Guiding Principles on Business and Human Rights* and our obligations under the *Modern Slavery Act 2018 (Cth)*. Further information on our approach and guiding principles can be found in our latest *Modern Slavery Statement*.

[Modern Slavery Statement](#)

#### Key priorities in FY25

- Annual risk assessment of our operations and supply chains and our methodology to assess suppliers across our highest risk categories to monitor changes in our risk profile
- Continue collaboration with and verification of high-risk suppliers, leveraging existing supplier relationships
- Continue industry participation and collaboration through the Property Council of Australia's Modern Slavery working group as well as the internal Abacus and Storage King Modern Slavery Working Group
- Contractor reviews and deep dives in our procurement high risk categories to identify areas of improvement and opportunity.



## ASRS CROSS-REFERENCE DISCLOSURE

The table below sets out where in this report we have included disclosures consistent with the draft Australian Sustainability Reporting Standards (ASRS) recommendations. Any exceptions or variance to the ASRS recommendations are noted as footnotes to the table.

ASRS RECOMMENDATION	INCLUDED IN FY24 DISCLOSURES?	REFERENCE
<b>Governance</b>		
Describe the Board's oversight of climate-related risks and opportunities	Yes	Page 33
Describe management's role in assessing and managing climate-related risks and opportunities	Yes	Page 34
<b>Strategy</b>		
Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term	Yes	Page 37
Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning	No <sup>1</sup>	
Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Yes <sup>2</sup>	Page 37
<b>Risk management</b>		
Describe the organisation's processes for identifying, assessing, prioritising and monitoring climate-related risks	Yes <sup>3</sup>	Page 37
Describe the organisation's processes for identifying, assessing, prioritising and monitoring climate-related opportunities	Yes <sup>3</sup>	Page 37
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management	No <sup>1</sup>	
<b>Metrics and targets</b>		
Disclose the metrics used by the organisation to measure and monitor climate-related risks and opportunities its performance in relation to those risks and opportunities	Yes <sup>3</sup>	Page 26, 27
Disclose scope 1, scope 2, and, if appropriate, scope 3 <sup>4</sup> greenhouse gas (GHG) emissions, and the related risks	Yes	Refer Data Pack

Notes:

1. ASK is a Group 2 entity and has commenced preparations to meet its obligations for the FY27 period, as required under ASRS, if enacted in its current form.
2. Our disclosures contained in this document are based on single scenario model conducted on the portfolio by AON in 2022.
3. Some preliminary observations have been included, a more fulsome analysis and commentary will be included in future reports.
4. Scope 3 emissions have not been included in this report.



