

Self Storage Association Asia Regional Code of Conduct ~ Malaysia

Definition of Self-Storage

Self-storage is often but not always allocated in industrial buildings and leased to individuals in order to store a variety of goods which are not strictly for industrial use. The facility operator does not assume care, custody, or control of the goods, and individuals are the only ones with access to their storage space. Given that the nature of self-storage is different than conventional warehouse properties, self-storage is not defined as a warehouse operation.

Industry Code of Conduct

The Industry Code of Conduct is a country specific code of best practices that the Self Storage Association Asia (SSAA) recommends and encourages our members to follow in order to give the best possible value to customers. The SSAA is not a regulatory body and cannot mandate any company or individual to follow these rules.

The purpose of adherence to this Code of Conduct is to ensure that Self Storage Association Asia members (Members) provide their services in an ethical and safe manner, while also ensuring end-user education and awareness. The SSAA will regularly monitor compliance of all SSAA members to this Code of Conduct.

Code of Conduct will reflect rules that members **MUST** adhere to as well as those that are **ENCOURAGED** from the SSAA. Non compliance of **MUST** rules will be subject to potential remission of SSAA membership after due warnings. **ENCOURAGED** rules will not be enforced but ensure stable relationships with regulators, SSAA members, end users, and authorities.

Insurance - In order to responsibly provide quality services to the public, members **must** offer storage insurance to all their customers. The storage insurance is a non compulsory take up for end users however it seeks to mitigate the risks associated with Self Storage use. Furthermore, facilities **must** hold third party insurance.

Security and Access – To comply with the purpose of self storage, the customer places their own items into that Space, secures the Space, and maintains the only key or means of access to that Space. The facility operator does not assume "care, custody or control" of the goods stored.

All Facilities **must** have security systems to control access together with CCTV to monitor access. The security systems should prevent unauthorised access and lighting is **encouraged** to be substantial enough to make customers feel safe and secure.

Locks are **encouraged** to be provided on the toilets to ensure end users and their good safety.

Fire Safety – **Must** follow the fire code rules and regulations that are identified and permissible per building/size and must be fire department compliant.

Facility Management – The Facilities **must** be well ventilated, clean and in a dry condition at all times.

Employee availability – Members **must** ensure that their employees are accessible either in person or via a call center during business hours.

Marketing – Members **must** allow potential users to inspect the actual Facilities before committing to a license of the space should they request. All sales and marketing activities must be ethical and accurate. Members are furthermore **encouraged** to disclose to customers verbally (or in writing) that it is based on square feet net.

Standardized Licensing Agreement – Members are **encouraged** to utilize the standardized contract provided by the SSAA for all end user licensing transactions.

Notifications & Auction – Late paying customers **must** be sent a minimum of 2 notices of late payment prior to any action by the Member to have their storage accessed and the contents auctioned to cover all overdue payments. Such processes **must** be clearly stated in the Licensing Agreement. If pursuing a path of auction, it must be conducted with a licensed auctioneer.

Software – All members **must** not utilize illegally purchased self storage software, especially as it pertains to our other members' businesses.

Environmentally Efficient Systems – Members are **encouraged** to use energy efficient systems including timers, dimmers, whole facility management systems in order to provide environmentally friendly adherence.

Delinquent Storers – Members are **encouraged** to share information of delinquent users (non payers, illegal activities, kicked out for other reasons) with the SSAA. Sharing this information is lawful and is stated in your SSAA Licensing Agreement. The SSAA has a blacklist page on the website that you may access before signing up customers in order for your protection.

Disclaimer: New signatory Facilities agree to uphold this Industry Code of Conduct. Facilities with discrepancies built before this code of conduct are encouraged to rectify and improve to meet these standards.