

Self Storage Association Asia - Code of Ethics for Operators



The mission of the Self Storage Association Asia (SSAA) is to promote strong ties within the self storage community by encouraging honest and professional business practices. This Code of Ethics for Operators is a set of rules we encourage SSAA members to align with. Each member of the Self Storage Association Asia shall aspire to:

1. Provide a hardcopy agreement to all customers leasing a self storage space
2. Conduct business in a professional manner through ethical and lawful business manners
3. Engage in practices that promote the integrity of the Association and the self storage industry by adhering to a standard of excellence in customer service, promotion and marketing
4. Keep abreast with technology and industry trends in order to provide adequate quality of services for customers, vendors, and the public
5. Promote sound legislative proposals to improve the self storage industry
6. Comply with all applicable local laws, regulations and ordinances

The Code of Ethics together with the country specific Code of Conduct, Manual of Advice and Procedure, and other SSAA member resources provided by the SSAA further encourage members to follow both global and country specific best practices for operations, fire, building, and security.

The SSAA encourages proper engagement of this code of ethics. If the SSAA receives a complaint, and depending on the nature of the breach, the SSAA will investigate and encourage the practices to cease or in most severe instances, withdraw membership without refund.*

*Onus of proof to be provided by original party and must proactively engage defendant before SSAA intervention.