

Self Storage Association Asia - Code of Ethics for Supplier Members



The Code of Ethics for Supplier Members acts as a guideline of professional responsibility. The guidelines encourage supplier members of the Self Storage Association Asia (SSAA) and their subcontractors to behave with integrity towards other SSAA members, thereby creating a cooperative environment within the association.

1. Members are **encouraged** to provide goods and services that meet the industry standards in each country.
2. Members are **encouraged** to promote the good image of the industry through ethical and honest advertising and business practices.
3. Members are **encouraged** not to share information that may be considered confidential by their customers with other parties without their prior approval.
4. Members **must** comply with all relevant laws and regulations of the country including Health & Safety, Environmental, and Fire Safety legislation.
5. Members are **encouraged** to use a properly executed contracts or quotes before supplying goods or services.
6. Members are **encouraged** to avoid using practices that do not support environmental sustainability where cost effective alternatives exist.
7. When on site, members are **encouraged** to show professional courtesy and respect to all customers, staff, and visitors to the site.
8. Members are **encouraged** to behave with courtesy and respect to all people with whom they come into contact at any SSAA event or meeting.
9. Members are **encouraged** not to enter into a business contract or accept payments with an SSAA member when they do not have the financial means to fulfill the agreed terms of the contract.
10. Members **must** not use other service members' copyright or intellectual property.*
11. Members are **encouraged** to innovate and create new concepts for the good of the industry.

The SSAA encourages proper engagement in 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.