

## Taiwan Industry Code of Conduct

The Taiwan Industry Code of Conduct (the “Code of Conduct”) is a country specific code of best practices that the Self Storage Association Asia (SSAA) recommends members to follow to meet high standards of service. Furthermore, this Code of Conduct serves as a membership standard for full self storage membership of the SSAA.

The purpose of adherence to this Code of Conduct is to ensure that SSAA members (the “members”) provide their services in an ethical and safe manner, while also ensuring end-user education and awareness. SSAA members can voluntarily join this program and SSAA has a right to monitor compliance with members working on the model of self reporting.

The 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.

### **Definition**

Mini-storage is allocated in industrial buildings and leased to individuals in order to store a variety of household and other goods. 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 mini-storage is different than conventional warehouses, mini-storage is not defined as a warehouse operation.

### **The facility**

A self storage facility:

- Must have a secured and controlled entrance as well as necessary fire exits
- Must be accessible only to permitted persons including customers, staff, and other key personnel
- Must follow the fire code rules and regulations that are identified and permissible per specific building/size and must get appropriate fire certificate by the local fire governing body
- Must abide by specific building department conditions as regulated by the local building code
- Must have security systems to control access together with CCTV to monitor access covering all exit and entrance points. The security systems should prevent un-authorized access and be maintained regularly for proper effectiveness
- Must include signage specifically notifying customers about dangerous goods and fire safety regulations
- Must be well ventilated, clean and in a dry condition at all times
- Must ensure that their employees are accessible either in person or via a call center during business hours
- Is encouraged to have permanent or motion sensitive lighting, substantial enough to make customers feel safe and secure

\* The suggested are global best practices encouraged by the Self Storage Association Asia (SSAA), a non binding and non regulatory industry body for self storage in Asia. SSAA members have their own business and operational protocols for which the SSAA may only advise global best practices through this Country Specific Code of Conduct.

## Self storage units

Each individual self storage unit is deemed as a single space accessible only by the persons with controlled access to the self storage space and with the key to the lock. The unit should be constructed of materials not readily flammable such as steel and must have:

- Direct access for the customer including an individual lock
- Clean and dry premises
- Adequate ventilation
- A door in working condition that opens more than 90°

## Operating procedures

Members are encouraged to utilize The Standardized Licensing Agreement provided by SSAA for all end user licensing transactions.

As a general rule, operators must:

- Present customers with necessary agreements, declaration forms, and a clear understanding about the Standardized Licensing Agreement including key points:
  - Security policies including customer responsibility of custody and care of good stored
  - Dangerous goods and activities provisions including procedures for suspension of contract should rules be broken
  - Payment and late policies including policy for disposal of goods
  - Define charge period as well as appropriate methods of payment
  - Correct contact information including proof/copies of address and identification including allowable contact methods
  - Offer of insurance. The storage insurance is a non compulsory take up for end users. Furthermore, facilities must hold third party insurance
  - The goods are stored at their own risk and the facility has no access of goods unless in cases of emergency
- Allow potential users to inspect the actual facilities before committing to a license of the space should they request
- Train staff in accordance to the latest fire safety requirements and update their knowledge regularly
- Uphold proper marketing and communication regulations
  - Sales and marketing activities must be ethical and accurate including disclosure of whether space is based on net ft<sup>2</sup>
- 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.
  - If a facility chooses to hold the key, the facility is encouraged to sign a different licensing agreement to be absolved of all liability
  - For facilities providing Valet storage services, a different 'Managed' contract applies, which ensures different care, custody, management, and control of the goods store

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