



# SLOVENSKI STANDARD

## SIST EN 12522-2:1999

01-december-1999

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HfUbgdcfHbY'gHcf]Hj Y!'GY]Hj `dc\ jYj U!'GY]Hj `dc\ jYj UnUgYVb] `bUfc b]\_cj '!&"  
XY.'Dc[ c^YbcghgHcf]Hj Y

Furniture removal activities - Furniture removal for private individuals - Part 2: Provision of service

Umzugsdienste - Umzug für Privatpersonen - Teil 2: Bereitstellung von Dienstleistungen

Activités de déménagement - Déménagement de particuliers - Partie 2: Mise en oeuvre du service

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Ta slovenski standard je istoveten z: EN 12522-2:1998

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### ICS:

03.080.30      Storitve za potrošnike      Services for consumers

**SIST EN 12522-2:1999**

**en**

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EUROPEAN STANDARD

EN 12522-2

NORME EUROPÉENNE

EUROPÄISCHE NORM

June 1998

ICS 03.080.30

Descriptors: moving, services, operating requirements, specifications, user supplier relations, after-sales, quality, organization

English version

## Furniture removal activities - Furniture removal for private individuals - Part 2: Provision of service

Activités de déménagement - Déménagement de particuliers - Partie 2: Mise en oeuvre du service

Umzugsdienste - Umzug für Privatpersonen - Teil 2: Bereitstellung von Dienstleistungen

This European Standard was approved by CEN on 13 May 1998.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

Central Secretariat: rue de Stassart, 36 B-1050 Brussels

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## Foreword

This European Standard has been prepared by Technical Committee CEN/TC 320 "Transportation services", the secretariat of which is held by DS.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 1998, and conflicting national standards shall be withdrawn at the latest by December 1998.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

It is Part 2 of a standard on furniture removal for private individuals which includes the two following Parts:

- Part 1: Service specification;
- Part 2: Provision of service.

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## Introduction

This standard forms part of a system of reference relative to the removal of household furniture and effects aimed at dealing with the service and with the provision of the service to private individuals conducted by the profession.

Within each activity, it has been necessary to make a distinction between the "service" on the one hand, and the "provision of the service" on the other hand :

- the service : all the services agreed upon between the service provider and the customer within the framework of the contract ; includes characteristics which allow this said service to be assessed ;
- the provision of the service : all the means engaged by the service provider which include the personnel, the equipment, the organisation and the budget with a view to carrying out the service.

The systems of reference constitute a beneficial means of achieving the following objectives :

- to create a dialogue with the consumers which is favourable to the profession ;
- to permit customers to identify and compare the services offered by companies in order to benefit from the positive spin-off of fair competition in an open market ;
- to protect customers against provision of services, the characteristics of which may not be in compliance with the standards ;
- to allow the professionals of the trade to conduct their activity with the aid of technical specifications that are clearly defined by a common understanding ;
- finally, as regards the single market, to allow the activity to position itself efficiently in order to meet the needs of the European customer by having at it's disposal, in particular, harmonized general conditions of contract.

## 1 Scope

This standard specifies the minimum qualitative and quantitative rules and characteristics of the provision of a furniture removal service, the service specifications of the furniture removal service being defined in EN 12522-1.

The standard also specifies the requirements for a quality approach.

This standard applies only to those activities which relate to the mobility of private individuals where the contract is entered into by an individual or by an employer or relocation agent when the latter requires the moving of personal property, generally consisting of non commercial property and/or property which is in current use.

## 2 Normative references

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

EN 12522-1: 1998 Furniture removal activities - Furniture removal for private individuals - Part 1 : Service specification

## 3 Provision of the usual furniture removal service

### 3.1 General

The carrying out of the quantitative and qualitative performances related to the usual furniture removal service requires the implementation of the following human and technical skills and means, at each of the three phases of the performance of the service.

The administrative, commercial and operational personnel involved in these three phases shall be acquainted with EN 12522-1 and EN 12522-2 and with the requirements which stem from their implementation.

### 3.2 Preliminary information

The preliminary information shall comprise the elements defined in 4.2 of EN 12522-1:1998.

#### 3.2.1 Human resources

The initial contact with the customer and the assessment of the work to be undertaken shall be carried out by a delegated employee of the service provider.

NOTE : The employee dealing with the initial contact should have a friendly and helpful attitude.

The competence of the employee should include the ability to gain the confidence of the customer and, additionally, both sales and technical skills acquired through training and practical experience.

#### 3.2.2 Technical skills

The assessment of the volume can be carried out with the help of a proven method known to reduce the possibility of errors.

### 3.3 Carrying out phase

The carrying out phase includes those elements defined in 4.3 and 4.4 of EN 12522-1:1998.

#### 3.3.1 Human resources

The packing, collection and delivery work shall be carried out by a team of removal operatives comprising, at least for half of the number, personnel who have followed a professional training course or who possesses one year's practical experience in furniture removal, supervised by a foreman having a full time contract and who regularly follows a training programme.

The handling operations shall be carried out by qualified removal personnel who have followed a training course or who possess an equivalent practical professional experience. Annual upgrade training should be in house or external training on a regular basis and an individual record to be kept for each employee.

The transport operations shall be carried out by vehicle drivers and other employees who are professionally competent to pack, handle, load and deliver the customer's property.

Where possible, certain manual handling operation should be replaced by mechanised handling.

NOTE : National or European regulations relevant to handling, packing and transport operations should be taken into account.

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#### 3.3.2 Technical means

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The packaging materials carried in the vehicle shall be, at least, sufficient and adequate for the quantity and nature of the goods contracted to be transported.

The packaging equipment or each vehicle shall include at least the following equipment : a toolbox, trolley, adhesive tape, labels and, for each equipment, it shall comprise per 10 m<sup>3</sup> of vehicle volume at the minimum 30 covers.

The service provider shall always have available for use as specified or required by contracts agreed with customers the following materials :

- a) a minimum of one wardrobe carton and 10 boxes or crates per 10 m<sup>3</sup> of removal load capacity in the fleet ;
- b) air bubble film, padded paper wrapping, clean white paper and a selection of cartons suitable for the protection of such goods as folded linen and curtains, lampshades, pictures and mirrors.

To ensure the safety of the goods carried the vehicle(s) used, within the meaning of 3.8 of EN 12522-1:1998 the removal vehicle shall be of sturdy box construction, waterproof and dry and equipped with tie rails and/or padding. The doors of the vehicle(s) shall be fitted with locks for security purposes.



Overloading shall be avoided.

NOTE : Considering an average density of household furniture and effects between 100 kg and 120 kg per cubic metre, the following table is given as a guide to the maximum volume to be loaded :

**Table 1 : Maximum weight and volume per vehicle**

GVW *) (t)	Maximum volume (m <sup>3</sup> )
< 3,5	14
≥ 3,5 < 7,5	32
≥ 7,5 < 13	53
≥ 13 < 19	75
*) GVW = Gross Vehicle Weight.	

Acknowledging the increasing use of mechanical lifting appliances and the related safety implications these appliances should only be used by suitably trained personnel who are fully aware of the risks involved and of the precautions to be taken.

The service provider should select only those items of equipment which are designed and manufactured in accordance with relevant legislation and should ensure that such items are periodically inspected/tested in accordance with such regulation.

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### 3.4 After sales service

After sales service comprises the elements defined in 4.4 of EN 12522-1:1998.

There shall be a monitoring of customer satisfaction carried out after completion of the removal operation which could be conducted by means of a questionnaire to be completed by the customer. The monitoring shall be carried out by personnel having sufficient knowledge in removal matters in order to deal with the amicable settlement of disputes in accordance with the terms of the furniture removal contract and subject to advice from experts and insurance companies.

The means of achieving the amicable settlement of a dispute shall provide, if necessary, for the involvement of the professional organization to which the service provider belongs and the consumer organization consulted by the customer.

This approach demonstrates commitment to the amicable settlement of disputes and avoids the need for recourse to legal proceedings.