



# SLOVENSKI STANDARD

## SIST EN 14873-1:2005

01-november-2005

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Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 1: Specification for the storage facility and related storage provision

Umzugsdienste - Lagerung von Möbeln und persönlichen Gegenständen für Privatpersonen - Teil 1: Festlegungen für die Lagereinrichtung und damit verbundene Vorkehrungen

SIST EN 14873-1:2005

Activités de déménagement - Entreposage des meubles et objets mobiliers de particuliers - Partie 1: Spécification du local et de la mise en oeuvre de l'entreposage

**Ta slovenski standard je istoveten z: EN 14873-1:2005**

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03.080.30      Storitve za potrošnike      Services for consumers

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EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

**EN 14873-1**

June 2005

ICS 03.080.30

English version

## Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 1: Specification for the storage facility and related storage provision

Activités de déménagement - Entreposage des meubles et objets mobiliers de particuliers - Partie 1 : Spécification du local et de la mise en oeuvre de l'entreposage

Umzugsdienste - Lagerung von Möbeln und persönlichen Gegenständen für Privatpersonen - Teil 1: Festlegungen für die Lagereinrichtung und damit verbundene Vorkehrungen

This European Standard was approved by CEN on 4 May 2005.

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, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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## Foreword

This document (EN 14873-1:2005) has been prepared by Technical Committee CEN/TC 320 "Transport - Logistics and 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 2005, and conflicting national standards shall be withdrawn at the latest by December 2005.

This document has been prepared by CEN/TC 320/WG 4 "*Furniture removals activities*" as the first part of a two part draft European Standard and has been submitted to CEN Technical Committee CEN/TC 320 "*Transport - Logistics and Services*" for approval as a draft for CEN Formal Vote.

No existing European Standard will be superseded by the eventual publication of this standard.

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

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## Introduction

This European Standard is the first part of a two-part standard, intended to establish a minimum level of service and performance, in enterprises dealing with the storage of furniture and personal effects, for private individuals. Together with Part 2 and EN 12522-1 and EN 12522-2 *Furniture removal activities- Furniture removal for private individuals*, it forms a suite of European Standards that specify a minimum standard of services and facilities for the removal and storage of household furniture and effects for private individuals that should be available on an equal basis, across the European Community.

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:

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

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

- create a dialogue with the consumers which is favourable to the profession;
- 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;
- protect customers against provision of services, the characteristics of which may not be in compliance with the standards;
- 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 its disposal, in particular, harmonized general conditions of contract.

## 1 Scope

This European Standard specifies minimum requirements for the provision of storage facilities and related services, for furniture and personal effects belonging to private individuals and is applicable to all forms of such storage whatever the means of containment employed. This does not exclude its application to services and facilities provided for the storage of items of furniture in other ownership. Part 2 specifies service activities designed to ensure that such a service is customer oriented.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

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

EN 12522-2:1998, *Furniture removal activities — Furniture removal for private individuals — Part 2: Provision of service*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 12522-1:1998 and EN 12522-2:1998 together with the following apply.

### 3.1

#### **storage facility**

building, structure or designated area from which storage services are operated

### 3.2

#### **container storage**

system of storage and related services, in which the stored items are packed into individual containers manufactured of durable materials (e.g. wood, metals or plastics) enclosing a finite space and providing a storage option that is transferable between storage sites, without the need for loading/unloading and is capable of being used with a variety of transport types

### 3.3

#### **loose storage**

system of storage in which the stored items are placed in an identified space e.g. room, static container, area of floor or shelving

### 3.4

#### **self-storage**

system of storage in which the service provider allocates a finite, secured unit for storage to which the customer has the right to exclusive access

### 3.5

#### **the natural elements**

weather conditions usually prevailing in the location of the storage facility

### 3.6

#### **sound condition**

structurally robust, without significant deterioration from the as new condition clean and free from contamination that would affect the stored items, and capable of protecting the stored items from unauthorised access and deterioration through exposure to the natural elements

**EN 14873-1:2005 (E)****4 The storage facility (minimum provision)**

The storage facility shall, as a minimum, be constructed/configured/administered to provide the following:

- Protection against the natural elements.
- Monitoring of vermin infestation and provision of control as required.
- Uniquely identified units of storage space whether in single or multiple lots.
- Means of securing entrances / exits.
- Facility for customers to access stored items without the need to remove the items from site.
- Control of access and egress, sufficient to prevent unauthorised removal of stored items other than through forced entry or exit or other illegal means.
- Intruder alarm system, automatically triggered and capable of giving an audible alarm or alerting a remote monitoring system.
- Fire detection and alarm system providing an audible warning and a system or procedure capable of alerting a remote monitoring station.
- Local fire control, provision of prevention equipment and operating procedures, appropriate to the short term protection of the items stored and capable of extinguishing or containing fires.
- Allocation of space shall be controlled through a system ensuring accurate recording of the identity of the storage space or storage unit allocated to each customer.

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**5 Container storage****5.1 Construction and condition of containers**

**5.1.1** Containers shall be constructed in a manner that:

- Provides a self contained, fully enclosed storage space.
- Provides an opening for filling and emptying that may be closed and secured if required.
- Permits their movement in the filled condition.

**5.1.2** Containers shall be maintained in sound condition and a procedure shall be in place that requires all such containers to be inspected prior to being made available to a new customer.

**5.2 Loading of containers**

Procedures shall be in place that require that the placement of contents within containers is effected in a manner that distributes content weight evenly in the container. When required, lashing points shall be provided within the container and used to secure loose items.

**5.3 Closure (steel containers only)**

The means of closure shall be capable of preventing unauthorised access, other than where entry is gained through the infliction of significant physical damage to the container seal or lock. Procedures



shall be in place that require that all such containers are inspected at change of contents to confirm that closures function effectively.

NOTE It is strongly recommended that similar procedures be adopted for other containers.

#### 5.4 Handling and stacking of containers

Procedures shall be in place to ensure that equipment appropriate to the safe handling/stacking of containers is available when required and that adequate training of operatives with regard to its use, is provided.

#### 5.5 Protection of stored items

For each container in active use, a minimum of 3 clean protective covers (blankets or pads) per cubic metre of storage space, shall be available.

#### 5.6 Storage of oversize items

An area shall be provided for the storage of items too large to fit into the containers provided.

### 6 Loose storage

#### 6.1 Storage space

The uniquely identified storage space shall be appropriate to the items to be stored in terms of dimension, configuration, and environment.

#### 6.2 Identification of stored items

Each item to be stored shall be identified in a manner that provides durable traceability to the customer and that cannot itself cause damage to the stored items.

#### 6.3 Protection of stored items

Stored items shall be stowed in a manner that minimises the risk of loss, damage or deterioration through environmental impact using screens or covers as appropriate.

### 7 Self-storage units

#### 7.1 General construction and condition of units

7.1.1 Storage units shall be constructed in a manner that provides a lockable self contained storage space that may be closed and secured if required whether by mechanisms provided by the self-storage operator or by the customer.

7.1.2 Storage units shall be handed over in a clean and sound condition.

7.1.3 All access ways shall be fully lit and the intensity of light shall be sufficient for safe handling and access.