

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

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

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 14873-1:2005 sisaldab Euroopa standardi EN 14873-1:2005 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 15.07.2005 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 14873-1:2005 consists of the English text of the European standard EN 14873-1:2005.</p> <p>This document is endorsed on 15.07.2005 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
--	---

<p>Käsitlusala: 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.</p>	<p>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.</p>
---	---

ICS 03.080.30

Võtmesõnad: containers, contract agreement, contracts, descriptions, furniture

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.



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

Management Centre: rue de Stassart, 36 B-1050 Brussels

Contents

page

Foreword.....	3
Introduction	4
1 Scope.....	5
2 Normative references	5
3 Terms and definitions	5
4 The storage facility (minimum provision).....	6
5 Container storage.....	6
5.1 Construction and condition of containers.....	6
5.2 Loading of containers	6
5.3 Closure (steel containers only)	6
5.4 Handling and stacking of containers	7
5.5 Protection of stored items	7
5.6 Storage of oversize items	7
6 Loose storage	7
6.1 Storage space	7
6.2 Identification of stored items.....	7
6.3 Protection of stored items	7
7 Self-storage units	7
7.1 General construction and condition of units.....	7
7.2 Loading and unloading conditions	8
7.3 Handling equipment	8
7.4 Security	8
7.5 Recording of access and egress.....	8

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.

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