



STORAGE OF FURNITURE  
AND PERSONAL EFFECTS  
BS EN 14873

# Focusing on quality standards for the storage of furniture and personal effects

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## Can you afford to gamble with the safety of your personal belongings?

All companies claim to provide a quality service, but just how many can actually prove it?

BS EN 14873 is the first and only recognised quality standard specifically aimed at the storage of furniture and personal effects for private individuals. Certified companies operate to clearly defined standards and the procedures are designed to benefit you, the customer, at every stage of your move.

All certified storage companies are assessed annually on Staff, Services, Administration & Procedures to ensure they continue to meet the high and exacting standards required.

By choosing a storage company that is accredited with BS EN 14873 you can be sure that they have demonstrated their ability to provide a professional service on a daily basis.

So, when you choose a storage company be sure to look out for the QSS quality symbol.

**QSS: Focusing on quality storage services.**

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A guide to the principles of the Quality Standard specifically designed with you in mind.

### Management & Operational Staff

- Staff will be competent and have defined training for all aspects of the service
- Staff will be motivated and know what is expected of them
- If the company is unable to provide in-house staff, subcontractors will be fully competent, trained and work to set standards

### Products & Services

- Premises, containers and equipment will always be maintained in good condition
- Adequate security and protection of goods will always be provided
- Additional services, such as handling, additional receipts and partial handouts will be provided if required
- Services will be continually monitored, assessed and improved

### Communication & Administration

- You will be provided with a written quotation/estimate outlining the service required
- You will be provided with a written quotation and details of the services to be provided, so that you will have the opportunity to check that everything meets your requirements and that any special instructions and needs have been correctly interpreted
- You will be given the opportunity to inspect the premises and check the services to ensure that you will be fully satisfied with these
- You will be invited to appraise the service provided and any question, issue or complaint will be handled quickly and effectively