



# **CSTA Code of Practice and Guidance for Operators of Container Self-Storage Facilities**

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## CSTA Code of Practice - Introduction

### **General**

Container self-storage sites utilise shipping containers adapted for storage use and purposely arranged in a defined and managed site.

The containers may be used for the self-storage of goods for business and private use; a wide range of goods are stored, such as business stocks, document archives, machinery, building materials, boats and bikes, household and personal effects.

The Container Self-Storage & Traders Association is committed to promoting best-practice operations at Container Self-Storage Facilities.

### **Standards**

This Code of Practice aims to reflect the work that the CSTA is undertaking to maintain high standards in the Self-Storage industry – and to ensure that the industry operates according to professional criteria.

The provisions of this Code of Practice have been developed for **CSTA Accredited Members** who provide a professional standard of container self-storage site facilities.

### **Stakeholders and Clients**

Stakeholders - such as local authorities, financial partners and insurance companies - may refer to the Code of Practice in their evaluation process.

Clients of the CSTA member self-storage facility may be assured that a CSTA accredited company has undertaken to comply with the **CSTA Code of Practice** which provides a standard that ensures reliable self-storage.

### **Liability Exclusion**

Owners and users of self-storage containers are required to ensure that the container is fit for purpose. All parties should undertake a risk assessment and ensure safe and reliable storage in accordance with applicable legislation and standards. Storage sites shall be managed by professionals, properly trained in both health and safety and in the task at hand. Accordingly, the Container Self-Storage & Traders Association accept no liability whatsoever for any events resulting from implementing the recommendations of this Code of Practice

# Part 1: The Company

## ***Company registration***

- The company is required to be registered with the administration of the country where the company operates.

## ***Authorities and statutory bodies***

- The company undertakes to meet - and to co-operate with - the requirements of authorities and statutory bodies.

## ***Insurance***

- The company should hold appropriate all-risks public liability insurance and the business shall be insured commensurate with its value and liabilities

## ***Anti-trust legislation***

- The company undertakes to comply with all relevant legislation.

## ***Health & Safety, Fire Regulations***

- The company undertakes to comply with all relevant legislation.

## ***Environmental***

- The company undertakes to develop an environmental policy and comply with all relevant legislation.

## ***General Data Protection Regulations (“GDPR”)***

- The company undertakes to comply with all relevant GDPR legislation.

## ***Business Terms and conditions***

- Terms and conditions of business will be provided to each client as part of the rental agreement.
- The company undertakes to comply with all relevant legislation.

## ***Client identification and contracts***

- Each client wishing to rent space in a container is required to provide two forms of identification which should be verified by the company and recorded in the company records.
- The client is required to sign the Company contract which sets out all terms and conditions.

## **Payments**

- Payments by the client to the company should be made by credit card or bank transfer.
- Cash contract terms are not permitted without invoices, together with signed and dated receipts that include the client's identification.

## Part 2: Container Self-Storage Site

### **Site**

- The container self-storage site is required to be of a defined perimeter.
- The perimeter should be securely fenced, or the containers positioned to form a secure gap-free perimeter wall.
- The defined site should be separate from any other business
- The site should only be accessible only through a secure locked gate.
- There should be no public access to the site, site access is restricted to rental clients and the company
- Clients should have the ability to access the self-storage container in a standard saloon car.
- A pest control system should be provided, as appropriate.

### **Security**

- Access should be through a secure, automatic/self-closing locked gate.
- The gate should be secured by an electronic coded lock requiring coded access both on entry and exit.
- The gates should close automatically.
- Provision should be made, via the electronic code, to monitor and record the persons entering and leaving the site.

### **Signage**

- Visible signage should include statutory health and safety and fire requirements, security notices and contact details.

### **CCTV**

- The site should be monitored by CCTV with night vision and covering at least the gate access and other relevant parts of the site.
- The CCTV should record both arrivals and departures. Recordings should be maintained for a minimum of 14 days.
- CCTV should be appropriately monitored by the site management.

## ***Fire and security alarms***

- If present, fire and security alarms shall be appropriately monitored by the site management

## ***Site surface***

- The site should be of hard standing and at least constructed of stone chippings or equivalent.
- The surface should be flat and free of pot-holes or irregularities that would hinder access to any container by a saloon car.
- The site surface should be free draining and free of flood risk in projected weather conditions.
- If the site is in a flood plain (as designated by the local authority), self-storage clients shall be made aware of any risk.

## ***Site management***

- A site manager should be appointed to be responsible for the site.
- The manager might not be present on-site during business hours, but should be readily contactable by clients and be available to meet on site by arrangement.
- The site manager should be on-call to visit the site in the event of an emergency.

## ***Public liability insurance***

- The self-storage site should be insured, as a minimum, for all-risks public liability.

## ***Container security***

- Containers should be provided with a minimum of three locking bars and a provision for fitting an industrial padlock.
- The users should have the means to completely secure the padlock and hold the key.
- Padlock shrouds should be fitted i.e. a steel protective cover welded to the container to reduce the potential for a thief to use a bolt-cropper, angle grinder, chisel or other force entry method to smash open the padlock.

## ***Padlocks***

- Self-storage facilities should preferably supply clients, at an appropriate fee, with quality padlocks that can be individually keyed and numbered using a master key system.

- The master key system allows for client key loss, clients absconding, police search warrants.

## ***Equipment***

- In the event that equipment is supplied to clients e.g. ramps, ladders, shelving etc the equipment should comply with H&S legislation and the client should be instructed in its use.

## ***Two-high stacked containers***

- If the self-storage site includes two-high stacked containers, staircases and walkways are required for access.
- The company is required to ensure that the equipment meets the requirements of health and safety legislation concerning working at height and edge protection.
- Clients accessing upper containers must be fully instructed in safe working at height procedures and provided with written instruction as confirmation.

## Part 3: Container Condition

### *Condition criteria - static storage*

- The containers should be fit for purpose, as follows:

<b>Appearance</b>	Visible parts of the container should be clean and rust-free
<b>Weather-proof</b>	Water-tight
<b>Corrosion</b>	No deep-seated corrosion to the roof or visible parts of the container
<b>Interior</b>	Clean and contamination free No transferable stains, corrosion, loose paint
<b>Doors</b>	Minimum 3 locking bars Free and easy hinges and lock bars Lock shroud
<b>Floor</b>	Clean and oil free No loose laminations
<b>Ventilation</b>	Minimum of two vents

### *Repairs and maintenance*

- In the event that a client reports a defect or leak, remedial works should be carried within a working week.

### *Stacked containers*

- In the event that containers are to be lifted, the container should meet the structural requirements of industry standard [“COA Criteria for Cargo-Worthy”](#).

### *Convention for Safe Containers (CSC)*

- Self-storage containers removed from overseas transport service are not required to be maintained in accordance with the convention. The CSC safety approval plate may be masked with paint as required.

## Part 4: Container Self-Storage Clients

### *Terms & conditions of rental*

- The terms and conditions of rental shall be in writing, and explained to the renter who should sign an office copy of the terms and conditions.

### *Client identification and contracts*

- Each client shall provide two forms of identification which shall be verified by the company.
- The client shall sign the Company contract which sets out all terms and conditions.

### *Payments*

- Payments shall be made by credit card or bank transfer.
- Cash contract terms are not permitted without invoices and signed/dated receipts that confirm the client's identification.

### *Insurance*

- Guidance should be provided on insurance matters.

### *Security*

- Security instruction on opening/closing gates should be provided.

### *Use of the self-storage container*

- Clients should be provided with guidance on the security and locking their self-storage containers.
- Clients should be made aware of any risks resulting from condensation and given guidance on preventative measures.

### *Health & Safety & Fire*

- Clients should be advised on H&S matters relevant to the self-storage site and provided with confirmation in writing.

**CSTA**  
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## About the Container Self-Storage & Traders Association

The CSTA has been established to represent the interests of Container Self-Storage Operators and Container Traders.

The Association provides its members with a range of services and publications, including the following:

- Representation of CSTA Members' interests within industry, governmental and corporate environments
- Accredited Member scheme
- Industry Code of Practice
- Promoting professionalism and value within the industry
- Networking events and forum to exchange best practice
- Technical bulletins and guidelines
- Regulatory, technical and safety resource

### *Further information from:*

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