



## Code of Ethics

1. Members **must** promote the good image of the industry through ethical and honest advertising and business practices.
2. Members **must** maintain industry best practice standards as set by the Association.
3. Members **must** ensure that their business practices deter the conduct of criminal activities on site.
4. Members **must** comply with all relevant laws and regulations in regards to developing and operating a self storage business.
5. Members **must** use a properly executed SSAA storage agreement or equivalent legal binding agreement with all Storsers.
6. Members **will** avoid using practices that do not support environmental sustainability where practical alternatives exist.
7. Members **will** ensure that their workplace provides the maximum practical level of safety for employees, customers and other visitors to the site.
8. Members **should** ensure that staff are competent in their duties and complete appropriate training in best practice standards.
9. Members **should** treat all customers with respect.