

BS 8522:2009



BSI British Standards

Furniture removal activities – Commercial moving services

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Foreword

Publishing information

This British Standard is published by BSI and came into effect on 30 June 2009. It was prepared by Subcommittee SVS/7/2, *Furniture removals services*, under the authority of Technical Committee SVS/7, *Property services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Relationship with other publications

This British Standard is based on PAS 126-1:2008 and PAS 126-2:2008, both of which are withdrawn.

It is intended to establish a minimum level of service and performance in organizations dealing with the moving of office or business equipment, furniture and goods as a service to commercial entities and other organizations.

It is separate from, but related to, the following standards covering furniture removal and storage services for private individuals:

- BS EN 12522-1, *Furniture removal activities – Furniture removal for private individuals – Part 1: Service specification*;
- BS EN 12522-2, *Furniture removal activities – Furniture removal for private individuals – Part 2: Provision of service*;
- BS EN 14873-1, *Furniture removal activities – Storage of furniture and personal effects for private individuals – Part 1: Specification for storage facility and related storage provision*;
- BS EN 14873-2, *Furniture removal activities – Storage of furniture and personal effects for private individuals – Part 2: Provision of the service*.

Use of this document

It has been assumed in the preparation of this British Standard that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its requirements are expressed in sentences in which the principal auxiliary verb is "shall".

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

1 Scope

This British Standard specifies requirements for a commercial moving service.

It specifies requirements for:

- a) defining the scope of the commercial moving service, obtaining preliminary information and supplying quotations;
- b) undertaking the commercial moving service;
- c) monitoring the commercial moving service.

It is applicable to all forms of such service whatever the means of transport and handling or the type of property being moved, and whatever the type of customer organization, e.g. office-based, industrial/manufacturing, private or public sectors.

2 Terms and definitions

For the purposes of this British Standard, the following terms and definitions apply.

2.1 commercial moving contract

quotation accepted by the customer and supplemented by the customer's specification

2.2 commercial moving service

moving of office or business equipment, furniture, goods and assets which are subject to the commercial moving contract

2.3 delivery

unpacking, re-assembly and putting in place according to the instructions given to the service provider and in accordance with the commercial moving contract and job sheet

2.4 handling

dismantling, packing, carrying, moving, loading, stowing, transporting, where required, and unloading in accordance with the commercial moving contract

2.5 job sheet (instructions and work completion declarations)

document, drawn up in several copies, which includes instructions relative to the commercial moving service and which allows its follow-up

NOTE The job sheet is also known as a job ticket, crew sheet, work order, docket, job instructions, waybill, etc.

2.6 loss and/or damage insurance

insurance cover arranged as an option by the service provider to cover the customer's property against loss and/or damage during the course of the commercial moving operations

2.7 pre-move survey

visit by a service provider representative to the customer's premises to assess the service to be performed and to gather the information required for submitting a proposal

2.8 property

office or business equipment, furniture, goods and assets

2.9 quotation

written proposal of the commercial moving service and offer price

2.10 supervisor

person responsible for managing the removal process on site

NOTE The supervisor might also be known as the foreman, charge hand, team leader or project manager.

3 General*COMMENTARY ON CLAUSE 3*

The provision of a generally acceptable, customer-oriented commercial moving service requires the detailed gathering and timely supply of accurate and relevant information and the application of human and technical skills and means, at each of the following three phases:

- preparation/presentation of preliminary information (see Clause 4);
- provision of the commercial moving service (see Clause 5);
- monitoring of the commercial moving service (see Clause 6).

The service provider shall ensure that all administrative, commercial and operational personnel involved in the three phases of the performance of the commercial moving service (see commentary) are acquainted with this British Standard and how to meet its requirements.

4 Initial contact and preliminary information**4.1 General**

4.1.1 The service provider shall seek to obtain from the customer all information required in order to carry out the commercial moving service in accordance with the service provider's established procedures. This shall include information relating to:

- a) the core service (see 4.2);
- b) any additional optional services (see 4.3).

NOTE Obtaining all information required in order to carry out the service in accordance with the service provider's established procedures might involve contact with other parties, such as landlord and statutory authorities.

4.1.2 The customer shall be advised of the need for all relevant information to be provided.

4.1.3 Initial contact with the customer and the assessment of the work to be undertaken shall be carried out by competent personnel of the service provider.

NOTE The personnel dealing with the initial contact should have a professional attitude. The competence of the personnel should include the ability to gain the confidence of the customer and the sales and technical skills acquired through training and practical experience. See also 5.2 and 7.5.

4.2 Core service

The service provider shall seek to obtain any and all information relating to the collection and delivery addresses, which could affect the physical performance of the move.

NOTE The service provider should undertake a pre-move survey of the premises and the property to be moved. The survey can be carried out either directly or through another service provider operating to this British Standard.

4.3 Optional services

The service provider shall determine whether any additional optional services are to be provided as part of the commercial moving service. The service provider shall be capable of providing any of the following optional services:

- a) pre-move survey;
- b) loss and/or damage insurance;
- c) building protection;
- d) IT equipment relocation;
- e) removal of fixtures and fittings;
- f) packing of fragile and/or non fragile objects;
- g) packing and unpacking of sequential material, e.g. files, books;
- h) dismantling and reassembling of knock-down or unit furniture;
- i) supply of packing materials in advance;
- j) additional handling operations within the premises;
- k) special packing and handling of high value objects, identified by the customer;
- l) special handling of large and/or heavy objects;
- m) preparation of an itemized packing list;
- n) "export" type packing;
- o) clearance and disposal services;
- p) supply of labels for identification and location of items;
- q) storage of items and associated handling, retrieval and re-delivery services;
- r) supply of crates for the stowing, carriage and delivery of small items.

4.4 Quotations

Where a written quotation is required by the customer, it shall incorporate:

- a) the date of drawing up the quotation;
- b) the contact details of the service provider;
- c) the name and address of the customer;
- d) the contact details for the customer's representative(s);
- e) if known, the planned carrying out period or dates;
- f) the collection and delivery addresses;
- g) the detail of the services to be provided including any special or optional services that the customer might choose to select;
- h) responses to any tender documents or the customer's specification;
- i) the procedures by which the customer may make specific observations;
- j) the procedures for making complaints and/or claims;
- k) the terms of insurance and/or the liability of the commercial moving contract;
- l) the cost of the services offered;

- m) the terms of payment;
- n) the terms and conditions of the commercial moving contract;
- o) the agreement as to whether the customer or the service provider is responsible for arrangement and payment of ancillary services, such as parking fees;
- p) any special measures to be taken with regard to health, safety and security.

5 Provision of the commercial moving service

5.1 Job sheet

5.1.1 A job sheet shall be drawn up for the commercial moving service and shall contain the following:

- a) the name, address and contact details of the service provider;
- b) the name and address of the customer;
- c) the place(s) of collection and place(s) of delivery;
- d) the contact details of the customer's representative(s) at the place of collection and the place of delivery;
- e) risk assessment information;
- f) the availability and details of access and parking arrangements, lifts and loading/unloading docks at the places of collection and delivery;
- g) the identification mark(s) of the vehicle(s) or container(s) being used;
- h) any specific security arrangements;
- i) a description of the property to be moved;
- j) the time schedule for the collection and delivery operations;
- k) the procedures for making complaints and/or claims;
- l) a delivery sheet;
- m) a work completion declaration for signing.

5.1.2 A copy of the job sheet shall be provided to:

- a) the customer or the customer's representative upon completion of each phase or shift;
- b) the operational personnel, or, where the occasion arises, a third party entrusted with carrying out the commercial moving operations.

5.1.3 The job sheet shall be used by the operational personnel at each execution phase of the service.

5.1.4 On completion of the service, the job sheet's delivery sheet and work completion declaration shall be signed by both the customer and the service provider to confirm completion of the agreed services.

NOTE The job sheet has a triple function as follows.

- a) *The receipt given by the customer provides proof of the completion of the phase or shift.*

- b) *It allows the customer to record any exceptions or reservations upon delivery and to notify the existence of any loss or damage. At the same time, this document allows the service provider's representative to make written observations concerning the customer's comments.*
- c) *It includes information required for making a claim or for lodging a complaint.*

5.2 Operational personnel

COMMENTARY ON 5.2

The service provider should ensure that the professional personnel engaged to carry out the commercial moving service have, in addition to the necessary technical skills, the following qualities:

- *punctuality;*
- *courtesy;*
- *good presentation.*

5.2.1 All supervisors shall:

- a) be employed on a full-time contract;
- b) have regular relevant training;
- c) be responsible for the commercial moving team;
- d) be fully acquainted with the general and special conditions of the commercial moving contract and ensure that the service rendered complies with the specifications agreed upon;
- e) ensure that the commercial moving operations are conducted in safety.

5.2.2 Each commercial moving team shall comprise, at least for half of the number, operational personnel who have completed a recognized training course in commercial moving or who possess at least one year's relevant practical experience.

NOTE A recognized training course is, for example, one offered by a relevant trade association.

5.2.3 Mechanized lifting and handling equipment shall only be operated by operational personnel who have been trained in its use.

5.3 Technical means

5.3.1 Packing materials

5.3.1.1 The service provider shall be capable of providing suitable packing materials to protect their contents (the property) from damage during handling and delivery.

5.3.1.2 The packing materials utilized for the service shall be:

- a) sufficient in quantity;
- b) clean.

NOTE Shape, size, strength and durability are factors that should be taken into account when selecting packing materials for property.

5.3.2 Other materials and equipment

The service provider shall make the following available for use as specified or required by the commercial moving contract agreed with the customer:

- a) adhesive tape, labels, air bubble film, padded paper wrapping, clean white paper and a selection of cartons suitable for the protection of the property to be moved;
- b) toolboxes and tools, roll cages, trolleys, hand-trucks, skates and plastic crates appropriate to the nature and quantity of the property to be moved;
- c) handling equipment appropriate to the circumstances of the operation, e.g. powered stair-climbers, external elevators, cranes and heavy lifting gear.

NOTE 1 This list is not exhaustive.

NOTE 2 Attention is drawn to legislation on the requirements for the design and manufacture of equipment and further requirements for maintenance, inspection and testing of equipment.

5.3.3 Vehicles

NOTE The specification of the vehicle(s) will depend on the nature of the property to be moved and access restrictions.

5.3.3.1 The vehicle(s) used shall be selected to ensure the protection of the property being carried. They shall be clean and shall have a tidy appearance.

NOTE 1 The following are examples of the features to be considered:

- a) effective suspension;
- b) sturdy box construction;
- c) waterproof/dry interior;
- d) tie rails and/or padding;
- e) vehicle-mounted lifting equipment, such as a tail lift or crane.

NOTE 2 Attention is drawn to relevant legal requirements for operating and maintaining transport equipment and the associated maintenance of records.

5.3.3.2 All doors of the vehicle(s) shall be fitted with locks to ensure the security of the property being carried.

NOTE In addition, vehicles can be fitted with an intruder alarm and tracking device.

5.3.4 Mobile communications equipment

The operational personnel shall be provided with mobile communications equipment comprising at least one device per vehicle and at all times at least one device per worksite.

5.4 Health and safety

The commercial moving service shall be undertaken in accordance with the health and safety policies and procedures of both the service provider and customer. (See also 4.4, item p.)

COMMENTARY ON 5.4

Attention is drawn to health and safety legislation which requires employers to ensure the health and safety of all employees and anyone who might be affected by their work, and also places responsibility on employees not to endanger themselves or others and to use any safety equipment provided.

In particular, due regard is to be given to:

- a) on-site risk assessment at the origin and destination locations, including access restrictions, means of entry and exit and any potential hazard to the service provider's personnel, those of the customer, or other persons or property in the vicinity;
- b) safe lifting and handling of any heavy, large or awkward goods;
- c) operation of any specialist handling equipment;
- d) working during the hours of darkness;
- e) provision and use of personal protective equipment.

For further guidance on moving goods safely, see the Health & Safety Executive (HSE) website (www.hse.gov.uk).

5.5 Security

5.5.1 In consultation with the customer, the service provider shall agree the measures necessary to ensure:

- a) the security of any premises being vacated or occupied;
- b) the security of all vehicles and equipment;
- c) the safe-keeping of property during the course of the commercial moving service.

5.5.2 As part of the recruitment process, the service provider shall screen or vet personnel, taking into account any special requirements agreed with the customer.

NOTE 1 Where individuals apply for employment that falls under the scope of this British Standard and existing employees transfer to such employment from other duties, the following details should be sought:

- a) cautions or convictions for criminal offences, including motoring offences and pending actions;
- b) two employment references or, for school leavers and persons returning to work after a long absence from the workplace, two character references.

Attention is drawn to relevant legislation on the rehabilitation of offenders, such as the Rehabilitation of Offenders Act 1974 (as amended) [1], which enables some criminal convictions to become "spent", or ignored, after a "rehabilitation period". Disclosure of criminal convictions of any employee is subject to legislation.

For further recommendations on the security screening of individuals, see BS 7858.

NOTE 2 Attention is drawn to the Data Protection Act 1998 (as amended) [2] which sets rules for processing personal information.

6 Monitoring of the commercial moving service

6.1 Feedback

6.1.1 Customer feedback shall be sought as to whether the service provider has met customer requirements.

NOTE Customer feedback can be sought in a number of ways including by means of a questionnaire to be completed by the customer.

6.1.2 The review of all feedback shall be carried out by personnel having knowledge and/or experience in commercial moving matters.

6.2 Complaint management

6.2.1 A complaint management procedure shall be in place.

NOTE 1 A complaint management procedure will aid in enabling an amicable settlement of disputes in accordance with the terms of the commercial moving contract.

NOTE 2 Complaint management procedures should establish timeframes for responses.

NOTE 3 Advice on the management of a complaint can be sought from trade associations or similar bodies.

6.2.2 The means of achieving the amicable settlement of a dispute shall, if necessary, provide for:

- a) the involvement of any professional organization, to which the service provider belongs, offering a conciliation service; and/or
- b) the use of an independent service such as mediation or arbitration.

NOTE This approach demonstrates commitment to the amicable settlement of disputes and minimizes the need for recourse to legal proceedings.

7 Quality management

NOTE Guidance on quality management systems is given in BS EN ISO 9000.

7.1 Quality policy

7.1.1 Establishing the quality policy

The service provider shall establish and operate a formal quality policy relating to all aspects/phases of the provision of facilities and services for commercial moving operations. This policy shall be documented and maintained in written form, signed by a senior manager.

7.1.2 Maintaining the quality policy

The service provider shall establish and operate procedures for regular monitoring of the effectiveness of the quality policy in operation and for its revision/replacement, whenever necessary.

7.1.3 Communicating the quality policy

7.1.3.1 The service provider shall establish and operate procedures to ensure that all personnel working under its direction are made aware of the general objectives of the overall quality policy and of any specific details that might affect the day-to-day activity of individual personnel.

7.1.3.2 In order to ensure the participation and active co-operation of the personnel in the drawing up and implementation of the quality policy, a consultation and review procedure appropriate to the size of the company shall be established and operated.

7.1.4 Conducting, controlling and reviewing quality policy responsibilities

For each role in the service provider's organization, quality responsibility and the extent of authority shall be clearly defined, documented and reviewed at pre-determined intervals.

NOTE For small/medium sized service providers, the primary quality-related functions may all be fulfilled by one person, e.g. the manager/owner or an individual specifically appointed for this purpose.

7.2 Quality manual

7.2.1 General

The service provider shall establish and maintain a quality manual which, as a minimum, documents, or references separate documentation on:

- a) the scope of the quality policy and quality management system;
- b) document control procedures (see also 7.2.2);
- c) work procedures relating to:
 - 1) the recording and confirmation of customer enquiries, including oral enquiries, and the appropriate preparation for the work to be carried out;
 - 2) the detailed preparation of a specific commercial moving service, including:
 - i) ascertaining and confirming the availability of personnel and equipment;
 - ii) evaluating the qualifications of the required personnel;
 - iii) compiling a list of necessary packing materials and handling equipment;
 - iv) arranging any necessary administrative authorizations;
 - 3) specific job roles (with particular reference to safety, where appropriate), e.g. work instructions for packing and unpacking, handling heavy loads, loading and unloading vehicles, stowage and stacking, correct use of equipment and administrative processes such as the completion of documentation;

- d) personnel information, including:
 - 1) recruitment procedures (with specific reference to the method of hiring/recruiting temporary personnel);
 - 2) details of personnel training programmes (see also 7.5);
 - 3) methods of evaluating personnel qualifications;
- e) purchasing information, including all specifications relevant to the purchase by the service provider of equipment, services and consumables in connection with the provision of commercial moving services;
- f) equipment procedures relating to:
 - 1) the maintenance, renewal or replacement of equipment;
 - 2) the authorization of work to be carried out on equipment;
- g) incident/accident procedures to be followed:
 - 1) at any stage during the handling process (including the recording of alleged losses or damage and a "work completion" statement);
 - 2) when dealing with any performance failures;
 - 3) in the event of a service problem or an inability/failure to deliver a service;
 - 4) in the event of an accident or emergency.

7.2.2 Control of quality-related documents

All documents relating to quality and grouped together in the quality manual shall be the responsibility of a nominated person, including the drafting, filing, updating and distribution to those concerned.

7.3 Corrective and preventive action

7.3.1 Where the quality of the commercial moving service is identified as requiring improvement, the service provider shall take action to eliminate the causes of existing and potential problems in order to prevent recurrence and occurrence, respectively.

Attention shall be given, but not limited, to:

- a) the frequency and degree of seriousness of customer complaints, incidents or accidents;
- b) the rate of compliance with the agreed dates for commencement and completion of commercial moving services.

7.3.2 Remedial actions to rectify any shortcomings shall be undertaken promptly.

7.4 Subcontractors

Where commercial moving operations are subcontracted, the service provider shall ensure that subcontracted commercial moving operations are carried out in accordance with BS 8522.

7.5 Training

7.5.1 The competency of all personnel shall be identified and recorded, including documentation relating to the training undergone by each employee.

7.5.2 The service provider shall carry out annual training needs assessment and shall provide regular refresher or upgrade training, either in-house or through external resources, and shall keep an individual record for each employee.

8 Claims of compliance

Where a service provider claims compliance with this British Standard, the following information shall be recorded:

- a) the company name and address;
- b) the scope of service provided, e.g. commercial moving service;
- c) the identifier and year of this British Standard, i.e. BS 8522:2009.

Bibliography

Standards publications

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

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

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

BS EN 14873-1, *Furniture removal activities – Storage of furniture and personal effects for private individuals – Part 1: Specification for storage facility and related storage provision*

BS EN 14873-2, *Furniture removal activities – Storage of furniture and personal effects for private individuals – Part 2: Provision of the service*

BS EN ISO 9000, *Quality management systems – Fundamentals and vocabulary*

Other publications

- [1] GREAT BRITAIN. The Rehabilitation of Offenders Act 1974 (as amended). London: The Stationery Office.
- [2] GREAT BRITAIN. Data Protection Act 1998 (as amended). London: The Stationery Office.

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BSI Group Headquarters

389 Chiswick High Road London W4 4AL UK

Tel +44 (0)20 8996 9001

Fax +44 (0)20 8996 7001

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