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BSI Standards Publication

Furniture removal activities – Commercial moving services

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Summary of pages

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This British Standard is based on PAS 126-1:2008 and PAS 126-2:2008, both of which are withdrawn.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