



**SOMPO
INTERNATIONAL**
INSURANCE

SOMPO GLOBAL RISK SOLUTIONS

Self-Storage Loss Control



Theft, vandalism and water damage are a few of the exposures that the self-storage facility operator needs to be prepared to address in order to safeguard their clients' property.

Customers utilize self-storage facilities with the expectation that their belongings placed in storage will be safe and accessible. Theft, vandalism and water damage are a few of the exposures that the self-storage facility operator needs to be prepared to address in order to safeguard their clients' property. Additionally, there are statutory laws that apply to this industry which operators must comply with, including the Americans With Disabilities Act, Service Members Civil Relief Act, state and local wage and hour regulations, and state licensing requirements for tenant insurance programs.

Self-Storage Risk Management starts with educating employees, property managers or others involved with the operations and associated safety procedures of a storage facility. Safety training for employees should be specific to the operations and may encompass a variety of topics such as emergency evacuation procedures and accident response, how to respond to theft or break-ins as well as how to conduct on-site physical hazard surveys. Training provided for individuals responsible for property self-inspections should include the importance of recognizing life safety issues (blocked exit doors, emergency light testing and signage, and easily accessible sprinkler control valves); identification of trip/slip fall hazards, overgrown landscaping, units being used for habitational purposes and signs of vandalism or theft; and the proper maintenance of material handling equipment and adequate lighting at the storage facility. Reporting and promptly addressing any hazards or unsafe conditions is key to reducing the likelihood of an injury and providing a safer environment for workers and self-storage facility clients.

Understanding, implementing and reinforcing industry best practices can reduce risk factors and improve the reputation and integrity of the operation. We take a collaborative approach to assist our clients with their safety programs, increasing awareness of the importance of risk mitigation, instilling a safety culture, improving employee morale and productivity, and reducing accident frequency and severity.



Sompo Global Risk Solutions Capabilities

Our dedicated team of Self-Storage Risk Specialists can assist in ensuring that your safety program addresses all key elements specific to the self-storage industry. Only by thoroughly understanding your industry and operations can we bring to bear our knowledge of the accident trends specific to the self-storage industry. We then work jointly with you to develop a detailed loss analysis and to tailor risk mitigation approaches and develop associated risk mitigation goals. In addition, we focus on safety program details and accountability requirements. A well written safety program that is properly implemented is a critical element in accident reduction.

We also provide the following services:

- Development of Facility Specific General Liability, Property or Workers Compensation Self-Inspection Forms
- Safety Responsibility and Accountability Assessment
- Development of Risk Mitigation and Safety Program Best Practices
- Accident Investigation Training (in person or webcast)
- Hot Work Programs
- Specialized Custom Training (Consultation of Customer Goods Sale and Disposal)



FOR MORE INFORMATION, CONTACT:

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